Northtown MUD
Water/Wastewater Service Application

Return to: Northtown MUD
C/O Crossroads Utility Services
2601 Forest Creek Drive
Round Rock, Texas 78665-1232
By Email: customerservice@crossroadsus.com
By Fax: 512-246-1900
(if faxing, please call 512-246-1400 to confirm receipt)

Work Order #: _____

Today's Date: _____

Applicant's Name: Date to Begin Service:

Service Address: Property Owner's Name:

Mailing Address: Property Owner's Address:

Applicant's Cell Phone No.: Property Owner's No.:

Applicant's Alternate Phone No.: Applicant's Employer:

Spouse's Name & Phone No.:

Applicant is: ☐ Owner ☐ Tenant ☐ Other_____(Property managers: provide TAX ID No. here)

Paperless billing and notices options: (Please check one)

☐ I would like to receive ONLY paper (mailed) bills and notices to the mailing address listed above.

☐ I would like to receive paper (mailed) **AND** paperless (emailed) bills and notices.

☐ I would like to receive ONLY paperless (emailed) bills and notices.

Email address(es) for paperless options: _____

_____

The undersigned hereby makes application to Northtown MUD 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.

House Bill 872 requires a government-operated utility may not disclose personal information in a customer's account record, or any information relating to the volume of units of usage or amounts billed on the account unless the customer requests that the government-operated utility disclose the information. By agreeing to service with the utility and signing below, you agree to have your information kept confidential with the government operated utility. A customer may request disclosure of their information by delivering to the government-operated a written request.

☐ Decline confidentiality (only select this box if you do NOT want your information confidential)

Signed: _____

Signed: _____

*****PLEASE SIGN AND RETURN THIS COPY*****

Northtown MUD Customer Service Agreement

I. PURPOSE

The Northtown MUD (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 Northtown MUD 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.

F. Plumbing installed on or after January 4, 2014 bears the expected labeling indicating less than or equal to 0.25% lead content. If not properly labeled, please provide written comment.

III. CUSTOMER SERVICE AGREEMENT

The following are the terms of the Customer Service Agreement between the Northtown MUD 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.

Signed:_____

Customer's Signature

Printed Name: _____

Signed:_____

Customer's Signature

Printed Name: _____

Date: _____

Checklist for New Applicants

(512) 246-1400
Office Address: 2601 Forest Creek Dr Round Rock, TX 78665
Mailing Address: 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

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, or fax to 512-246-1900. Please call 512-246-1400 after submitting your application to pay the deposit and administrative fee.

- ☐ Page 1 – Service Application (signed)
- ☐ Page 2 – Customer Service Agreement (signed)
- ☐ **Copy of Driver's License for all applicant(s)**
- ☐ Security Deposit & Application Fee (please call to pay after submitting application)

Important Information
For New Utility Customers

(512) 246-1400
Office Address: 2601 Forest Creek Dr Round Rock, TX 78665
Mailing Address: 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

Welcome to Northtown MUD

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 Northtown MUD

The utility bills for Northtown MUD have a due date of the 10TH 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 Northtown MUD policies.

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 account number on the check or money order. Please send payment payable to Northtown MUD 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. 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 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 or ACH by using the website.

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.

6. Your bank's **Online Bill Pay Service** If you use your bank's online bill pay company, it is critical that the full 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 Northtown MUD PO Box 4901 Houston, TX 77210-4901.

8. **Drop box** Please remit your bill stub and a check payable to Northtown MUD secured in an envelope in the water utility drop box location at 1421 Wells Branch Parkway (across from HEB). Cash is not accepted.