

operating, maintaining, repairing or replacing the System or any components thereof.

7. Electric Service. The System will be powered by Customer’s electrical service. In the event that power service to the System is disrupted, Customer is solely responsible for taking measures to prevent the backup of wastewater on or from the Property.

8. Operation and Maintenance.

a. Customer shall be responsible for operation, maintenance, repair and replacement of the System, and all costs associated therewith. The facilities for which Customer is responsible include the backflow prevention device and all other facilities and equipment located on the Customer’s side of the backflow prevention device. The District shall be responsible for operation and maintenance of the District’s wastewater system, which consists of all facilities located on the District’s side of the backflow prevention device installed by the Customer as part of the System.

b. All repairs and maintenance to the System undertaken by or on behalf of the Customer shall be performed only by a licensed plumber.

c. In the event of failure of the System or if any discharge from the System interferes with, or threatens to interfere with or adversely impact the hydraulics or proper operation of the District’s wastewater collection system, compromises or threatens to compromise the integrity of the District’s wastewater system, or potentially contaminates the waters of the State of Texas, as determined in the sole discretion of the District, then an authorized representative of the District may require the Customer to immediately repair or replace the System, or any component thereof.

d. Customer agrees that the District and its representatives shall have the right to enter the Property to operate, maintain, repair and replace the System, or any component thereof, on behalf of the Customer. Customer is responsible for all costs and expenses incurred by the District in connection with repair or replacement of the System. Such costs may be added to Customer’s monthly bill for water and sewer services, or may be separately invoiced. Failure to timely pay such bill in full may result in immediate termination of water and sewer services to the Property.

9. Enforcement.

a. Unauthorized Discharges. Customer agrees that the District shall have the right to stop any discharges from the System in order to prevent contamination or threatened of the waters of the State of Texas.

b. Fines and Penalties. Bypassing required alarms and controls is a violation of the state law and may lead to criminal prosecution or fines on the Owner levied by the TCEQ. Violation of the District’s rules and regulations relating to the System may result in civil penalties by the District for violation of the District’s rules.

c. Remedies. The District shall have available all remedies at law and in equity to enforce the terms of this Agreement. In the event the District prevails in any proceeding, Customer shall be responsible for payment of all costs and expenses incurred by the District in connection with enforcement, including reasonable attorneys’ fees.

d. Termination of Service. Customer agrees that upon any violation of the terms of this Agreement by Customer, including failure to timely pay in full for any costs incurred by the District payable by the Customer hereunder, the District shall have the right to terminate water and wastewater services to the Property.

10. Indemnification. **CUSTOMER AGREES TO INDEMNIFY AND HOLD HARMLESS THE DISTRICT, ITS OFFICERS, DIRECTORS, EMPLOYEES OR REPRESENTATIVES FROM AND AGAINST ANY AND ALL CLAIMS, DEMANDS, DEBTS, SUITS, CAUSES OF ACTION, LOSSES, DAMAGES, JUDGMENTS, FINES, PENALTIES, LIABILITIES, AND COSTS, INCLUDING REASONABLE ATTORNEY FEES AND DEFENSE COSTS INCURRED BY THE DISTRICT ARISING OUT OF OR RELATING TO THE BREACH BY CUSTOMER OF THIS AGREEMENT, OR THE DESIGN, CONSTRUCTION OR INSTALLATION OF THE GRINDER PUMP SYSTEM.**

11. Miscellaneous.

1. Venue. This Agreement shall be performable in Travis County, Texas, which county shall be the exclusive place for venue for any disputes arising under the Agreement.

2. Amendments. Any amendments to this Agreement must be in writing and signed by both the District and the Customer.

3. Assignments. This Agreement is not assignable by Customer. Upon termination of service to the Property, any new customer desiring to receive water and/or wastewater service from the District shall be required to enter into a new service agreement.

4. Severability. If any terms or provisions set forth in this Agreement shall be held invalid as to any court or agency of appropriate jurisdiction, then remainder of this Agreement shall not be affected thereby and shall remain in full force and effect.

ENTERED INTO this the last date of execution below.

DISTRICT: TRAVIS COUNTY MUD #12

Signed: _____ Printed Name: _____
Customer’s Signature

Signed: _____ Printed Name: _____
Customer’s Signature

Date: _____



Checklist for New Applicants

(512) 246-1400

Office Address: 2601 Forest Creek Dr Round Rock, TX 78665

Mailing Address: PO Box 67664 Dallas, TX 75267-6664

Hours: Monday – Friday 8 am to 5 pm

Emergency Services 24/7 (512) 246-1400

www.crossroadsus.com

- Page 1 – Service Application (signed)
- Page 2 – Customer Service Agreement (signed)
- Page 3-4 – Customer Grinder Pump 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 67664 Dallas, TX 75267-6664

Hours: Monday – Friday 8 am to 5 pm

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www.crossroadsus.com

Welcome to Travis County MUD #12

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 #12

The utility bills for Travis County MUD #12 have a due date of the 26TH 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 #12 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, 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 account number on the check or money order. Please send payment payable to Travis County MUD #12 PO Box 67664 Dallas, TX 67664-6664. Your account number is located on your billing statement.
3. By **Phone**, with any major credit or debit card. Travis County MUD #12 has adopted certain fees for credit/debit card transactions. A 3% 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 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 #12 has adopted certain fees for credit/debit card transactions. A 3% 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. 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 Travis County MUD #12 PO Box 67664 Dallas, TX 75267-6664.