



## Welcome to Inframark Water & Infrastructure Services!

Inframark is a leading supplier of water and wastewater treatment solutions. We provide our clients with some of the industry's brightest minds, advanced technologies, and quality products to provide you with truly efficient, cost-effective solutions to your water and wastewater challenges.

Only three simple steps to get your water service started:

1. Complete a New Service Agreement for WTC MUD#1. **Please be sure to sign page 4.**
2. Give a 24-hour notice.
3. A security deposit as detailed below, plus a transfer fee of \$25.00 will appear on your first water bill. **Please note: if you are requesting same day service, please add an additional \$50.00 to the above fees.**

### Meter Size

### Security Deposit

3/4"

\$200.00 for residential owners,  
\$200.00 for residential renters,  
\$750.00 for multifamily residential  
served by one meter and \$750.00 for  
commercial

### Meter Size

### Security Deposit

5/8"

\$200.00 for residential owners,  
\$200.00 for residential renters,  
\$750.00 for multifamily residential  
served by one meter and \$750.00 for  
commercial

4. To return the Application (pages 3-4), you may either:
  - a. E-mail it to [startservice@inframark.com](mailto:startservice@inframark.com)
  - b. Deliver it to office inside the Lakeline Oaks Community Center located at:  
1000 Old Mill Road  
Cedar Park, TX 78613  
Monday – Friday, 7:00 am – 4:00 pm

**\*\*Please make all payments payable to WTC MUD #1\*\***

When your new service is established and a new account number is issued, visit [www.PayMyInframarkBill.com](http://www.PayMyInframarkBill.com) to review setting up automatic payment options (convenience fees may apply). Additionally, you are able to choose paperless billing as well as other options that can make paying and receiving your utility bill trouble-free.

For information regarding your community, please visit the District website at:

[www.wtcmud1.org](http://www.wtcmud1.org)

RETURN BY MAIL: Inframark Water & Infrastructure Services  
1000 Old Mill Road  
Cedar Park, TX 78613  
BY EMAIL: [startservice@inframark.com](mailto:startservice@inframark.com)

**CUSTOMER INFORMATION**  
Please print. Complete all fields.

Is this a transfer within the District?  
\_\_\_\_\_ YES \_\_\_\_\_ NO

Date Service to Begin: \_\_\_\_\_

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

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

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

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

Driver's License #: \_\_\_\_\_  
(State) (DL #)

Spouse or second account holder's name: \_\_\_\_\_  
(If account holder defaults on payments/responsibility, second account holder will be held responsible)

Are you eligible for a Senior Rate (ages 65 and over)?  Yes  No  
If yes, please include a copy of your driver's license.

Home Phone: (    ) \_\_\_\_\_ Cell Phone: (    ) \_\_\_\_\_

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

APPLICANT SIGNATURE: \_\_\_\_\_

Renting / Own Property (circle one) - If renting or leasing, the below information is required to process application:

Owner: \_\_\_\_\_ Owner's Phone Number: \_\_\_\_\_

Owner's Address: \_\_\_\_\_

## SERVICE APPLICATION & AGREEMENT

- I. **PURPOSE:** Williamson-Travis Counties MUD #1 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 utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this Service Agreement before we 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 Service Agreement.
- II. **PLUMBING RESTRICTIONS:** The following undesirable plumbing practices are prohibited by State regulations:
- A. No direct-connection between the public drinking water supply and 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 installation of an air-gap or a reduced pressure-zone backflow prevention device.
  - C. No connection which allows water to be returned to the public drinking 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 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 which provides water for human use.
- III. **CUSTOMER SERVICE AGREEMENT:** The following are the terms of the Service Agreement between:

Williamson-Travis Counties MUD #1 and

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**(Customer Signature – Required)**

- A. The Water System will maintain a copy of this Service Agreement as long as the customer and/or 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 District 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 District's business hours.
  - C. The Water System shall notify the customer in writing of any cross-connection or other undesirable plumbing practice which has been identified during the initial inspection or the periodic reinspection.
  - D. The Customer shall immediately correct any undesirable plumbing practice on his premises.
  - E. The Customer shall, at his expense, property install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- IV. **ENFORCEMENT:** If the Customer fails to comply with the terms of the 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 Service Agreement shall be billed to the Customer.

**Confidentiality Agreement**

**NOTICE ABOUT CONFIDENTIALITY OF CUSTOMER INFORMATION**

Chapter 182 of the Texas Utilities Code as amended in 2021 by House Bill 872 provides that a government-operated Municipal Utility District may not disclose personal information (customer's address, telephone number, and social security number) in a customer's account, or any information related to the volume or units of utility usage or amounts billed or collected for such utility usage, unless the customer elects to allow such information to be disclosed.

The Utilities Code requires the District to provide notice of the customer's right to allow disclosure of his or her information. Therefore, if you wish to allow disclosure of your personal information, please check the box below and return this form to the District.

NOTE: The District is allowed to disclose information in a customer's account record to federal, state or local government officials; to District employees, officials and operations personnel; to consumer reporting agencies; to a contractor or subcontractor approved by and providing services to the District, the state, a political subdivision of the state, or the United States; or to any other provider of utility services.

**Authorization to Disclose Customer Information**

PLEASE CHECK BOX IF ALLOWING DISCLOSURE OF PERSONAL INFORMATION

The undersigned customer allows the District to disclose the customer's account information and personal information as identified by Texas Utilities Code.

By: \_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Address

RETURN THIS FORM TO:

Inframark  
2002 W. Grand Parkway N. Suite 100  
Katy, Texas 77449-1910

# WELCOME TO THE NEIGHBORHOOD!!

## Helpful Information for Williamson-Travis Counties MUD #1 Residents

[www.wtcmud1.org](http://www.wtcmud1.org)

### **Non-Emergency Numbers:**

**Cedar Park Fire Dept:** 512-401-5220

**Williamson County Sheriff:** 512-943-1300

**Travis County Sheriff:** 512-974-0845

**Pedernales Electric Co-Op:** 512-331-8883

**0498 Texas Gas Service:** 800-700-2443

**Inframark -**

General Manager: 512-246-0498

Billing: 512-246-0498

After-Hours Emergencies: 512-246-

### **Deed Restrictions:**

In order to maintain the value, attractiveness and integrity of the neighborhood, restrictive covenants are strictly enforced. These restrictions may vary depending on which subdivision you live in. For example, overnight parking is **NOT** allowed in the following areas:

All streets in Hunters Glenn

All streets in Park Forest

All streets in Volente Hills

All streets in Lakeline Oaks

And the following streets on the WEST side of El Salido:

Grist, Macaw, Stenson, Dayflower Trace, Lobelia, and Old Mill Road

If you are a homeowner, a copy of your deed restrictions should have been included with your closing papers. If you are a renter, your landlord or leasing agent should provide you with this information. **If you have any questions about restrictive covenant enforcement or need another copy of your restrictions, please visit the District Website at [www.wtcmud1.org](http://www.wtcmud1.org).**

### **Architectural Control:**

Approval from the Architectural Control Committee is required prior to making any improvements to the outside of your home. This includes placing a temporary structure on the property, building a swimming pool, or altering your property in any way. Please call Sage Management at 512-775-8932 for further information.

### **Trash:**

Trash collection and recycling services are provided through Waste Management. Containers should be at the curb each Monday by 7:00 a.m. Recyclable items include newspapers, magazines, aluminum, tin cans, clear plastic milk jugs and clear soda jugs. In the event you need a new trash cart or recycling container, please contact Inframark at 246-0498 (option 4). Waste Management also offers large item pick-up on Tuesdays. Please make sure that your large items are placed by the curb before 7:00 am Tuesday morning.

**Recreation Facilities:**

There are multiple parks and ponds located in the District, including:

- Anderson Mill West Park – 1900 Dagama @ El Salido
- Sun Chase Park – 2403 Sun Chase
- Old Mill Park – 1215 Old Mill Road
- The Park at Lakeline Oaks – 1000 Old Mill Road
- Hatch Pond Park – 3300 Hatch Road
- Aster Park (children’s park, no dogs) – 2905 1/2 Aster Pass
- London Lane Pond (dog park) – 2300 London Lane
- Madeline Loop – 2420 Madeline Loop
- Anderson Mill West Pond – 13183 Anderson Mill Road
- Vestavia Pond – 2513 Vestavia Ridge Lane
- Cashell Wood Pond – 2813 Cashell Wood Drive
- Little Elm Pond – 2009 Little Elm Trail
- Aster Pass Pond – 1911 Aster Pass
- Volente Hills Park – 2902 Briona Wood

For information about reserving the pavilions in Anderson Mill West Park or The Park at Lakeline Oaks, or the building at The Park at Lakeline Oaks, visit <https://www.wtcmud1.org> or contact Inframark at 512-246-0498. Tennis court key fobs may be obtained at the Inframark office or by mail for a fee of \$75 annually for residents of the District. Visit <https://www.wtcmud1.org> or call Inframark at 246-0498 for details.

**Tax Rate:**

The 2018 tax rate is \$0.4079.

**Billing Information:**

There is a security deposit and a transfer fee (as described on Page 1) required to establish water service. An additional security deposit shall be required for any account that has been discontinued for nonpayment and will be included in the first billing following reconnection of service. Typically, water/wastewater bills are mailed on the 25<sup>th</sup> of each month and are due on the 12<sup>th</sup> of the *following* month. These dates are subject to change; please see your bill for more information. Your monthly residential water/wastewater bill breakdown is as follows:

Basic Service Fee (includes garbage & recycling)	\$25.00
Basic Service Fee for Seniors (age 65 & over)	\$ 18.43
Water 1 – 10,000 gallons	\$ 4.66 per 1,000 gallons
Next 5,000 gallons	\$ 5.60 per 1,000 gallons
15,000+ gallons	\$ 6.71 per 1,000 gallons
Sewer	\$ 3.76 per 1,000 gallons
Fire Protection Fee	\$27.58 per month
Drought Surcharge (if Cedar Park is at Stage III drought)	9% of bill total
Late Penalty	5% of unpaid balance

Commercial Water Rates are \$25.00 per rate unit (minimum) plus \$6.71 per 1,000 gal.

**Winter Averaging Period:**

The average amount of water used during a period of five months (from mid-October to mid-March) determines the amount you will be charged for wastewater during the next year.