

**South Buda WCID #1
Water Service Application**

Return to: South Buda WCID #1
C/O Crossroads Utility Services
2601 Forest Creek Drive
Round Rock, Texas 78665-1232
Work Order #: _____

By Email: customerservice@crossroadsus.com
By Fax: 512-246-1900
(if faxing, please call 512-246-1400 to confirm receipt)
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 South Buda WCID #1 for water services. We/I understand and agree that we/I will be responsible for all water 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*****

South Buda WCID #1 Customer Service Agreement

I. PURPOSE

South Buda WCID #1 (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 South Buda WCID #1 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 0.25% 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 South Buda WCID #1 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: _____

Crossroads Utility Services Terms and Conditions

By submitting this form, I agree to all of the following Terms and Conditions:

- ◇ I understand my district may require 1-2 business days to connect service.
- ◇ I understand I will be contacted once my application is processed with deposit and application fee information that will need to be paid in full prior to connection of service.
- ◇ I understand that I am responsible for all discharges of water on the customer side of the water meter, regardless if that discharge was a result of my actions or in-actions.
- ◇ I understand that a minimum monthly service charge will be assessed for my active utility account regardless of water consumption.
- ◇ I understand that I am liable for any damage to the water meter installed on the property. It is unlawful for anyone to break, damage, tamper with, obstruct or prevent the proper operation of the water meter.
- ◇ I understand that any of the offenses listed above will result in additional fees for water lost, damages incurred, and criminal charges may be filed against the customer.
- ◇ I agree, both applicant and co-applicant, if applicable, have the authority to close the account and that the return of the deposit, if any, may be issued to the applicant and/or co-applicant.
- ◇ I consent to receiving SMS text message alerts from my district related to emergency water or sewer repairs or outages that may affect my services. The notices are sent from 833-237-2606 or 512-246-1400 and I can opt out of these messages by replying STOP to these notices at any time.

Printed Name: _____

Signature: _____

Printed Name: _____

Signature: _____



Checklist for New Applicants

(512) 246-1400

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

Mailing Address: PO Box 8009 Round Rock, TX 78683-8009

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.

- 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)

Please note: Sewer service is NOT provided by South Buda WCID#1. It is the applicant’s responsibility to contact the City and make arrangements to receive sewer service, if applicable, to your property.



Important Information For New Utility Customers

(512) 246-1400

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

Mailing Address: PO Box 8009 Round Rock, TX 78683-8009

Hours: Monday – Friday 8 am to 5 pm

Emergency Services 24/7 (512) 246-1400

www.crossroadsus.com

Welcome to South Buda WCID #1

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 system and the utility billing activities of South Buda WCID #1.

The utility bills for South Buda WCID #1 have a due date of the 28th of 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 South Buda WCID #1 policies.

Please note: Sewer service is NOT provided by South Buda WCID#1. It is the applicant's responsibility to contact the City and make arrangements to receive sewer service, if applicable, to your property.

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 South Buda WCID #1 and mail to **PO Box 8009 Round Rock, TX 78683-8009**. Your account number is located on your billing statement.
3. By **Phone**, with any major credit or debit card. There may be processing fees.
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. Then select your district, South Buda WCID #1, and choose "Pay Bill". You may also set up automatic monthly payments with your credit or debit card or checking account information by using the website. There may be processing fees.
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 South Buda WCID #1 **PO Box 8009 Round Rock, TX 78683-8009**.

SOUTH BUDA WCID NO. 1
2601 Forest Creek Drive, Round Rock, TX 78665

RESIDENTIAL SOLID WASTE COLLECTION ONLY!

~PLEASE PLACE CARTS OUT BY 7:00 AM TO GUARANTEE PICK UP~

CUSTOMER NAME: _____

SERVICE ADDRESS: _____

CITY, STATE, ZIP CODE: _____

PHONE NUMBER: _____

EMAIL ADDRESS: _____

EFFECTIVE DATE: _____

FOR OFFICE USE ONLY

NEW SERVICE – first pickup will occur on the effective date

CUT-OFF SERVICE – service will be temporarily discontinued on the effective date, or the next Wednesday thereafter

RESTART SERVICE – service will be reinstated on the effective date, or the next Wednesday thereafter

STOP SERVICE – last pickup will be on the effective date, or the next Wednesday thereafter

DELIVER CART

RECYCLE BIN

EXCHANGE CART

EXCHANGE BIN

PICKUP CART

PICKUP BIN

South Buda WCID No. 1

2601 Forest Creek Drive, Round Rock, TX 78665

IMPORTANT INFORMATION Regarding the Emergency Notification System

South Buda WCID 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, South Buda WCID No. 1 will notify you through:

- ▶ Home phone
- ▶ Text messaging
- ▶ Cell phone
- ▶ 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"/>
--------------------------	--------------------------	--------------------------

Priority #2 Phone Number :

Home Cell Text

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

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

Customer Signature

South Buda WCID 1

2601 Forest Creek Drive, Round Rock, TX 78665

Welcome to "EyeOnWater"!

The District has installed electronic water meters to better measure water consumption, avoid manual meter reading, and to provide the customer with more information about their water consumption history. There is no change in customer cost, rates, or watering schedules.

If you would like to access your water meter consumption and history online, please go to <https://eyeonwater.com/signup> and follow the instructions below. There is no obligation to sign up.

Steps to Create an EyeOnWater Account

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.

SAMPLE WATER BILL

CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JOHN SMITH	123 MAIN STREET	88888888

DUE DATE	CURRENT CHARGES
01/15/2017	\$45.50

3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the [Terms of Use](#).
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

***Please check your spam filter if you do not receive the confirmation email.**

Installation of the EyeOnWater App for your iPhone or iPad

1. Using your iPhone or iPad sign into the Appstore, then search for EyeOnWater (all one word).
2. Once you see the App tap "Install" and your iPhone should ask for you to "Sign In to Apple ID"
3. Enter your username and password for your Apple ID.
4. The download should start automatically, if not, you may need to tap "Install" again to download.
5. The EyeOnWater App should download and install on your home page.
6. Tap on the EyeOnWater App to open and enter your email address along with your password.
7. Tap "Sign In" and it should automatically take you to your account linked to your water meter.

Installation of the EyeOnWater App for your Android Phone

1. Sign in to Google, then search for EyeOnWater (all one word).
2. Once you see the App, tap "Install" and your Phone should ask for you to "Accept".
3. Once you tap Accept then the app should automatically download and install.
4. Tap on the EyeOnWater App to open and enter your email address along with your password.
5. Tap "Sign In" and it should automatically take you to your account linked to your water meter.

If you have any questions, or issues installing the application, please feel free to call us at (512) 246-1400.

Respectfully,
South Buda WCID No. 1

SOUTH BUDA WCID NO. 1

Rate Information 10/18/2023

Tap Fees:

5/8" Meter Tap Fee	\$ 1,454.00
3/4" Meter Tap Fee	\$ 1,508.00
Additional Tap Inspection Fees	\$ 25.00 each
5 Plumbing Inspections (rough,copper,topout,yardlines,final)	\$ 450.00
Re-Inspections or any inspections not covered above	\$ 150.00 each
Water Tap	\$ 25.00
Service Application Fee	\$ 15.00

Water Rates:

5/8" Base Rate (Base Rate includes Solid Waste and Recycling Fee)	\$ 125.57
3/4" Base Rate	\$ 188.36
1" Base Rate	\$ 313.93

Volume Charges

Monthly Usage	\$ 10.81/ 1K Usage
---------------	--------------------

Termination Charges:

Water Reconnection fee (meter not removed)	\$ 90.00
Water Reconnection fee (meter removed)	\$ 110.00
Sewer Reconnection fee	2x the cost to the district
Deposit increase \$100.00 per disconnection up to \$500.00	

Miscellaneous Charges:

5/8" Security Deposit	\$ 150.00
3/4" Security Deposit	\$ 200.00
1" Security Deposit	\$ 250.00
In District Transfer fee	\$ 15.00
Return Check Charge	\$ 25.00
Person to Person Transfer fee	\$ 30.00
Fire Hydrant Deposit	\$ 1500.00

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