



## **Water Rates and Loan Surcharge: Frequently Asked Questions**

### **1) Why are our water bills increasing?**

- 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 is the new surcharge calculated?**

Step One: Calculate your 12-month average water usage by calculating the total usage for each month divided by 12.

Step 2: Calculate your portion of water use by dividing your 12-month average water use (the result of step 1) by the total monthly use in Creedmoor-Maha (approximately 23,000,000 gallons per month) and then multiplying by 100 to get your percentage Portion of total water used.

Step Three: Multiply the answer you received in Step 2 with the monthly amount owed in connection with the water improvement made possible by the TWDB loan, approximately \$500,000 per month. A detailed breakdown of fees can be downloaded [here](#).

### **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 with 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. Why did the water rates go up in August 2018?**

In order for us to receive the much needed \$ 10 million loan, we had to show that we had sufficient funds to be financially stable and ensure continued service.

## **6. 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. Here are some tips on how you can conserve water. Only use what you need. Also, check your property for leaks every month.

## **7. What is a 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.

For typical residential homes with 5/8-inch meters, the current base charge is \$39.90 per month. For commercial properties served with 3/4 inches, the current base charge is \$59.85 per month. Larger meters will carry higher base rates.

## **8. Are there other water providers?**

Note right now. Creedmoor-Maha Water Supply Corporation has been serving our community for over 50 years. We are committed to the well-being of you and your family and we provide quality customer service. We appreciate your support and will continue to provide you with high quality and reliable water supply services.

## **9. Where do we get our water from?**

Every month, homes and businesses in Creedmoor-Maha 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 Edwards Aquifer
- 25% of our water comes from Ausitn Water.
- 10% of our water comes from Aqua.