



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

November 2, 2018

Dear Valued Customer:

As you are aware due to significant heavy rains in September and October, very high Lake Travis water levels required LCRA to release extraordinary volumes of water into Lake Austin. The releases contained turbidity 80 times the normal that supplies our water treatment plant (WTP). We have never experienced this situation before and had to reduce raw water flow into the WTP to treat the turbidity starting Saturday, October 20, 2018, which also significantly reduced water production capacity. Subsequently, despite our best efforts we exceeded TCEQ allowable finished water turbidity limits and issued a Boil Water Advisory. After numerous WTP adjustments and daily reduction in Lake Austin raw water turbidity, we were able to meet finished water turbidity requirements starting Friday morning, October 26, 2018. We completed required distribution system sampling and flushing that afternoon, and samples came back negative for bacteria Saturday morning, October 27, 2018. Accordingly, TCEQ gave approval to lift the Boil Water Advisory shortly after noon.

Due to reduced WTP treatment capacity we also issued Stage 4 Emergency Water Conservation Measures on October 24, 2018. Customers are required to eliminate non-essential water uses during this emergency as outlined on the WTCPUA web site. Daily turbidity levels in Lake Austin continue to decline and we are optimistic that we will be able to resume normal treatment operations and return to Stage 1 Voluntary Water Conservation in the near future. We will issue a press release, send email communication, and update our web site to notify customers accordingly. Also, to ensure timely communication and updates on this issue and future WTCPUA notices, we recommend that customers sign up for Alerts on our web site. Alerts will be delivered promptly by email or text.

We are pleased that on October 8, 2018 we combined our Customer Service and Administrative Offices at the Galleria Oaks Office Complex at the address below, which provides 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.

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)

The Board of Directors approved FY2019 budgets at their September 20, 2018 meeting, which become effective October 1, 2018. The Board also approved new Impact Fees from the updated 2018-2027 Land Use Assumptions and Impact Fee study which, due to improved PUA cash balances, increased revenues and lower costs, facilitated cash funding vs. debt funding the PUA's 10-year Capital Improvements Program (CIP). Cash funding projects with Impact Fees will eliminate debt interest payments and resulted in significant lowering of Impact Fees. The new Impact Fees are effective September 20, 2018. Please see the updated WTCPUA Rate Tariff under "Customer Service, Rates and Policies" on our web site for details.

Further, 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. Findings from the rate study will be presented to the Board of Directors at the November 15, 2018 Board Meeting. 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 Board of Directors has awarded a contract for our Manual Meter Replacement Project to RTS Water Solutions LLC, of Parkville, Missouri, who 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. The project will start in January, 2019 and be completed in 4-6 months. We will send out a separate communication to advise customers of contractor communication and meter replacement procedures.

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 will be complete by the end of this year, and we are finalizing design for the Second Raw Water Line Project. On the maintenance side, we completed our Lakepointe Wastewater Treatment Plant rehabilitation and Manhole Rehabilitation Projects, and will complete our Water Tank and Pump Station Rehabilitation projects by the end of 2018. The Board of Directors also awarded a contract for rehabilitation of our Water Treatment Plant facility. The project will start this month and be complete in May, 2019.

Further, the wastewater billing averaging period of December, January and February will be commencing shortly. 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.

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,

A handwritten signature in blue ink that reads "Robert Pugh". The signature is written in a cursive style with a large, prominent 'R' and 'P'.

Robert Pugh
General Manager