

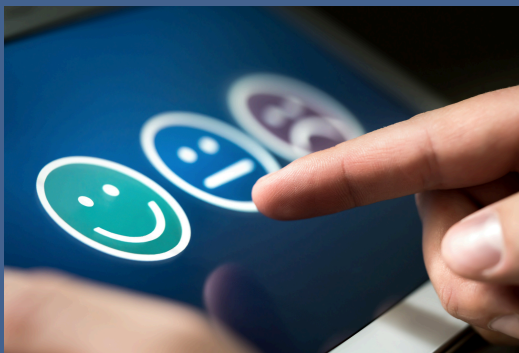
# WATER WAYS



## WCID NO. 17 DEBUTS E-NEWSLETTER

Welcome to Water Ways, the new WCID No. 17 quarterly e-newsletter for our customers in the communities we proudly serve. We hope you will find this informative and welcome you to provide feedback and ideas for future articles!

Read more from our CEO: Page 3



## Customer Survey Results

Thank you to all who participated in our 2024 Customer Satisfaction Survey! We are thrilled to report that a total of 950 customers shared their feedback with us. We are committed to continuous improvement and appreciate the time you took to help us enhance our services.

You can view the detailed survey results by clicking [HERE](#). We're already putting many of your suggestions into action, beginning with the creation of this newsletter to keep you informed about the changes and improvements we're making. Your input is invaluable to us, and we look forward to serving you even better in the future.

## WCID NO. 17 ANNOUNCES PARTNERSHIP WITH WORKFORCE SOLUTIONS IN UNIQUE TEACHER EXTERNSHIP PROGRAM

As participants in a Teacher Externship Program, WCID No. 17 invited area educators into our workplace for a three-day, in-depth tour of the organization. The teachers spent time with leaders and staff of every department at each facility and can now better describe to their students what it would be like to work in the water industry.

Chief Executive Officer and GM Jason Homan is hopeful the experience will resonate with students and encourage them to consider exploring a career in the water industry. "This is a unique opportunity to show the educators the internal processes of our District so they can convey their hands-on experience to their students. The result could be significant not only for WCID No. 17 but also the entire industry as we seek to hire our next generation of team members."



[\*\*CLICK TO PLAY VIDEO\*\*](#)

## CONSERVE TODAY TO PRESERVE TOMORROW

It's a catchy tagline that reminds us conserving our most precious resource is up to us!

There are many ways in which we can conserve water beginning with an item we use every single day.

You can start in your home's restrooms. Did you know that a leaky toilet can waste up to 200 gallons a day? To check for leaks, you can use dye tablets or food coloring.

- Put a few drops of blue or red food coloring in the tank
- Wait 15 to 30 minutes without flushing
- If the colored water appears in the bowl, you have a leak

[\*\*READ MORE\*\*](#)





## FROM OUR CHIEF EXECUTIVE OFFICER

I'm Jason Homan, Chief Executive Officer and General Manager of WCID No. 17. Thank you for taking the time to read our inaugural newsletter. We hope you find the information useful and informative. Our goal is to provide timely updates each quarter, and we welcome your feedback. For the latest news, be sure to visit our website at [wcid17.org](http://wcid17.org).

Until next time, a friendly reminder to **Conserve Today to Preserve Tomorrow.**



## WATER RESTRICTIONS BASED ON COMBINED STORAGE OF LAKES

Earlier this year, the WCID No. 17 Board of Directors approved a new Drought Contingency Plan, which introduces updated watering restrictions based on lake levels. As of October 2024, we are currently in Stage 1, our baseline level, with the combined storage of Lakes Travis and Buchanan at 1,105,000 acre-feet. Lake Travis is currently at 639 feet, which is 46% full. During Stage 1, irrigation is allowed twice per week. For more details, please visit our [Conservation](#) page.

## WASTEWATER AVERAGING: HOW TO SAVE MONEY AND CONSERVE WATER



Each April, wastewater rates are adjusted according to consumption in the bill cycles of November through February to generate an average. This average is what the customer is charged for wastewater for the year. We do this to ensure the customer is only being charged for the water that flows through their home's systems (and not for irrigation purposes.) We ask that customers turn off their automatic irrigation system during the wastewater averaging period to ensure their bill stays as low as possible.



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