

Glenlake/Westminster Glen

Dear LCRA Water Customer,

We have two important updates for customers of the Glenlake Water System. First, beginning in June, LCRA will provide your billing and customer service support. Secondly, LCRA has begun the improvements to address pressure problems and we are entering the second phase, installation of the individual pressure reducing valves.

Billing and customer service

Many of you know that LCRA has an agreement with ECO Resources to provide operations and billings services for the Glenlake Water System. Since LCRA assumed ownership of the water system ECO Resources has met the requirements of the agreement and has helped LCRA to keep operating costs low.

LCRA has listened to your concerns about the current billing services and your requests for more billing and payment options. As a result, LCRA will provide billing and customer service support including expanded payment options, direct access to LCRA customer service, standard billing cycles and prompt resolution of billing inquiries. ECO Resource will continue to provide quality operations and meter reading services on behalf of LCRA in your community.

Beginning in July LCRA will bill you directly for your water services. You can call LCRA Customer Service directly at 1-877-718-4396 for billing inquiries, payments and emergencies. After hours, on weekends and holidays, you can dial the same number and press "0", when prompted, to reach an LCRA Public Safety operator who will contact someone to assist you. We have included a magnet so you can keep this number in a convenient location.

A feature of the LCRA bill that may be new to you is a 12-month consumption history helpful for tracking your usage. You can expect your monthly bills will be mailed on the 6th and due on the 26th of the each month. Payments can be mailed, paid over the phone with any major credit card, or your account can be set up to be automatically drafted. Please complete the enclosed form and return it to our office if you wish to set up an automatic draft. There is no additional fee for paying with a credit card or for automatic draft of an account. Our nearest offices for drop off are located at 3200 Lake Austin Blvd. or 11612 Bee Caves Road.

Construction to address pressure problems

As the first step in addressing the pressure problems on the water system, LCRA has completed the installation of new valves in the system that will moderate how water is delivered from RiverPlace MUD. The next step is to install individual pressure reducing valves for those residents located at lower elevations.

After installation of these individual pressure reducing valves, the overall pressure in the system will be raised. As a result, the pressure of the water delivered to every meter on the system will increase by an average of 18 to 25 pounds per square inch (psi). That means that residents at higher elevations in the system should no longer experience low pressure problems. As mentioned earlier, however, residents at lower elevations will need a pressure reducing valve installed to lower the pressure of water entering their home.

LCRA has identified those customers at the lower elevations that should have an individual pressure reducing valve installed. **If you received an LCRA Retail Water Services Provider Agreement for Pressure Reducing Valves with this letter, then your home has been identified to require a pressure reducing valve.** Without one of these valves the pressure entering your home may be greater than that recommended for internal plumbing or appliances.

If you would like for LCRA to install a new pressure reducing valve or replace an existing one at your home for no additional charge, please return the signed agreement to LCRA no later than July 14th. You can return the agreement to:

LCRA Customer Service Office
11612 Bee Caves Rd, Bldg. 1, Suite 150
Austin, TX 78738.

If you choose not to sign and return the enclosed agreement, LCRA will not install a pressure reducing valve at your residence. If you would like additional information about pressure reducing valves, or would like to view a map that shows the elevation of your home and how the increase in pressure may affect your service, please visit the LCRA website at <http://www.lcra.org/glenlake>

If you have any questions please contact Customer Service 1-877-718-4396.

Sincerely,

Janet Stephenson
West Travis County Regional Manager