



(512)246-1400 Office  
(512) 246-1900 Fax  
**Travis County MUD #13**

MAIL TO:  
Crossroads Utility Services  
2601 Forest Creek Drive  
Round Rock TX 78665-1232

**Fire Hydrant Meter Application**

Date of Application: \_\_\_\_\_

Applicant: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Applicant's Plumber: \_\_\_\_\_ Plumber's Telephone: \_\_\_\_\_

Application is for (please circle all that apply):                      Water                      Sewer                      Fire Hydrant

Meter Size: \_\_\_\_\_

**ALL FEES ARE PAYABLE TO THE DISTRICT**

Please supply the following information:

	Address	Zip Code	Lot	Blk	Sect.	*Sq. Ft.	District Use Only Folio #
1.	_____	_____	_____	_____	_____	_____	_____
2.	_____	_____	_____	_____	_____	_____	_____
3.	_____	_____	_____	_____	_____	_____	_____
4.	_____	_____	_____	_____	_____	_____	_____
5.	_____	_____	_____	_____	_____	_____	_____

\* Excludes Carports and Garages

I, Applicant agree to the following:

You fully accept and assume all such risks and all responsibilities for losses, costs, and damages that you may incur as a result of your use of the meter and back flow preventer. You **must** notify Crossroads Utility Services by phone (512)246-1400 or email [builderservices@crossroadsus.com](mailto:builderservices@crossroadsus.com) if you should need to relocate the meter within the district.

\_\_\_\_\_  
Applicant Signature

**FOR OFFICE USE ONLY**

Date Received: \_\_\_\_\_ Check #: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Deposit: \$ \_\_\_\_\_ Application Fee: \$ \_\_\_\_\_

**Travis County MUD #13  
Water Service Application**

---

Return to: Travis County MUD #13  
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  
(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 Travis County MUD #13 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: \_\_\_\_\_

---

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: \_\_\_\_\_

**\*\*\*PLEASE SIGN AND RETURN THIS COPY\*\*\***  
Travis County MUD #13 Customer Service Agreement

**I. PURPOSE**

Travis County MUD #13 (the “Water System”) am 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 Travis County MUD #13 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 Travis County MUD #13 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: \_\_\_\_\_