

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 four simple steps to get your water service started:

- 1.) Fill out New Service Agreement for **REUNION RANCH WCID**
- 2.) Give a 24 hour notice
- 3.) A deposit of \$150.00 & application fee of \$30.00 can either be paid at time of application or will appear on your first water bill
- 4.) To Return the Application (pages 2-5) you may either:
 - A. E-mail to startservice@inframark.com
 - B. Drop off at the Office Monday – Friday 8 am – 5 pm
 - E. Mail to: Inframark

14050 Summit Dr. Ste 103

Austin, TX 78728

Please make all payments payable to REUNION RANCH WCID

When your new service is established and a new account number is issued, visit 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.

TO: Inframark Water & Infrastructure Services
14050 Summit Dr. #103
Austin, TX 78728

ACCOUNT # _____
(Office will assign number)

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

SERVICE APPLICATION & AGREEMENT

PURPOSE: **REUNION RANCH WCID**

- 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 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.

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

REUNION RANCH WCID
(the "Water Provider") and

(Customer Signature - Required)

- III. The undersigned hereby makes application to **REUNION RANCH WCID** 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 Water Provider's Rules and Regulations regarding utility services. We/I agree to comply with the Water Provider'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: _____

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. Please see Page 4 of this Agreement for the Confidential Agreement.

- IV. 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.
- V. ENFORCEMENT: If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, 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 Inframark if any of the above are installed after move in. If any of the above are noticed at time of turn on, Inframark will not turn on services until all requirements are met.

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 District’s Rules and Regulations. I further understand and agree that the knowing submission of false information on this application can result in disconnection of water and wastewater services.

Customer Information (please print): **Is this a transfer within the District?**

* Indicates Information is Required YES NO

*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 2nd 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: _____

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



For years, INFRAMARK has been committed to serving Reunion Ranch and numerous utility districts throughout Texas, providing them with reliable and safe water and wastewater operations.

Their impressive track record is a testament to their unwavering dedication to deliver top-quality services that you and your residents can trust.

BILLING ACCURACY IS 99%

137 MUNICIPAL UTILITY DISTRICT (MUD) CONTRACTS IN TEXAS, MAKING US THE MOST IN-DEMAND WATER AND WASTEWATER SYSTEMS SERVICE PROVIDER IN THE STATE

METER READ ACCURACY IS 99%

MANAGES 70+ WASTEWATER PLANTS

350 EMPLOYEES IN TEXAS

WITH AN ADDITIONAL

MANAGES 120+ WATER PLANTS

2550 EMPLOYEES ACROSS NORTH AMERICA

CUSTOMER CARE HANDLES

28,000+

CALLS IN ONE MONTH

SERVES OVER

120 THOUSAND

TEXAS WATER & WASTEWATER CUSTOMERS



FLUSHING OUT THE FACTS AT REUNION RANCH



RR
REUNION RANCH

 **INFRAMARK**

For all customer service matters, please contact csaus@inframark.com

For emergency after hours needs, please call

1.800.579.4500



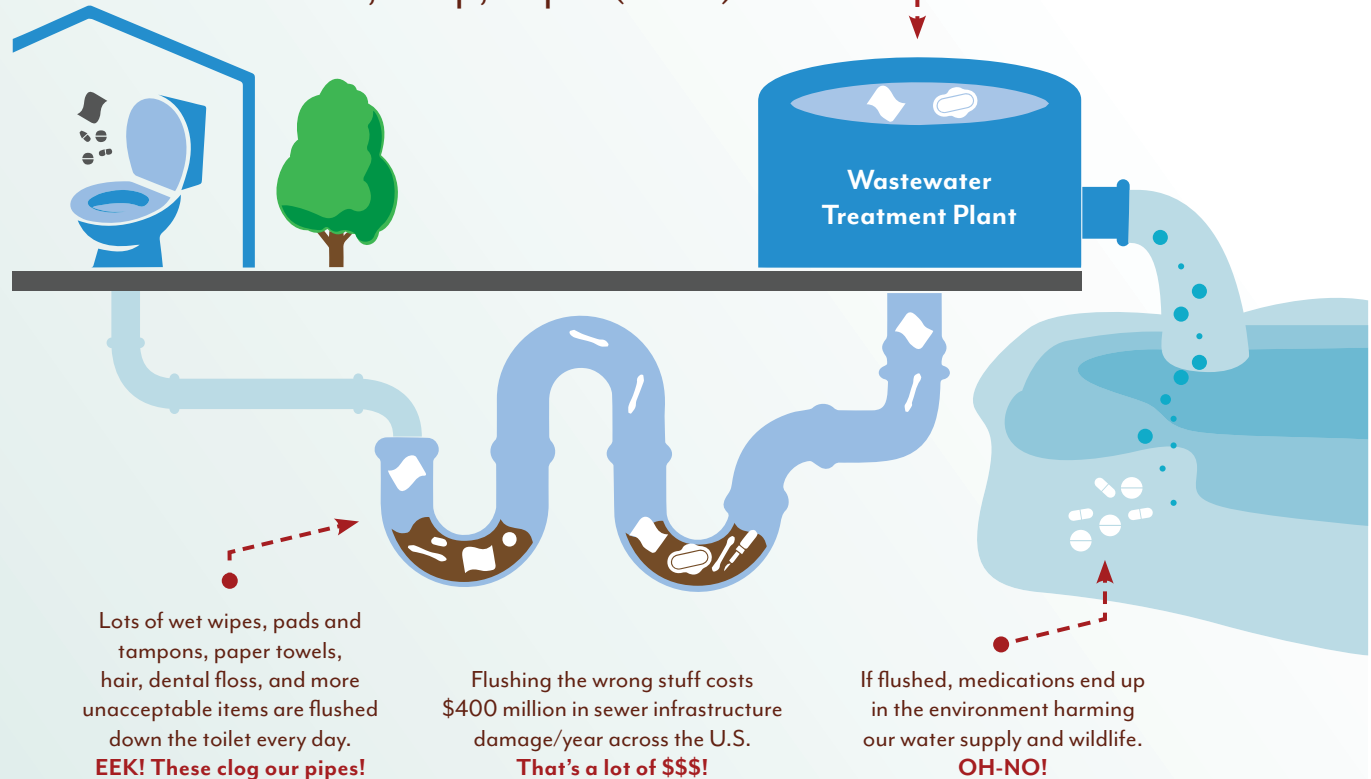
At Reunion Ranch, Inframark takes on various responsibilities, including billing, payment processing, meter reading, collections and distribution line maintenance, plant operations, and pond maintenance. However, protecting the sewer system is one of the most crucial roles. Carelessness flushing items down the drain can result in damage to the sewer system, leading to clogging of pipes and pumps. Moreover, it can cause Sanitary Sewer Overflow, causing water to back up into homes, neighboring homes, and onto roads. All users of the city sewer system, including residents, restaurant owners, convenience stores, and nail salons must be conscious of what they flush or pour down drains. Being responsible for flushing items can help reduce health hazards for both individuals and the community.



INFRAMARK

WHAT HAPPENS WHEN WE FLUSH THE WRONG THINGS?

Only Flush the 3Ps!
Pee, Poop, Paper (Toilet)



We know that everyone has a role to play in protecting our environment and ensuring we don't end up with a major Sanitary Sewer Overflow.

That's why we're asking you to think about what you flush down the drain because it's not just your pipes you're flushing.

WHAT YOU FLUSH MATTERS TO THE ENTIRE COMMUNITY!