



WEST TRAVIS COUNTY PUBLIC UTILITY AGENCY

12117 Bee Cave Road
Building 3, Suite 120
Bee Cave, Texas 78738
Office: 512/263-0100
Fax: 512/263-2289
wtcpua.org

September 4, 2018

Dear Valued Customer:

We are pleased to announce that effective October 1, 2018 WTCPUA (PUA) will be combining our Customer Service and Administrative Offices at the Galleria Oaks Office Complex at the address below, which will provide improved convenience to customers. We will continue to accept bill payments by mail and in person at the new location. The Customer Service, Administration, and Fax Numbers will remain the same. Please check our web site for updates on this relocation process.

West Travis County Public Utility Agency
13215 Bee Cave Parkway, Building B, Suite 110
Bee Cave, Texas 78738
Customer Service: 512-263-0125, 512-263-4124 (fax)
Administration: 512-263-0100, 512-263-2289 (fax)

We also 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.

As mentioned in our separate communication in July, Customer Service will reduce billing cycle times from four weeks to two weeks from date of meter read starting with August, 2018 customer bills. A shorter cycle time between meter reading and billing will provide more timely consumption feedback and improve customer ability to manage their water bills. Customers will have the same number of days (20 days) to pay these August bills and all bills going forward. As part of this transition, customers will receive two, non-overlapping bills for the August cycle. That is, each statement will bill for actual consumption measured for the meter read on each statement, and not duplicate consumption measurement or billing between the two bills. As a convenience to customers, late fees will be waived for the second August bill and bills due in September.

Our Operations Staff has observed record water demand this summer and has done an excellent job to maintain required water pressures and flows within our system. Stage 2 Water Restrictions are still in effect until further notice. Watering will only be permitted from 4:00 a.m. to 10:00 a.m. and 7:00 p.m. to midnight according to the following schedule:

Odd Numbered Addresses: Wednesdays and Saturdays
Even Numbered Addresses: Thursdays and Sundays
Commercial (including large landscapes and HOA common areas): Mondays and Fridays

PUA staff will be regularly monitoring water usage for compliance with the above policy. We sincerely appreciate your assistance in managing our water resources.

We are in the process of bidding our Manual Meter Replacement Project, which 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 expect a contract to be awarded this fall and be completed in 4-6 months.

After several years of design and permitting efforts, we are pleased that a U.S. Fish and Wildlife 10A permit has been obtained for our Second Raw Water Line project, which will be constructed from our raw water pump station on Lake Austin to our water treatment plant. This project, combined with concurrent upgrades and expansion of the raw water pump station, will increase capacity and provide operating redundancy. We expect construction to start in the fall and be complete next spring.

As mentioned we have numerous CIP growth projects under design and construction for future growth and serviceability. On the 290 System, the 1240 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. On the maintenance side, we completed our Lakepointe Wastewater Treatment Plant rehabilitation project, and are completing the Lakepointe Manhole Rehabilitation and Water Tank and Pump Station Rehabilitation projects.

We will be presenting recommended FY2019 budgets and updated Impact Fees at our September 20, 2018 Board meeting for implementation in our new fiscal year starting October 1, 2018. We are confident that we will be able to provide continued rate stability resulting from operational cost reductions achieved over the past two years.

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

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

Sincerely,



Robert Pugh
General Manager