

STATE OF TEXAS

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LAKEWAY MUNICIPAL UTILITY DISTRICT

(LMUD)

GRINDER PUMP SYSTEM

COUNTY OF TRAVIS

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SERVICE & MAINTENANCE ADDENDUM

PURPOSE AND USE:

This form is required by submission from all current customers at Service Addresses with wastewater service provided by LMUD connected to the public wastewater system by use of a grinder pump system. Per the FY 2019/2020 Rate Order update, LMUD will provide service and maintenance to the grinder pump system at all eligible Service Addresses. The associated Grinder Pump Service Fee, instated on October 1, 2019, is applied to all eligible Service Addresses.

CUSTOMER INFORMATION (please print or type):

CUSTOMER #1	CUSTOMER #2:
NAME: _____	NAME: _____
Last Name _____	Last Name _____
First Name _____	First Name _____
Middle Initial _____	Middle Initial _____

SERVICE ADDRESS:

Street Address: _____

City: _____ State: _____ Zip Code: _____

Telephone (main): _____ (cell): _____

Email Address: _____

WASTEWATER CONNECTION TYPE AND RELATED TERMS:

For all eligible customers:

- Customer understands that as part of their wastewater fees, they will be assessed a monthly fee for grinder pump maintenance. It is the Customer’s responsibility to contact LMUD for repairs to be performed. See Rate Order for current charges.
- Customer will not hold LMUD responsible for the payment of any invoices received by other providers hired by the Customer to perform maintenance work to the grinder pump system.
- Customer agrees to follow the “General Guidelines for Reliable Operation of Residential Grinder Pump Systems” as stated in the LMUD Rate Order. Customer agrees to make all household residents and visitors aware of these guidelines. Failure to follow these guidelines may result in additional one-time charges.
- Customer understands it is their responsibility to provide and maintain the electrical service and connection to the control panel associated with the grinder pump system.
- Customer will ensure that the grinder pump tank lid remains at a minimum of 4 to 6-inches above ground level, visible and accessible at all times. The control panel must also remain visible and accessible, but the outside can be painted at Customer’s expense, if desired.

For Service Addresses with a grinder pump system installed by LMUD:

- Customer understands LMUD will not assess fees to repair or replace components of the system that were installed by LMUD as long as the above terms are followed.
- Customer understands that if they hire other providers to make repairs to the system, system will be re-categorized as a “pre-existing” grinder pump system with all applicable terms (see below).

For Service Addresses with a “pre-existing” grinder pump system (not installed by LMUD):

- Customer understands LMUD may assess and agrees to pay additional one-time fee(s) to repair or replace pre-existing (not installed by LMUD) components of the system. Charges are not to exceed LMUD’s cost of materials for the repair or replacement. See Rate Order for details.

LMUD GRINDER PUMP SERVICE PROGRAM TERMS AND CONDITIONS:

Trained LMUD staff will perform the maintenance and repair of eligible grinder pump systems within the LMUD service area. System components covered by this plan include: 1). all components located within the grinder pump tank, including the tank itself and 2). all components within the grinder pump electrical control panel, including the panel itself, however any electrical-related issues or repairs to the electrical service itself continue to be the property owner’s responsibility. LMUD will be responsible for scheduling routine preventative maintenance as they see fit. It is the customer’s responsibility to be aware of system malfunctions and to contact LMUD (24 hours a day, 7 days a week) for repairs; neglect may result in additional one-time charges.

All system components outside of the aforementioned components, including, but not limited to, the service line(s) connecting to and from these system components are the responsibility of the property owner and must be repaired or replaced in a manner and with parts that follow all regulatory plumbing codes within the confines of the original location in order to prevent system malfunction (for system design changes, please contact LMUD to schedule a Site Assessment). A Plumbing Permit must be submitted prior to repair work and work must be completed by a technician with a valid Texas license. Failure to follow these guidelines may result in additional one-time charges.

ADDITIONAL TERMS AND CONDITIONS:

In addition to the above, the following terms and conditions apply for LMUD to perform service and maintenance to the grinder pump system at the Service Address. *Please review this information carefully:*

- **Customer grants LMUD permission to access Service Address:**
 - Customer grants LMUD staff unrestricted access to all exterior components of the grinder pump system at the Service Address, with or without prior notice, to perform routine maintenance and/or repairs as they deem necessary.
 - Customer understands that any property damage proven to be the result of these visits will be repaired at the expense of LMUD. Formal complaints must be presented in writing to the General Manager.
- **Notice of Additional Required Documents and Fees:**
 - A new Application and Service Contract must be submitted for the Service Address stating the request for water and wastewater services. All applicable fees and charges must be paid in full prior to initiating service.
 - Once the Service Address has been connected to wastewater, the current customer for the LMUD account file associated with the Service Address will be responsible for paying all future charges, which will appear on their regular utility bills from LMUD.
 - Other circumstances, including new construction, may require additional contracts and fees.

CUSTOMER CERTIFICATION AND SIGNATURES:

By my/our signature(s) below, I/we hereby certify the information provided herein and following statements are true and correct:

Customer has read and understands the information provided herein, all Terms and Conditions.

Customer hereby agrees to pay all rates, fees, and charges referred to herein and to comply with all Rate Orders, other orders, rules, regulations, codes, and guidelines of LMUD now existing or as may be revised by LMUD in the future in LMUD’s sole discretion. Customer further agrees to comply with and be bound by LMUD’s Rate Order, other orders, rules and regulations, policies, guidelines, Water Conservation Plan, and Drought Contingency Plan, as the same may be amended from time to time by LMUD in its sole discretion, and agrees to the imposition and payment of fines and penalties for noncompliance.

This Agreement shall become effective when signed by a duly authorized representative of LMUD.

CUSTOMER #1

By: _____

Printed Name: _____

Date: _____

CUSTOMER #2

By: _____

Printed Name: _____

Date: _____

LAKEWAY MUNICIPAL UTILITY DISTRICT (LMUD)

By: _____

Printed Name: _____

Title: _____

Date: _____