



BELTERRA

NEWSLETTER

RATE
CHANGES



VOLUME
THIRTEEN



WINTER
REMINDERS

OFFICE IS
CLOSED

12/25/25
12/26/25
01/01/26



RATE CHANGES, REAL IMPROVEMENTS



EFFECTIVE JANUARY 1, 2026

The District has approved the following rate adjustments. With this update, Hays WCID No. 1 and Hays WCID No. 2 will now have the same rates and fees, fully mirroring each other for consistency across both districts

MONTHLY BASE CHARGE: INCREASING BY \$8.00, BRINGING THE NEW BASE RATE TO \$103.00*

WASTEWATER VOLUME RATE: INCREASING BY \$0.37 TO \$4.00 PER 1,000 GALLONS

WATER VOLUME RATES: INCREASING AS FOLLOWS:

Gallons Metered	Hays 1 & Hays 2 Rate per 1,000 Gallons
0 – 2,000	\$2.70
2,001 – 5,000	\$4.40
5,001 – 10,000	\$5.00
10,001 – 20,000	\$5.60
20,001 – 25,000	\$6.80
25,001 – 30,000	\$8.00
30,001 – 40,000	\$12.00
Over 40,000	\$17.20

These adjustments are necessary to cover recent increases in the base fee and volume rate charged to the District by the West Travis County Public Utility Agency, as well as increases in operating and maintenance costs since our last rate adjustment in 2016. We appreciate your understanding and cooperation.

If you have any questions regarding these changes, please contact our office at (512) 686-1660.

The monthly base charge covers a portion of the costs associated with the provision of water and wastewater services, drainage facilities, solid waste disposal service, law enforcement patrol services, and parks/trails/greenspace maintenance.

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 Fridays 7:30 AM to 3:30 PM

24 Hour Emergency contact at 512-686-1660

WINTER IS COMING



WHAT YOU CAN DO TO PREPARE FOR THE FREEZE!

INSIDE THE HOUSE

- Pipe insulation will slow down the freezing process, so use it to wrap any exposed pipes indoors, especially in unheated or drafty areas. Start in your attic and then work your way down throughout the house.
- Tightly close doors and windows to the outside.



OUTSIDE THE HOUSE

- Turn off outside faucets
- Remove all connected hoses and insulate faucets 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

- Make sure everyone in your residence knows where the homeowner's water main shutoff valve is located and keep it clear of debris and obstacles at all times.
- For most homes in our service area, the property owner's shutoff valve is on your side of the water meter. It can usually be found in the ground about 12-18 in from the meter in your own smaller valve box. No special tool is needed to operate this valve. Turn the valve 90 degrees to shut it off.
 - If you are not sure if you have an inside shutoff valve, check the property inspection report from when you purchased your residence. For renters, please consult with your property manager.
 - After you have shut off the valve, drain the water out of the faucets, inside and outside



MASS NOTIFICATIONS



THE DISTRICTS HAVE AN ALERT SYSTEM

Both Hays 1 & 2 have a digital notification system to inform residents quickly of boil water notices, drought contingency updates and other District related events or situations.



HELP US HELP YOU STAY INFORMED

HOW WILL I RECIEVE NOTIFICATIONS?

To ensure you receive mass notifications from Hays WCID 1 & 2, please click on the alert sign-up links below.

Note: Residents may register more than one contact to receive alerts for their address. If further assistance is needed, please contact our office at 512-686-1660.



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TRIMMING OAK WILT



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.



Before

Oak Tree Trim



After

Oak Tree Trim

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.



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DUCKING THE DEBRIS



Notice of Pond Closure

Please be advised that the pond located at Belterra Dr and Trinity Hills Dr, commonly known as The Duck Pond, will be temporarily closed to the public starting early January 2026. This closure is necessary to allow for maintenance and dredging which will improve the overall health and safety of the pond. During this time, access to the pond and surrounding areas will be restricted and off limits to the community.

We kindly ask you to respect posted signs and avoid entering the closed zone until the work is complete.

The contractor will use a process that will not require the pond to be drained, thus not interfering with use of the pond by the ducks, turtles and fish, or requiring them to be relocated.

After much research and discussion, the Board of Directors has determined that a fountain will not be reinstalled at this time. The amount of fishing activity in the pond makes the replacement of the fountain an unreasonable liability to the district.

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AROUND THE NEIGHBORHOOD



We hear you, and this improvement is coming soon! Hays County WCID Nos. 1 and 2 have come together to implement a safety enhancement for students who walk or bike home from school.

The project will include a cut-through near the school, and we are hopeful to break ground at the beginning of January.



Did you hear about the new trash can that was put in the district?
On Belterra passing Estes Dr



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STAGE
1

STAYING SAFE STAYING SMART




We are in Stage 1
No warnings will be given.



Your Designated watering day

Click below for your watering schedule map:

[HAYS 1](#)

[HAYS 2](#)

Penalties

A minimum \$200.00 fine will be charged per infraction for watering outside your assigned day and time.

What Stage 1 Means

Twice-a-week watering only.

- Use of automatic irrigation systems and hose-end sprinklers is permitted only from midnight to 10 AM and 7 PM to midnight on designated watering days

Accessibility Assistance

If you are color blind or have any other accessibility needs, please call our office. We are happy to assist you and ensure you have the support you need.





[CLICK FOR: ALL RULES AND REGULATIONS](#)

E-bikes, e-scooters, and similar motorized devices are not allowed on greenbelts or nature trails under the updated WCID rules. While bicycles are still permitted on District trails during daytime hours—with a maximum speed of 10 mph—motorized devices remain prohibited to protect natural areas, wildlife, pedestrians, and utility infrastructure. These rules help maintain the greenbelt in its natural state and keep the trails safe for everyone, and violations may result in fines.

Vehicles on Trails Bikes, E-Bikes and EPAMD	1st violation	2nd violation	additional
	\$150.00	\$300.00	\$500.00

Failure to adopt, implement, and enforce the LCRA watering restrictions subjects WCID 1 & 2 to daily LCRA penalties of thousands of dollars per day

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WINTER AVERAGING REMINDER!

THE MONTHLY QUANTITY OF SEWER THAT YOU WILL BE BILLED FOR IN 2026 WILL BE DETERMINED BY THE AVERAGE OF YOUR WATER USAGE AMOUNTS DURING THE PRECEDING 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.



WINTER AVERAGING STARTED DECEMBER 1ST

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



MERRY CHRISTMAS

THE
OFFICE IS CLOSED

December 25th & 26th
**NORMAL BUSINESS
HOURS RESUME**

December 29th 2025

