



TC MUD 10 WATER WISE

February 2023

<https://www.tcmud10.com/>

Water Rate Increase Effective March 1, 2023

This year marks over three decades that our water and wastewater plants have been in operation. Our system has aged to the extent of needing increased maintenance. The MUD's priority continues to be ensuring that all of our customers have reliable water and sewer services.

While there have been some issues over the past few years, the Board is continuously working to make improvements to the infrastructure, operations, and oversight of the system. Even though the water and wastewater system has been extremely reliable and has been well maintained, upgrades and improvements are now necessary to ensure high quality water and wastewater services. Some of the upcoming improvements include:

- Installing a new liner in the backwash lagoon at the water plant.
- Rehabbing the original wastewater treatment plant to increase our treatment capacity to accommodate new homes within the MUD boundaries.
- Installing a power generator at the water treatment plant to provide emergency power when PEC service is interrupted.
- Feasibility work is being performed towards the possibility of drilling an initial water well to provide customers water in the event of an extreme drought that limits access to Lake Travis water.

These, and other projects, are part of an ongoing effort to ensure reliable water and sewer service, and to plan for emergencies.

The Board also wants to inform you of increases to water rates that become **effective March 1, 2023. This is the first rate increase in seventeen years.** Because of the impacts of inflation, all of the contractors and professionals who the Board contracts to run the MUD operations have increased their fees in the past twelve months. So, the rate increase is intended to cover these additional costs to the District. Even with the increases, TC MUD No.10's rates remain very much in line with water providers within the Travis and Williamson County area (see attached new rates).

Finally, the MUD's website (<https://tcmud10.com/>), has important and useful information regarding our operations and services. We encourage you to utilize this valuable resource! If you have any questions, please feel free to contact the District's office at 512.402.1990.

A full list of the Capital Improvement Plan through 2026 is available on the District's website under the Document's tab, or by [clicking here](#).

Travis County MUD No. 10

STAGE II

DROUGHT ALERT

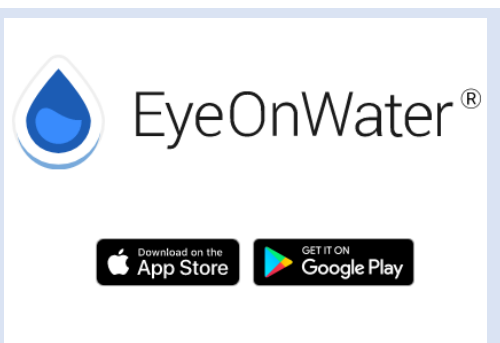
2 DAYS PER WEEK WATER CONSERVATION

Central Texas is still under a severe drought, and we remain in Stage II of our Drought Contingency Plan, as mandated by the Lower Colorado River Authority (LCRA). In this stage, customers are limited to outside water use to just two days per week and have been issued a monthly water use allowance (see table below). You can reference the letter that was sent out about Stage II on the District's website, under the home page news, or by [clicking here](#).

Since implementing Stage II, customers have been doing a great job of water conservation and **the District would like to thank you!** Conservation efforts have ranged from 94% - 98% compliance between the condos and single family homes.

Monthly Watering Allowance	Stage II
Single Family Homes	30,000 GAL
Multiple Family Homes	20,000 GAL
Sections 1 & 2 Common Areas	50,000 GAL
Section 3 Common Areas	30,000 GAL
Section 4 Common Areas	30,000 GAL
Section 6 Common Areas	30,000 GAL
Waterstone Common Areas	150,000 GAL

It is important to note, our District has no jurisdiction over residents who have irrigation straws directly from Lake Travis. For the LCRA twice per week watering schedule and rules on this type of irrigation, please visit lcra.org, or [click here](#).



Get Leak Alerts-Monitor Your Water Use

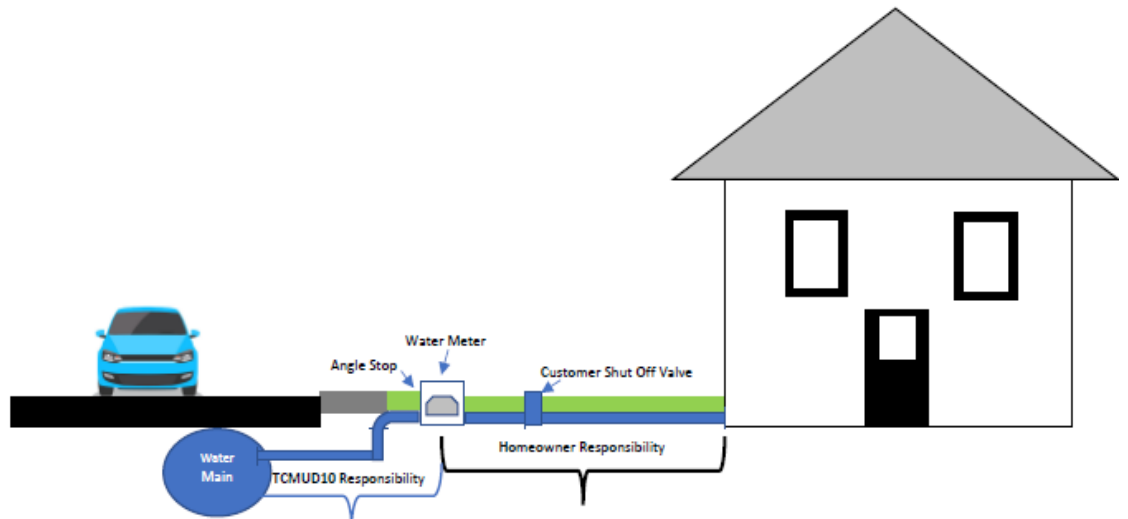
Customers in single family homes use electronic water meters and can monitor their hourly, daily, weekly, and monthly water use via the EyeOnWater app.

In addition, you can also set alerts to notify you when you use more water than you plan, or if there is a continuous flow which is usually caused by a leak.

Once you have downloaded the app to your mobile device, you will need to first set up an account using your zip code, email address and your account # from your water bill.

[Click here](#) for easy directions, or visit the District's website under the About tab. You can also contact the District office at general@awrservices.net or 512.402.1990 for assistance.

District vs. Homeowner Responsibility



Water Leaks

The **District** is responsible for the maintenance and repair of the **main water lines from the water plant to each homeowner's water meter**. **Homeowners** are responsible for any repairs to the water line **from your water meter to your home**.

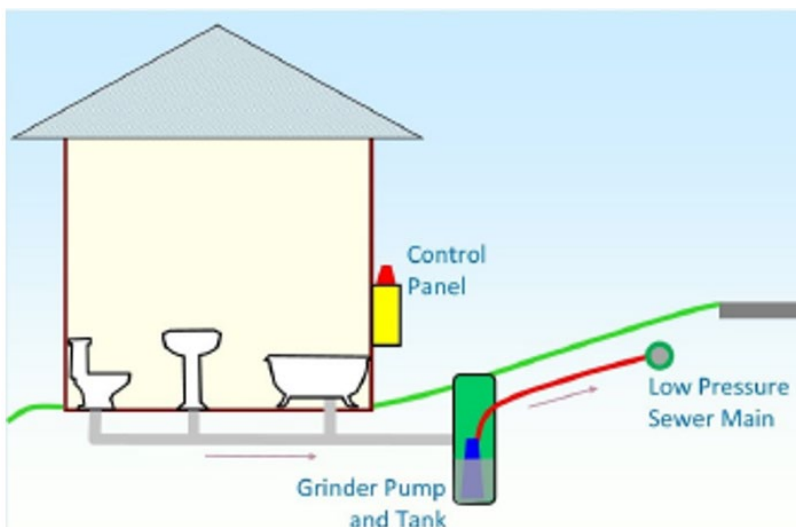
For example, if there is a leak on the homeowner's side of the water meter, the homeowner would need to contact a licensed plumber. Conversely, if there is a leak on the District's side of the water meter to include the main line in the street, the District is responsible for the repair.

It is always a good idea to turn off your water at the customer shut off valve and drain your pipes when going out of town in the event of a leak.

Grinder Pumps

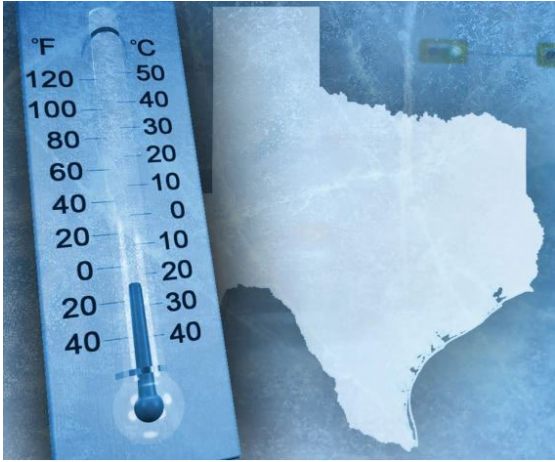
Most homes within the District have grinder pumps to help grind up waste that comes out of your homes and pumps it through lines to the wastewater treatment plant. It is typically located on the side of your home. You pay a current fee each month that covers the cost of the grinder pump located at your home.

If your grinder pump panel alarm activates, or you are having trouble with your grinder pump, please call the District's office at 512 402-1990 and a technician will be dispatched to your home.



Please do not call a plumber or try to repair/modify your grinder pump.

Any changes or alterations to a grinder pump could result in the homeowner being responsible for damages or the cost to convert the grinder pump back to the District's specifications.



Locate Your Water Shut Off Valve Before the Freeze!

Everyone spends time preparing their homes for a freeze, but one thing many forget to do is to locate their water shut off valve is in the event of an emergency.

If you experience frozen pipes during a freeze, you have a good chance of having a leak after the freeze when pipes thaw. That's when you go into emergency mode and need to shut off the water immediately before calling a plumber. Plumbers are in high demand right after a freeze, so getting one to come out make time.

If you do not already know where your water shut off valve is, there is a video on the District's website on the home page under Latest News and Updates, or you can access by [clicking here](#). If snow is expected, we also recommend placing a stake near your meter box so that it is easy to find if you need to access before the snow and ice melt. Additional tips on how to prepare are also available on the website.

Another important tip is to be sure to sign up for IRIS emergency alerts or update your current contact information so you will receive important information during emergencies, water outages and boil water notices. Use the form on the District's website under the About tab/Notifications, or [click here](#).



WASTECONNECT™ MOBILE APP

Never Miss Your COLLECTION DAY Again!

With our new WasteConnect™ Mobile App you can:

- ✓ Sign-up for waste collection Reminders
- ✓ Receive Service Alerts for collection delays
- ✓ Search how to properly dispose of materials

DOWNLOAD THE NEW

WasteConnect™

MOBILE APP

GET IT ON Google play

Download on the App Store

The 2023 Travis County MUD No.10 Trash & Recycle calendar is now available. Please see the District's website, under the Trash and Recycling Services tab, or by [clicking here](#).

As a reminder, Waste Connections requires each homeowner to use the trash bin provided for trash. You may place up to six (6) additional 30-33 gallons standard garbage bags or bundles less than 2 cubic yards (6'x3'x3') not to exceed 40 pounds next to the trash bin. Bundles must be wrapped with twine or string in 4-foot sections.

Residents interested in ordering additional bins, may call Waste Connections at 512.251.5622. The price for an additional trash bin is \$8.50, and an additional recycle bin is \$4.24, per month.