



# DISTRICT NEWSLETTER

July 2021

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

## Greetings Friends and Neighbors!

Welcome to our first issue of the Travis County MUD No. 10 newsletter. Our District was established in 1989, as Point Venture II MUD. In 1998 the name was changed to Travis County MUD 10. Today, we have over 100 single family homes, 71 condominiums and growing with 19 new homes in various stages of construction.

Due to the growth, the District's Board of Directors thought it would be helpful to create a semi-annual newsletter to help keep all residents informed about our water and wastewater facilities, along with other happenings within the District. **Our newsletter needs a name! The District is offering a \$50 gift card to the winning resident to come up with the new name!** From now through August 20, please submit your ideas to [info@awrservices.net](mailto:info@awrservices.net). The Board will review the list of names and vote on the winner at the September Board meeting. *In the event multiple people submit the same name chosen, the award will be given to the first person that submitted the winning name.*



## What Exactly is a MUD?

MUD stands for Municipal Utility District and is a type of special district allowed by Texas law to function as an independent, local government.

The purpose of a MUD is to provide infrastructure and services such as water, sewer, and stormwater drainage.

The District is managed by a Board of Directors, ("Board"). The current Board of Directors all live within the Waterford community and are residents just like yourself. They are committed to providing the best service.

If you are interested in learning more about the Board and how to serve, visit the "election" section of the website under "about" or [click here](#).

**Meet your Board of Directors**



## New District Website

We are thrilled to announce our new District website at <https://www.tcmud10.com/>

The new website features a whole new look, easier navigation, and more information to help residents. The site will continue to evolve so check back often.

### Some of the changes include:

- Latest news and updates section
- Grinder pump care
- FAQs section
- You can sign up for emergency alerts (IRIS) online
- Drought contingency plan and watering schedule

### Things you can still find or do on the website:

- Pay your water bill online
- View the trash & recycle calendar
- View meeting information such as agendas and minutes
- Find helpful documents such as water rates, budgets, and water quality reports

Name	Title	Term of Office
Vance Taylor	President	4-May-24
Dan Eckermann	Executive Vice President	7-May-22
Andrew L. Fawthrop	Vice President	4-May-24
Harvey Reiter	Secretary	7-May-22
Andi K. Tasset	Assistant Secretary	4-May-24



## 2020 Annual Consumer Confidence Report

As communicated on June's billing statements, our Annual Consumer Confidence Report (CCR), water quality report, for 2020 is available for viewing on the District's website under "Documents" or by [clicking here](#).

The intent of the annual report is to inform District residents of the quality, treatment, and management of your drinking water supply.

### Is Your Water Hard?

When rain falls, it gathers in lakes and aquifers. Rock formations in these bodies of water begin to slowly melt and enrich the water with dissolved minerals, such as calcium and magnesium. The greater the amount of dissolved minerals in the water, (parts per million; ppm), the harder the water. Texas averages over 200 ppm, making it the 6<sup>th</sup> hardest water in the United States. Our water comes from Lake Travis and while the District does not test for hardness, other facilities drawing from Lake Travis have reported over 180 ppm.

Hardness does not pose a health risk but can be a nuisance due to the mineral buildup on plumbing fixtures and poor soap detergent performance. For this reason, many residents have contacted companies that specialize in water softeners to have their water tested. Those who choose to have water softeners installed should make sure to set the settings to optimize your softener's performance.

Soft	< 17.1 ppm
Slightly Hard	17.1 - 60 ppm
Moderately Hard	60 - 120 ppm
Hard	120 - 180 ppm
Very Hard	> 180 ppm

## Drought Contingency Plan

Central Texas can go from a period of drought into overnight floods. Highland Lakes, the largest chain of lakes in Texas, is made up of Lake Buchanan, Inks Lake, Lake LBJ, Lake Marble Falls, **Lake Travis**, and Lake Austin. The two largest reservoirs are Lake Buchanan and **Lake Travis**, which store and supply water to meet household, industrial and agricultural needs. **Lake Travis** is designed to temporarily hold floodwaters in its flood pool.

The Lower Colorado River Authority, (LCRA), manages the Highland Lakes and requires districts and cities who draw water from Lake Travis to establish a Drought Contingency Plan. The purpose of the plan is to save water during periods of drought. Our District established a Drought Contingency Plan for treated water and uses this plan to set the stages for residential use. **\*Further explanation of the drought contingency plan and penalties are on the website** under "Documents" or by [clicking here](#).

Director, Dan Eckermann, recommends two good books worth reading to understand the operations of the LCRA and the challenges of water in the future.

**"The Untold Story of the Lower Colorado River Authority"** by John Williams.

**"A Thirsty Land – The Fight for Water in Texas"** by Seamus McGraw.

Drought Contingency Stages	Drought Contingency Levels (Acre-Feet)	WHERE ARE WE TODAY? (Acre-Feet) 7.15.21	Drought Contingency Stages	Drought Contingency Action
Normal Conditions	> 1.6M	<b>WE ARE HERE! 1.682M</b>	Normal Conditions	Normal - No Action
Stage I	> 1.1M and < 1.6M	-	Mild	Voluntary reduce water consumption
Stage II	> 900K and < 1.1M	-	Moderate	2 day p/week watering schedule
Stage III	> 600K and < 900K	-	Sever	1 day p/week watering schedule
Stage IV	< 600K	-	Critical	No watering allowed

We hope you find this newsletter helpful and encourage any comments and suggestions.

Email: [info@awrservices.net](mailto:info@awrservices.net).

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## Looking Back at February

It is hard to believe that just five months ago, the entire state of Texas experienced subfreezing temperatures for multiple days. Nearly 4.5 million Texas homes and businesses were without power and over 1 million were without drinking water.

Power and internet outages, lack of generators and the roads closed, truly made up the “Perfect Storm” for our District.

Since the storm, a lot of time, money and effort has been put forth to get our facilities back to normal, including the construction of two new raw water intake lines (as shown in the picture to the right). The Board has been working with the engineers and operators to help build a plan that will improve preparations for the next storm.

**But residents need to take precautions as well** to help their homes and the District’s water and wastewater services.



**Below is a list to help residents prepare for the next winter storm.**

**You may also find this list on the [website under “news and updates”](#).**

1. [Sign up for Travis County MUD 10 Emergency Notifications](#) located on the website
2. Locate your shut off valve outside
3. Place a marker near your shut off valve (so you can find it later, if chance of snow)
4. Purchase bottled water for drinking and fill up your bathtubs flushing toilets and hand washing dishes
5. Gather pitchers or buckets to help carry water for flushing and/or hand washing dishes
6. Purchase non-perishable food (can opener to open cans)
7. Purchase firewood for real wood fire places
8. Wrap outdoor pipes; remove garden hoses from faucets
9. Turn off irrigation systems
10. Turn off auto pool filling systems
11. Purchase a battery or crank operated radio
12. Purchase flashlights and battery operated lighting
13. Purchase batteries for flashlights and radios
14. Charge your cell phones, back up battery packs for cell phones and car charger for cell phones
15. Purchase a fire extinguisher
16. Gas up all vehicles (always a gas shortage after a disaster)
17. Consider a generator, fuel, plenty of outdoor power cords, surge protector and learn how to use the generator well before a disaster
18. Purchase electric space heaters
19. Warm clothing
20. Blankets
21. Toiletries
22. First aid kit
23. Keep emergency cash on hand

In addition to the work being done post freeze, the Board also approved a Capital Improvement Plan that identifies necessary projects to keep the water and wastewater facilities operational for years to come.

You can view the list of projects that have either been completed or will be completed this year on the website under “Documents”, or by [clicking here](#).



## Grinder Pump Care

The District's wastewater system is a state of the art, low pressure wastewater, (sewer), system which operates on **pressure from individual grinder pumps at each home**. Wastewater is pushed through the wastewater mains by the grinder pumps to the treatment plant and, once treated the effluent is irrigated on to designated land.

Our sewer system was designed to transport toilet paper and human waste. Flushing anything else can cause clogs to occur in your home and the municipal plumbing lines. **Even items marketed as 'flushable' won't breakdown nearly as fast as toilet paper and are a big problem today.**

- If a clog occurs in your home's plumbing, the responsibility and cost fall on you.
- If a clog occurs in the municipal sewer line, the cost of repairs could be passed on to users in the form of higher utility fees.

Be sure to reference our helpful flyer, [Think Before You Flush](#) to help keep your grinder pump running properly.

Before you call a plumber for issues with your grinder pump, call AWR at 512-402-1990.



EyeOnWater

## Sign Up for EyeOnWater

Did you know that all District residents in single family homes have electronic water meters? With electronic water meters, the District's EyeOnWater (EOW) tool provides a platform for residents to:

1. Review and analyze their water usage pattern, via mobile device or computer
2. Set alerts when water use exceeds a certain amount
3. Set leak alerts when continuous flow is detected

To access the website for EOW and set up your personal account, simply click on the link below <https://eyeonwater.com/signup> and follow the instructions to create your personal account. You will need the following to get started.

1. Zip code
  2. Email address
  3. Account number from your water bill
- If you do not have your water bill, you can call the water utility office at 512-402-1990 M-TH from 8am-4:30pm, or Friday until 4pm*

You can also download the EyeOnWater app from the Apple App Store or Google Play. Below are helpful YouTube videos on how to set up and use the EyeOnWater software for both mobile and desktop applications.

Desktop:

[https://www.youtube.com/watch?v=I\\_7L6fnDi\\_I](https://www.youtube.com/watch?v=I_7L6fnDi_I)

Mobile:

<https://www.youtube.com/watch?v=9xzSZ0ImI-s>

## Trash and Recycling

Waste Connections handles the District's trash and recycling service. Trash is picked up every Monday and recycling is every other Monday. Visit the [District's website](#), under "Trash and Recycling Services" for the calendar and contact information for Waste Connections. As a reminder, place recycle bin 5' between containers, with handles facing your house so the mechanical arm of the truck can pick up your bin.



**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

We hope you find this newsletter helpful and encourage any comments and suggestions.

Email: [info@awrservices.net](mailto:info@awrservices.net).