

Bastrop County MUD No. 1

500 N Capital of Texas Hwy #1-125

Austin, TX 78746

Phone: (512) 402-1990 Fax: (512) 402-0304

Customer Information Sheet

OFFICE USE ONLY			
Account: _____	Read: _____	<input type="checkbox"/>	Driver's License Verification
Deposit: <u>\$250.00</u>	Transfer Fee: <u>\$15.00</u>	Service Agreement Fee: <u>\$15.00</u>	Check Number: _____

Date: /_____/_____

Name on the Account: _____ Service Begin Date: _____

Service Address: _____

Billing Address: _____

Home Phone # _____ Work Phone # _____

Cell Phone # _____

E-mail Address: _____

All personal information in the customer's account (address, phone number, driver's license, usage, billing and payment records) is automatically kept confidential unless requested by the customer to opt out. HB 872, Section 812.052 of the utilities code effective June 18, 2021

Customer Confidentiality OPT OUT

By Signing up for service you are automatically enrolled in the districts IRIS alerts. You will receive email and phone notifications for events related to our service. This includes water outages, leaks, and maintenance repairs. To opt out of this service you may check the box.

Emergency Notification (IRIS) opt out

Check all that apply:

Water Service

Sewer Service

Swimming Pool

Irrigation System

Bastrop County MUD No. 1

Service Agreement

- I. **PURPOSE.** Bastrop County Municipal Utility District No. 1 (the "District") is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of the agreement.

- II. **PLUMBING RESTRICTIONS.** The following unacceptable plumbing practices are prohibited by State Regulations.
 - A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.

 - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installations of an air-gap or a reduced pressure-zone backflow prevention device.

 - C. No connection which allows water to be returned to the public drinking water supply is permitted.

 - D. No pipe or pipe fitting which contains more the 8.0% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.

 - E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between Bastrop County Municipal Utility District No. 1 (the "District") and [NAME OF CUSTOMER] (the "Customer").
 - A. The District will maintain a copy of this agreement as long as Customer and/or the premises is connected to the District's water system.

 - B. Customer shall allow his/her property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections

shall be conducted by the District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the District's normal business hours.

- C. The District shall notify Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
- D. Customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- E. Customer shall, at his/her expense, properly install, test and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.
- F. Customer understand and agrees that the District does not guarantee any specific quantity or pressure of water for any purpose whatsoever and that the District is not liable to customer for failure or refusal to furnish any particular amount or pressure of water to customer.
- G. The customer shall allow the District access to his/her property to inspect, maintain, and repair the grinder pump. The inspection shall be conducted during the District's normal business hours. The customer shall be notified 24 hours in advance, when possible, and in writing of an inspection or maintenance of the grinder pump. All repairs shall be considered an emergency and customer notification shall not be necessary.

IV. **ENFORCEMENT.** If Customer fails to comply with the terms of the Service Agreement, the District shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this Service Agreement shall be billed to Customer.

CUSTOMER'S SIGNATURE: _____

DATE: _____

ADDRESS: _____

Bastrop County MUD No. 1

500 N Capital of Texas Hwy
Bldg. 1, Suite 125
Austin, Texas 78746
(512)402-1990

Dear Customer:

As you may be aware, the wastewater system in ColoVista is a low-pressure wastewater (sewer) system which operates on pressure from individual grinder pumps at each home. Wastewater is pumped by the grinder pumps to our treatment plant and, once treated the effluent is irrigated on to pastureland. The system works very well, and the treated effluent is near “drinking water” in quality.

We do need your help. If grease or items which are made of plastic, rubber, syringes, plastic bottles, hygiene products, or other substantial materials, other than toilet paper, are flushed into the wastewater system; your system may stop up causing a back-up into your home, your grinder pump may be damaged; and if enough of these materials enter the system, the wastewater plant could be affected. **Please only flush personal waste and toilet paper down your toilets to keep our system working properly.**

The **attached District Policy** for ColoVista provides that the homeowner will maintain the wastewater (sewer) system in their home and associated piping until it enters the grinder pump tank (outside your home). The District will maintain the tank, controls, grinder pump, and the pressurized piping leading to the street and onward to the wastewater treatment plant. Flushing of inappropriate items into the grinder pump system or physical damage to the system by a lawn mower or vehicle, etc. will be a homeowner expense as will grinder pump damage caused by flushing of inappropriate items into the grinder pump system.

Your cooperation will help to ensure the proper operation of our wastewater system and will reduce costs to all of us. If you do experience a wastewater (sewer) problem with your grinder pump (red light on); immediately stop using the wastewater system and call the District office at (512) 402-1990.

Respectfully,

The Board of Directors
Bastrop Co. MUD No. 1

Bastrop County MUD No. 1

500 N Capital of Texas Hwy. Bldg 1, Suite 125, Austin, TX 78746

Office: 512-402-1990 Fax: 512-402-0304

IMPORTANT INFORMATION Regarding the Emergency Notification System

Bastrop County MUD No. 1 provides, at no cost to you, an instant Emergency Notification system. In the event of a water or wastewater emergency or service interruption, Bastrop County MUD No. 1 will notify you through:

- ▶ Home phone
- ▶ Cell phone
- ▶ Text messaging
- ▶ E-mail

I understand that my email address is confidential and is not subject to disclosure under the Texas Open Records Act.

- I request that my personal information (address, telephone number, or social security number), as listed in Section 182.052, Texas Utilities Code, be kept confidential.
(Please check the box to protect your personal information.)

SERVICE ADDRESS: _____

Utility Customer Name:

Email Address 1st Option: **REQUIRED**

Utility Customer Name:

Email Address 2nd Option:

Please indicate how you would like to be contacted: *Please check all that apply*

Priority #1 Phone Number :

Home Cell Text

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Priority #2 Phone Number :

Home Cell Text

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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* Phones are contacted based on priority order you select. A message will be left if no one answers.

Customer Signature

Bastrop County Municipal Utility District No. 1

500 N. Capital of Texas Hwy, Bldg. 1, Suite 125, Austin, Texas 78746
Office (512) 402-1990

STAGE 1: MILD DROUGHT CONDITIONS

Effective: December 1, 2012

Dear Residents:

The District has a contractual agreement with AQUA Water Supply Corporation that places a maximum on the amount of water the District can use. The District's Drought Contingency Plan calls for the following provisions to be instituted. The goal of these restrictions is to reduce water demand which will provide adequate water storage levels for public health, safety and fire protection as this drought continues.

STAGE 1: The **VOLUNTARILY** Water Use Restrictions are as follows:

1. All outdoor water usage, including but not limited to lawn and garden watering, car washing, and window washing, shall be limited as follows:

Last Number of Address	Days of the Month to Irrigate
Even Number Addresses	Tuesday and Saturday
Odd Number Addresses	Wednesday and Sunday
If no Street Addresses Exists North and West side of Street	Tuesday and Saturday
If no Street Addresses Exists South and East side of Street	Wednesday and Sunday

2. Please schedule automatic irrigations systems and swimming pool filling to occur between 6:00 am and 10:00 am and between the hours of 6:00pm and 12:00am (midnight)
3. Mild Drought may be rescinded when the conditions listed as triggering events have ceased to exist for a period of three consecutive days, or at the discretion of the Board of Directors of the District or the designee of the District.

It is important that all customers cooperate with these water conservation restrictions to ensure that we have a sufficient supply of water. Should you have any questions regarding this notice, please contact the Utility Office at (512) 402-1990.

Respectfully,

Bastrop County MUD No. 1 Board of Directors

BASTROP COUNTY MUNICIPAL UTILITY DISTRICT NO. 1

Information Sheet

Tap Fees:

Water Tap fee for a 5/8" meter	\$2315.00
Water Tap fee for a larger meter	Determined by District
Wastewater Tap Fee w/grinder pump	\$6,200.00
Builder Deposit (for each residential connection)	\$ 250.00

Temporary Water Service Fees:

Deposit	\$ 1,500.00
Installation	\$ 50.00
Water Rate per thousand gallons	\$ 5.50

Water Consumption Rates:

Base Rate	\$ 55.00
Per 1,000 (1 gallons -7,000 gallons)	\$ 4.00
Per 1,000 (7,001 gallons – 15,000 gallons)	\$ 4.50
Per 1,000 (15,001 gallons – 25,000 gallons)	\$ 5.00
Per 1,000 (25,001 gallons and above)	\$ 5.50

Sewer Rates:

Base Rate	\$ 25.50
Grinder Pump Maintenance Charge	\$ 35.00

Termination Charges:

Reconnection fee	\$ 55.00
Plus Security Deposit	\$ 100.00
Request by User (discontinuing and restoring service each)	\$ 20.00
To Re-Install meter if removed	\$ 55.00

Miscellaneous Charges:

Security Deposit New Customers	\$ 250.00
After –Hours Service Charge; weekdays after 4:00 pm and weekends	\$ 65.00
After –Hours Service Charge; Holidays	\$ 75.00
Return Check Charge	\$ 25.00
Transfer Fee	\$ 15.00
Service Agreement Admin Fee	\$ 15.00
Door Hanger Fee	\$ 10.00
Payment Pick Up Fee	\$ 10.00

Late Payment Penalty: A late charge of 10% of the bill shall be added for each monthly billing date the delinquent account remains unpaid.

½ of 1% of water and sewer usage to each user for the TCEQ regulatory fee.