



WEST TRAVIS COUNTY PUBLIC UTILITY AGENCY

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January 4, 2019

Dear Valued Customer:

The wastewater billing averaging period of December, January and February has begun. The water used during the averaging period will determine wastewater charges for residential customers for the 2019 service year, or actual monthly consumption. Monthly wastewater bills will be based on the lower of the two methods per WTCPUA Tariff. Using less water during the averaging period will assist in reducing monthly wastewater bills.

We encourage customers to consider convenient, efficient electronic and automatic bill payment options as described on our web site under "Customer Service, Bill Payment." In particular, the Automatic Bank Draft option provides a worry-free way to pay your water bill. With this service, the amount of your monthly bill is automatically deducted from your bank account and credited to your utility account. To set up Automated Bank Draft, simply download, complete, and return the ACH Recurring Debit and ACH Authorization Forms with a voided check or credit card information. The fees associated with electronic payments are displayed on the web site.

We conducted our fourth Customer Academy at our new Galleria Oaks office on Friday, December 7, 2018 at 1:00 p.m. Customers were given a presentation on the history of the PUA, budget and rate development, and tours of our water and wastewater treatment plants. We will be having our next Customer Academy on June 7, 2019. To register, please email receptionist@wtcpua.org.

Our Manual Meter Replacement Project will start on January 7, 2019 and be completed in 4-6 months. RTS Water Solutions LLC, of Parkville, Missouri will replace the remaining 3000 manual read retail water meters in our system with Automatic Read Meters (AMR). This improvement will reduce meter reading costs and make consumption data logs available to manage water bills.

We are currently performing a rate study as required in preparation for a May, 2019 Bond Sale to finance the final \$15M installment payment for the LCRA system. We are confident that we will be able to provide continued rate stability resulting from operational cost reductions and enhanced revenues achieved over the past two years. The PUA's water rates are comparable to the City of Austin at 10,000 gallons a month, which is typical consumption for a residence with no irrigation usage. The City of Austin is higher at 20,000 gallons and 30,000 gallons. These monthly water bill comparison calculations are shown on the PUA web site, under Recent News. Further, the PUA does not have taxing authority and has to recover all of its costs through rates, unlike other surrounding utilities who

subsidize their rates with property taxes. Therefore, when taking this information into consideration, PUA rates are comparable. For further information, we encourage customers to review the presentation located on our web site, under Recent News.

As mentioned we have numerous CIP projects under design and construction for future growth and serviceability. On the 290 System, the 1340 Transmission Main and 1340 Water Tank projects have been awarded and are under construction. Expansion of our County Line and Southwest Parkway Pump Stations are under design. On the 71 System, we are completing design of the 1080 Transmission Main and Bee Cave Pump Station Water Tank projects. The Hamilton Pool Road Pump Station Water Tank is under construction. The Raw Water Pump Station expansion and upgrade project was completed in December, 2018 and we are finalizing design of the Second Raw Water Line Project.

On the maintenance side, we will complete our Water Tank and Pump Station Rehabilitation projects in February, 2019. The Uplands Water Treatment Plant/Office Building and High Service Pump Station Renovations and Painting Improvement Project commenced in November, 2018 and will be complete in April, 2019. A listing of our Current and Proposed Capital Projects are listed on our website under News and Notices.

Thank you for your support as we work to provide safe, reliable water and wastewater services to our customers.

Sincerely,



Robert Pugh
General Manager