



3209 Hillbilly Lane • Austin, Texas 78745  
512-330-9904

Here are the steps that must be taken to ensure that water and sewer are available for connection to the Lakecliff on Lake Travis water system and available to our customers.

The homeowner or builder calls the West Austin Office of Aqua Texas at 512-330-9904 and requests a service line investigation. To begin the Service Line Investigation the homeowner or builder will need to provide the following information:

Name \_\_\_\_\_  
Physical address of the property \_\_\_\_\_  
Telephone number \_\_\_\_\_  
Email address \_\_\_\_\_

A Service Line Investigation will then be created in our Service Order Database and completed within 5 business days.

The West Austin Office will then email to the customer the following:

- Tap Letter with all fees included
- Application for New Service
- TCEQ Customer Service Inspection Certification

The Homeowner or Builder will fill out the Application for New Service and send it back in with the appropriate tap fees to the West Austin Office at the following address:

Aqua Texas  
3209 Hillbilly Lane  
Austin, TX 78746

Please be advised that we accept Check or Money Order only. We do not accept Cash payments or credit cards.

Once the Application for New Service is received, it will be entered into our billing system and 2 work orders will be created to Tap the lines and Set the water meter. Please be advised that once a meter is set the customer will be charged a nominal monthly fee of \$44.85 as they will access the water.

When the homeowner or builder completes the house and the water from the house is connected to the meter a licensed plumbing inspector will fill out the Customer Service Inspection Certification and return it to the West Austin Office of Aqua Texas. This form **MUST** be on file. We cannot transfer service from a builder to New Owner unless we have this form.