

# 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

<b>OFFICE USE ONLY</b>			
Account: _____	Read: _____	<input type="checkbox"/> Driver's License Verification	
Deposit: <u>\$250.00</u>	Transfer Fee: <u>\$25.00</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 # \_\_\_\_\_ Applicant is: \_\_\_\_ Owner \_\_\_\_ Renter

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.** In addition to the District’s regulations contained in its Rate Order (described below), 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 installation 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 0.25% 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 the District and the undersigned customer.
  - A. The District will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the District’s water system. The Customer has been provided with a copy of the District’s Rate Order including its Regulations regarding Water and Sewer house lines and connection and agrees to abide by the terms and conditions of the Rate Order, as such may be revised and amended from time to time in accordance with applicable law.
  - B. The 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 the 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. The Customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- E. The 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. The Customer understands 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 the 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 the Customer.

CUSTOMER'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

# Bastrop County MUD No 1

500 N Capital of Texas Hwy. Bldg 1 Suite 125

Austin, TX 78746

Office: 512-422-1990

Dear Customer,

Congratulations on your new electronic water meter! Your new electronic meter offers the following advantages over the previous mechanical meters.

1. Meter reads are electronic instead of manual
2. Electronic meters offer a 10-year warranty
3. More accurate water reading than mechanical meters
4. Customers can view their water usage 24/7

With electronic water meters, you now have direct access to your water usage data via a mobile and desktop application called, **EyeOnWater**. The District's EyeOnWater tool provides a platform for residents to review and analyze their usage patterns. The application also offers the ability to identify and monitor potential leaks and set notification alerts.

To access the website and set up your personal account, simply click on the link below <https://eyeonwater.com/signup> and follow the instructions to create your personal account.

You will need the following to get started.

1. Zip code
2. Email address
3. Account number from your water bill

*If you do not have your water bill, you can call the water utility office at 512-402-1990  
M-TH from 8am-4:30pm, or Friday until 4pm*

You can also download the EyeOnWater app from Apple App Store or Google Play.

Below are helpful YouTube videos on how to set up and use the EyeOnWater software for both mobile and desktop applications.

Desktop: [https://www.youtube.com/watch?v=I\\_7L6fnDi\\_I](https://www.youtube.com/watch?v=I_7L6fnDi_I)

Mobile: <https://www.youtube.com/watch?v=9xzSZ0lml-s>

We encourage you to take advantage of the EyeOnWater application.

Sincerely,

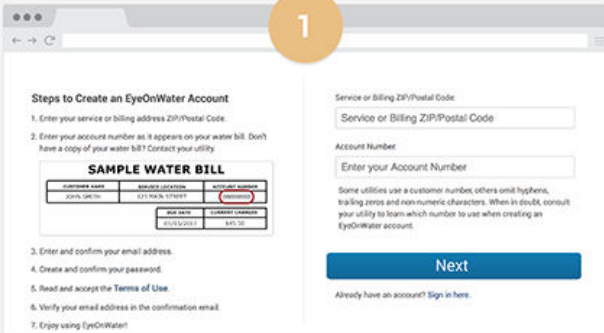
Bastrop County MUD No. 1



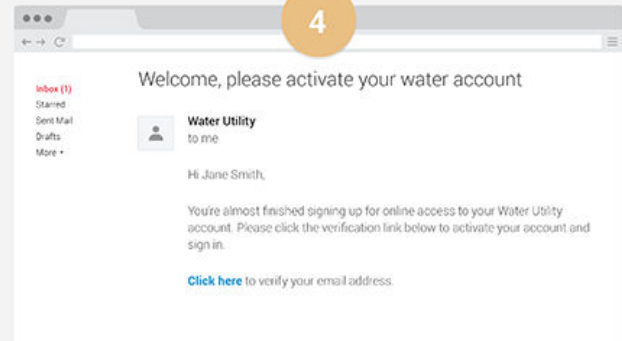
# EyeOnWater

## See Your Water Usage

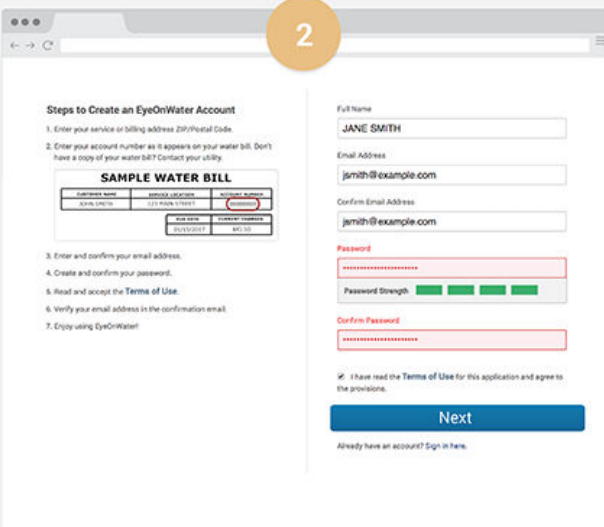
Follow these simple instructions to see your water usage information online.



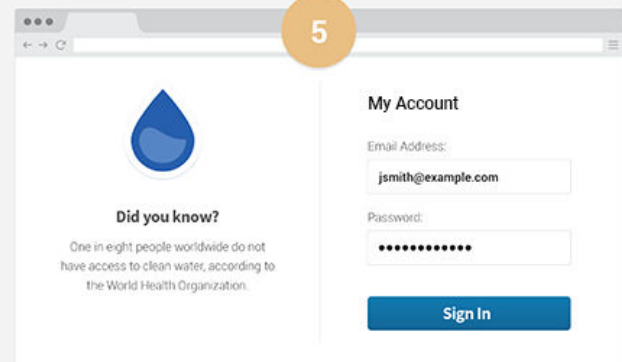
Visit <https://eyeonwater.com/signup> to create your online account. Enter your service or billing ZIP/postal code and your account number.



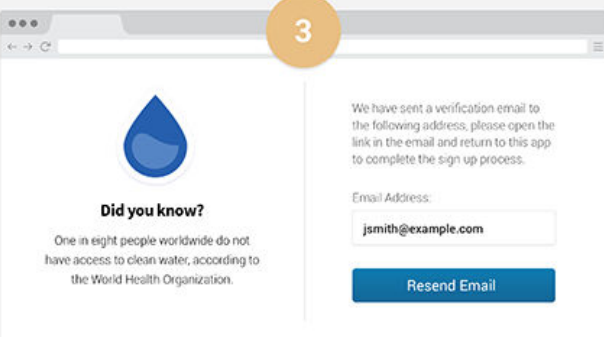
Click on the link in the email to verify your email address.



Enter your name and email address. Confirm the address, and then create and confirm a password. Passwords must be 8 to 16 characters long.



After clicking the link in your email, enter your email address and password to sign in.



Check your email for the verification message that has just been sent.



Once you're logged in, you'll be able to view your water consumption and even set a leak alert.

# 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 Voluntary Water Use Restrictions

Dear Residents:

The District and AQUA Water Supply Corporation are requesting customers to voluntarily limit the irrigation of landscaped areas to the water schedule below.

**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 Week to Irrigate
Even Number Addresses	Monday & Thursday
Odd Number Addresses	Tuesday & Friday
No Outside Watering on Saturdays, Sundays or Federal Holidays	

2. Please schedule automatic irrigations systems and swimming pool filling to occur between 12:00 am and 10:00 am and between the hours of 7:00pm 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.

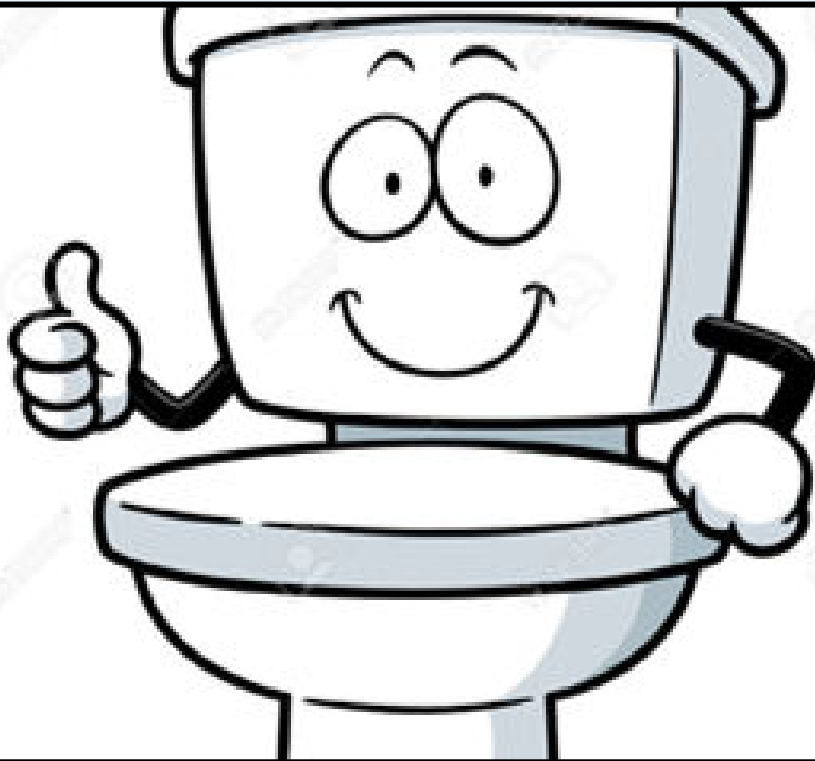
It is important that all customers cooperate with these water conservation restrictions to ensure that we have a sufficient supply of water. Should you have any questions regarding this notice, please contact the Utility Office at (512) 402-1990.

Respectfully,  
Bastrop County MUD No. 1 Board of Directors

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# THINK BEFORE YOU FLUSH!

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## Do Not Flush These Items:

- ❖ Wipes of any kind (even the 'flushable' ones)
- ❖ Paper towels
- ❖ Cat litter (even the 'flushable' kind)
- ❖ Hygiene products
- ❖ Grease, fats or oils
- ❖ Cigarette Butts
- ❖ Cotton swaps or tips
- ❖ Diapers
- ❖ Fish
- ❖ Hair

**Our sewer system was designed to transport toilet paper and human waste. Flushing anything else can cause clogs to occur in your home and the municipal plumbing lines. Even items marketed as 'flushable' won't breakdown nearly as fast as toilet paper and are a big problem today.**

- **If a clog occurs in your home's plumbing, the responsibility and cost falls on you.**
  - **If a clog occurs in the municipal sewer line, the cost of repairs could be passed on to users in the form of higher utility fees.**
-

# What is a Grinder Pump?

A grinder pump is on the resident's property and is used to cut up toilet paper and human waste before pushing through the pipes to the waste station.

Flushing anything else can cause serious damage to the homeowner's pipes or the District's mainlines.

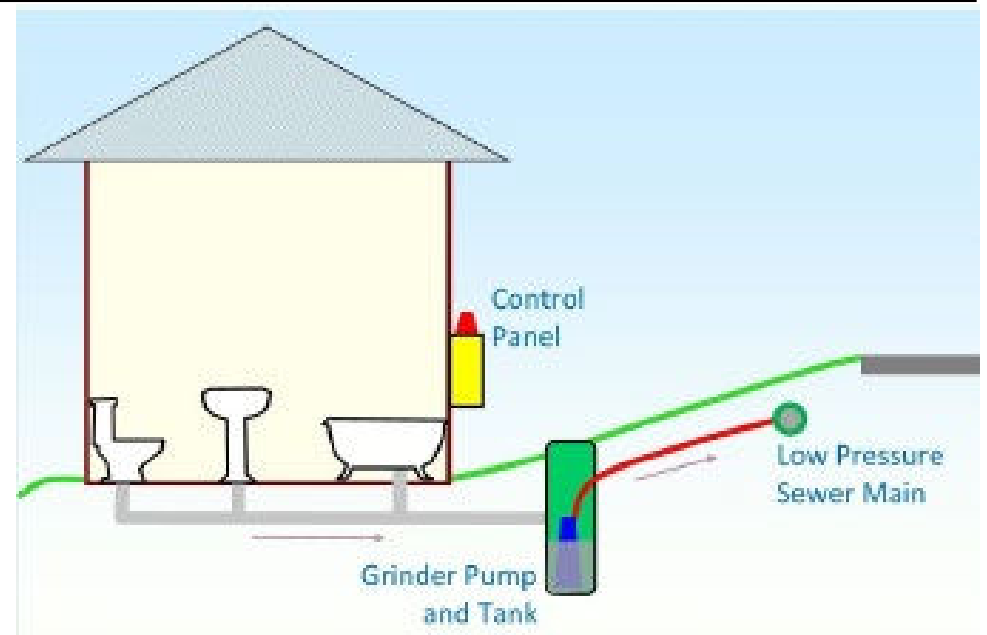
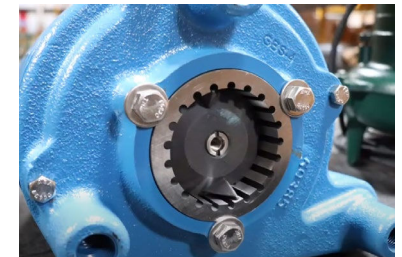


Image of new Razor grinder pump blade



Image of traditional grinder pump blade





# 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**  
**Information Sheet 5.1.2024**  
 (These fees are for residential only)

**Single Family Residential Water Rates:**

Residential Base Rate	\$ 60.00
Per 1,000 gallons	\$ 7.08

**Single Family Residential Wastewater Rates:**

Sewer Base Flat Rate	\$ 25.50
Grinder Pump Maintenance Charge	\$ 35.00
TCEQ Regulatory Assessment Fee (1% of water & wastewater charges)	

**Public Spaces Water Rates:**

Per 1,000 gallons	\$ 0.45
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**Fire Hydrant Temporary Water Service:**

Deposit	\$1,500.00
Installation Fee	\$ 50.00
Per 1,000 gallons	\$ 5.50

**Termination of Service Charges for Non-Payment:**

Door Hanger Fee	\$ 35.00 each
Payment Pick Up Fee	\$ 35.00 each
Normal Business Hours Reconnection Fee (8:00am – 4:00pm)	\$ 55.00
After Hours Reconnection Fee (after 4:00pm weekdays & weekends)	\$ 250.00
Holiday Reconnection Fee	\$ 250.00
Plus Security Deposit	\$ 100.00
Meter Re-Installation (if removed for non-payment)	\$ 55.00

**Termination of Service Charges Requested by User:**

Requested by User – Disconnect Service (Normal Hours)	\$ 25.00
Requested by User – Reconnect Service (Normal Hours)	\$ 25.00
Requested by User After Hours – Disconnect Service	\$ 250.00
Requested by User After Hours – Reconnect Service	\$ 250.00
(After Hours: Saturdays and Sundays and after 4:00 pm on weekdays & Holidays)	

**Miscellaneous Charges:**

Single Family Security Deposit	\$ 250.00
Non-Single Family Security Deposit	\$ 75.00/LUE
Return Check Charge	\$ 25.00
Service Agreement Fee	\$ 15.00
Transfer Fee	\$ 25.00

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