



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

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

February 2025 Newsletter

February 14, 2025

EXTREME COLD expected next week! Protect people, pipes, pets and plants!

Board Approves Rate Increase Effective March 1, 2025

In the January 30, 2025, regular Board of Directors' meeting, the Board voted 3 to 2 to increase the customer base rate for both water and sewer beginning March 1, 2025. Customers will see the increase on their March 2025 statement. Base water rate for the first 2,000 gallons of water will increase from \$34.00 to \$40.50 and for sewer from \$44.00 to \$54.00 per month. These adjusted rates are to help bridge the gap between operations and maintenance costs and revenue it generates. The Board's goal is to decrease property tax rates to offset the increase in service rates.

Other changes affecting customers are:

Courtesy adjustments for late fees and returned check fees will be limited to \$30.00 annually.

Tap fees will increase from \$4,200 each to \$6,000 to \$10,000 each depending on the location of the tap in proximity to the District's main line.

The new rate order will be added to the District's website after March 1, 2025.

District's New Website Has Launched!

The District is pleased to announce the launch of its new website powered by Rural Water Impact. The web address remains the same - <https://tcwcid-pv.org/>

Customers should visit the website, and subscribe to receive alerts and notifications. If more than one person in your household currently receives alerts, each person needs to sign up at the website.

Click on the link below to subscribe:

<https://tcwcid-pv.org/subscribe>

The IRIS system will continue to be used for a few months to allow customers ample opportunity to get subscribed to the new system. We recommend unsubscribing from IRIS once you have subscribed on the website for news and alerts.

2024 - A Year In Review

Inframark reported an extremely busy 2024 in maintenance and operations and in collections and distribution. Inframark is responsible for maintaining and operating the water treatment plants (WTP), wastewater treatment plant (WWTP), water intake barge, distribution and collection lines, service lines, hydrants and three sewer lift stations throughout the District. Additionally, monthly, quarterly, and yearly compliance reports 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 75,978,000 gallons of water from Lake Travis for processing. 56,764,000 gallons were sold to customers. Additional water is used for flushing, backwashing and other uses by the District to run operations.

LCRA removed Stage 2 water restrictions and Stage 1 mandatory water restriction signs were placed throughout the District in July as lake levels rose.

Inframark replaced five aging hydrants in the District this

(Continued on page 3)



Explanation of Recent Email Sent to Customers for Violations

Dear Community Members,

Ensuring the safety and quality of our drinking water is our top priority. Recently, we observed elevated turbidity readings at our treatment facility. We want to keep you informed about what turbidity is, why we monitor it, and what actions we have taken to address the issues from February and April 2024.

What is Turbidity and Why Does It Matter?

Turbidity is the cloudiness of a water sample caused by the particles in it. Turbidity is measured by equipment that passes light through the water being sampled and then detects how much of that light is disrupted by particles in the water.

High turbidity can indicate the presence of contaminants and can reduce the effectiveness of disinfection processes. Monitoring turbidity is crucial to ensuring our water meets safety regulations and remains clean and safe for consumption.

Why Were Turbidity Levels Elevated?

Our investigation suggests that the high turbidity readings were most likely due to **filter media reaching the turbidity monitors**, which resulted in **false readings** rather than an actual water quality issue. However, since this cannot be definitively proven, **we are required to report these findings to the Texas Commission on Environmental Quality (TCEQ), as per regulatory guidelines.**

Corrective Actions Taken

The District contracted with Westech, a specialist in Trident filtration systems, to inspect and adjust the unit. Once the likely cause of the high turbidity readings was identified, we promptly addressed the issue by making necessary adjustments to our filtration system. Since these corrections were implemented, **the high turbidity readings have stopped occurring.**

Commitment to Water Quality

We remain committed to maintaining the highest standards for water treatment and will continue to monitor and improve our processes to ensure safe and clean drinking water for our community. If you have any questions or concerns, please feel free to reach out to our water treatment team.

Thank you for your trust and support.

Sincerely,

Gerald Connell
Operations Manager
Inframark - Austin
512-461-5007



2024 Year in Review—Continued from Page 1

year. These hydrants are on Augusta Circle, Lakeland Drive, Champions Circle and Masters Circle. The District has 69 hydrants to maintain.

Aging facilities continue to create problems. At the Water Treatment Plant (WTP) the CL17 analyzer was replaced as well as the eye wash station at the Trident. A Rotork actuator valve was added. A flow control module, a cla-val on a booster pump and the clarifier drive were replaced. Westech evaluated the Trident and made recommendations for cleaning and repairs which were completed. The storage room at the WTP was repaired. The standpipe also was repaired several times throughout the year. One of the backwash tanks at the WTP was repaired and put back into service.

On the barge, solenoids for pumps 1 and 2 cla-vals were replace and Pump 3 was put back into service. The Board also approved purchasing a new control panel for Whispering Hollow Lift Station which will be installed during the renovation of the lift station. An SOP for winterizing the barge was put in writing. Insulated enclosure equipped with heaters were installed over critical equipment on the barge.

Approval by the Board was given to replace two transfer pumps which were rusted and leaking. After these are installed, the side wall of the WTP will be repaired. The Board also approved the purchase of two booster pump cla-vals at the WTP which have recently been installed.

At the Wastewater Treatment Plant the clarifier gear drive was replaced. Issues at Whispering Hollow Lift Station created a need for replacing wiring and installing a new control panel.

Phase 2 of the Lead Service Line Inventory was conducted by LJA Environmental Services. This inventory was mandated by the Texas Commission on Environmental Quality (TCEQ) in 2023.

Inframark provided the Board of Directors a district specific winterization plan and a maintenance check list for monthly barge inspections.

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

- Produced the 2023 Consumer Confidence Report for the District.
- Investigating possible wastewater leaks for customers.
- Investigating multiple possible water leaks for a cus-

tomers.

- Repairing 19 water leaks including rerouting a service line from beneath a driveway and 7 wastewater leaks in the District's system.
- Installing 2 water taps and 2 wastewater taps.
- Transferring service on 116 properties.
- Billing an average of 973 accounts per month.
- Winterizing District facilities.
- Flushing 16 fire hydrants monthly.
- Numbering all hydrants.
- Replacing 90 failed customer registers which included upgrading many to new-style cloud-based SOLO registers.
- Delivering 321 door tags for delinquent accounts.
- 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 Alterman to serve as the system integrators for the District's SCADA system. 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.

An approximate 50 feet of the raw water intake hose was replaced early in 2024 by Chapman Marine. This hose brings water from the lake into the WTP. The District works with Chapman who oversees the barge maintenance and position as lake levels go up and down.

The Board approved a rate increase for water base rate price from \$27.00 to \$34.00 for the first 2,000 gallons of water used. The wastewater base price was also increased from

(Continued on page 4)



2024 Year in Review—Continued from Page 3

\$32.00 to \$44.00 for the first 2,000 gallons of water used. The increases went into effect March 1, 2024. The increases are to offset the cost of Maintenance & Operations (M&O) expenses to the District. The Board has been managing M&O expenses; and through their efforts, 2024 M&O expenses were reduced by \$263,000 compared to the 2023 M&O expenses.

Construction began in early January 2024 on the new WWTP by Associated Construction Partners (ACP). The new plant is part of a bond approved by voters in 2019 for its construction along with two new lift stations and several new manholes. Terracon was hired for CMT services for the WWTP construction site. Construction of the WWTP is ahead of schedule. Rebuilding Whispering Hollow Lift Station is began in early 2025. T. Morales completed construction of the generator at the WTP and it is now in service. The District received money through the Village of Point Venture from the Coronavirus State and Federal Fiscal Recovery Funds in 2022. The Board chose to use the funds to add a generator at the WTP.

The 2023 audit was approved by the Board in January. The budget and tax rate were approved in September. The District's current tax rate is \$0.6722/\$100 property value. This is the same as the 2023 tax rate. Allocated for maintenance and operations was \$0.3972 and for debt services was \$0.2750. The District entered into an agreement with BLX Interim to oversee Bond funds and report as needed to the Board. The District opened an account with Treasury Direct to move bond money into in order to avoid unnecessary IRS fees.

The Board also amended the contract with its accounting service, Bott & Douthitt, PLLC. The firm has been providing accounting services to the District since early 2019.

The Board also approved updates to the Investment and Financial Management Policy, Profession Services and Bonds Policy, Fees of Office and Expense Reimbursement Policy and Code of Ethics Policy. The Board also authorized directors to begin receiving fees with a cap of \$7,200 per year.

The Board finalized an agreement between the District and Travis County MUD #10 (Waterford), a neighboring water district, for helping each other provide water during emergency situations.

The District contracted with RG3 Meter Company to retrofit 190 meter registers at townhouses. The benefit to residents will be an early detection of customer leaks. The process began in early July. Since then approximately 100 additional

registers have been retrofitted. The District hopes to have all registers retrofitted by the end of 2025. Additionally, high use meters (1 million + gallons) have begun to be changed out with new meters.

The District also changed internet and phone providers during 2024 to cut cost approximately \$7330 per year for these services. The Board also approved a new website which includes an alert system. This will show a cost reduction from previous years of approximately \$2700. The new website was launched in late January 2025.

The Board revised and approved the District's Water Conservation Plan and Drought Contingency Plan to adhere to the Lower Colorado River Authority's (LCRA) guidelines. The plumbing code for the District was also updated to the 2012 International Plumbing Code to align with the code used by the Village of Point Venture.

Former Director Annette Kikta chose not to run for re-election to the Board in the November election. Director Manuel Macias and James Kleiss ran for new 4-year terms for the Board. Both were sworn into office in November 2024.

The Board approved proposals for painting the wooden fence built in 2023 at the corner of Summit Ridge Drive and Venture Drive. Tree trimming at the effluent pond was also approved. Drainage control at the WTP was also approved. All of these projects were completed.

The Board contracted with Bill Cecala to oversee and manage irrigation of effluent into the golf course roughs during the 2024-25 winter season.

Trihydro, the District's engineering firm, updated the Emergency Preparedness Plan for the District which was approved. The Board also approved Trihydro's general engineering contract for another year.

The District began pursuing proposals for engineering for its next big project - replacing the existing standpipe near the elevated storage tank.

Customers are reminded that monthly Board members are generally held the fourth Thursday of each month at 3:00. Meetings are held in the District office, 18606 Venture Drive. The public is welcome and encouraged to attend these meetings.

Approved meeting minutes are posted on the District's website for information. Here's the link for 2025 approved minutes. [Board Meeting Minutes | Travis County WCID - Point Venture](#)