



# WATERWISE

WTCPUA Newsletter | April 2024 | Watering Schedule & Homeowner Responsibility

## WTCPUA Service Area

The West Travis Public Utility Agency provides water to western Travis County and northern Hays County. Each region appoints members to the board of directors, which makes decisions for the WTCPUA.

## Board of Directors

**President:**

Scott Roberts

**Vice President:**

Jack Creveling

**Secretary/**

**Treasurer:**

Walt Smith

**Director:**

Jason Bethke

**Director:**

Clint Garza

## Customer Service Information:

13215 Bee Cave Pkwy  
STE B110, Bee Cave,  
TX 78738  
512.263.0125

customerservice@wtcpua.org

### A NOTE FROM GENERAL MANAGER JENNIFER RIECHERS

In this issue of WaterWise, we are discussing the new watering schedule that will go into effect May 1st. More than 70% of treated water is used for irrigation, which has put a strain on the water supply in the region as a whole, especially in light of lake levels and lack of rain. We are also covering a commonly asked question: water infrastructure at your home and what is your water utility's responsibility and what is yours. We are always happy to answer questions and are honored to serve you!



*Jennifer Riechers*  
General Manager



## NEW WATERING GUIDELINES

Starting May 1st, all WTCPUA customers may irrigate 1 time per week. This is in accordance with our **Stage 2** restrictions, which means water is more limited and therefore needs to be conserved for consumption. The day you may water depends on the last digit of your address.

### Stage 2 Watering Schedule

#### 1x per week

Addresses ending in:	Day to water:
1 & 3	Monday
2 & 4	Tuesday
5 & 7	Wednesday
6 & 8	Thursday
9 & 0	Friday
Commercial & HOAs	Saturday

**Watering times are limited to:**  
7:00 p.m. - 10:00 p.m. &  
6:00 a.m. - 10:00 a.m.  
on designated days.



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## Video to Watch

Operations Manager Eric Morgan shows you how to avoid water issues at home - in a freeze or other weather emergency.

## Alerts

WTCPUA has adopted Voyent Alert! for notifications regarding water issues, maintenance and more.

## Holiday Office Closures

Memorial Day: May 27th

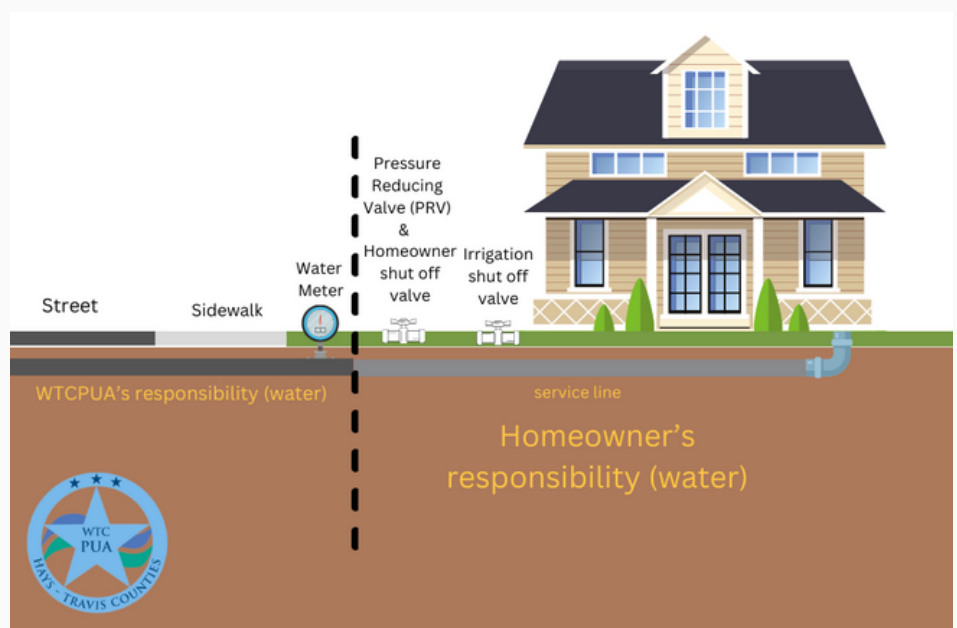
Juneteenth: June 19th

Independence Day:  
July 4th

A payment lockbox is provided at the side door of Building B for customer convenience during office closures.

We care about your home and we are working to help make sure you can have a beautiful yard while also doing your part to conserve water. We have created a [page on our website](#) with resources on how to create a drought resistant lawn.

## KNOWING WHAT YOU OWN



A common question we get from customers is what is their responsibility to maintain and what is ours when it comes to water infrastructure at the home. The graphic above illustrates these basic guidelines.



Pipes & infrastructure from the street to your water meter (including the meter) is the responsibility of WTCPUA.



Anything from the water meter to your home is the homeowner's responsibility.



Homeowner's responsibility includes irrigation pipes, home water pipes, homeowner & irrigation shut off valves, and the Pressure Reducing Valve (PRV).

To learn more about the WTCPUA, visit [www.wtcpua.org](http://www.wtcpua.org). For more general information on updates and events, please follow us on [Facebook](#). Always feel free to reach out with any questions at [communications@wtcpua.org](mailto:communications@wtcpua.org).