

Sonterra MUD
Water/Wastewater Service Application

Return to: Sonterra MUD
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
Today's Date: _____

Applicant's Name: _____ Date to Begin Service: _____

Service Address: _____ Property Owner's Name: _____

Billing Address: _____ Property Owner's Address: _____

Applicant's Cell Phone No. _____ Email address: _____

Applicant's Phone No. _____ Property Owner's Number: _____

Applicant is: Owner Tenant Other _____ Applicant's Employer: _____

Applicant's Driver's License & State: _____ Work Phone: _____

Spouse's Name & Work No.: _____

The undersigned hereby makes application to Sonterra 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.

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 FILL IN BLANKS, SIGN, AND RETURN WITH THE SECURITY DEPOSIT, COPY OF A VALID DRIVERS LICENSE OR GOVERNMENT ID, AND AN APPLICATION FEE****

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

Sonterra MUD Customer Service Agreement

I. PURPOSE

The Sonterra 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 Sonterra 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.

III. CUSTOMER SERVICE AGREEMENT

The following are the terms of the Customer Service Agreement between the Sonterra 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.

By: _____
Customer's Signature

Printed Name: _____

Date: _____



Checklist for New Applicants

Customer Service (512) 246-1400

PO Box 4901

Houston, TX 77210-4901

Please ensure all information is filled out and correct on your application

- Page 1 – Service Application (signed)
- Page 2 – Customer Service Agreement (signed)
- Copy of Driver's License for primary applicant
- Security Deposit & Application Fee (if applicable)



**Important Information
For New Utility Customers**
(512) 246-1400
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 Sonterra 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 Sonterra MUD

The utility bills for Sonterra MUD have a due date of the 20TH 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 Sonterra MUD 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 15 digit account number on the check or money order. Please send payment payable to Sonterra 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. Sonterra MUD has adopted certain fees for credit/debit card transactions. A 5% 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. Sonterra MUD has adopted certain fees for credit/debit card transactions. A 5% 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. **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. A \$1.00 processing fee will be charged for all bank draft (ACH) payments.
6. By **QR Code** There is a QR code located at the bottom of your bill. After downloading a free QR reader application, you may then scan the bar code with your smart phone and follow instructions to complete your payment.
7. Your bank's **Online Bill Pay Service** If you use your bank's online bill pay company, it is critical that the full 15 digit 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 Sonterra MUD PO Box 4901 Houston, TX 77210-4901.

Changes to Accounts:

Any changes to customer accounts must be made in writing to Customer Service. They can be sent in via Fax (512) 246-1900, emailed to customerservice@crossroadsus.com, or delivered in person at our office.

1. **Marriage Name Changes:** Please submit a notarized "Change of Name on Account" form, a copy of your marriage license, and a copy of an updated driver's license or government ID. The "Change of Name on Account" form is located at www.crossroadsus.com under "My District", then "Sonterra MUD"
2. **Name Change due to Divorce:** Please submit the "Change of Name on Account" form, along with a copy of the divorce decree, including reference to the ownership of property. Please also send in a copy of an updated driver's license or government ID. The "Change of Name on Account" form is located at www.crossroadsus.com under "My District", then "Sonterra MUD"
3. **Change of Ownership due to Death:** Please submit a copy of the applicable death certificate, a copy of a will or legal documentation showing ownership of estate, and the "Change of Name on Account" form. The "Change of Name on Account" form is located at www.crossroadsus.com under "My District", then "Sonterra MUD"