

Bastrop County MUD No. 1

2306 Ranch Road 620 North, Austin, Tx 78734

Phone: (512) 402-1990

Customer Information Sheet

OFFICE USE ONLY

Account: _____

Read: _____

☐ Driver's License Verification

Deposit: \$250.00 Transfer Fee: \$36.00 Service Agreement Fee: \$15.00 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: _____

Rental Agent/Homeowner Information required if a renter/tenant:

Name: _____ Phone: _____

Email: _____

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**

Bastrop County MUD 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 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 airgap 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 airgap 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 than 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

2306 Ranch Road 620 N., Austin, TX 78734

Office: 512-402-1990

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

Bastrop County MUD No. 1 is prohibited by law from releasing any of your personal contact information.

SERVICE ADDRESS: _____

Utility Customer Name:

Email Address 1st Option:

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

☐	☐	☐
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Priority #2 Phone Number :

Home

Cell

Text

☐	☐	☐
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* Phones are contacted based on priority order you select. A message will be left if no one answers.

Customer

Signature

Did you know? The MUD has an online option to pay your bill, no writing a check and hoping the check makes it on time. Paying with your bank's bill pay is the same as mailing a check from home.

Don't have bills mailed to you - [GO PAPERLESS](#) - and receive the many benefits of [E-STATEMENTS](#)!

Receive your Utility Bill with [E-Statements](#) Online and be ahead of the game



- Receive Your Bill Immediately - Days Ahead of the Mailed, Paper Bills
- Know Immediately, the Current Status of Every Aspect of Your Account
- E-Statements Never Get Lost in the Mail
- Sign Up Today - It's Easy, Safe, Convenient and Environmentally Friendly!

Step 1: Go to

<https://bastropcountymud1.com//>
and click 'Online Bill Payment'

Pay Your Water Bill

Contact Bastrop MUD 1



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Step 2: Log in to your online

account. If this is your first time signing in, click the 'First Time Sign-In' button and follow the prompts.

LOGIN

User ID

Password

User Dashboard

USER DASHBOARD

TOTAL DUE NOW \$0.00

Notifications

- Sign up to receive **paperless statements**
- Sign up for Bank Draft or Credit Card recurring payments.

Step 3: On the User Dashboard, the top right panel is labeled 'Notifications'. Click 'paperless statements'

Email Alerts

Sign up to receive Email Alerts about your Account

Email Bill Notification ☒ Yes ☐ No

☒ Sign up for Paperless Billing today!

Step 4: Select email bill notification and 'Sign Up for Paperless Billing'

It is that easy! If you have any questions, call us at 512-402-1990 or send an email to atx.general@sienviro.com

BASTROP COUNTY MUNICIPAL UTILITY DISTRICT NO. 1
SCHEDULE A RATES
Information Sheet 5.1.2026

Water Tap Fees:

Single Family 5/8" Meter (Meters larger than a 5/8 inch, the tap fee shall be determined by the District)	\$ 2,745.00
Non-Single Family	District Cost x 2
Non-Taxable Users	District Cost
(Non-Single Family & Non-Taxable District Cost: tap, meter, service lines and/or restoring of yards, sidewalks, streets, landscaping, concrete or other improvements affected by the installation)	
Aqua System Development Fee	\$ 8,400.00 per LUE

Sewer Connection/Grinder Pump Fee:

Single Family Sewer Connection	\$ 75.00
Non-Single Family Sewer Connection	\$ 75.00
Non-Taxable Sewer Connection	\$ 75.00
Grinder Pump System (includes up to 50 feet, over is the builder responsibility)	\$ 7,500.00
Non-Single Family Grinder Pump System	\$15,000.00

Plumbing Inspections:

Plumbing Inspection Fee (5)	\$ 500.00
Re-Inspections or Inspections after the first 5	\$ 100.00 each
Customer Service Inspection (CSI)	\$ 100.00
Swimming Pool Inspection	\$ 50.00 each
Grease Trap/Sampling Well Inspection	\$ 35.00 each
Grease Trap/Sampling Well Re-Inspection	\$ 35.00 each

Site Inspections:

Pre-Facility Site Survey	\$ 25.00 each
Facility Site Survey (after construction is completed)	\$ 25.00 each
Facility Re-Inspections	\$ 25.00 each

Single Family Residential Water/Sewer Rates:

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

Termination of Service Charges for Non-Payment:

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
Addtn'l SF Security Deposit (will be billed for each disconnect up to \$550.00)	\$ 100.00
Addtn'l NR Security Deposit (will be billed for each disconnect up to \$150.00 per LUE)	\$ 75.00

Meter Removal Fee (unauthorized reconnection of service)	\$ 55.00
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Termination of Service Charges Requested by User:

Requested by User (discontinuing and restoring service each)	\$ 36.00 each
Requested by User After Hours (Weekends and after 4:00 pm on weekdays)	\$ 250.00 each

Miscellaneous Charges:

Single Family Security Deposit	\$ 250.00
Non-Single Family Security Deposit (per LUE)	\$ 75.00
Builder Security Deposit	\$ 250.00
Delinquent Letter Fee	\$ 13.00
Door Hanger Fee	\$ 35.00 each
Payment Pick Up Fee	\$ 35.00 each
Return Check Charge	\$ 25.00
Service Agreement Fee	\$ 15.00
Transfer Fee	\$ 36.00
Returned Mail Fee	\$ 5.00

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