

**Travis County Municipal Utility District No. 10  
500 Capital of Texas Hwy North  
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April 3, 2007

Dear Customer:

Several customers have inquired about options to help reduce the chance of a leak causing a high water bill, especially when they are absent for an extended period of time. In response to those inquiries, the District is providing several options for customers. These options are voluntary and should only be implemented after discussing the effect on your particular water fixtures (hot water heaters, ice makers, hot water recirculation pumps, auto pool fill systems, etc. with a plumber. The Utility District is not responsible for damage to the customer's specific water fixtures if these options are implemented by the customer.

In the winter, when you do not need to water your lawn and landscaping, you may want to turn you water off if you plan to be absent for an extended period. If a pipe leaks or your system fails in some way, you would preclude the cost of lost/leaking water in your absence. Again, each home may have fixtures that could be adversely affected by these actions. Consult with a plumber for advice regarding the effect on your particular fixtures.

The summer is a bit more complicated, but there are actions you can take to reduce the chance of high water bill. If you need to water your landscape in your absence, you may want to consider having a customer cut-off valve installed after the irrigation line connection. This would allow you to turn off your home, but not your irrigation system. Again, consult with a plumber regarding the effect on your specific fixtures.

The Board is asking that all new homes have two customer cut-off valves discussed above. One valve will allow the home to be shut off in the summer, while allowing the irrigation system to be active; and a second valve to allow the entire water supply to be shut off in the winter.

Implementation of these options is voluntary not mandatory. They are merely options you may want to consider, especially if you will be absent from your home for extended periods.

Respectfully,  
The Board of Directors