



WEST TRAVIS COUNTY PUBLIC UTILITY AGENCY

13215 Bee Cave Parkway
Building B, Suite 110
Bee Cave, Texas 78738
Office: 512/263-0100
Fax: 512/263-2289
wtcpua.org

December 7, 2018

Dear Valued Customer:

The Board of Directors has awarded a contract for our Manual Meter Replacement Project to RTS Water Solutions LLC, of Parkville, Missouri (RTS), 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. Only those customers with manual read meters will be affected by the project.

RTS will commence operations January 7, 2019 and be complete in 4-6 months. RTS employees and their sub-contractors will have identification and an authorization letter from the WTCPUA to perform the work. RTS will notify customers of site arrival, take a final reading of old meter, disconnect water service, complete the meter replacement, install the AMR register and transmitter, take initial reading of the new meter, reconnect water service, confirm new meter and appurtenances are in proper working order, ensure there are no leaks, replace the meter lid, remove debris, restore site conditions as applicable, and advise the customer that work is completed and service restored.

Thank you for your support as we work to provide safe, reliable water and wastewater services to our customers. If you have any questions, please contact Customer Service at 512-263-0125.

Sincerely,

Robert Pugh
General Manager