



# WATERWISE

WTCPUA Newsletter | December 2023 | Focus on Facilities & Rates

## 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

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customerservice@wtcpua.org

## **A NOTE FROM GENERAL MANAGER JENNIFER RIECHERS**

Welcome to the first edition of WaterWise, our new quarterly newsletter that will delve into all the aspects of the WTCPUA. In this issue, we're focusing on our facility updates & rates, so you can understand more about the rate structure of the WTCPUA, how we're funded, what we've budgeted, and how we are planning for the future. We hope you find this newsletter informative and we're honored to serve you!

*Jennifer Riechers*

General Manager



## **YOUR WATER RATE**

The WTCPUA is unique from other water utility providers in that the agency doesn't collect any tax revenue. While we work closely with the local governments of the regions we serve, we are not a taxing entity and therefore have a very transparent rate system: what you pay monthly is the only money the WTCPUA receives. The rates are designed to cover necessary costs of service, which do not include a profit component.

Our rates are very competitive with other water utilities in Central Texas, and we are proud that due to long-term planning and control of operating costs, we haven't had to raise rates since 2017. We were even able to decrease rates in 2019 for our retail customers. In addition, the WTCPUA has set aside \$5 million in a Rate Stabilization Fund so that the effect of future rate increases can be minimized.



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## Media

Learn more about the WTCPUA in [this Community Impact Q&A](#) with General Manager Jennifer Riechers.

## Alerts

WTCPUA has adopted Voyent Alert! for notifications regarding water issues, maintenance and more. [Please click here](#) to make sure you're subscribed.

## Holiday Office Closures

Christmas: Dec. 22 & 25  
New Year's Day: Jan. 1

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

## FACILITIES PLAN & BUDGET

The WTCPUA has two funds to account for costs related to our facilities:

### *Facilities Fund*

The funds set aside in the Facilities Fund are used to maintain and improve existing facilities and infrastructure and construct additional facilities necessary for system upgrades that are used to serve existing customers. Costs incurred when the WTCPUA is required to relocate lines are also included in this fund. We have **\$7.4 million budgeted in fiscal year 2024** for these Facility Fund projects. Costs to purchase emergency generators for 15 lift station locations are included in this year's budget.



### *Capital Projects Fund*

The funds set aside in the Capital Projects Fund are used to construct new facilities and infrastructure planned for in our capital improvements plan or CIP, which lays out our ten-year long-term project plan for new development in the service area. The CIP is updated every 3-4 years since we service a rapidly growing area.

We have **\$61.1 million budgeted in fiscal year 2024** for these projects, most of which are multi-year projects. Some of the major projects include:

- 💧 Uplands water treatment plant expansion (from 20 mgd to 33 mgd)
- 💧 30-inch parallel transmission main from SW Pkwy pump station to County Line pump station.
- 💧 1080 Bee Cave transmission main
- 💧 Bohl's wastewater treatment plant expansion

*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).*