



## WEST TRAVIS COUNTY PUBLIC UTILITY AGENCY

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wtcpua.org

October 17, 2017

Dear Valued Customer:

The warm weather, high water demand season is behind us so effective October 1, 2017 we returned to voluntary watering restrictions. Watering will be permitted daily from 4 a.m. to 10 a.m. and 7 p.m. to midnight. If you have any questions regarding this policy, please contact the Customer Service office at 512-263-0125.

Financially, we completed FY2018 budget work sessions with the Board at the July and August meetings. The final Budget has been presented and approved at the September 21, 2017 Board meeting. Due to increased operational efficiencies obtained through bringing customer service and operations in-house, there will be no rate increases for FY2018, which started October 1, 2017. Also, we have completed a review and update of our Investment Policy to facilitate cash investment in higher yielding instruments that meet the liquidity and bond rating requirements of the Public Funds Investment Act. This will provide significantly more investment income in FY2018 to assist with keeping rates as low as possible.

At Customer Service, our new telephone system is operational, resulting in more user-friendly communications and service. Also, we continue to notify customers of apparent high consumption approximately seven (7) days after reading meters to assist with consumption management.

We have also begun reorganizing our Engineering Department to provide more timely service to our customers who submit service extension requests (SERs), construction plan reviews, and other requests for technical assistance. This initiative will take some time so we appreciate your patience with this process.

On the capital improvements side our Operations Staff has completed repair of Pump No. 1 and replacement of Pump No. 2 at our Lake Austin Raw Water Pump Station. This will give us improved raw water supply capacity and operating redundancy to ensure uninterrupted water supply to our treatment plant. We are also in the beginning design stages to replace Pump No. 3 with a higher capacity pump, including necessary electrical upgrades. This will provide additional capacity for future growth.

Also, after over two years, we have obtained approval from US Fish and Wildlife for the design and construction of our second raw water line, which will provide redundant supply and increased capacity from our Raw Water Pump station to our treatment plant. We expect final approval after conclusion of the public comment period within the next 60 days. Our consultant has already begun surveying and preliminary design work on this \$4.1M project. Other CIP growth projects recently designed and planned for construction are the 1340 Transmission Main and 1340 Elevated Storage Tank. The Bohl's Wastewater Treatment Plant Expansion is in the beginning design stage.

Our engineering and operations staff have also just completed a \$250,000 project to provide increased operational effluent delivery flexibility to our TLAP golf course customers. In addition, the effluent operating plan has been updated and training provided to staff to ensure efficient, compliant effluent delivery operations. Further, we are beginning construction of the Lakepointe WWTP Upgrade and Water Tank Painting and Pump Station Rehabilitation projects, and design of the Lakepointe Manhole Rehabilitation and Water Treatment Plant Rehabilitation projects.

On the legal side, we settled our lawsuit with CCNG, Inc. in July. This is the third of four lawsuits we have settled in the last year, which has resulted in tens, if not hundreds of thousands of dollars of legal cost savings. We are in the process of working to settle our last lawsuit with MUD 12 and are hopeful of resolution in the near future.

Finally, we will be having our second Customer Academy at the PUA office on Friday, December 8, 2017 at 1:00 p.m. A presentation will be given outlining PUA development and how rates would compare 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 Bohl's Wastewater Treatment plant. This Customer Academy event will be limited to fifteen (15) 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