



Water Rates and Loan Surcharge: Frequently Asked Questions

1) Why did our water bills increase?

- Our water structures are 50 years old and in need of serious repair, replacement, and improvement.
- In October 2018, we received a \$10 million loan from the Texas Water Development Board.
- (TWDB) to invest in much-needed improvements to our drinking water systems.
- To repay the loan, you will be charged a portion of the loan, which will appear as a new line on your bill: "Texas Water Development Loan Surcharge."
- Your rates will help pay off the loan and ensure continued water delivery and reliability for you and your family.

2) How was the new surcharge calculated?

- See the attached surcharge calculator.

3) How will the loan be used?

A total of 7 major projects will be implemented in Creedmoor-Maha over the next 3-5 years to improve its water supply services.

The main projects include;

- Install a booster pump station to improve water pressure at Creedmoor.
- Replace old water pipes to increase water supply and reduce leaks.
- Replace more than 12 miles of leaking pipes to reduce water loss.
- Develop a plan to ensure the prosperity of our community.

4.) What are the benefits of the loan for me?

The new projects will reduce:

- Frequency of service interruptions
- Costly leaks and water loss
- Future water and system costs

5.) How can I lower my bill?

The water rate structure is such that the more you use, the more you pay. Therefore, we highly recommend conserving water as much as possible. Only use what you need and check your property for leaks every month.

6.) What is the base rate and why is it on my monthly bill?

The monthly base rate is a fixed cost and is determined by the size of your water meter. The base rate covers the most basic ongoing cost of water supply.

7.) Where do we get our water from?

Every month, homes and businesses in Creedmoor Maha WSC use 23 million gallons in what is equal to 34 Olympic-size swimming pools.

Of the total amount used:

- 65% of our water comes from two water wells in Barton Springs Edwards Aquifer.
- 25% of our water comes from Austin Water.
- 10% of our water comes from Aqua WSC.