



# RESIDENT INFORMATION PACKET

BRUSHY CREEK MUNICIPAL UTILITY DISTRICT  
16318 GREAT OAKS DRIVE  
ROUND ROCK, TX 78681  
(512) 255-7871  
[WWW.BCMUD.ORG](http://WWW.BCMUD.ORG)

The  
Brushy  
Life<sup>®</sup>  
Creek



16318 Great Oaks Drive • Round Rock, Texas 78681

Phone (512) 255-7871

Email: [CustomerService@bcmud.org](mailto:CustomerService@bcmud.org) • Website: [www.bcmud.org](http://www.bcmud.org)

## Contents

|                                                                  |      |
|------------------------------------------------------------------|------|
| Our Mission .....                                                | II   |
| Sources of Information .....                                     | II   |
| Customer Service .....                                           | II   |
| Website .....                                                    | II   |
| Signs .....                                                      | II   |
| Newsletter .....                                                 | II   |
| Catalog .....                                                    | III  |
| Public Information .....                                         | III  |
| Other Important Resources for Service .....                      | III  |
| Other Important Phone Numbers .....                              | III  |
| What is a Municipal Utility District? .....                      | III  |
| History of the District .....                                    | IV   |
| District Board of Directors .....                                | IV   |
| District Committees .....                                        | V    |
| Property Taxes .....                                             | V    |
| Defined Area .....                                               | VI   |
| Out of District Utility Customers .....                          | VI   |
| Water Conservation and Drought Contingency Plan .....            | VI   |
| Voluntary Conservation .....                                     | VI   |
| Criteria for Initiation and Termination of Response Stages ..... | VII  |
| Voting .....                                                     | VII  |
| Home Owner Associations .....                                    | VII  |
| Utility Services Provided by the District .....                  | VIII |
| Utility Services .....                                           | VIII |
| Water Leaks & Service Problems .....                             | VIII |
| Permits .....                                                    | VIII |
| Explanation of Utility Bill Charges and Fees .....               | IX   |
| Wastewater/Sewer .....                                           | IX   |
| Solid Waste .....                                                | IX   |
| Recycling .....                                                  | X    |
| Regulatory Compliance .....                                      | X    |
| Non-Standard Meter Fees .....                                    | X    |
| Billing Cycles and Payment Options .....                         | X    |
| Late Fees .....                                                  | X    |
| Water Disconnection for Non-Payment .....                        | X    |
| Recreation .....                                                 | XI   |
| Community Center .....                                           | XI   |
| Parks, Pools, and Greenbelt Information .....                    | XI   |
| Vandalism .....                                                  | XIII |
| Maintenance .....                                                | XIII |
| Thank You .....                                                  | XIII |



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## RESIDENT INFORMATION PACKET

The purpose of this packet is to provide residents with information about Brushy Creek Municipal Utility District (the District) and to answer commonly asked questions. If you have any questions after reading the packet, please contact Customer Service at 512-255-7871. For a list of current activities, visit the District website at [www.bcmud.org](http://www.bcmud.org).

### Our Mission

Promote the highest quality of life in the Brushy Creek Community by providing the best level of water and wastewater, parks and recreation, and other services in the most cost-effective manner.

#### Sources of Information

##### Customer Service

Brushy Creek Municipal Utility District Customer Service is located in the Brushy Creek Community Center, 16318 Great Oaks Drive, Round Rock, TX 78681. Phone 512-255-7871. [customerservice@bcmud.org](mailto:customerservice@bcmud.org)

##### Customer Service Hours

| Sunday | Monday - Friday       | Saturday              |
|--------|-----------------------|-----------------------|
| Closed | 8:00 a.m. – 6:00 p.m. | 9:00 a.m. – 3:00 p.m. |

##### Website

For the most current information, please visit the District website at [www.bcmud.org](http://www.bcmud.org). One of the District's goals is to make our website the primary source of information. By providing an email address to Customer Service, customers can receive new information as it is updated.

##### Signs

The District maintains five LED signs with current information on recreational activities, District business, and urgent messages. These signs are located at the Brushy Creek Community Center on Great Oaks Drive, on O'Connor Drive by the HEB, at Cat Hollow Park, at the Water Facility in Brushy Creek North, and on Cornerwood Drive near the RRISD Technology Center.

##### Newsletter

The District emails a weekly newsletter. This newsletter contains information on recent Board action, news within the District, the Community Center, and recreation news. The newsletter can also be viewed on the District website.

## Catalog

The Community Center publishes a Parks and Recreation Program Catalog twice a year. This catalog is mailed to all residents of the District. The catalog contains a list of athletic leagues, aquatics programs, children's activities, camps, and classes for all ages. A link to the current catalog may be found on the District website.

## Public Information

The District is subject to the Public Information Act and the Open Meetings Act, state and federal laws allowing individuals, private companies, and government organizations access to District documents. The District is committed to complying with public information requests while safeguarding confidential and protected information. Requests for documents can be made in person at the Customer Service office located in the Community Center, by mail to the attention of the Public Information Officer at 16318 Great Oaks Drive, Round Rock, TX 78681, by email at [PublicInformation@bcmud.org](mailto:PublicInformation@bcmud.org), or through the District website under the "Board & Committees" link. All requests should be marked to the attention of the Public Information Officer.

## Other Important Resources for Service

|                                              |              |                                                       |              |
|----------------------------------------------|--------------|-------------------------------------------------------|--------------|
| AT&T Telephone<br>(phone, internet, & cable) | 800-464-7928 | Time Warner Cablevision<br>(phone, internet, & cable) | 512-485-5555 |
| TXU Electric                                 | 800-242-9113 | Pedernales Electric                                   | 888-554-4732 |
| Oncor-streetlight o u t a g e                | 888-313-4747 | Atmos Energy (natural gas)                            | 866-332-8667 |
| Texas Disposal Systems                       | 512-329-1752 | Clear (phone & internet)                              | 877-537-9350 |
| Power to Choose (Electric)                   | 866-797-4839 |                                                       |              |

## Other Important Phone Numbers

### Police

The Williamson County Sheriff's Department has jurisdiction in the District. For non-emergencies, contact 512-943-1389. **Emergencies - Dial 911**

### St. David's Round Rock Medical Center

512-341-1000

### Round Rock Independent School District

512-255-4431

### Streets, Roadways & Intersections

The streets and roads in the District are maintained by the Williamson County Road and Bridges Department. 512-943-3330

### Dig-Tess

Before digging, contact Dig-Tess to have underground utility lines located. [www.digtess.org](http://www.digtess.org)  
800-344-8377

## What is a Municipal Utility District?

A municipal utility district is a political subdivision of the State of Texas authorized by the Texas Water Code with oversight by the Texas Commission on Environmental Quality (TCEQ) to provide water, wastewater/sewage, drainage, and other services within the municipal utility district boundaries.

A municipal utility district functions similarly to a city but does not have the broad powers of a city such as zoning and building permitting, nor can it charge or collect franchise taxes or sales taxes. Businesses located within the Brushy Creek Municipal Utility District boundaries only charge the state sales tax of 6.25%. A municipal utility district lying in an extraterritorial jurisdiction (ETJ) of a city can be annexed by that city subject to certain provisions and requirements in the state law.

## History of the District

Brushy Creek Municipal Utility District was formed as Williamson County Municipal Utility District No. 2 on October 27, 1977, with a confirming election on January 21, 1978. The District originally encompassed approximately 725 acres of land. An annexation in 1983 involving most of the land in the present-day District south of Brushy Creek increased the District's size to 2,210 acres.

The District name was changed to Brushy Creek Municipal Utility District on August 31, 1990. The District encompasses two non-contiguous areas: one located between Sam Bass Road and FM 1431, and another area situated mainly between Brushy Creek and RR 620, with an additional section south of RR 620. The primary neighborhoods include Brushy Creek North, Sendero Springs, Brushy Creek South, Hillside, The Villages of Brushy Creek, Cat Hollow, The Meadows of Brushy Creek, The Woods of Brushy Creek, Liberty Village, Cat Hollow Condominiums, and Highland Horizons. Please refer to the Homeowners Associations section for a complete list.

The District operates its own water treatment facility, currently treating water from Lake Georgetown using the most advanced membrane filtration technology. The District also operates two elevated water towers: a 750,000-gallon composite tank located on Neenah Avenue and a 300,000-gallon elevated storage tank constructed in Sendero Springs adjacent to the Brushy Creek North Subdivision.

The Brushy Creek Municipal Utility District's wastewater/sewer is treated by the Brushy Creek Regional Wastewater Treatment Plant, which is owned by the cities of Round Rock, Cedar Park, and Austin.

The District's parks system has grown significantly during its over 30-year history. The District parks and greenbelts include Brushy Creek North Park, Little Village Park, Cat Hollow Park, Creekside Park, Community Park, Highland Horizon Park, Pepper Rock Park, Racine Woods Park (also known as Sink Hole Park), Sendero Springs Park, Shirley McDonald Park (duck pond), Sendero Springs Greenbelt, the Woods Greenbelt, Liberty Walk Greenbelt, Community Park Greenbelt, and Wildcat Trail. The District has over nine miles of trails and an 18-hole disc golf course.

The District also operates four public swimming pools, Cat Hollow, Creekside, Highland Horizon, and Sendero Springs. The Sendero Springs and Highland Horizon pools are open year-round and are heated in the winter months.

The District aims to foster a sense of community through its utility services, parks, support of local community groups and activities, and a staff committed to serving the community.

## District Board of Directors

The District is governed by an elected five-member Board of Directors. Directors are elected at-large and serve 4-year staggered terms. Elections are held every even-numbered year in November. The Board meets on the second and fourth Thursday of each month. Meeting agendas are posted within the glass case bulletin board located at the entrance to the Brushy Creek Community Center and on the District website.

Directors also serve as members of various community-based advisory committees. Residents are welcome to attend the Board of Directors meetings and encouraged to serve on advisory committees. Please contact Customer Service to volunteer.

Board and Committee meeting agendas and packets can be found on the District website under the “*Board & Committees*” link.

|                     |                                                        |
|---------------------|--------------------------------------------------------|
| Board of Directors: | 512-255-7871                                           |
| Rebecca Tullos      | <a href="mailto:Place1@bcmud.org">Place1@bcmud.org</a> |
| Michael Tucker      | <a href="mailto:Place2@bcmud.org">Place2@bcmud.org</a> |
| Kim Filiatrault     | <a href="mailto:Place3@bcmud.org">Place3@bcmud.org</a> |
| Tracey Calloway     | <a href="mailto:Place4@bcmud.org">Place4@bcmud.org</a> |
| Ken Reifschlager    | <a href="mailto:Place5@bcmud.org">Place5@bcmud.org</a> |

## District Committees

The District has three active community-based advisory committees. These committees consist of the Parks and Recreation Advisory Committee, the Community Center Advisory Committee, and the Utilities Infrastructure Advisory Committee. The purpose or mission of committees is to act as a conduit, providing information and ideas from the Board of Directors to the Community and from the Community to the Board of Directors.

Residents are welcome to attend any committee meetings and are encouraged to volunteer to serve on a District advisory committee. Agendas and meeting minutes can be found on the District website by selecting the "Board & Committees" link. Please contact Customer Service with any questions regarding District committees.

Meeting times and place:

### **Parks and Recreation Advisory Committee**

Meets 6:00 pm on the 1<sup>st</sup> Monday of every month. Location: The Brushy Creek Community Center

### **Community Center Advisory Committee**

Meets 6:00 pm on the 2<sup>nd</sup> Monday of every month. Location: The Brushy Creek Community Center

### **Utility Infrastructure Committee**

Meets 6 pm on the 3<sup>rd</sup> Monday of February, May, August, and November. Location: The Brushy Creek Community Center

## Property Taxes

The District has taxing authority separate from any other taxing authority and may, subject to voter approval, issue an unlimited amount of bonds and levy an unlimited rate of tax in payment of such bonds. The current tax rate on property in the District is \$0.432059 on each \$100.00 of assessed appraised value.

The Defined Area Taxes – The tax rate for property located in the Defined Area is \$0.000 on each \$100.00 of assessed appraised value. This includes the \$0.460 District tax and \$0.140 Defined Area tax.

The District sets the tax rate annually at publicly held Board meetings, generally in September. Board discussions regarding the tax rate and the subsequent year's budget occur at meetings prior to the tax rate hearing.

The Williamson Central Appraisal District collects district taxes and serves as the taxing authority for properties within the District. Questions and information regarding other taxes that must be paid by property owners in the District can be answered by the Williamson Central Appraisal District. The office is located at 625 FM 1460, Georgetown, TX, 78626-8050, and the telephone number is 512-943-1603. To view your current appraised value and property tax rates, visit the website [wcad.org](http://wcad.org).

For more information about the District and the Defined Area and the related tax rates, please refer to the District’s website under the *New Resident Information* link or contact Customer Service for a copy of the Notice to Purchaser.

## Defined Area

A defined area represents a geographical area that is designated by a board of directors of a water district to pay for infrastructure improvements, facilities, or services that primarily benefit the defined area. Property owners pay for defined area facilities by payment of a defined area tax in the same way property owners within a water district pay for facilities financed by the water district.

The District has a Defined Area that includes Cornerstone (also known as Highland Horizons subdivision) and sections 2 through 10 of Sendero Springs. The Defined Area was established by order of the Board of Directors of the District on December 13, 2001, and was subsequently approved by the voters residing within the Defined Area on February 2, 2002. Additional information and a map of the Defined Area can be found on the District website under the *New Resident Information* link.

## Out-of-District Utility Customers

The District provides utility services to some customers who are not located within the District. Out-of-District customers are subject to the same rules and regulations, including water conservation, as District customers.

Out-of-District utility customers pay different utility rates but do not pay property taxes to the District. Therefore, they are not eligible to vote in District elections and are charged non-resident rates for Recreation programs.

## Water Conservation and Drought Contingency Plan

In order to conserve the available water supply and protect the integrity of water supply facilities, with particular regard for domestic water use, sanitation, and fire protection, and to protect and preserve public health, welfare, and safety and minimize the adverse impacts of water supply shortage or other water supply emergency conditions, the District has adopted the following regulations and restrictions on the delivery and consumption of water.

### Voluntary Conservation

At all times when mandatory conservation requirements are not in effect, Users are requested to voluntarily limit the use of water for non-essential purposes and to practice water conservation in accordance with the following voluntary watering schedule:

| Property Address        | Recommended Watering Day |
|-------------------------|--------------------------|
| Odd-Numbered Addresses  | Odd-Numbered Days        |
| Even-Numbered Addresses | Even-Numbered Days       |

In the event no address number exists for the outdoor water use location, Users are requested to voluntarily restrict water use to even-numbered days only.

The goal of such voluntary measures is to increase public awareness of limited water resources and to voluntarily reduce water demands that would have occurred in the absence of any mandatory water conservation measures.

### **Criteria for Initiation and Termination of Response Stages**

Conservation Conditions – For purposes of this Plan, the District hereby adopts the Conservation Conditions set forth below. These Conservation Conditions are for the purpose of responding to, but not limited to, the following situations: (i) reduction of available water supply; (ii) water production or distribution system limitations; (iii) supply source contamination; or (iv) water system outage due to the failure or damage of water system components. The General Manager shall monitor the water supply and demand conditions within the District for purposes of implementing the applicable Stage of this Plan.

- (a) Stage 1 Conservation Condition – This condition exists when: (i) the demand on the District’s water supply facilities reaches or exceeds eighty percent (80%) of the production or transmission capacity of such facilities for five (5) consecutive days, as determined by the District’s General Manager, or (ii) other criteria as deemed prudent by the General Manager or Board of Directors of the District.
- (b) Stage 2 Conservation Condition– This condition exists when: (i) the demand on the District’s water supply facilities reaches or exceeds ninety percent (90%) of the production or transmission capacity of such facilities for five (5) consecutive days, as determined by the District’s General Manager; (ii) BRA declares a Stage II Drought Condition; or (iii) other criteria as deemed prudent by the General Manager or Board of Directors of the District.
- (c) Stage 3 Conservation Condition– This condition exists when: (i) the demand on the District’s water supply facilities reaches or exceeds ninety five percent (95%) of the production or transmission capacity of such facilities for three (3) days, as determined by the District’s General Manager, (ii) BRA declares a Stage III Drought Condition; or (iii) other criteria as deemed prudent by the General Manager or Board of Directors of the District.
- (d) Stage 4 Conservation Condition– Emergency Water Shortage Condition – This condition exists in the event of a fire, flood, hurricane, lightning, tornado, windstorm; or any other act of God, riot, terrorist act, loss of power, or any other occurrence which results in the inability of the District to provide water to Users or a likelihood thereof, as determined by the General Manager or Board of Directors of the District.

The above information only represents a small part of the District’s Water Conservation and Drought Contingency Plan. For a copy of the complete document, please contact Customer Service or access the District website under the *Utilities* link.

## **Voting**

The Brushy Creek Community Center is an official Williamson County voting site. Early Voting, General Elections, and Primary Elections are scheduled at the Community Center. Run-off elections are not held at the Community Center.

# Homeowners Associations

Brushy Creek Municipal Utility District is comprised of many subdivisions, most of which have homeowners' associations. These associations were formed as defined by deed restrictions and operate to enforce and maintain the deed restrictions and agreements between the homeowners and developers. Additional information may be obtained through these contacts.

| Home Owners Associations                         |                                                                            |
|--------------------------------------------------|----------------------------------------------------------------------------|
| Brushy Creek North                               | No Active HOA                                                              |
| Brushy Creek South and Highlands of Brushy Creek | No active HOA                                                              |
| Brushy Creek Village                             | <a href="http://www.goodwintx.com">www.goodwintx.com</a>                   |
| Cat Hollow Condominiums                          | <a href="http://www.cathollowcommunity.com">www.cathollowcommunity.com</a> |
| Cat Hollow                                       | <a href="http://www.cathollow.org">www.cathollow.org</a>                   |
| Highland Horizon                                 | <a href="http://www.highlandhorizon.com">www.highlandhorizon.com</a>       |
| Enclave at Highland Horizon                      | <a href="http://www.realmanage.com">www.realmanage.com</a>                 |
| Hunterbrook                                      | <a href="http://www.goodwintx.com">www.goodwintx.com</a>                   |
| Liberty Village and Neenah Oaks                  | No active HOA                                                              |
| Meadows of Brushy Creek                          | <a href="http://www.goodwintx.com">www.goodwintx.com</a>                   |
| Sendero Springs                                  | <a href="http://www.senderosprings.org">www.senderosprings.org</a>         |
| Woods of Brushy Creek                            | <a href="http://www.wbchoa.org">www.wbchoa.org</a>                         |
| Wood of Brushy Creek, Section VI                 | <a href="http://www.goodwintx.com">www.goodwintx.com</a>                   |

## Utility Services Provided by the District

The utility services provided by the District include:

- Water
- Wastewater/Sewer
- Solid Waste and Recycling

### Utility Services

Utility service can be established by completing the service application on the District website, *Forms & Documents* link, Customer Service link, or by contacting Customer Service.

All new service accounts require a minimum deposit of \$100.00 for standard 5/8" water meters (\$150 for a 3/4" water meter) and a non-refundable administrative fee of \$30.00. When an account holder closes an account, the deposit will be applied toward the final bill, and any remaining balance must be remitted. If credit is due, a check will be mailed to the account holder. Service requests are processed Monday through Friday, within twenty-four hours of contact with Customer Service. Requests can also be processed with an additional surcharge: Same day service (8 a.m.-5 p.m.) - \$90, after-hours service (5 p.m.-8 a.m.) - \$60, and weekend and holiday service - \$60, by paying a non-refundable administrative fee.

To have Services voluntarily disconnected or reconnected during regular business hours (8 a.m. to 5 p.m., Monday through Friday), a \$30.00 fee applies for each service. Requests can also be processed with an additional surcharge: same-day service (8 a.m.-5 p.m.) - \$90, after-hours service (5 p.m.-8 a.m.) - \$60, and weekend and holiday service - \$60, by paying a non-refundable administrative fee.

### Water Leaks & Service Problems

Water leaks and other service problems should be reported to Customer Service. Arrangements will be made for the Public Works staff to investigate and repair. Customer Service can also arrange to have service lines marked on your property upon your request.

## Permits

The District requires any resident installing a water heater or any other water treatment devices that require plumbing work to be performed in the District to receive a permit from the Customer Service office. This requirement ensures that the company that installs a device will obtain a permit and properly install the equipment in accordance with the District's rules and regulations. Please keep in mind that District policy prohibits us from providing recommendations of service providers.

A list of commonly installed items requiring a permit includes: water heaters, water softeners, pool heaters, and irrigation systems. Permit applications are available at [www.bcmud.org](http://www.bcmud.org), *Forms & Documents*, *Customer Service links*, or through Customer Service.

## Explanation of Utility Bill Charges and Fees

### Water

| In District           |                                  | Out of District       |                                  |
|-----------------------|----------------------------------|-----------------------|----------------------------------|
| Base Fee              | \$20.00                          | Base Fee              | \$40.51                          |
| Off-Peak<br>(Oct-May) | \$3.50 per<br>1,000 gallons used | Off-Peak<br>(Oct-May) | \$2.25 per<br>1,000 gallons used |
| Peak<br>(June-Sept)   | \$4.70 per<br>1,000 gallons used | Peak<br>(June-Sept)   | \$2.95 per<br>1,000 gallons used |

### Wastewater/Sewer

New residents are billed based on an average usage of 7,000 gallons until the winter average is established. The District uses a wastewater (sewer) average based on four (4) months of water consumption from November through February of the previous year to calculate your monthly bill. Residents are able to impact annual bills to some extent by conserving during these four months. Upon request, a three-month consumption history may be used to adjust your bill below the 7,000-gallon District average.

| In District             |                                                                                                          | Out of District         |                                                                                                           |
|-------------------------|----------------------------------------------------------------------------------------------------------|-------------------------|-----------------------------------------------------------------------------------------------------------|
| Base Fee                | \$9.00                                                                                                   | Base Fee                | \$12.00                                                                                                   |
| New Resident            | \$3.20 per 1,000 gallons<br>based on District average<br>of 7,000 gallons                                | New Resident            | \$10.80 per 1,000 gallons<br>based on District average<br>of 7,000 gallons                                |
| Established<br>Resident | \$3.20 per 1,000 gallons<br>based on 4 month water<br>consumption average (Nov-<br>Feb of previous year) | Established<br>Resident | \$10.80 per 1,000 gallons<br>based on 4 month water<br>consumption average (Nov-<br>Feb of previous year) |

Should you experience a water leak or fill a swimming pool during the averaging months, you will need to complete a Wastewater (Sewer) Adjustment Form that can be located at [www.bcmud.org](http://www.bcmud.org), *Forms & Documents* link, or by contacting Customer Service. No adjustment will be approved after April 30<sup>th</sup> of each year.

## Solid Waste

Residents are responsible for solid waste fees, which are included on the monthly utility statement. **Texas Disposal Systems** is the service provider for Brushy Creek Municipal Utility District. Collection occurs weekly.

|                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| In District and Out-of-District                                                                                                                                                              |
| \$23.31 Standard Fee – 1 garbage cart & 1 recycle cart                                                                                                                                       |
| \$6.85 each additional recycle cart                                                                                                                                                          |
| Stop and Restart Services request Admin Fee -<br>\$15/occurrence                                                                                                                             |
| Customers are responsible for the cost of replacing<br>solid waste or recycling costs that are lost, stolen,<br>damaged, or destroyed by abuse at a cost of \$75 plus a<br>\$25 delivery fee |

Acceptable recyclable items include Clean plastic containers with symbols, clean glass bottles and jars, clean cereal and shoe boxes, clean aluminum, steel and tin cans, clean milk or creamer cartons, clean juice boxes, clean egg white cartons, inner rolls from paper towels and toilet paper, clean balled aluminum foil, colored paper fliers, magazines, and newspapers, white and colored office paper, gable-top and aseptic containers, plastics #1-5, 7 and all corrugated cardboard. Large amounts of cardboard should be bundled and placed next to the recycling bin.

Items not accepted include Styrofoam, paper towels, toilet paper, facial tissue, plastic bags, wet paper, paper plates, plastic utensils, and food boxes with a shiny lining (milk cartons, juice boxes).

**Contamination** occurs when a recyclable item is made non-recyclable and can happen in several ways:

**Food waste** – wash containers. When a plastic tray from prepackaged meals/TV dinners is placed in the recycling bin with food still on it, contamination happens. The entire recycling bin is contaminated, and all items go in the trash. Rinsing/washing recyclables keeps items recyclable, plus it keeps your recycling bin tidy. Placing non-recyclable items in the bin is contamination. Plastic bags are not recyclable in your recycling bin. They are recyclable if returned to the correct place (HEB and Wal-Mart accept them). When they are put in the recycling bin, they clog up the sorting equipment at the recycling plant. Please do not place items in the bin unless they are on the accepted list.

**Household Hazardous Waste** – A limited number of vouchers are available each month on a first-come, first-served basis from the Community Center Customer Service Office. Collection events are the first Wednesday of each month from 4 p.m. to 6 p.m. and one Saturday fall event each October. Materials are limited to no more than 25 gallons; containers should be sealed if possible, and unmarked containers should be labeled if contents are known. A list of household hazardous waste items can be found under Solid Waste on the Utilities page of the District's website.

## Regulatory Compliance Fee

The District is required to maintain a Storm Water Permit from the Texas Commission on Environmental Quality. The Regulatory Compliance fee is what is used to fund the Storm Water Permit. The Regulatory Compliance Fee is on the monthly utility statement. The fee is based on the property's water meter size, with the standard residential 5/8-inch meter charge being \$2.00 per month.

## Non-Standard Meter Fees

The District's Rate Order outlines base fees related to non-standard-sized meters and other District fees. The Rate Order is labeled *District Fees and Charges* on the District's website.

## **Billing Cycles and Payment Options**

Utility payment due dates are 25 days after the billing date, typically on the 26th of each month. Utility statements may be viewed and paid online.

Our website has special features such as payment alerts and recurring payment options. Other payment options are direct debit, telephone (credit card), in person at the Customer Service, or the white drop box located at the Brushy Creek Community Center. If the payment due date is on a Sunday or a District-approved holiday, payment can be received without any penalties on the following business day. Please note that the Customer Service Office is open on Saturday and due dates that fall on Saturday will need to be paid before or on that date. If you do not receive your bill in the mail, please contact 512-255-7871 and select option two (2). Failure to receive a monthly utility statement does not negate the responsibility to make payment by the due date.

## **Late Fees**

A late fee of 10% of the current balance is assessed the day after the due date, and a delinquency notice is mailed.

## **Water Disconnection for Non-Payment**

The District will notify you by phone of a disruption in service in 7 days if payment is not made on the account. Services will be interrupted for accounts remaining delinquent 7 days after the due date. The delinquent notice states the date payment must be received in order to avoid service interruption. In order for services to be restored, the delinquent balance, the 10% late fee, and a \$30.00 disconnect fee must be paid in full. A \$30 Service Administration Fee to reconnect services will be applied to a customer's account.

To restore services due to non-payment, all past due balances plus all additional fees assessed must be paid in full. Payment must be received before 5:00 p.m. for service to be restored on the same day. Services will be restored the following business day for payments received after 5:00 p.m.

Residents are prohibited from restoring their own services when disconnected by the District. In an instance where unauthorized service is obtained by removing a locking or shut-off device used by the District to discontinue service, a civil penalty of \$150 shall be assessed for the first violation. A second violation will result in a civil penalty of \$250, and any subsequent violation will result in a civil penalty of \$500.

Should disconnection of water service pose an imminent danger to any person living in the residence due to illness or other extenuating circumstances, please notify us in writing so that accommodations may be made.

## **Recreation**

### **Community Center**

The District currently operates the Community Center for the use and enjoyment of the residents of the District. The District offers residents the opportunity to become members of the Community Center to access certain privileges and discounts that are not available to the public at large. Non-residents of the District may purchase a membership to the Community Center at a higher rate.

The Community Center is approximately 60,000 square feet and includes four full gymnasiums, an indoor walking track, two group exercise rooms, two racquetball courts, rock climbing wall, men's and women's locker rooms with showers, fully equipped weight room, child play area, game room, craft room, community lounge, study, kitchen and banquet or meeting rooms.

The District publishes a Parks and Recreation Program Catalog twice a year listing a variety of programs, both recreational and educational, covering a multitude of age groups and varied abilities. The catalog lists rates for renting meeting rooms and pavilions in the District. A copy of the catalog can be obtained at the Community Center or viewed at [www.bcmud.org](http://www.bcmud.org). Registering for activities online is simple and convenient. All activities, the number of spaces filled, and the number of spaces available may be viewed.

Online registration requires the creation of a login. Once a login is created, you are able to view the history of registrations, receive updates for activities for which you have enrolled, and other upcoming events. Contact Customer Service for assistance if needed.

#### **Community Center Hours**

| <b>Sunday</b>          | <b>Monday - Friday</b> | <b>Saturday</b>       |
|------------------------|------------------------|-----------------------|
| 10:00 a.m. – 4:00 p.m. | 5:30 a.m. – 9:00 p.m.  | 7:00 a.m. – 9:00 p.m. |

## **Parks, Pools, and Greenbelt Information**

The District currently operates a number of parks, greenbelts, and swimming pool facilities for the use and enjoyment of its residents. Below is a list of locations with associated amenities. A map of District trails can be found at [www.bcmud.org](http://www.bcmud.org) under *Recreation*.

Pool Passes and Tennis Passes can be purchased at Customer Service or online. Rates and more information can be found in the Parks and Recreation Program Catalog or at [www.bcmud.org](http://www.bcmud.org),

The Board of Directors has established rules and policies for the use of District parks, pools, and greenbelts. These may be viewed under *New Resident Information* on the website, or contact Customer Service for a copy.

|                                                                          | ADA Parking | ADA Playscape with swings | All Weather Trail | BBQ Grills | Baseball Field | Basketball Courts | Bat Observation Deck | Bath House | Benches | County Trailhead | Hike & Bike Trail in miles | Disc Golf | Duck Pond | Fitness Stations | Park Area in acres | Pavilion | Picnic Tables | Playground/Playscape Area | Pool | Pool (Heated) | Recreation Facility (Indoor) | Restrooms | Sand Volleyball Court | Soccer Fields/Practice Fields | Tennis Courts | Free Wi-Fi @ Pools & Com | Racquetball Courts | Volleyball Courts |
|--------------------------------------------------------------------------|-------------|---------------------------|-------------------|------------|----------------|-------------------|----------------------|------------|---------|------------------|----------------------------|-----------|-----------|------------------|--------------------|----------|---------------|---------------------------|------|---------------|------------------------------|-----------|-----------------------|-------------------------------|---------------|--------------------------|--------------------|-------------------|
| <b>BRUSHY CREEK NORTH PARK</b><br>4000 Park Drive                        | •           | •                         |                   | •          |                |                   |                      |            | •       |                  | 0.3 mile                   |           |           | •                | 4.91               |          | •             | •                         |      |               |                              |           | •                     | •                             |               |                          |                    |                   |
| <b>THE LITTLE VILLAGE PARK</b><br>Whitebrush Loop/Pocono Drive           |             |                           |                   |            |                |                   |                      |            | •       |                  |                            |           |           | •                | 1.91               |          | •             | •                         | •    |               |                              |           |                       |                               |               |                          |                    |                   |
| <b>CAT HOLLOW PARK &amp; POOL</b><br>8600 O'Connor Dr., 512/244-2934     | •           | •                         | •                 | •          | •              | •                 |                      | •          | •       |                  | 0.9 mile                   |           |           |                  | 11.62              | •        | •             | •                         | •    |               |                              | •         |                       | •                             | •             | •                        |                    | •                 |
| <b>CREEKSIDE PARK &amp; POOL</b><br>4300 Brushy Creek Rd., 521/255-6273  | •           | •                         | •                 | •          |                | •                 |                      | •          |         | •                | 0.4 mile                   |           |           |                  | 3.50               |          | •             |                           |      |               |                              | •         |                       |                               | •             | •                        |                    |                   |
| <b>COMMUNITY CENTER &amp; PARK</b><br>16318 Great Oaks Dr.               | •           | •                         | •                 | •          | •              | •                 | •                    |            | •       |                  | 0.9 mile                   |           |           | •                | 20.97              | •        | •             | •                         |      |               | •                            | •         | •                     | •                             |               | •                        | •                  | •                 |
| <b>PEPPER ROCK PARK</b><br>8609 Pepper Rock Park Dr.                     | •           |                           |                   | •          | •              | •                 |                      |            | •       |                  | 0.1 mile                   |           |           |                  | 4.88               | •        | •             | •                         |      |               |                              | •         |                       | •                             |               |                          |                    |                   |
| <b>RACINE WOODS PARK</b><br>8174 Racine Trail                            |             |                           |                   |            |                |                   |                      |            | •       |                  |                            |           |           |                  | 0.62               |          | •             | •                         |      |               |                              |           |                       |                               |               |                          |                    |                   |
| <b>HIGHLAND HORIZON POOL</b><br>410 Highland Horizon                     | •           | •                         |                   |            |                |                   |                      | •          |         |                  |                            |           |           |                  |                    |          | •             | •                         | •    | •             |                              | •         |                       |                               | •             |                          |                    |                   |
| <b>SENDERO SPRINGS PARK &amp; POOL</b><br>4203 Pasada Lane, 512/218-1495 | •           |                           |                   | •          |                |                   |                      | •          | •       |                  | 0.3 mile                   |           |           |                  | 7.47               | •        | •             | •                         | •    | •             |                              | •         |                       |                               | •             |                          |                    |                   |
| <b>SHIRLEY MCDONALD PARK</b><br>4390 Brushy Creek Rd.                    | •           | •                         |                   |            |                |                   |                      |            | •       |                  | 0.4 mile                   |           | •         |                  | 7.66               |          | •             | •                         |      |               |                              |           |                       |                               |               |                          |                    |                   |
| <b>SENDERO SPRINGS GREENBELT</b>                                         |             |                           |                   |            |                |                   |                      |            |         |                  | 2.34 mile                  |           |           |                  | 42.26              |          |               |                           |      |               |                              |           |                       |                               |               |                          |                    |                   |
| <b>THE WOODS GREENBELT</b>                                               |             |                           |                   |            |                |                   |                      |            |         |                  | 1.66 mile                  |           |           |                  | 13.22              |          |               |                           |      |               |                              |           |                       |                               |               |                          |                    |                   |
| <b>LIBERTY WALK GREENBELT &amp; DISC GOLF COURSE</b>                     | •           |                           |                   |            |                |                   |                      |            |         |                  | 0.47 mile                  | •         |           |                  | 26.20              |          |               |                           |      |               |                              |           |                       |                               |               |                          |                    |                   |
| <b>COMMUNITY PARK GREENBELT</b>                                          | •           |                           |                   |            |                |                   |                      |            | •       |                  | 0.85 mile                  |           |           |                  | 55.97              |          |               |                           |      |               |                              |           |                       |                               |               |                          |                    |                   |
| <b>WILDCAT TRAIL</b>                                                     |             |                           |                   |            |                |                   |                      |            |         |                  | 0.68 mile                  |           |           |                  |                    |          |               |                           |      |               |                              |           |                       |                               |               |                          |                    |                   |

## Vandalism

**Rewards** – The District offers a \$500 reward for information resulting in the arrest and conviction of vandals.

## Maintenance

The District maintains its parks, pools, and trails. The District is also responsible for maintaining the median along Great Oaks Drive. Several events are hosted annually by the District, encouraging community involvement in the upkeep of District lands and facilities. **Keep Brushy Creek Beautiful, Earth Day,** and **Texas Recycle Day** dates and times of directed activities are published in the District newsletter, Parks and Recreation Program Catalog, and on the District website.

## Thank You

We hope you enjoy all the services the District provides and welcome you to the neighborhood. For additional information, please visit the District website or contact Customer Service in person, via email or by telephone.