

Chisholm Trail Newsletter

CHISHOLM TRAIL SPECIAL UTILITY DISTRICT

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TEXAS PUC APPROVES CCN TRANSFER TO GEORGETOWN



The Texas Public Utility Commission (PUC) convened on 12/17/2015 and voted unanimously to approve the request to transfer the Certificate of Convenience and Necessity (CCN) from CTSUD to Georgetown Utility Systems (GUS). This will help to ensure our service territory is provided with continuous and adequate water service, now and in the future. The effective

date of the transfer is the date the Chairman of the PUC signs the order approving the transfer, which we expect not later than 3/1/2016.

The final step is dissolution of the District which, as previously reported, will require action by the State Legislature. Until then, the Board will be required to meet periodically and continue to hold director elections.

ASSESSMENT FEE TO BE IMPACTED BOARD TO ADDRESS TRANSITION FEE

After the Texas PUC Chairman signs the order approving the transfer of the CCN to Georgetown, there are two fees on your monthly bill that will be impacted.

The monthly *Assessment Fee* will be eliminated based on TCEQ action. This fee is a percent of the water charges and only applies to custom-

ers of Special Utility Districts, not city utilities. The CTSUD Board of Directors will address the \$4.75 monthly *Transition Fee*.

Watch for details in the GUS newsletter that will accompany your next monthly bill for an update on these actions.

OUR FINAL NEWSLETTER GUS RESPONSIBLE FOR FUTURE CUSTOMER COMMUNICATIONS

This is the final newsletter edition prepared by the CTSUD Customer Communications Committee. After approval of the transfer of the CCN, GUS will prepare all customer communications, including newsletter production. The first GUS newsletter will be included in next month's bill (February) and posted to the GUS

website: gus.georgetown.org. We hope we have been successful in our goal to improve communications between the CTSUD Board and you, the customer, and that you found our newsletters timely, informative, and interesting.

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GUS CUSTOMER CARE DEPARTMENT—YOUR CONNECTION TO SERVICE

Members of the CTSUD Customer Communications Committee, including Dave Mann, Bill McGavran, Judy Prehar, and Director Mike Sweeney, recently visited the Georgetown Utility Systems (GUS) Customer Care Department to meet the staff and learn how GUS supports CTSUD customers.

The **Customer Care Department** is directed by Leticia Zavala who oversees utility connects and disconnects, water meter issuance, utility account and billing set-up, and payments and collections. In addition to water, Customer Care also bills and collects for Georgetown electric, sewer, drainage, and garbage customers. The department is located in the Georgetown Municipal Complex, 300-1 Industrial Ave, Georgetown, TX.

Customer-interface is supervised by Chris Fusco who is responsible for resolving inquiries, and payment and collection services. The customer support area is supervised by Cindy Pospisi who is responsible for the billing process, from meter data collection to the monthly management of the bills. Cindy also serves as the GUS representative on the

CTSUD Customer Communications Committee.

Development Account Services controls utility accounts for builders and developers, issues water meters to residential contractors upon permit approval, monitors commercial water installations, and performs account setup and billing.

The **Customer Call Center** operates from 8 A.M to 5 P.M., Monday to Friday, with after-hour support from 5:00 P.M.—8:00 P.M. provided by the GUS Control Center. The staff manages the account and service inquiries, resolves general utility inquiries and initiates service and system-related investigational work orders for utility field staff to ensure work crews are dispatched., and follows-up to the customer upon field work completion. **Emergency calls** received after the Call Center is closed are automatically routed to the GUS Control Center.

Cashiering. The cash collections team processes payments from walk-ins and mailed utility transactions, in addition to providing assistance with general utility inquiries, payment options, high usage research, and the overall collection process.

ENGINEERING UPDATE

Daniels Mountain 3.0 MG Storage Tank

Georgetown Utility Systems (GUS) is now planning to leave the older and much smaller 750k gal storage tank on Daniels Mountain in place and add a new 3.0 MG storage tank adjacent to the two existing tanks. This \$2.5M project will provide additional elevated storage to the 1178 pressure plane and adjoining pressure planes.

The additional storage will allow the water treatment plant to run at a more consistent output and allow the system to more easily meet peak demands. The project bids 12/23, and project Notice to Proceed will be at the end of January, with est. completion date around the middle of June 2016.

County Road 258 Waterline Improvements

This project will consist of upgrading the existing 15-inch waterline to 18-inch. This project will be approximately 8,717 LF of 18-inch waterline; 95% of the plan has been reviewed & approved. The City is currently working with Williamson County on a utility Agreement.

County Road 255 Waterline Improvements

This project will consist of upgrading the existing 15-inch waterline to 16-inch. The project will consist of approximately 44,500 LF of 16-inch waterline. The Task Order has been issued to KPA & Associates for Engineering. The Project is in the preliminary design phase and will take 2-3 years to complete.

To report out-of-service water emergencies or make any other call in regard to customer service, please call Customer Care at 888-474-4904 or 512-930-3640