



## WEST TRAVIS COUNTY PUBLIC UTILITY AGENCY

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

June 16, 2017

Dear Valued Customer:

You will be receiving your 2016 Consumer Confidence Report (CCR) this month which again demonstrates that the PUA is in full compliance with the Safe Water Drinking Act (SWDA) and TCEQ Regulations. If you have any questions about your CCR please contact our Customer Service Office at 512-263-0125.

The summer season is upon us and we are seeing water demand increase substantially. Effective July 1, 2017 MANDATORY two day a week watering restrictions will go into effect. 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.

Since "High" water bills are caused by voluminous consumption, some tips are offered below to assist in managing water use during the warm weather season:

1. Check irrigation timer and system, especially after power outages. These systems may reset to default schedules that may not be in accordance with your desired watering plan.
2. Make sure that toilets are not running or that any other leaks are not present. Leaks are evident on the premises if all water is shut off and the meter continues to run.
3. Make sure no unauthorized water use is occurring on your property.
4. Manually read your meter daily and revise water usage as appropriate.
5. If you have an AMR meter, we can provide data logs of usage up to 15 minute increments to assist with consumption management. There is a \$50 charge for these data logs.

We are also pleased to report on improvements to Customer Service Operations. First, you can now conveniently make telephone payments by credit card or bank draft by calling Customer Service at 512-263-0125. There is a 5% credit card convenience fee and \$1.00 bank draft fee per transaction. All other payment options are displayed on our web site. Second, we have begun to notify customers of apparent high consumption approximately seven (7) days after reading meters to assist with consumption management. Third, we are upgrading our telephone system to provide better service and plan to be operational by August.

On the capital improvements side our board just approved a design services contract for our \$3.2M Bohl's Wastewater Treatment Plant expansion, which will increase capacity by 500,000 gallons a day. We are also in the design stage of our beneficial re-use project, which through Reverse Osmosis treatment will convert 750,000 gallons a day of effluent water to potable water. We are working with TCEQ to amend our Texas Land Application Permit (TLAP) as part of this process. Completion of these projects is scheduled for 2019. Finally, we just authorized our consultant to begin design of our second raw water line, which will increase capacity and provide redundancy from our intake pump station at Lake Austin to the Water Treatment Plant. We hope to have our permits and begin construction early next year. The total cost of this project is \$4.1M.

We had our first Customer Academy at the PUA office on Friday, June 2, 2017. Thirteen customers listened to a presentation on the history of the PUA and budget and rate development. Customers also toured our water and wastewater treatment plants. Participants stated this event was very informative and assisted in understanding PUA operations. Our next Customer Academy is scheduled for December 2017.

Finally, we have become aware of fraudulent emails possibly being sent to customers requesting personal records. The WTCPUA will never contact you by email to request payment information. If you receive a suspicious email from entities disguising themselves as the WTCPUA, please report it to our office, 512-263-0100.

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

Sincerely,



Robert Pugh  
General Manager