



BELTERRA

NEWSLETTER

OFFICE
CLOSED
DECEMBER
24TH & 25TH

**Merry
Christmas!**



VOLUME
EIGHT



WATERING
RESTRICTIONS
UPDATE

STAGE 1

WINTER
AVERAGING
STARTED
DECEMBER 1ST



STAGE
1

DROUGHT CONTINGENCY UPDATE



WHAT HAPPENS IF I CONTINUE TO WATER?

A MINIMUM OF \$200.00 FINE
WILL BE ASSESSED TO YOUR
ACCOUNT PER INFRACTION.

TO VIEW A PRINTER
FRIENDLY VERSION
OF YOUR MAP AND
RESTRICTIONS
PLEASE VISIT
HAYSWCID.ORG

**PLEASE BE
ADVISED**

Stage 1 is in effect.
How is it different than stage 2?

NO WARNINGS WILL BE
GIVEN & WATERING TIMES
ARE SLIGHTLY DIFFERENT.

Stage 1 means...

TWICE A WEEK WATERING

Please note:

WATERING MUST OCCUR BETWEEN
THE HOURS OF MIDNIGHT TO
10:00 A.M. AND 7:00 P.M. TO
MIDNIGHT ON DESIGNATED DAYS.
HAND WATERING RESTRICTIONS
AREN'T IN PLACE DURING STAGE 1.

MANY GRASS TYPES USED IN TEXAS GO DORMANT IN WINTER
AND DO NOT REQUIRE REGULAR WATERING. CONSIDER
PLANTS AND CONDITIONS WHEN DECIDING WHEN AND HOW
MUCH TO WATER.

Contact WCID staff at help@hayswcid.org or 512-686-1660 or visit our office at the Belterra Centre,
151 Trinity Hills Dr, Austin Tx 78737.

Monday-Thursday 7:30 AM to 4:00 PM and Friday's 7:30 AM to 3:30 PM.

24 Hour Emergency contact at 281-367-5511.



DID YOU KNOW



PAYING ELECTRONICALLY

Check/ACH Payments:

- There is **no fee** for payments made via **Check** or **ACH**.
- **Auto-Pay in Online Portal:**
- **Auto-pay** is available in the online portal. The same **3% fee** for card payments will apply, **but no fee will be charged for payments made via bank account (ACH).**

Debit/Credit Card Payments:

- Call 512-686-1660 to speak with a representative who can assist you with processing your payment.
- For after-hours or self-service payments, use the Automated System at 346-439-7222.

Please note, a 3% fee will apply to all Debit/Credit card payments made online or over the phone.

ACCEPTED FORMS OF PAYMENT

1. **In Person:** We accept **Cashier's Checks, Money Orders, and Personal Checks.**
2. **Night Drop Box:** Payments can also be dropped off after business hours in our night drop box. Please note that if the payment is dropped off after business hours on the due date, a **late fee** will apply.
3. **Mail:** You can mail your payment, but please keep in mind that **USPS** may not be the fastest. The payment will be posted based on the **date received**, not the date stamped by USPS.

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WHAT MAKES




DECEMBER, JANUARY AND FEBRUARY GREAT?

THE MONTHLY QUANTITY OF SEWER THAT YOU WILL BE BILLED FOR IN 2025 WILL BE DETERMINED BY THE AVERAGE OF YOUR WATER USAGE AMOUNTS DURING THE PRECEEDING MONTHS OF DECEMBER, JANUARY AND FEBRUARY. SHOULD THE ACTUAL USAGE THROUGH YOUR METER BE LESS THAN THE WINTER AVERAGE, YOU WILL ONLY BE CHARGED FOR THE ACTUAL USAGE REGISTERED ON YOUR WATER METER. THE MONTHLY RATE FOR SEWER REMAINS AT \$3.63 PER 1,000 GALLONS.



WINTER AVERAGING
STARTED DECEMBER
1ST!



LOWER WATER
CONSUMPTION IN
DECEMBER, JANUARY &
FEBRUARY = LOWER
SEWER CHARGES!

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WINTER IS COMING



PIPES

- **Pipe Insulation:** Wrap any exposed pipes, particularly in unheated or drafty areas, with pipe insulation. Start in your attic and work your way down through the house to ensure all vulnerable pipes are covered. This will help slow down the freezing process.
- **Seal Drafts:** Ensure all doors and windows leading to the outside are tightly closed to minimize cold air from entering.



OUTSIDE THE HOUSE

- Turn off outside faucets.
- Remove all connected hoses and insulate faucets with a hose bib cover or even towels and duct tape.
- Turn off and drain automatic sprinkler systems.



TO TURN OFF THE WHOLE HOUSE WATER SUPPLY

- **Know the Location of the Shutoff Valve:** Ensure that everyone in your household knows where the water main shutoff valve is located. Keep the area around the valve free from debris and obstacles at all times.
- **Where to Find the Valve:** For most homes in our service area, the shutoff valve is located on your side of the water meter, typically 12-18 inches from the meter in a smaller valve box. This valve is usually in the ground and does not require any special tools. To shut off the water, simply turn the valve 90 degrees.
- **Inside Shutoff Valve:** If you're unsure whether your home has an inside shutoff valve, refer to the property inspection report from when you purchased the home. Renters should consult their property manager for this information.
- **Draining the Water:** Once the valve is shut off, drain the water from all faucets, both inside and outside the house, to prevent any issues.





AROUND THE NEIGHBORHOOD



The WCID's are collecting information about areas being affected by low to no water pressure, and continue to work with the WTCPUA to ensure this is resolved as soon as possible.

Please let us know if you experience pressure issues by emailing Help@hayswcid.org

DID YOU KNOW

The District covers the \$1.00 fee for ACH payments, making it a convenient and cost-effective option for customers. This means that if you choose to pay your bill through ACH or bank transfer, you won't incur any additional charges, unlike other payment methods that may come with fees.

Re-visit Pg. 3 to review payment options and details.

Please stay off the Live Oak and Mockingbird nature trails when they are muddy.

****If mud is sticking to your shoes or slinging from your tires, it's too muddy. Please turn back****



MOTORIZED VEHICLES

NO UNAUTHORIZED MOTORIZED VEHICLES ON THE GREEN BELT AREAS OR ANY OF THE WCID PROPERTIES.

NEED TO REPORT AN AREA ?

- TAKE A PHOTO OF THE AREA OF CONCERN
- EMAIL THE PHOTO TO HELP@HAYSWCID.ORG
- IN THE SUBJECT LINE WRITE: "REPORTING AN ISSUE"
- IN THE BODY: LIST THE NEAREST CROSS STREETS OF YOUR PHOTO WITH BEST CONTACT INFORMATION.



PET OWNERS:

FOR EVERYONE'S SAFETY, BELTERRA IS A LEASHED COMMUNITY. PLEASE RESPECT THE SIGNS WITHIN THE COMMUNITY. ALSO, PLEASE PICKUP AFTER YOUR DOGS.

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TRASH



HOLIDAY TRASH RUNS:

CHRISTMAS PICK UP:

Trash will be picked up Thursday,
December 26th

NEW YEARS PICK UP:

Trash will be picked up Thursday,
January 2nd

ONE MORE BAG!

The district has entered into a new contract with TDS, effective immediately. As part of this agreement, an additional bag will be allowed on the curb for weekly collection. In total residents are allowed 3 bags now.



TEXAS DISPOSAL SYSTEMS

THE DO'S AND DONT'S TO THROW AWAY



DO

- Food scraps
- Used paper towels
- Plastic Packaging
- Cardboard boxes
- Tissue paper
- Coffee Grounds



DON'T

- Batteries
- Paint
- Motor oil
- Electronics
- Fluorescent light bulbs
- Lawn and garden chemicals
- Tires
- Aerosol cans (unless completely empty)
- medical waste



AROUND THE



NEIGHBORHOOD



We have observed an increase in unauthorized motorized vehicles on trails and in the green spaces. Unauthorized motor vehicles of all kinds are strictly prohibited on the trails, green spaces and WCID property. In addition, there have been instances of people digging and creating dirt bike obstacles in district-owned green spaces. Altering the green spaces is strictly prohibited. Please talk to your families about park and trail rules.

Please help us keep these areas safe and enjoyable for everyone by adhering to these rules.

UNAUTHORIZED





HAPPY HOLIDAYS

OFFICE HOURS

THE OFFICE WILL BE CLOSED

DECEMBER 24TH - 25TH

In observance of Christmas

NORMAL BUSINESS HOURS WILL
RESUME THURSDAY, 12/26/24

**FOR EMERGENCIES
DURING THIS TIME
PLEASE CALL 512-686-1660**

FEEL FREE TO DROP ALL
CHECK AND MONEY ORDER
★ PAYMENTS IN THE DROP
BOX

Happy New Year

2025

WEDNESDAY, 01/01/25

**THE OFFICE WILL
BE CLOSED**

**NORMAL BUSINESS HOURS
WILL RESUME 01/02/25**

FOR EMERGENCIES
DURING THIS TIME

PLEASE CALL 512-686-1660

Feel free to drop all check and money order payments in the drop box