



December 29, 2017

Mountain City Residents,

The City of Mountain City is excited to announce the purchase of the water system that provides water to our city. The purchase was finalized on October 28th, 2017. In operating the water system, the city has identified some instances where some testing was not sent in to the Texas Commission on Environmental Quality as required by the previous owner. To help correct these reporting issues and get the water system in reporting compliance you will find enclosed the required notices to users of the system.

We have contracted with two licensed operators to manage the system. Their names are Byron Townsend and Daniel Cisneros. Mr. Townsend actually served as a backup operator for the previous owner, John Anderson. So, he is familiar with the operations and layout of the system. **In case of a water emergency please contact him at 512-295-2583.**

We have also contracted with a water engineer to aid in the monitoring of reporting requirements and to help in other areas of monitoring the water system.

In operating the new system, **the city needs everyone to fill out the enclosed Customer Information post card with your contact information and return it to the city.** Everyone should return the information card to the city since everyone is a new customer of the city. This information will only be used for city purposes. You can put a standard stamp on it or drop it off in the locked box on the back porch of City Hall. Do not put directly in the mailbox at City Hall. With the new capabilities we will be better able to identify above average usage which could indicate a leak. Using that information, we will be able to notify you in a timely manner. We will also be able to provide your water bill electronically in the future.

If you have billing questions, please call City Hall at 512-262-0028 or email at Mtncitywater@Gmail.com

In late February we expect to be enabling the capabilities for you to pay your utility bill electronically.

More details will be sent out once the details are finalized for the electronic payments.

New Meter Installations coming. During the month of February, starting February 12th, the city plans to have a contractor replace all of the existing water meters with meters that will be able to be read automatically. This will enable the city to reduce staff costs and provide daily usage information to help identify leaks in a timely manner. This will require a short disruption in service as your house water meter is replaced. As the date of installation nears, more details will be sent out.

If you are not signed up for emails from the city, please send an email to MountainCityTx@gmail.com and request that you be added to the list. Also, "like" the City of Mountain City on **Facebook**, [Mountain City, Texas - Local Government](#), for faster updates from the city.

Below is a link to the Water Utility Ordinance for the city.
http://www.mountaincitytx.com/download/mountain_city_ordinances/Mountain-City-Ordinances-Water-System-Utility-No.-091117B.pdf. We will be updating this ordinance during our January council meeting.

We appreciate your support and patience as we transition the operations of the water system.