



## 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

April 5, 2018

Dear Valued Customer:

As Spring has arrived and daily temperatures increase, we wanted to offer annual tips to manage consumption and your corresponding water bills, especially those customers who have irrigation systems:

1. Have your irrigation system checked by a professional including valves, sprinkler heads, and controller programming to ensure the system is watering in accordance with your desired time frames. Also, it is recommended that controller programming be reviewed after power outages since these systems may reset to factory default schedules.
2. Make sure toilets are not running or that any other leaks are not present. Leaks are evident on the premises if all water is shut off and the water meter continues to spin.
3. Make sure no unauthorized water use is occurring on your property.
4. Manually read your water meter daily and revise water usage as appropriate.
5. If you have an AMR meter, we can provide data logs of usage up to 15-minute increments to assist with consumption management. There is a \$50 charge for these data logs.

Also, since WTCPUA is a wholesale customer of LCRA, you may qualify for an irrigation system evaluation and rebate under their WaterSmart program. Information and applications may be found at the web site, <https://www.lcra.org/water/watersmart/Pages/rebates.aspx>

At Customer Service, we have added additional staff to provide more timely service order processing and monthly meter reading, which will give us the ability to reduce our monthly billing cycles. We are also excited about our new web site, which is in the final stages of preparation and will launch this month. The new web site is more functional, easier to navigate and find information, and has new features such as customer alerts. Also, we have added a page of Frequently Asked Questions (FAQs) and answers to assist customers with understanding WTCPUA Operations.

The Board of Directors has approved replacing the remaining 3,100 manual read meters with Automatic Read Meters (AMR) in the next one to two years. We plan on advertising the project for bid in the second or third quarter of this year. This will provide all customers the ability to obtain data logs of their actual consumption to manage water bills, and will also reduce meter reading costs.

On the financial side, we are benefiting from cost savings achieved over the past year and a half including bringing customer service and operations in-house, settling three of four lawsuits, our revised investment policy, and 2013 Series Bond Refinancing. These improvements provided for no rate increase for the first time in WTCPUA history since acquisition from the LCRA in 2012, effective October 1, 2017. At the March 15, 2018 WTCPUA meeting the Board authorized a rate study to consider these savings for the next fiscal year. This study will also take into consideration our next scheduled bond issue in January, 2019 for

the last \$15M LCRA purchase installment payment and \$15M for capital projects funding. Our goal through these cost savings and studies is to continue to provide rate stability for our customers. We are also conducting a revised Impact Fee Study which is planned to be completed in July, 2018.

Our Engineering Department reorganization is complete and we are providing improved, timely service to our customers who submit service extension requests (SERs), construction plan reviews, and other requests for technical assistance. In Operations, we continue to work on efficiency improvements including recent pricing reductions for meter purchases and elimination of thousands of dollars in annual equipment lease payments.

On the capital improvements side we have numerous CIP (growth) and maintenance projects ongoing. The Raw Water Intake Pump Station Improvement Project is under construction and will run parallel with our Second Raw Water Line Project, which will start construction in October, 2018 and be complete in March, 2019. We have also submitted our TCEQ TLAP Major Amendment to convert effluent water to potable drinking water through reverse osmosis treatment, and expect construction to start in 2019. The Bohl's Wastewater Treatment Plant Expansion is under design and will be advertised for bid in 2019.

For the 71 System, we are preparing plans and specifications for the new 1080 Transmission Main Project and second tank for the West Bee Cave Pump Station Expansion. For the 290 System, we have bid and awarded our 1340 Elevated Storage Tank and 1340 Transmission Main Projects, and are designing an expansion and upgrade to our Southwest Parkway Pump Station.

On the maintenance side, we continue to prepare plans and specifications for our Water Treatment Plant Rehabilitation and Lake Pointe Manhole Rehabilitation Projects. Our Water Tank Painting and Pump Station Rehabilitation Projects are in progress. The Lake Pointe Wastewater Treatment Plant Upgrade Project is progressing well and scheduled for completion in May, 2018.

Finally, we wanted to inform you of two opportunities to learn more about the WTCPUA. We will be having an informational meeting for all WTCPUA customers at Bee Cave City Hall on Wednesday, April 18, at 6:00 p.m. Board members will be present to give an update and a presentation given on PUA financials, rates and operations. Time will also be made available for Q and A. We hope to see you there.

We will also be having our third Customer Academy at the WTCPUA office on Friday, June 8, 2018 at 1:00 p.m. A presentation will be given outlining WTCPUA history, operations, finances and rate development, and tours given of our water plant and wastewater treatment plants. To register, please email [receptionist@wtcpua.org](mailto:receptionist@wtcpua.org).

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

Sincerely,



Robert Pugh  
General Manager