

Travis County W.C.I.D. #18

October 10, 2020

Dear Resident:

The Board of Directors for Travis County W.C.I.D. #18 has approved the purchase and installation of new electronic metering devices to replace the old water meters. This will allow for a better and more accurate way to measure the water you use and also help you detect leaks in your home or irrigation system.

The new electronic meters will measure your water use on an hourly basis. The signal will be received online by our management company, Crossroads Utility Services, and also be available to you should wish to register on-line. These hourly readings will tell when water is being used. If your water use shoots up and you don't know why, you will be able to call us or look at your water use trends yourself on your computer or hand-held device. More information will be provided on how to register on-line. If you decide to register, you will have access to look at your current and historic water use. You might see a large spike in usage when your irrigation system runs. This might indicate that you have a broken pipe or sprinkler head on your system that needs to be repaired.

We plan to start this project in the next 60 days. We will begin by having a crew clean out all of the meter boxes using a specialized pressure washing system. After cleaning, a second team will replace the old meters with the new ones. This installation will require a very short interruption of service so the meters can be replaced. A typical meter replacement takes about 15 minutes. You should not see any difference in the water or water pressure after the replacement has taken place.

There will be no charge to you for the cost of this project.

If you have any question, check the District 18 website at TCWCID-18.org for updates to this project and other news about your water district. You can also contact Mike Morin at 512-689-0317 or email him at mmorin@crossroadsus.com.

Sincerely,

The Board of Directors
Travis County W.C.I.D. #18