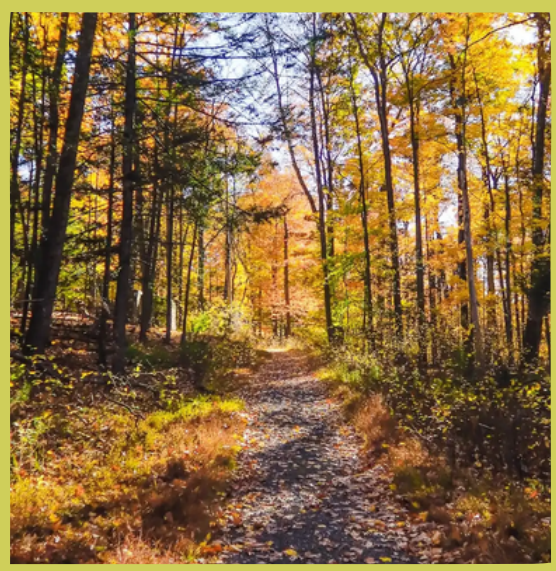




BELTERRA

NEWSLETTER

OFFICE 
WILL BE
CLOSED
NOV. 23 & 24
NORMAL BUSINESS
HOURS WILL RESUME
 NOV. 27TH



VOLUME
TWO



TAX
RATE
CHANGES

WATERING YOUR YARD

MULCH SLOWS THE
EVAPORATION OF
MOISTURE. MANY
BEAUTIFUL TREES AND
PLANTS THRIVE WITHOUT
IRRIGATION.



UPDATE YOUR INFORMATION



THIS

JUST IN

CUSTOMERS SHOULD BE
RECEIVING
IMPORTANT
ANNOUNCEMENTS
FROM HAYS WCID 1&2
VIA: **TEXT AND EMAIL**

IF YOU NEED TO UPDATE CURRENT
INFORMATION ALREADY ON FILE,

PLEASE EMAIL: HELP@HAYSWCID.ORG
OR CALL OUR OFFICE AT: 512-686-1660

Contact WCID staff at help@hayswcid.org or 512-686-1660 or visit our office at the Belterra
Community 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.



IRRIGATION REMINDERS

For additional information on irrigation regulations, please click your respective water schedule title.

HAYS COUNTY WCID NO. 1 RESIDENTIAL WATER SCHEDULE



WATERING RESTRICTIONS

TWICE A WEEK WATERING:
WATERING MUST OCCUR BETWEEN THE HOURS OF
MIDNIGHT - 6 A.M

THIS SCHEDULE ONLY APPLIES TO AUTOMATIC AND HOSE-END SPRINKLERS. ON DESIGNATED DAYS CUSTOMERS MAY WATER WITH A HAND-HELD HOSE ANYTIME.

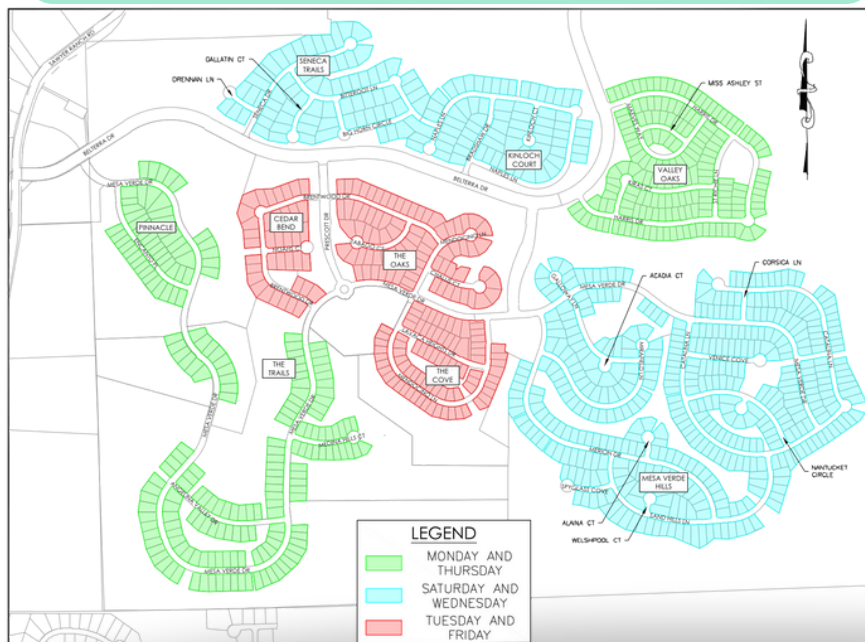
VIOLATIONS OF THE SCHEDULE COULD RESULT IN A MINIMUM \$200.00 CHARGE ON YOUR MONTHLY WATER BILL.

NO LANDSCAPE VARIANCES WILL BE GRANTED AT THIS TIME

NO POWER WASHING OR VEHICLE WASHING

REPLENISHING POOLS IS PERMITTED. FILLING OF ALL NEW AND EXISTING POOLS IS PROHIBITED.

HAYS COUNTY WCID NO. 2 RESIDENTIAL WATER SCHEDULE



Contact WCID staff at help@hayswcid.org or 512-686-1660 or visit our office at the Belterra Community 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.

WHAT IS A STAGE?



THE CHART BELOW OUTLINES STEPS CUSTOMERS SHOULD TAKE TO COMPLY WITH THE CURRENT DROUGHT STAGE PLAN AND HELP CONSERVE WATER.

WCID 1 & 2 Water Conservaon and Drought Congency Plan
Customer Reference

Topic	Stage 1	Stage 2	Stage 3	Stage 4
Water Shortage Type	Mild	Moderate	Severe	Emergency
Designated Watering Days	Twice per week on designated days.	Twice per week on designated days.	Once per week on designated days.	Prohibited.
Designated Watering Hours	Between midnight to 10 am and 7 pm to midnight on designated watering days.	Between midnight and 6 am on designated watering days.	Between midnight & 6 a.m. on designated watering days.	None.
Use of hand-held hoses or faucet-filled buckets or watering cans.	No Prohibited.	On designated watering days with no designated watering hours.	May be used during designated watering days and hours.	Prohibited.
New Landscapes	Follow mandatory watering schedule. May request a variance.	Follow mandatory watering schedule. No variances will be approved.	No new landscapes may be installed. No variances will be approved.	Prohibited.
Vehicle Washing	May wash vehicles during designated days and hours.	Prohibited.	Prohibited.	Prohibited.
Pools	Not Prohibited.	Replenishing is permitted. Filling of all new and existing pools is prohibited. A variance may be granted on a case-by-case basis.	Filling of all new and existing pools is prohibited. A variance may be granted on a case- by-case basis.	To be determined.
Outdoor Water Features	Not Prohibited.	Prohibited.	Prohibited.	Prohibited.
Activities and Events	Permitted if water being used is put to beneficial use (e.g., watering landscape) or drains into a re-circulating device.	Prohibited.	Prohibited.	Prohibited.

This is quick reference guide prepared to assist our customers in achieving compliance with some of the fundamental requirements of our adopted Water Conservaon and Drought Congency Plan ("WCDCP"). This guide is not intended as a substitute for the WCDCP, which must comply with specific requirements promulgated by the Texas Commission on Environmental Quality and contractual requirements imposed by our water suppliers. We recommend that customers review the WCDCP to confirm all requirements. A copy of the WCDCP can be found on the Districts' website.

TRACKING YOUR USAGE



Hays County WCID 1 & 2 are currently using smart meter devices to better track water usage, quickly identify leaks, and help conserve water. You can monitor your usage using the EyeOnWater smart meter dashboard.

How To Create an EyeOnWater Account

ACCOUNT NAME	Hays Customer
★ IVR ID # ★	123456
STATEMENT DATE	07/12/23
BILLING PERIOD	06/06/23 - 07/03/23
SECURITY CODE	9-123456-J56K
ACCOUNT NUMBER	70865-0000123456
SERVICE ADDRESS	123 HARRIS DR

1. Enter your service postal zip code.
2. Enter the IVR ID#, located in the account number location.
3. Enter and confirm email address.
4. Create and confirm password.
5. Accept terms of use.
6. Verify your email address in confirmation email.

THE BENEFITS

- Track your daily usage.
- Set leak alerts.
- Make sure your irrigation is going off on proper times
- If your kid said they went to school, but the toilet got flushed in the middle of the day...you can tell!
- You see what we see!

THERE'S AN APP FOR THAT



Download on the
App Store

GET IT ON
Google Play

Contact WCID staff at help@hayswcid.org or 512-686-1660 or visit our office at the Belterra Community 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.



TAX RATE CHANGES

WCIDS PROVIDE WATER SERVICE, MANAGE THE WASTEWATER TREATMENT PLANT, OPERATE DRAINAGE FACILITIES, PROVIDE SECURITY SERVICES, OPERATE DISTRICT IRRIGATION, AND MAINTAIN THE DISTRICTS' PARKS, GREENSPACES, AND EXTENSIVE TRAILS. IN ADDITION THE WCIDS ARE RESPONSIBLE FOR ADMINISTERING CONSULTANT AND VENDOR CONTRACTS SUCH AS THE CONTRACT WITH TDS. THE TDS CONTRACT PROVIDES TRASH AND RECYCLING PICKUP. PROPERTY TAXES ARE THE PRIMARY SOURCE OF REVENUE. THE WCID BOARDS ARE REQUIRED TO ADOPT A TAX RATE EACH YEAR. SINCE THEIR INITIAL ADOPTION, WCID TAX RATES HAVE NEVER INCREASED. IN FACT, FOR THE FOURTH YEAR IN A ROW BOTH WCID NO. 1 AND WCID NO.2 ARE PLEASED TO ANNOUNCE REDUCTIONS IN TAX RATES AND INCREASES IN EXEMPTIONS.

THESE SAVINGS ARE THE RESULT OF AN ANNUAL PROCESS DEVELOPED BY THE BOARDS TO EVALUATE THE DISTRICTS' ANTICIPATED CAPITAL PROJECTS, OPERATING AND MAINTENANCE BUDGET, AVAILABLE FUND BALANCE, AND INCREASES IN OVERALL ASSESSED VALUE OF TAXABLE DISTRICT PROPERTY TO DETERMINE WHETHER ADDITIONAL TAX RELIEF IS FISCALLY RESPONSIBLE. THE DISTRICTS CONTINUE TO MONITOR THE CALL DATES ON ALL BONDS ISSUED FOR FUTURE POTENTIAL SAVINGS.



WCID 1 VOTED:
TO REDUCE THE TAX RATE FROM FROM \$0.770 TO \$0.710 PER \$100 OF ASSESSED VALUE FOR THE FOR THE 2023 TAX YEAR. THE TAX RATE REDUCTION IS IN ADDITION TO ACTION EARLIER THIS YEAR TO INCREASE THE RESIDENTIAL HOMESTEAD EXEMPTION FROM 10% TO 12% , AND TO INCREASE THE EXEMPTION FOR RESIDENTS OVER 65 YEARS OLD OR DISABLED FROM EXEMPTION FROM \$30,000 TO \$35,000.

WCID 2 VOTED:
TO REDUCE THE TAX RATE FROM \$0.792 TO \$0.730 PER \$100 OF ASSESSED VALUE FOR THE FOR THE 2023 TAX YEAR. THE TAX RATE REDUCTION IS IN ADDITION TO ACTION EARLIER THIS YEAR TO INCREASE THE RESIDENTIAL HOMESTEAD EXEMPTION FROM 10% TO 12%, AND TO INCREASE THE EXEMPTION FOR RESIDENTS OVER 65 YEARS OLD OR DISABLED FROM EXEMPTION FROM 30K TO 35K.

CURIOUS ABOUT HISTORICAL TAX RATES? CLICK ON YOUR DISTRICT:
[Hays 1](#)
[Hays 2](#)

Contact WCID staff at help@hayswcid.org or 512-686-1660 or visit our office at the Belterra Community 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.



Fall PICKUP

NOVEMBER 1ST AND NOVEMBER 8TH, 2023

HAVE IT ON THE CURB BY MONDAY 10/30/23

IT MAY TAKE SEVERAL DAYS TO COMPLETE COLLECTION. UNLIMITED BUNDLES OF BRUSH AND CRAFT PAPER BAGS OF YARD WASTE (LEAVES, GRASS, ETC.)

TDS REQUIREMENTS MUST BE MET TO BE PICKED UP. THE REQUIREMENTS ARE: ALL BRUSH AND LIMBS MUST BE BUNDLED OR BAGGED, EACH BUNDLE MUST BE TIED TOGETHER WITH SOME SORT OF TWINE, ROPE, ETC. DEPENDING ON THE WASTE VOLUME, IT MAY TAKE MORE THAN ONE DAY TO GET THROUGH THE NEIGHBORHOOD SO PLEASE BE PATIENT AS THEY WORK THEIR WAY TO YOUR HOUSE.

Contact WCID staff at help@hayswcid.org or 512-686-1660 or visit our office at the Belterra Community 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.



AROUND THE NEIGHBORHOOD



AROUND THE NEIGHBORHOOD

Storm Cleanup Update: The districts are pleased to announce that the cleanup efforts stemming from the February 2023 storm are nearly complete. For WCID 1 and 2 combined, cleanup costs are nearing \$1 million. Both districts have worked tirelessly to complete cleanup efforts without passing any additional costs onto Belterra residents.

WHAT'S NEW!

A DRINKING FOUNTAIN IS COMING TO MESA VERDE PARK!

YOU MAY SEE CONSTRUCTION IN THE AREA AS WE LINE THE NEW LINE



NO MORE EXCUSES FOR NOT FINISHING THAT MILE!



PET OWNERS:



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

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.



MOTORIZED VEHICLES



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

Contact WCID staff at help@hayswcid.org or 512-686-1660 or visit our office at the Belterra Community 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.



SAFETY REMINDERS

TAKE
YOUR KEYS 

REMOVE
YOUR VALUABLES 

LOCK
YOUR VEHICLE 

LOCAL LAW ENFORCEMENT WARNING:
CRIMINAL CIRCLES SEEK AND REMEMBER EASY TARGETS. PLEASE TAKE ALL VALUABLES INSIDE AND LOCK YOUR VEHICLES.

WCID 1 & 2 HAVE TRANSITIONED CONTRACTED SECURITY SERVICES FROM THE HAYS COUNTY CONSTABLE OFFICE TO THE HAYS COUNTY SHERIFF DEPARTMENT. THE DISTRICTS THANK THE HAYS COUNTY CONSTABLE FOR THEIR YEARS OF SERVICE AND THE DISTRICTS THANK THE SHERIFF'S DEPARTMENT FOR THEIR WILLINGNESS TO PARTNER WITH BELTERRA.

HALLOWEEN SAFETY

- CARRY GLOW STICKS OR FLASHLIGHTS, USE REFLECTIVE TAPE OR STICKERS ON COSTUMES AND BAGS, AND WEAR LIGHT COLORS TO HELP KIDS SEE AND BE SEEN BY DRIVERS.
- REMIND KIDS TO CROSS THE STREET AT CORNERS OR CROSSWALKS.
- SLOW DOWN AND BE ALERT!

Contact WCID staff at help@hayswcid.org or 512-686-1660 or visit our office at the Belterra Community 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.