

# APPLICATION FOR NEW WATER & SEWER SERVICE

## HAYS COUNTY WCID 1

151 Trinity Hills Dr

Austin, TX 78737

(512) 686-1660

(281) 367-5517(fax)

[SERVICE@MUNICIPALOPS.COM](mailto:SERVICE@MUNICIPALOPS.COM)

Account # \_\_\_\_\_

(Office use only)

According to the District's rate order an application for water and sanitary sewer service is required for all new connections. Please complete the application and return it to our office along with a copy of your **driver's license**. As the owner there will be a **\$200.00** (refundable) deposit, renters will have a **\$400.00** (refundable) deposit. A **\$30.00** (non-refundable) connection fee will appear on the first month's bill. The deposit must be paid by check, money order, or credit card over the phone (3% processing fee will be applied) **ONLY** before service is rendered. **NO EXCEPTIONS.**

Payment Method:                      Check                      Money Order                      Credit Card  
                                                 
(3% processing fee will be applied)

Activation Date: \_\_\_\_\_ \*If activation date is not filled out; account will be created date received\*  
(REQUIRED)

Customer Name: \_\_\_\_\_ DOB: \_\_\_\_\_

SSN: \_\_\_\_\_ /TAX ID \_\_\_\_\_ DL & State: \_\_\_\_\_  
(OPTIONAL) (IF APPLICABLE)

Employer: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Secondary: \_\_\_\_\_

Secondary's SSN: \_\_\_\_\_ Driver's License # and State: \_\_\_\_\_  
(OPTIONAL)

Service Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Billing Address (if different): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Do you:                      Own                      Rent                      Manage (listing agreement required)  
                                              

Landlord Name: \_\_\_\_\_ Contact number: \_\_\_\_\_

Address: \_\_\_\_\_ City /St / Zip: \_\_\_\_\_

**Completed documents must be received in office by 3pm for next day service.**

**Service Agreement  
Exhibit "B"**

**I. PURPOSE:** HAYS COUNTY WCID 1 (herein after referred to as the "District") is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper plumbing practices. The purpose of this Service Agreement is to notify each customer of the plumbing restrictions, which are in place to provide this protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this Service 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 in accordance with state plumbing regulations. Additionally, all pressure release valves and thermal expansion devices shall be in compliance with state plumbing codes.
- 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 are not permitted.
- c. No connection, which allows water to be returned to the public drinking water supply, is permitted.
- d. No pipe or pipe fitting installed on or after January 4, 2014, which contains more than 0.25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
- e. No solder or flux, which contains more than 0.2% lead, can be used for the installation or repair of plumbing at any connection on or after July 1, 1988, which provides water for human use.
- f. No plumbing fixture shall be installed which is not in compliance with a state approved plumbing code.

**III. SERVICE AGREEMENT:** The following are the terms of the service agreement between the District and \_\_\_\_\_ (the Customer).

- a. The District will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the District's 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 during the District's normal business hours.
- c. The District shall notify the Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
- d. The customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- e. The customer shall, at his/her expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.

**IV. ENFORCEMENT:** If the customer fails to comply with the terms of this Service Agreement, the District 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 Service Agreement shall be billed to the Customer.

**Customer Signature:** \_\_\_\_\_  
(NO Electronic signatures accepted)

**Printed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Please fill out completely and return with a copy of your driver's license.**

**Special Notice  
Right to Confidentiality of Personal Information**

House bill 872, effective September 1, 2021, requires utility companies to notify customers of their right to confidentiality. You are hereby informed that your billing information and personal records are kept confidential unless you request in writing that they become accessible to the public.

**Customer Name:** \_\_\_\_\_

\_\_\_\_\_ My billing/personal information should be available to the public.

“Personal Information” as defined by this notice means an individual’s address, telephone number and social security number.

“Billing Information” as defined by this notice means any information relating to the volume, units of utility usage, or the amounts billed to or collected from the individual for utility usage.

If you have any questions, please contact the District at 281-367-5511.

**Permission to Turn on Water**

I give my permission for Municipal Operations to turn water on at the address below without anyone present. I understand that the District and Municipal Operations & Consulting will not be held responsible for any damage to broken pipes, leaking pipes, flooded areas, or any water related damages etc.

Services Address \_\_\_\_\_

**Signature** \_\_\_\_\_ **(required)**

(NO Electronic signatures accepted)

**ATTACH PHOTO ID HERE  
( or on a separate sheet of paper )**

Please attach a photo copy of a valid government-issued photo ID which includes your date of birth here, or on a separate sheet of paper

**REQUIRED**

**TEXAS DISPOSAL SYSTEMS, INC.**  
**Phone (512) 421-1353**  
**BELTERRA**

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

Date service to begin: \_\_\_\_\_

Hays County WCID 1 Acct #: \_\_\_\_\_

Service Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Billing Address (if different): \_\_\_\_\_

Phone #: \_\_\_\_\_

Check ONE:     New Service             Cancel Service             Change Service

**FOR RESIDENTIAL ACCOUNTS ONLY:**

- Check all that apply:     Residential Cart already onsite             Residential Cart needed.  
                                   Recycle Bin already onsite                             Recycle Bin needed.  
                                   Extra Carte needed (\$10.00 add) ( Please circle: Trash / Recycle )

Delivery can take up to 7-10 business days from your requested start date.

You may place UP TO 6-30 gal bags at the curb on pick-up day (Wednesday) until your bins arrive.

- If you have more than 6 bags, please check here for BULK SERVICE, (service on Tuesday)

**FOR COMMERCIAL ACCOUNTS ONLY:**

Make your selection below by circling the dollar amount based on container size and frequency:

**Year 1 Commercial Trash Rates:**

Container Size	1x /week	2x /week	3x /week	4x / week	5x / week
96-gallon cart	\$ 29.75				
2 cubic yards	\$ 76.25				
3 cubic yards	\$ 86.25				
4 cubic yards	\$ 95.00	\$ 192.50			
6 cubic yards	\$ 116.25	\$ 210.00	\$ 291.25	\$ 365.00	\$ 439.00
8 cubic yards	\$ 130.00	\$ 237.50	\$ 326.25	\$ 407.50	\$ 489.00

**Year 1 Commercial Recycle Ra**

Container Size	Every other week	1x / week	2x / week
2 cubic yards	\$ 57.50	\$ 76.25	
3 cubic yards	\$ 65.00	\$ 86.25	
4 cubic yards	\$ 71.25	\$ 95.00	
6 cubic yards	\$ 87.50	\$ 116.25	\$ 258.75
8 cubic yards	\$ 97.50	\$ 130.00	\$ 285.00

<b>TDS Acct#:</b>	<b>Date Received:</b>	<b>Entered by:</b>



# EyeOnWater

**Welcome To EyeOnWater!** You now have more control of your water usage through EyeOnWater. EyeOnWater is a Badger Meter consumer portal application giving you the opportunity to monitor your water reading, water usage, set leak notifications, and more from your home computer, smart phone, and/or tablet. We encourage you sign up today because the water we save today can help save tomorrow.

To get **started from your computer**, simply follow the steps below:

1. Visit <https://eyeonwater.com/signup> using a supported web browser. (Chrome preferably)
2. Enter your IVR ID # as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the [Terms of Use](#).
6. Verify you email address in the confirmation email.
7. Log in and enjoy using [EyeOnWater](#).

## 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!

**A** Service or Billing ZIP/Postal Code:

Account Number:

**B** Enter your Account Number

Some utilities use a customer number, others omit hyphens, trailing zeros and non-numeric characters. When in doubt, consult your utility to learn which number to use when creating an EyeOnWater account.

**C**

Already have an account? [Sign in here.](#)

**BEFORE SUBMITTING THE APPLICATION, PLEASE MAKE SURE YOU PROVIDE THE FOLLOWING:**

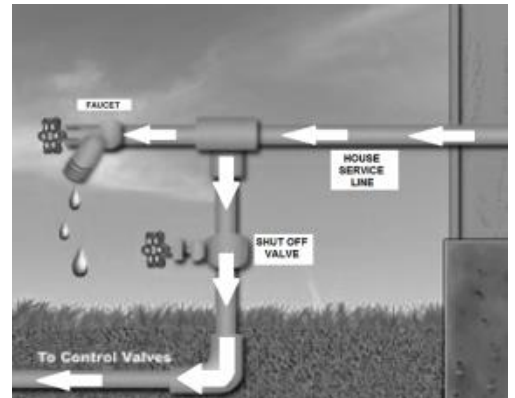
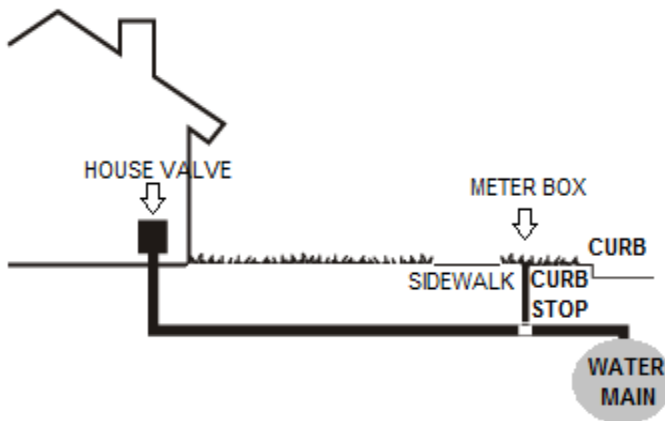
- [ ]** Contact number and email
- [ ]** Copy of driver's license
- [ ]** Deposit – Money Order, Check or Cashier's Check
  - \*Credit card is accepted over the phone (5% Processing fee will be applied)
- [ ]** Lease / Deed / Listing Agreement **IF** required
- [ ]** Signature on 2<sup>ND</sup>, And 3<sup>RD</sup> page of application required

**FREQUENTLY ASKED QUESTIONS:**

**When will my water be turned on and can I have my water turned on today?**

We do not offer same day service; the water will be turned on the next business day following account activation date provided on the application. All documents and deposit (if required upfront) must be in office no later than 3:00 for next day service.

**How do I locate my house valve, and what does it look like?**



**\*\*\* WATER WILL BE TURNED ON THE NEXT BUSINESS DAY FOLLOWING ACCOUNT ACTIVATION\*\*\***