



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

18606 Venture Drive, Point Venture

Office - (512) 267-1641, After Hours 1-800-579-4500,

Emergency On-Call 281-398-8211

May Newsletter

May 6, 2024

Drought Contingency Plan STAGE 2 now in effect COMPLIANCE is MANDATORY

Penalties will be enforced

WATERING IS PERMITTED 1 TIME PER WEEK

Odd Addresses, SATURDAYS; Even Addresses, SUNDAYS;

Commercial (Includes POA and Townhouses) FRIDAYS

Hours: Midnight to 10 a.m. and 7 p.m. to midnight on your day

PROHIBITED:

WASHING ANY STRUCTURE, IMPERVIOUS SURFACE

(i.e. driveways, sidewalks, etc.)

OR MOTOR VEHICLES

(including boats and trailers)

EXCEPT DURING YOUR DESIGNATED DAY DURING THE DESIGNATED HOURS.

WWTP Construction Update

April was a busy month at the construction site for the District's new Wastewater Treatment Plant (WWTP). Associated Construction Partners (ACP) who is the contractor for the multi-million dollar project made great headway.

Between April 1 and April 19, ACP performed three concrete pours for various components of the new WWTP. On April 1, ACP poured concrete for the four west aeration interior columns and the aeration retaining walls. Then on April 11, ACP poured the two aeration platforms and headworks slab. April 18 concrete was poured for the headworks channels and top slab. This added 7 more trucks of concrete to

this project for a total of 56 truck loads of concrete.

On April 2, excavation began for the clarifier. April 8 had the arrival of PVC piping. PEC installed temporary power and a submeter for the construction trailers on April 10. On April 19, one 40-ft Conex box was delivered and ACP began work on the aeration drop box.

The rest of month ACP spent working on the aeration drop box and clarifier, hydrostatic testing the chlorine contact and effluent transfer basins and installing temporary bypassing for the existing eight-inch effluent pump discharge line that leads to the effluent tanks and the eight-inch effluent gravity line that leads to the upper pond. Construction photos are on page 3.



Delinquent Payment Process Explained

Customers whose accounts go into delinquent status are required, by District rate order, to pay the entire balance owed, both past due and current charges, **prior** to the original due date.

Once an account is delinquent, the process includes:

- Customers receiving a letter in the mail reminding the customer of the past due balance with the updated (earlier) due date.
- Customers receiving a door tag on their front door with a QR code as well as a website address to pay

the bill.

- Unpaid delinquent accounts' water will be disconnected and a \$100 reconnect fee is automatically added to the account.

Below is the exact wording from the District's rate order which was approved January 25, 2024.

Customers are welcome to call the District office, 512-267-1641 if they have questions about the delinquent process.

V. Delinquent Accounts and Discontinuation of Service.

- A. Delinquent Accounts. The District shall bill each customer monthly for all services rendered in the preceding month. All bills shall be due on the due date as specified on the bills and shall become delinquent if not paid as set forth on the bills.
- B. Late Payment Fee. Once per billing period, a late payment fee of \$10.00 shall be applied to delinquent accounts. This late payment penalty shall be applied to any unpaid balance.
- C. Discontinuation of Service. If a bill remains delinquent for fifteen (15) days, water service shall be discontinued in accordance with this paragraph. Prior to termination, the customer shall be notified of the amount due by letter sent by United States Mail, First Class. A delinquent bill renders the entire account delinquent and the entire account must be paid in full prior to the normal due date in order to avoid interruption of service. The notice shall state the date upon which water service shall be terminated, which date shall be not less than seven (7) days from the date such notice is sent. Such notice shall state the total amount owed, the time and place at which the account may be paid and that any errors in the bill may be corrected by contacting the District's Representative, whose telephone number shall also be given in such notice. Provided, however, that in the event the customer contacts the District's Representative within such seven (7) day period, the District's Representative may, at its option, allow the customer to make arrangements to pay the delinquent amount in installments to be approved by the District's Representative. Prior to termination, the customer shall receive three (3) days' notice of such termination by the District's Representative placing the notice at the customer's service address. After termination of service, payment by the customer of delinquent amounts due and reconnection charges shall be payable only by credit card, money order or cashier's check. No personal checks will be accepted.

Two Director Positions Opening for Election

Two seats on the Board of Directors will be opened for election this coming November 5. Directors Manuel Macias and Anne Kikta currently fill the positions.

Board members must either live or own property in the District to service on the Board. Directors meet monthly on the 4th Thursday of the month at 3:00 p.m. Directors are also occasionally asked to attend special meetings.

For more information or an application, please contact the District office through email - office@wcidpv.org or by visiting the website <https://tcwcid-pv.org/director-election-information>



Photos for WWTP Construction Project



4-1-24, concrete pour for the interior aeration basin columns via concrete bucket



04.01.24, Aeration West Interior Columns Pour



04.10.24, Excavation for Clarifier



04.10.24, West Aerator Platform Formwork & Rebar Installation



4.11.24, Screeding East Aerator Platform



4.11.24, Headworks Slab Pour