



Travis County W.C.I.D. - Point Venture

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District website: <https://tcwcid-pv.org/>

February 2024 Newsletter

February 6, 2024

Protect people, pipes, pets and plants when temperatures drop below freezing!

Board Approves Rate Increase Effective March 1, 2024

In the January 25, 2024, regular Board of Directors’ meeting, the Board voted unanimously to increase the base rate for both water and sewer beginning March 1, 2024. Customers will see the increase on their March 2024 statement. Base water rate for the first 2,000 gallons of water will increase from \$27.00 to \$34.00 and for sewer from \$32.00 to \$44.00 per month. The Board is planning rate increases for at least two more years to help bridge the gap between operations and maintenance costs and revenue it generates.

Other changes affecting customers are:

Winter Quarterly Averaging (WQA) will no longer be in effect beginning October 1. Customers' sewer rates through the September billing cycle will still be calculated using the WQA for December 2023-February 2024. Beginning in October, customers will be billed \$2.00/1,000 gallons of water used over the 2,000 gallon base.

Customers whose water has been disconnected by the District or its representative for any reason and requests the water be turned on after regular business hours, weekends or holidays will be charged \$350 for the service.

Returned check fees have been increased to \$35.00. After three occurrences of insufficient payments to the District within any one-year period, the account will no longer accept the returned method of payment (checks, draft or similar instruments) for the following year.

Courtesy adjustments for late fees and returned check fees will be limited to \$25.00 annually.

Security deposits have been increased to \$300 for residential customers with 3/4” meters and \$500 for customers with one or two inch meters.

Customers who illegally connect to the District’s water system will be fined \$2,000 for the first offense.

Additionally, water and sewer tap fees were each increased to \$4,200.00 beginning March 1, 2024. Builders and homeowners will also be required to schedule, pass and pay for inspections by Inframark for new home construction or remodeling.

The complete amended rate order can be found on the District’s website tcwcid-pv.org under District Fees and Rates.

2023 - A Year In Review

Inframark reported an extremely busy 2023 in maintenance and operations. The company is responsible for maintaining and operating the water treatment plants (WTP), wastewater treatment plant (WWTP), water intake barge, distribution and collection lines, service lines and three sewer lift stations throughout the District. Additionally, monthly, quarterly, and yearly compliance for TCEQ and other organizations were completed. Inframark also reads customer meters and processes bills monthly and responds to customer phone calls.

The District pumped 75,567,000 gallons of water from Lake Travis for processing. 67,171,000 gallons were sold to cus-

tomers. Additional water is used for flushing, backwashing and other uses by the District to run operations.

The EQ basin at the wastewater plant was removed in January in preparation for construction of the new 0.15 MGD wastewater treatment plant.

For the third year in a row temperatures were forecast to drop below freezing for an extended time in February. Inframark housed an employee on-site to oversee operations during the freezing temperatures. Temperatures did plummet below freezing, but subsequent warming resulted in no prob-

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Inframark After Hours: 1-800-579-4500

Emergency On-Call 281-398-8211



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lems for the District's system.

Stage 2 mandatory water restriction signs were placed throughout the District in August as lake levels continued to drop.

Inframark replaced three hydrants in the District this year. These hydrants are on Peckham Drive, Lakeshore Circle and Deckhouse Drive. The District has 69 hydrants to maintain.

Aging facilities continue to create problems. Both blowers at the WWTP had to be replaced, five turbidimeters at the WTP were replaced, a flow meter was installed for the Elevated Storage Tank (EST), and three abandoned sewer line flushing stations were capped. The barge had to be repositioned several times as lake levels dropped. The barge was cleaned and navigation lights were repaired.

For the second year in a row, blockage in the main sewer lines on Lakeland Drive plagued customers for many weeks. A frac tank was set up and sewage was re-routed into that vessel until the Inframark team could figure out and solve the problem. Lines were televised and jetted numerous times. Vacuum services were called out multiple times, several sweeps were added to the sewer lines along Lakeland to allow easier flushing and videoing. Multiple pressure loggers were also added to the line to monitor pressure allowing earlier detection of potential blockages.

A second sewer line blockage was reported by customers on Summit Ridge Drive and Southwind Road. The line was televised, jetted, valves replaced and sweeps installed.

Then between the townhouses on Comanche Lane and Comanche Drive, another sewer blockage occurred. Multiple days of troubleshooting resulted in the line being jetted and pressure loggers added to the line. These pressure loggers provide early warning of problems and have aided troubleshoot efforts.

A devastating house fire in August had Inframark responding to provide more water pressure to assist. Additionally, Inframark contracted with LJA Environmental Services to perform a lead service line inventory required by the Texas Commission on Environmental Quality (TCEQ).

Other work completed by Inframark, but not limited to were:

- Investigating four possible wastewater leaks for customers.
- Investigating multiple possible water leaks for a customer.
- Repairing 15 water leaks and 21 wastewater leaks in

the District's system.

- Installing 31 water taps and 18 wastewater taps.
- Transferring service on 102 properties.
- Billing an average of 968 accounts per month.
- Winterizing District facilities.
- Flushing 16 fire hydrants monthly.
- Painting all hydrants red.
- Replacing 112 failed customer registers.
- Performing 26 customer service inspections (CSI) required by TCEQ.
- Delivering 377 door tags for delinquent accounts.
- Setting up a Central Bank account for receiving District payments.
- Replacing traditional door locks with keyless entries for added security at both plants.
- Attending all Board meetings, recording and writing minutes, keeping in contact with the Board of Directors for large or emergency problems, and interfacing with residents.
- Attending committee meetings and coordinating with engineers, attorneys and accountants for the District.
- Producing a monthly newsletter and sending out alerts through the IRIS system to keep customer's informed.

The Board also made multiple decisions and directly worked projects for improvements within the District outside of the scope of work Inframark provides.

The District contracted with a paving company to repair streets that were damaged when adding water and sewer taps for new home construction or broken line repairs.

The Board approved a rate increase for wastewater base price. It was increased from \$27.00 to \$32.00 for the first 2,000 gallons use. The increase went into effect March 1, 2023.

The District contracted to build an eight-foot wooden fence on its two lots at Venture Drive, Summit Ridge Drive and Staghorn Drive to temporarily store boats and boat trailers during the construction of the new WWTP. The District (Continued on Page 3)



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entered into an agreement with Point Venture Property Owners' Association (POA) to use the POA's boat storage area near the Caddie Shack for staging during construction.

The Board began exploring alternate funding for additional large improvement projects in the District through Texas Water Development Board (TWDB).

The Board's engineering/design committee worked most of 2023 with Trihydro, engineers for the District, on the design of the new Wastewater Treatment Plant. In September, two bids were submitted for construction of the new 0.15 MGD wastewater treatment plant. Associated Construction Partners (ACP) won the bid at a projected cost of \$10,978,850. ACP mobilized in early December to begin construction. The Board approved construction management to Trihydro for \$922,000 and material testing to Terracon for an estimated \$50,000.

A Board-managed project to add Omnisite devices to the District's remote lift stations was completed. The devices call technicians when alarms are triggered and the devices also collect data on station performance in order to detect problems in the early stages before an alarm is triggered. Data from the Mariner's Point station provided early warning and aided diagnosis of two recent problems.

The District received money through the Village of Point Venture from the Coronavirus State and Federal Fiscal Recovery Funds in 2022. The Board decided to use the money to add a back-up generator at the WTP. T. Morales won the bid for installation of the generator. T. Morales began work in April 2023 and the generator should be up-and-running by early 2024.

In June, Trihydro, informed the Board of seven water sys-

tem improvement projects that were earmarked after the Water Systems Analysis was completed. Projected cost for these improvements is \$12 million.

The Board directly managed a SCADA computer system upgrade at the WTP by Trac-N-Trol which included protection from cyber attacks and a more reliable system to automatically call plant operators when a problem is detected by the water plant computer.

The Board hired Trac-N-Trol to help program and monitor the SCADA system early in the year, but ultimately ended the contract by October. Alterman was put in place to manage the SCADA system.

The budget and tax rate were approved in September by unanimous vote. The District's new current tax rate is \$0.6722/\$100 property value. This is down from the 2022 tax rate of \$0.70/\$100 property value. Allocated for maintenance and operations was \$0.4062 and for debt services was \$0.2660. This rate is the second year in a row the District decreased its tax rate.

A joint effort by the Board and Trihydro was completed to procure a 52' hose to replace a portion of the aging intake hose from the barge. Chapman Marine will do the installation. The old hose will be left in place in case of an emergency.

The Board began a discussion with the Board of Travis County MUD #10 (Waterford), a neighboring water district, for helping each other provide water during emergency situations.

A new fire flow standard operating procedures (SOP) was completed by Trihydro and approved by the Board and is posted in both plants.

LCRA Considering Change in Drought Contingency Plan Standards

At its Feb. 21 meeting, the LCRA Board of Directors will consider requiring the District and other firm water customers to adopt a maximum once-per-week watering schedule as part of its drought response measures. This measure is designed to be in effect as the spring growing season begins.

If the LCRA Board adopts the change, the District would be required to put the schedule into effect anytime combined storage in lakes Buchanan and Travis falls below 900,000 acre-feet, or 45% of capacity, including after the Feb. 21 Board meeting. Visit www.lcra.org/firmwateruse to read more about the proposed amendment to the Drought Contingency Plan (DCP) for Firm Water Customers and DCP rules or to submit comments about the proposed change. The deadline to submit comments is noon on Monday, Feb. 12.

Travis County WCID—Point Venture DCP is required to be updated in the next couple of months.