



BELTERRA

NEWSLETTER

WHAT IS
OAK WILT?



VOLUME
NINE



WATERING
RESTRICTIONS
UPDATE

STAGE 1

WINTER
AVERAGING
STARTED
DECEMBER 1ST



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.



AFTER THE FREEZE



PIPES

- After a period of freezing weather, if you turn on a faucet and discover only a trickle of water coming out, or no water at all, it is possible you have a frozen pipe or water meter. Take the following steps:

TEST ALL FAUCETS TO SEE WHICH ARE FROZEN

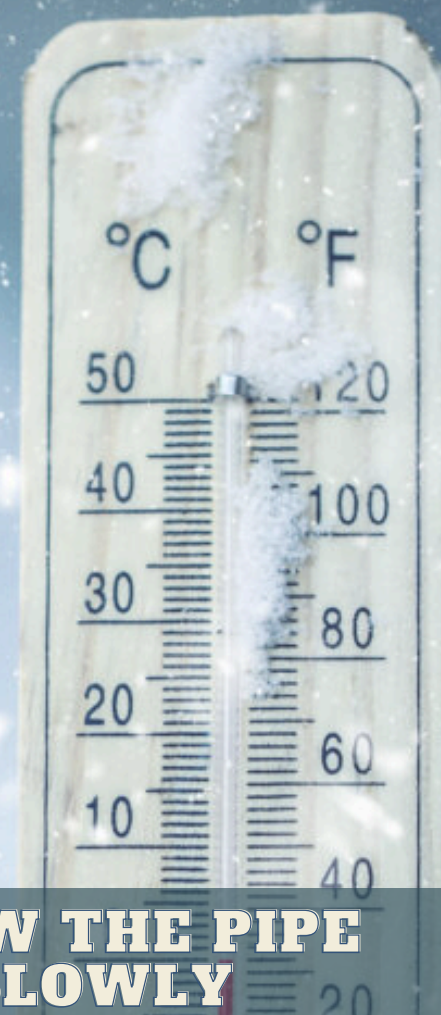
If you find that none of your faucets are working, then the frozen pipe is located near the main water pipe entering the residence. If none of the faucets on the same floor are working, then the frozen pipe is located between the different floors. If none of the faucets in the same room are working, then the frozen pipe is located between the main water pipe and where the water enters the room.

FIND THE FROZEN PART OF THE PIPE

After you figure out which pipe is frozen, trace along the affected pipe to look for signs of freezing like bulges, frost, or ice. If there are no visible signs, pay attention to the pipe's temperature and find where the pipe feels the coldest.

THAW THE PIPE SLOWLY

Even the faintest trickle of water will help thaw a frozen pipe. If any of your faucets can run any water at all, turn them on. Completely open the coldwater faucet closest to the frozen pipe to relieve pressure and reduce the chance of breakage. If the frozen pipe is only in one area, you may be able to thaw the pipe by opening cabinets and allowing warmer air to circulate around the pipes. Use warm water to soak towels, then wrap the towels around the frozen pipes. You can use a hair dryer or a portable heater to thaw a pipe, but DO NOT use electrical appliances if there is standing water. NEVER thaw a pipe using an open flame.



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.

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.

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.

A close-up photograph of a dark metal water faucet with a cross-shaped handle. Water is dripping from the spout.

WINTER AVERAGING
STARTED DECEMBER
1ST!

A large, stylized dollar sign (\$) made of a textured, fibrous material, possibly cotton or wool, hanging from the faucet.

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

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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.

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BEST TIME TO TRIM OAKS



WHAT IS OAK WILT?

OAK WILT IS A DESTRUCTIVE, INCURABLE, AND DEADLY FUNGAL TREE DISEASE THAT IS A THREAT TO ALL OAK TREES, SOME OF OUR COMMUNITY'S MOST PRECIOUS NATURAL RESOURCES.



WHY SHOULD YOU CARE?

OAK WILT NOT ONLY IMPACTS TREES IT IMPACTS OUR COMMUNITY. TREES WITH OAK WILT GENERALLY DO NOT SURVIVE. OAK WILT CAN AFFECT AESTHETICS, DECREASE YOUR PROPERTY VALUE, AND IS EXPENSIVE TO MANAGE. IGNORING THIS DISEASE CAN BE VERY COSTLY: PREVENTION IS KEY.



HOW DOES IT SPREAD

OAK WILT SPREADS TWO WAYS

ABOVE GROUND THROUGH BEETLES - DISEASED RED OAKS PRODUCE FUNGAL MATS GENERALLY IN THE SPRING. THESE FUNGAL MATS ATTRACTS SMALL BEETLES AND SPORES BECOME ATTACHED TO THEIR BODY. BEETLES, WHICH CAN TRAVEL LONG DISTANCES, ARE THEN ATTRACTED TO FRESH CUTS AND OTHER EXPOSED WOUNDS ON ALL OAK TREES.

BELOW GROUND THROUGH ROOT CONNECTIONS - LIVE OAKS GROW IN DENSE GROUPS WITH INTERCONNECTED ROOTS AND THIS IS HOW IT IS MOST COMMONLY SPREAD. ALTHOUGH LESS COMMON, IT CAN SPREAD THROUGH INTERCONNECTED ROOTS OF RED OAKS TOO.

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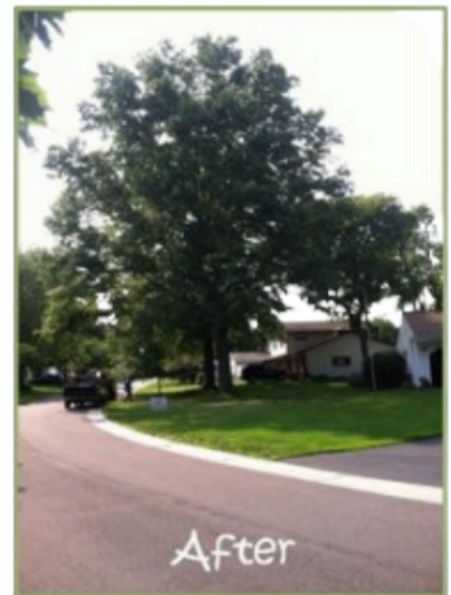
BEST TIME TO TRIM OAKS



DECEMBER
AND JANUARY
ARE TYPICALLY
THE BEST
MONTHS TO
PRUNE. THAT'S
WHEN FUNGAL
SPORES ARE
LEAST LIKELY
TO BLOOM.
WORST TIME
TO PRUNE
TREES IN
TEXAS IS
BETWEEN
FEBRUARY TO
JUNE.



Oak Tree Trim



Oak Tree Trim



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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 completing the survey
<https://municipalops.com/belterra-water-pressure-survey/>

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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AROUND THE NEIGHBORHOOD



WATER PRESSURE SURVEY!

Hays WCID #1 and #2 has received reports from residents and customers in parts of Belterra experiencing intermittent reduction in water pressure, particularly during summer months. Because the WCIDs are reliant upon the WTCPUA for supplying sufficient water pressure at our delivery points, much of the situation is currently out of our control. However, the WCIDs are interested in better understanding experiences from as many Belterra households and customers as possible.

Please use the link below to share your thoughts by 1/27/25:

<https://municipalops.com/belterra-water-pressure-survey/>

THE DO'S AND DON'TS TO THROW AWAY

✓ DO

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

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.



✗ DON'T

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



IF YOU SEE SOMETHING, SAY SOMETHING!



NOTICE:

IN THE DRIPPING SPRINGS COMMUNITY

The Sports and Rec Park in Dripping Springs was severely vandalized last week. The vandals pried open a locked restroom door and damaged the facilities. Recently, a fire was set in a dumpster at Founders Park. This is our community. If you see something, say something.



**HIDE
YOUR THINGS**



**LOCK
YOUR CAR**



**TAKE
YOUR KEYS**



PSA

THERE HAVE BEEN NEGATIVE BEHAVIORS OCCURRING ON THE TRAILS AND IN THE GREENBELT. THIS INCLUDES ISSUES LIKE BROKEN OR BENT SAPLINGS, EXCESSIVE TRASH LEFT BEHIND DESPITE THE AVAILABILITY OF TRASH CANS, GRAFFITI, AND DAMAGE CAUSED BY DIRT BIKES.

EFFORTS ARE NEEDED TO ENCOURAGE RESPECT FOR THE ENVIRONMENT AND DISCOURAGE THESE DISRUPTIVE ACTIONS. OUR GOAL IS TO PRESERVE THE INTEGRITY OF OUR PARKS, COMMUNITY, AND HOMES BY FOSTERING RESPONSIBLE USE AND RESPECT FOR THESE AREAS.

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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



**POWER
WHEELS**