



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 River Place MUD
- 2.) Give a 24 hour notice
- 3.) The deposit which is due prior to service being established is based on meter size as listed below:
 - 5/8" = \$300.00
 - 3/4" = \$325.00
 - 1" = \$375.00
 - 1 1/2" = \$475.00
 - 2" = \$575.00
 - Over 2" = LUE x \$75.00
 - Fire Hydrants = \$800.00

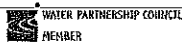
And a Non-Refundable Connection Fee of \$40.00 and Transfer Fee of \$5.00 Paid by Either Check or Money Order.

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 – 5 pm
- C. Mail to: Severn Trent

14050 Summit Dr. Ste 113

Austin, TX 78728



PLEASE make all payments payable to RIVER PLACE MUD



9904 FM 812
Austin, TX 78719
Office (512) 282-3508
Fax (512) 280-1099

River Place Mud & Severn Trent Services

Date: _____

Date to begin: _____

Service Name: _____

Service Address: _____

Phone: Day: () _____ Night: () _____

Check One:

Service Type: New Service () Term Service ()

Check all that apply:

Residential () Additional Trash bin () \$9.66 a month

Service Changes: From _____ To _____

Remarks: _____

Accepted By: _____

Request received via:

Fax ()

E-mail ()

For IESI office use only:

IESI acct#

Date received:

Entered by:

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

Senior Citizen Discount
(Over 65 – ID Required)

Date Service to Begin

Last Name: _____ First Name: _____

Drivers License No: _____ (State) _____ (Number)

Service Address: _____ Zip: _____ Phone: _____

Mailing address (if different) _____
Street City State Zip

Home Phone: (____) _____ Work Phone: (____) _____

Spouse or 2nd Account Holder's Name: _____
(If account holder defaults on payments/responsibility 2nd account holder will be held responsible)

Home Phone: (____) _____ Work Phone: (____) _____

If Renting/Leasing please -- Owners Name: _____

Owners Mailing Address: _____

Please keep my personal information confidential

As Owner/Tenant of this property, I understand that I am responsible for payment of all fees and charges related to services rendered to the property and agree that service to the property is subject to compliance with the Rules Governing Water Service. I further understand and agree that the knowing submission of false information on this application can result in disconnection of water and wastewater services. The District agrees to sell and deliver water to the Customer, and the Customer agrees to purchase and receive water in accordance with the Rules Governing Water and Wastewater Service as included in its approved Tariff on file at the District Office and the Texas Commission on Environmental Quality. All water will be measured by meters furnished, installed, owned and maintained by the District. The meter and/or connection is for the sole use of the Customer to serve water to one dwelling or property. The Customer shall not share, resell, or sub-meter water to any other dwelling, business, property, etc., without the specific written authorization of the District and in compliance with applicable rules and regulations.

The District has the right to locate a water service meter and the pipes necessary to connect the meter on the property of the Customer at a point mutually agreeable to both the District and the Customer. The Customer will allow the District access at all reasonable times to its property and equipment located upon the Customer premises for the limited purposes of reading the water meter, repairing or replacing existing facilities, and to check for illegal connections or unsafe plumbing practices or cross-connections, in compliance with the requirements of the Texas Commission on Environmental Quality's "Rules and Regulations for Public Water Systems".

The use of pipes and pipe fittings that contain more than 8.0% lead, or solders and flux that contain more than 0.2% lead is prohibited for any plumbing installation or repair of any residential or non-residential facility providing water for human consumption and connected to the water supply.

If grinder pumps are required for sewer service, the equipment shall be installed by the customer's plumber at the customer's expense. District representatives shall inspect the facilities for compliance and shall be charged a \$25 inspection fee. Costs for subsequent maintenance and repair shall be conducted by District personnel at the customer's expense.

Signature – Application must be signed

TRASH & RECYCLING SERVICES PERFORMED BY IESI

If you require assistance, please call IESI Customer Service at 282-3508.

When is trash and recycling collected?

IESI begins pickup at 7:00 AM Wednesday of each week except certain holidays (see below).

When will trash pickup occur during the week of a holiday?

IESI holidays include New Year, Thanksgiving and Christmas. When a holiday falls on a scheduled collection day or prior day in the week, instead of Wednesday, collection will occur the following day. If you have questions regarding pickup, please call 282-3508.

What can we recycle?

For those who choose to recycle, IESI accepts the following: dry newspapers (inserts included), magazines, catalogues, mail and paper bags, any plastic item imprinted on the bottom with the small triangular recycling symbol containing the numbers 1-7, this includes any plastic bottles, jugs, and round tubs which have contained food (no bleach, soap, or fabric softener containers), tin and aluminum cans, flattened regular and corrugated cardboard, any color glass bottles (no plate glass, ceramics or mirrors). Items not listed are not included in the recycling program.

How can I get rid of my bulky items?

At no extra charge, IESI will pick up stoves, hot water heaters, washing machines, and furniture, in addition to refrigerators, freezers, and air conditioning units that have a certification tag by a licensed technician of CFC recovery. IESI cannot remove an item that does not have the Freon removed. Please call at least a day in advance of your scheduled pickup day to ensure that your address gets placed on the truck route allocated for large items. IESI will pick up everything at the curb. To ensure that everyone can get serviced on the day promised, please set out no more than 8 special items. Please call 282-3508 if you have questions.

What do I do with my holiday trash in December?

As stated above, IESI will pick up items at the curb at any time during the year, including the holiday period. To avoid wind blowing the trash around the neighborhood, please put trash in plastic bags or arrange to have it secured.

What trash items cannot be collected by IESI?

Items that can't be collected are Commercial Construction Debris, Paint Cans, Motor Oil, Lead Batteries, Insecticides, Pesticides, Tires, Non-Certified Refrigerators, Freezers and Air Conditioners. If you have construction debris too large to fit in your cart, please call IESI at 282-3508.

What about hazardous items?

The Household Hazardous Waste Facility at 2514 Business Center Drive accepts up to 30 gallons of hazardous waste generated in a home free of charge from noon to 7 PM, Tuesday and Wednesday. You can find more information about hazardous waste and its disposal by calling 974-4343.

RATE INFORMATION

Effective: June 14, 2006



Welcome to the River Place Municipal Utility District (MUD). The District is a non-profit, tax-exempt governmental unit established to provide water and wastewater services. The District has its own water and wastewater treatment facilities.

SERVICE DEPOSITS: Obtaining service requires (1) filling out a Service Application, (2) paying a non-refundable \$5 transfer fee, and (3) paying a refundable security deposit which will be applied to the final bill and the credit balance to be refunded by check. No interest is paid on service deposits. Service deposit rates for residential and commercial accounts depend on the meter service.

5/8"	\$300.00
3/4"	\$325.00
1"	\$375.00
1 1/2"	\$475.00
2"	\$575.00
Over 2"	LUE x \$75.00
Fire Hydrants	\$800.00

Transfer fee - \$5.00

Water Rates:

FLAT FEES: Residential flat fees include trash collection as well as the first 2000 gallons of water and 2000 gallons of wastewater. The monthly flat fees for in-district residential, commercial, and fire hydrant or temporary meter accounts are based on meter size as follows:

Meter Size	Residential	Senior Citizens*	Commercial	Fire Hydrants
5/8" - 1"	\$31.00	\$30.00	\$12.00	\$75.00
1 1/4"			\$12.21	
1 1/2"			\$14.47	
2"			\$21.40	
3"			\$68.76	
4"			\$84.10	
6"			\$129.93	
8" + over			\$175.80	

*Senior Citizens are those over 65 years of age. Driver's license or proof of age required.

COMMODITY RATES -- The commodity (per thousand gallons) for water is

	<u>2,000-25,000</u>	<u>Over 25,000</u>
Residential, Commercial, or Homeowners Association Fire Hydrant	\$ 2.50 / 1000	\$3.00/1000

WASTEWATER RATES: Wastewater charges are based on the "winter average" (the average of water consumption during December, January, and February) OR on actual water consumption each month, **whichever is lower**. New residents will be given a 10,000 gallon wastewater average until their actual winter average is calculated. Wastewater rates for in-district customers are as follows:

	<u>Flat</u>	<u>Per Thousand</u>
Residential	N/A	\$ 3.14 / 1000
Commercial	\$ 10.00	\$ 3.14 / 1000

REGULATORY FEE – The Texas Natural Resources Conversation Commission assesses a .05% fee on all water and wastewater utilities. That one-half on a percent will be added to your bill.

TRASH COLLECTIONS – The District has an exclusive contract with IESI to collect garbage and recycled materials once a week. Fees for trash collection are included in the flat fee. Customer should call IESI at 282-3508 if a container has not been provided.

PAYMENT OF BILLS – Utility bills are mailed approximately the 15th of each month and are due approximately the 5th of the next month. Payments must reach the office by 5:00 p.m. on the due date or a late fee of 10% will be applied to the next bill.

Timely payment means no late charges. Postmarks or check dates are not accepted as proof of timely payment. Delinquent hearings are held monthly for non-payment. If service to a delinquent account is terminated, a \$40 reconnection fee will be charged. If meters are tampered with, a fine of \$250 will be assessed. If a payment is returned for insufficient funds, a \$25 fee will be assessed.

TAX RATE: The District's tax rate is as follows:

Maintenance & Operation	\$.0753	per \$100 of assessed value
Debt Service	<u>\$.2747</u>	per \$100 of assessed value
Combined Total	\$.35	per \$100 of assessed value

TAP PERMITE FEES – Water and wastewater permit fees are based on meter size as follows:

Meter Size	Water	Wastewater	Inspections*	Total
5/8"	\$1,750	\$1,750	\$325	\$3800
3/4"	\$2000	\$2000	\$325	\$4325
1"	\$2250	\$2250	\$325	\$4825
Over 1"	\$250/ea Incremental size increase	\$250/ea Incremental size increase	\$325	To be determined

*Inspections include erosion control and plumbing inspections (rough, copper, service lines, top out and final).

Excavation of the water or wastewater main shall be performed by the District at cost plus 10% in addition to the above tap fees.

Additional inspection fees are:	Plumbing Re-inspections	\$ 50
	Grinder Pumps	\$ 25
	Backflow preventer test	\$ 75 per device
	Re-inspect Erosion Control	\$ 25

Security Deposits - 5/8" - \$300 3/4" - \$325 1" - \$375

Builder Deposits – Builders must pay a \$1000 deposit for the first house in the District's service area and a \$500 deposit for each additional house. The \$1000 deposit is held until the final bill of final home is paid. The \$500 deposits are applied to the utility account and refunded when account is closed.

GRINDER PUMPS & PRIVATE LIFT STATIONS – If grinder pumps are required for wastewater service, the equipment shall be installed by the customer's plumber at the customer's expense. District representatives shall inspect the facilities for compliance and shall be charged a \$25 inspection fee. Costs for subsequent maintenance and repair shall be conducted by District personnel at the customer's expense. All private lift stations must have grinder pumps. Grinder pumps must meet the District's grinder pump specifications.

ADDITIONAL FEES:

Meter Re-Read Fee upon Customer Request – Upon written request of any Customer, the District shall take a reading of the Customer's water meter for comparison with the reading shown on the Customer's most recent bill for purposes of resolving the Customer's questions regarding the accuracy of the reading on the bill. If a re-read of the Customer's water meter indicates the prior reading was in error, there shall be no charge to the Customer for this service. If, however, the reading of the meter on the Customer's bills is determined to be accurate, the Customer's monthly utility bill will be charged \$15.00, which is the cost to the District for providing this service.

Meter Test upon Customer Request – Upon written request of any Customer, the District shall flow test a meter to resolve disputes of high consumption. The flow test involves metering the water from a house connection and removing the water meter and metering water at the tap connection. If the meter is found to be malfunctioning, there shall be no charge to the Customer for this service. If, however, the meter is not malfunctioning, the Customer's monthly utility bill will be charged \$25.00, which is the cost to the District for providing this service.

Water Meter Calibration Fee upon Customer Request – Upon written request of any Customer, the District shall remove the water meter for calibration. If the meter is determined to be improperly calibrated upon testing, the meter shall be replaced with no charge to the Customer and an adjustment shall be made to the Customer's Account. If the meter is determined to be accurately calibrated with a range of 97% to 103% the Customer's monthly utility bill will be charged the cost to the District for removal, reinstallation, and test of the meter.

The above rates are based on the "Order Establishing Water and Wastewater Rules for the District", which specifies that "No free service shall be granted to any user..." a complete copy of which is available upon request. The District is governed by District residents elected to the Board of Directors. Please be assured that the rates set by the Board will be the lowest possible, while providing for the proper maintenance and operations of the system. We hope you enjoy living in the District. Please call the District office if our staff can be of assistance. The District does not have a leak adjustment policy.

RIVER PLACE MUD

AUTHORIZATION FORM FOR DIRECT PAYMENT ACH DEBITS

Company Name: Severn Trent Services

Company ID # _____

I (we) hereby authorize (Company Name), hereinafter called COMPANY, to initiate debit entries for (Application) to my (our) account indicated below and the financial institution named below, hereinafter called FINANCIAL INSTITUTION, to debit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

Company may debit my account for amounts becoming due by me on a monthly basis, according to the due date on my account.

Financial Institution Name:	Branch:
Address:	Type of Account (check one below):
City/State:	Checking:
ZIP:	Savings:

Account Name:
Routing Number:
Acct Number:

This authority is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and manner as to afford COMPANY and FINANCIAL INSTITUTION a reasonable opportunity to act on it.

Print Individual Name:
Signature:
Date:
Daytime Phone:

PLEASE ATTACH COPY OF VOIDED CHECK TO THIS FORM AND MAIL DIRECTLY TO:

Severn Trent Services
14050 Summit Dr Suite 113
Austin Tx 78728
Attn: Kristi Hester
512-246-0498x213

RIVER PLACE MUD

AUTHORIZATION FORM FOR DIRECT PAYMENT CREDIT CARD DEBITS

Company Name: Severn Trent Services

I (we) hereby authorize Severn Trent, hereinafter called COMPANY, to initiate debit entries for application to my (our) credit card account indicated below, to debit the same to such account. I (we) acknowledge that the origination of such debit transactions to my (our) account must comply with the provisions of U.S. law.

Company may debit my credit card for amounts becoming due by me on a monthly basis, according to the due date on my account.

Credit Card Information:

Credit Card Member Name:	
Address:	
City/State:	
Zip:	
Expiration date:	
Daytime phone:	
Type of Card:	
Card Number:	

Severn Trent Account Information:

Account Name:
Account Number:

This authority is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and manner as to afford COMPANY a reasonable opportunity to act on it.

Print Individual Name:
Signature:
Date:

MAIL THIS COMPLETED FORM DIRECTLY TO:

Severn Trent Services

Attn: Jeri Frye

14050 Summit Dr., Suite 113

Austin, Texas 78728

512-246-0498 x 216