



## **WEST TRAVIS COUNTY PUBLIC UTILITY AGENCY**

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March 28, 2017

Dear Valued Customer:

We are pleased to report on continuing progress in the last four months at the WTCPUA.

We successfully and smoothly transitioned operations and customer service in-house starting in January, 2017. Efficiencies have been achieved in this transition and there will be significant cost savings annually starting this calendar year. We will continue to strive for excellence in operations, customer service, environmental compliance, sustainability, and organizational development.

We have also settled two lawsuits with Fire Phoenix and Severn Trent, which will save tens of thousands in legal fees annually. We are actively negotiating settlements with the other two parties for which we are engaged in litigation and are optimistic of resolution in the near future.

We are committed to meeting Safe Water Drinking Act (SWDA) standards and our compliance is exhibited in our annual Consumer Confidence Reports (CCR). The 2015 report is posted on our website and our 2016 report, which we expect to fully demonstrate our ongoing compliance with the Act, will be mailed to residential customers in July, 2016. Also, we submitted our final compliance agreement report for wastewater operations to TCEQ on November 1, 2016. This matter is now closed.

On the personnel side, we are pleased to welcome Mr. Trey Cantu as our new Operations Manager. He has already begun working on improvements and repairs in many areas including the raw water pump station and water treatment plant. Also, we are also pleased to welcome Mr. Reuben Ramirez as Engineering Technician, which provides additional resources for our Engineering staff to service customers.

Our Engineering staff and consultants are continuing to manage and progress on our \$6.5M annual capital improvement program (CIP). The West Bee Cave Pump Station expansion is complete and the new 1280 storage tank will be operational this month. These improvements will ensure additional water service for the growing Highway 71 System and Hamilton Pool Road Corridor. For the 290 System, our staff is in the design and permitting phase of the 1340 Transmission Main and Elevated Storage Tank projects which will ensure water supply and service to this growing area. Further, our engineering staff and consultant are managing

installation of the new liner at Spillman Pond, which should be operational at the end of this month. Our TLAP and 210 effluent users have been indispensable in assisting us with this project by taking as much effluent as possible while this pond has been out of service. Finally, we have approved a design services agreement with our consultant for water tank painting and pump station rehabilitation, which will take place in 2017 and 2018.

Our staff and consultants have been having monthly meetings to confirm the scope, cost and timing of CIP, capital projects, maintenance and repair projects and developer reimbursements for financial and rate planning. We plan to have a special Board meeting in May, 2017 to present our findings and obtain Board guidance.

Finally, as part of our customer communication initiative, we will be having our first Customer Academy at the PUA office on Friday, June 2, 2017 at 1:00 p.m. A presentation will be given which outlines the development of the PUA and how rates would have compared to other public and private ownership of the Utility. The presentation exhibits that PUA ownership resulted in more favorable customer rates. This presentation is also posted on our web site under "WTCPUA Facts." Also, a tour will be given of the Water Treatment Plant, Lake Point Wastewater Treatment Plant, and Bohls Wastewater Treatment plant. This Customer Academy event will be limited to twelve (12) persons on a first come, first serve basis. If you would like to attend, please send an email to [receptionist@wtcpua.org](mailto:receptionist@wtcpua.org) to reserve your place.

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

Sincerely,



Robert Pugh  
General Manager