



Operating  
Services

Water and Wastewater Systems  
Operation and Maintenance

Municipal and Industrial

Meter Reading and Billing

Design/Build/Operate (DBO) Contracts

Homeowners Associations and Utility  
Management and Administration

Special Purpose Taxing Districts

## Welcome to Severn Trent Services!

Severn Trent Services 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 four simple steps to get your water service started:

1. Fill out New Service Agreement for Fern Bluff MUD
2. Give a 24 hour notice
3. A Deposit of \$150.00 for Owners or \$200.00 for Non-Owners, A Transfer Fee of \$30.00 and an Application Fee of \$50.00 Payable to Fern Bluff MUD (Either in Check or Money Order Form) is Required before Service can be Established.
4. To Return the Application Please Choose From the Following:
  - A. Place New Service Application in Night Drop Box
  - B. Come into the Office Monday – Friday 8 am to 5 pm
  - C. Mail to:                   Severn Trent Services  
14050 Summit Dr. Ste 113  
Austin, TX 78728

**\*\*Please make all payments payable to Fern Bluff MUD\*\***



TO: Severn Trent Services Inc.  
14050 Summit Dr. #113  
Austin, TX 78728

ACCOUNT # \_\_\_\_\_  
(Office will assign number)

PH: 512-246-0498  
FAX: 512-716-0024

## SERVICE APPLICATION & AGREEMENT

### PURPOSE: **Fern Bluff MUD**

- I. 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 8.0% 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.

**PLUMBING RESTRICTIONS:** The following are the terms of the Service Agreement between:

**Fern Bluff MUD**  
**(the "Water Provider") and**

III.

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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 it's 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.

Do you have any of the following: \_\_\_ Irrigation System, \_\_\_ Pool, \_\_\_ Hot Tub, \_\_\_ Water Softener, \_\_\_ None

You must notify Severn Trent if any of the above are installed after move in. If any of the above are noticed at time of turn on, Severn Trent will not turn on services until all requirements are met.

**Customer Information (please print):**

\* Indicates Information is Required

\*Last name: \_\_\_\_\_ \*First name: \_\_\_\_\_

\*Drivers License No \_\_\_\_\_  
(State) (DL #)

\*Service address: \_\_\_\_\_

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

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

\*Home Phone: ( ) \_\_\_\_\_ Work Phone: ( ) \_\_\_\_\_

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

\*CUSTOMER SIGNATURE: \_\_\_\_\_

\*Date Service to Begin \_\_\_\_\_

Spouse or 2nd account holder's name \_\_\_\_\_

**(If account holder defaults on payments/responsibility 2<sup>nd</sup> account holder will be held responsible)**

\*Drivers License No \_\_\_\_\_  
(State) (DL #)

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

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

Owner Phone Number: \_\_\_\_\_

**FOR OFFICE USE ONLY:** \_\_\_\_\_

Account number: \_\_\_\_\_ Date Received: \_\_\_\_\_ Entered by: \_\_\_\_\_

**Fern Bluff MUD**  
c/o Severn Trent Environmental Services  
14050 Summit Drive Ste 113  
Austin, TX 78728-7101  
512-246-0498

Date \_\_\_\_\_

Re: Account Number \_\_\_\_\_

Dear Customer:

Your utility district has had a policy of keeping customer information confidential when possible. Utility districts are political subdivisions of the State of Texas and under the Open Records Act, must open all of our records to anyone who asks to review them. The Teas Legislature has limited the availability of customer information through House Bill No. 859. This bill states that customers of the District have the right to request confidentiality of their names, addresses, and telephone numbers as part of the District's account records.

If you wish your personal information be kept confidential, please indicate below and either return this form in the return envelope that has been provided for your convenience or fax to the above number. **If you do not return this form, your personal data will continue to be subject to scrutiny under the Open Records Act.**

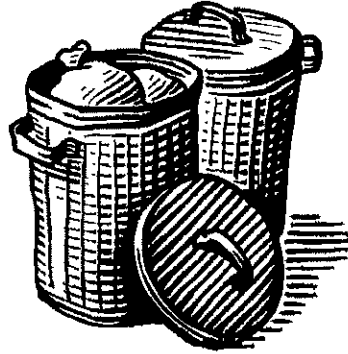
\_\_\_\_\_ Yes, I would like my personal data to be kept confidential.  
(Please initial)

Signature \_\_\_\_\_

Date \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

## Trash & Recycling Information



Services are provided by:

Round Rock Refuse  
Phone (512) 255-4980  
Fax (512) 243-2283  
Email: [RRRefuse@gmail.com](mailto:RRRefuse@gmail.com)

Please contact Round Rock Refuse with any special service requests or questions regarding your trash and/or recycling services.

Trash and recycling pick-up is every Monday, beginning @ 7:00 a.m. One bulk item per week will be picked up (sofa, TV, etc) without additional charges.

Recycling: **ACCEPTED**

**NOT ACCEPTED**

Aluminum  
Plastic #1 or 2 (no caps)  
Steel  
Tin cans  
Cardboard boxes (flattened)  
Newspapers  
Magazines  
White paper only

GLASS

# **FERN BLUFF M.U.D.**

## **New Resident Information**

**1) *What is a MUD?***

A Municipal Utility District, like a school district, is a governmental entity created under Texas State law. As a public entity, it can exercise certain governmental powers, including the levy and collection of property taxes, charging for authorized services, the issuance of bonds for water and sewer facilities, and the adoption and enforcement of rules and regulations as appropriate to accomplish the purposes for which the district was created. The MUD's primary purpose is to provide water and sewer services within its boundaries. Municipal Utility Districts are also authorized to provide recreation facilities.

**2) *How do I keep up with the MUD's news and events?***

Visit the Fern Bluff website at [www.fernbluffmud.org](http://www.fernbluffmud.org)

**3) *Who handles law enforcement of the MUD?***

Williamson County Sheriff's Department  
Brushy Creek Sub-Station  
850 Great Oaks Drive  
Round Rock, TX 78681  
Non-Emergency Phone: 246-1155

**4) *Where is the closest Fire Department?***

Sam bass Fire Department  
1001 Great Oaks Drive  
Round Rock, TX 78681  
Non-Emergency Phone: 255-0100

**5) *Who do I call to set up my electricity?***

TXU Electric and Gas *(New service is set up over the telephone)*  
Emergency Line 1-800-233-2133  
Electric Customer Service: 1-800-242-9113  
Fax Number: 1-800-242-9133

**6) *Who do I contact to set up gas service? (New service is set up over the telephone)***

TXU Electric and Gas Co.  
Gas Emergency Line 1-800-817-8090  
Gas Customer Service Line 1-800-460-3030  
Gas Line Locator Service: 1-800-344-8377