

**Travis County MUD #5  
Water/Wastewater Service Application**

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Return to: Travis County MUD #5  
C/O Crossroads Utility Services  
2601 Forest Creek Drive  
Round Rock, Texas 78665-1232  
Work Order #: \_\_\_\_\_

By Email: [customerservice@crossroadsus.com](mailto:customerservice@crossroadsus.com)  
By Fax: 512-246-1900  
Today's Date: \_\_\_\_\_

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Applicant's Name: \_\_\_\_\_ Date to Begin Service: \_\_\_\_\_

Service Address: \_\_\_\_\_ Property Owner's Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Property Owner's Address: \_\_\_\_\_

Applicant's Cell Phone No. \_\_\_\_\_ Email address: \_\_\_\_\_

Applicant's Phone No. \_\_\_\_\_ Property Owner's Number: \_\_\_\_\_

Applicant is:  Owner  Tenant  Other \_\_\_\_\_ Applicant's Employer: \_\_\_\_\_

Applicant's Driver's License & State: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Spouse's Name & Work No.: \_\_\_\_\_

The undersigned hereby makes application to Travis County MUD #5 for water and wastewater services. We/I understand and agree that we/I will be responsible for all water and wastewater services provided to the property described in this application until such time as service to the property is disconnected in accordance with the District's Rules and Regulations regarding utility services. We/I agree to comply with the District's Rules and Regulations and to pay for all utility services rendered to the property in a timely manner and understand that a violation of the Rules and Regulations may result in a penalty and/or termination of utility services to my/our property. We/I represent that the information above is true and correct.

Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

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House Bill 859 requires "government-operated" Utilities to notify customers of their right to confidentiality. You have the right to request confidentiality of your personal information contained in our records. "Personal information" as defined by the statute means an individual's address, telephone number, or social security number.

Accept

Decline

Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

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**\*\*PLEASE FILL IN BLANKS, SIGN, AND RETURN WITH THE SECURITY DEPOSIT, COPY OF A VALID DRIVERS LICENSE OR GOVERNMENT ID, AND AN APPLICATION FEE\*\***

**\*\*\*PLEASE SIGN AND RETURN THIS COPY\*\*\***  
Travis County MUD #5 Customer Service Agreement

**I. PURPOSE**

The Travis County MUD #5 (the "Water System") is responsible for protecting the drinking water supply from contamination or pollution that could result from improper plumbing practices. The purpose of this Customer Service Agreement (the "Agreement") is to notify each customer of the plumbing restrictions that are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this Agreement before the Travis County MUD #5 will begin service. In addition, when service to an existing connection has been suspended or terminated, the Water System will not re-establish service unless it has a signed copy of this 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 installation of an air-gap or a reduced pressure-zone backflow prevention device.

C. No connection that allows water to be returned to the public water supply is permitted.

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

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

**III. CUSTOMER SERVICE AGREEMENT**

The following are the terms of the Customer Service Agreement between the Travis County MUD #5 and \_\_\_\_\_ (the "Customer").

A. The Water System will maintain a copy of this Agreement as long as the Customer and/or the premises is connected to the Water System.

B. The Customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the Water System 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 Water System's normal business hours.

C. The Water System shall notify the Customer in writing of any cross-connection or other unacceptable plumbing practice that has been identified during the initial inspection or the periodic reinspection.

D. The Customer shall immediately correct any unacceptable plumbing on his premises.

E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance shall be provided to the Water System.

**IV. ENFORCEMENT**

If the Customer fails to comply with the terms of the Customer Service Agreement, the Water System 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 Agreement shall be billed to the customer.

By: \_\_\_\_\_  
Customer's Signature

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Service Agreement Concerning  
Grinder Pump Sewer System for Customer**

This Agreement concerning Grinder Pump Sewer System for Customer Service is entered into by and between **Travis County Municipal Utility District No. 5** (the "District") and

\_\_\_\_\_ ("Customer") for sanitary sewer service to the property located  
at \_\_\_\_\_ ("Property").

RECITALS

WHEREAS, the District owns, operates and maintains a centralized sanitary sewer system from which Customer desires to obtain sewer service; and

WHEREAS, the elevation and/or slope of the Property in relation to the location of the District's sanitary sewer system requires Customer's installation of a pressure sewer system commonly known as a grinder pump system ("Grinder Pump") in order to transport Customer's sewage to the District's sanitary sewer system; and

WHEREAS, the District's sanitary sewer system is regulated by the rules and regulations of the Texas Commission on Environmental Quality ("Commission"); and

WHEREAS, the rules and regulations of the Commission require that the District only allow the use of a Grinder Pump by a Customer under terms and conditions set forth in a service agreement; and

WHEREAS, Customer desires to connect to the District's sanitary sewer system to receive sewer service from the District;

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the District and Customer agree as follows:

1. As a condition and continuation of sanitary sewer service to Customer by the District:
  - a. The District shall have the right for prior approval of the design of the Grinder Pump, including materials and equipment, prior to installation of the Grinder Pump by Customer. It shall be the responsibility of the Customer to obtain from the District's engineer the design requirements for the Grinder Pump for the Property. A specific pump may be suggested by the District's representative upon request by Customer. The design requirements shall be determined by the District's engineer and shall be in accordance with the rules of the Commission (30 Texas Administrative Code 317.2) for sewage collection systems, as those rules are amended by the Commission from time to time. The final design provided by the Customer shall be submitted to the District's representative at least five (5) business days in advance of desired installation.
  - b. District shall have the right to inspect the installed Grinder Pump prior to initiation of service to the Property. Customer shall give the District at least two (2) business days notice requesting an inspection. Customer agrees to correct any deficiencies.
  - c. District and Customer agree that the Customer shall contract and hereby does contract with the District for the District's representative to maintain and repair the Grinder Pump on behalf of the Customer and Customer shall pay to the District all costs incurred in such maintenance and repair in accordance with the District's Rate Order and Rules and Regulations, as amended from time to time.

- d. Customer agrees that the District shall have the right to stop any discharges from the Grinder Pump in order to prevent contamination of state waters.
  - e. Customer agrees that the District and its representatives shall have the right to enter the Customer's property go operate, maintain and repair the Grinder Pump on behalf of the Customer, as well as to stop discharge from the Grinder Pump in order to prevent contamination of state waters.
2. The District and Customer agree that, although the Grinder Pump is owned by Customer, the Grinder Pump shall be regarded as an integral component of the District's sanitary sewer system and not as a part of the home plumbing for the Property as required by the Rules of the Texas Commission on Environmental Quality.
  3. Customer acknowledges and agrees that failure of Customer to pay all costs associated with the operation and maintenance of the Grinder Pump as set forth in the District's Rate Order and Rules and Regulations or failure of Customer to allow the District and its representatives to enter Customer's property, as set forth in Section 1.e. above, shall be grounds for the disconnection of water and wastewater service to the Property.
  4. This Agreement shall be performable in Travis County, Texas, which county shall be the exclusive place for venue for any disputes arising under this Agreement.
  5. Any amendments to this Agreement must be in writing and signed by both the District and the Customer.
  6. This Agreement is not assignable by Customer. Upon termination of service of the Property, any new customer desiring to receive water and/or wastewater service from the District, shall be required to execute their own service agreement.

ENTERED INTO this the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

DISTRICT:

TRAVIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 5

By: \_\_\_\_\_  
Crossroads Utility Services, L.L.C.  
The District's Representative

CUSTOMER:

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_



## **Checklist for New Applicants**

Customer Service (512) 246-1400

PO Box 4901

Houston, TX 77210-4901

Please ensure all information is filled out and correct on your application

- Page 1 – Service Application (signed)
- Page 2 – Customer Service Agreement (signed)
- Copy of Driver's License for primary applicant
- Security Deposit & Application Fee (if applicable)



**Important Information  
For New Utility Customers**  
(512) 246-1400  
PO Box 4901  
Houston, TX 77210-4901  
Hours: Monday – Friday 8 am to 5 pm  
**Emergency Services 24/7 (512) 246-1400**  
[www.crossroadsus.com](http://www.crossroadsus.com)

Welcome to Travis County MUD #5

You have recently opened your utility account and we want to provide you information about your utility billing services. Crossroads Utility Services, LLC manages the water and wastewater systems and the utility billing activities of Travis County MUD #5

The utility bills for Travis County MUD #5 have a due date of the 28TH every month. If the due date falls on a holiday or weekend, the due date is extended to the next business day. Bills paid after 5pm on or after the due date are subject to a 10% late fee. All payments are posted to your account the business day the payment is received. Your water will be disconnected if your bill is in arrears upon notice and in accordance with Travis County MUD #5 policies.

**Application:**

Please complete the enclosed service application with a legible copy of your un-expired drivers license or government ID. Scan the completed application and copy of your ID to [customerservice@crossroadsus.com](mailto:customerservice@crossroadsus.com), or fax to 512-246-1900. One of our customer service representatives will call you upon receipt of your application.

**Payments:** There are several options for paying your utility bill.

1. **Walk-in Payment** at our Office, Monday thru Friday from 8 am to 5 pm (closed most federal holidays). We accept cash, checks, money orders, cashier checks, and all major credit cards. Our office is located at 2601 Forest Creek Drive, Round Rock, TX 78665.
2. By **Mail**, with check or money order, and your payment will be credited the day that we receive it. Please write your entire 15 digit account number on the check or money order. Please send payment payable to Travis County MUD #5 PO Box 4901 Houston, TX 77210-4901. Your account number is located on your billing statement.
3. By **Phone**, with any major credit or debit card. Travis County MUD #5 has adopted certain fees for credit/debit card transactions. A 5% credit card processing fee will be charged for all credit or debit card payments. You may also set up automatic monthly payments with your credit or debit card by phone.
4. Our **Website** 24/7 at [www.crossroadsus.com](http://www.crossroadsus.com) with any major credit card or checking account. Payments will be posted next business day. Please click on the "Pay my Bill" tab. You may also set up automatic monthly payments with your credit or debit card by using the website. Travis County MUD #5 has adopted certain fees for credit/debit card transactions. A 5% credit card processing fee will be charged for all credit or debit card payments. A \$1.00 processing fee will be charged for all bank draft (ACH) payments.

5. **Automatic Draft** Please mail in or bring in a copy of a VOIDED bank check along with your bill stub. The back of your bill stub has our reoccurring monthly auto-draft agreement that needs to be completed with the voided check. A \$1.00 processing fee will be charged for all bank draft (ACH) payments.
6. By **QR Code** There is a QR code located at the bottom of your bill. After downloading a free QR reader application, you may then scan the bar code with your smart phone and follow instructions to complete your payment.
7. Your bank's **Online Bill Pay Service** If you use your bank's online bill pay company, it is critical that the full 15 digit account number found on your bill is clearly shown on the check to ensure your payment is posted promptly and correctly to your account. Please allow 7-10 business days to ensure your payment is received before your due date. Please send payment payable to Travis County MUD #5 PO Box 4901 Houston, TX 77210-4901.

#### **Changes to Accounts:**

Any changes to customer accounts must be made in writing to Customer Service. They can be sent in via Fax (512) 246-1900, emailed to [customerservice@crossroadsus.com](mailto:customerservice@crossroadsus.com), or delivered in person at our office.

1. **Marriage Name Changes:** Please submit a notarized "Change of Name on Account" form, a copy of your marriage license, and a copy of an updated driver's license or government ID. The "Change of Name on Account" form is located at [www.crossroadsus.com](http://www.crossroadsus.com) under "My District", then "Travis County MUD #5"
2. **Name Change due to Divorce:** Please submit the "Change of Name on Account" form, along with a copy of the divorce decree, including reference to the ownership of property. Please also send in a copy of an updated driver's license or government ID. The "Change of Name on Account" form is located at [www.crossroadsus.com](http://www.crossroadsus.com) under "My District", then "Travis County MUD #5"
3. **Change of Ownership due to Death:** Please submit a copy of the applicable death certificate, a copy of a will or legal documentation showing ownership of estate, and the "Change of Name on Account" form. The "Change of Name on Account" form is located at [www.crossroadsus.com](http://www.crossroadsus.com) under "My District", then "Travis County MUD #5"