



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

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January 2025 Newsletter

January 6, 2025

REMEMBER TO PROTECT YOUR PIPES IN FREEZING WEATHER

Board Considering Customer Rate Increases

A special meeting will be held on Thursday, January 9 at 1:00 p.m. of the Travis County WCID Board of Directors to discuss possible customer rate increases and other changes to the District's rate order. The meeting will be held at the District office, 18606 Venture Drive, Point Venture. The Board could be approving an amended rate order as early as its January 23 regular meeting.

The Board is considering increasing customer base rates from \$34.00 to \$41.00 for the first 2,000 gallons of water used. It is also considering raising the sewer rate from \$44.00 to \$56.00 as the base fee for the first 2,000 gallons of water used. Directors began discussing possible customer rate increases for 2025 in its November 2024 meeting. The Board also discussed possibly reducing property tax rates by seven to eight percent per year for the next three years to balance with proposed increases in increase water and sewer rates over the same three year

timeframe. Decrease in property tax rates is highly dependent on a proposed 2025 bond election approval by the residents.

The Board of Directors reviews the rate order each year considering not only customer rates, but other needed changes. Also being considered to include in the amended rate order is requiring all new customer deposits to be paid within seven days of initiating service to avoid disconnections and additional reconnection fees. Other proposed changes include increasing bulk water rates, shortening the number of days an account is considered delinquent from 15 to 10 days, and raising courtesy adjustments from \$25.00 to \$35.00 annually. Additionally, a proposal for customers who have a verified repaired leak who seek an adjustment for the water cost, could receive an adjustment will also be for the sewer cost for that month. Sewer rates are intricately tied to water use since the removal of a set yearly rate for each customer from averaging winter use.

District Changing Website Provider

The Board of Directors voted to change the District's website at its December regular Board meeting. The website address will remain the same - tcwcid-pv.org.

Rural Water Impact began transferring the District's information into the new website in December. Once the website is launched, customer's will be able to visit it and should find it very user friendly. Besides information about District business and a link to set up new services, new links will be added to the website for customers to make payments and to terminate services. This website will also send out alert notices for the District and the IRIS alert system will no longer be used.

Customers who are already getting IRIS alerts, will be trans-

ferred into the new alert system. Customers who are not currently in the IRIS alert system or new customers will be able to register to receive alerts through the new web portal. Once the new website is launched and all customers are transferred, the IRIS alert system will no longer be in effect. If customers who are currently receiving IRIS alerts, don't receive the new alerts, please contact the District office right away or go to the website and register yourself.

The decision to change came after comparing the costs of the current website provider and the IRIS alert system. After the initial content transfer, the District will reduce the cost of what is currently being paid for the website and alert system.

The District and Inframark Offices

Will Be Closed

Monday, January 20 in observance of MLK Day.

District Regular Board Meeting Dates for 2025

January 23, February 27, March 27, April 24, May 22, June 26, July 24, August 28, September 25, October 23, November 20, and December 18. Meetings start at 3:00 p.m. in the District's office.