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WCID No. 17 Issues Update on Stage 2 Water Restrictions

Austin, TX – September 12 – As part of Stage 2 Water Restrictions, Travis County Water Control Improvement District No. 17 (WCID No. 17) issued fines to several hundred customers for violations as well as water shutoff work orders for 232 accounts. This process is in compliance with state law and the District's Service Rules and Policies and has included notice of the possibility that service may be discontinued upon failure to comply with usage restrictions in each of the previous violation notices sent to violating customers.

Travis County WCID No. 17 has been working with the community to educate and bring violators into compliance since July 5, 2023. When the District began compliance enforcement efforts there were more than 1900 customers identified that together were responsible for nearly 9 million gallons of water waste each week. The District, through the cooperation of our customers, has since reduced the violation list to just under 500 violators last week, accounting for nearly 4 million gallons of water waste.

Regrettably, during this enforcement process, 22 customers did inadvertently have the water shut off despite having recently come into compliance. To those customers the District has issued an apology and a credit on their accounts as our way of taking responsibility for the error and inconvenience that this has caused.

General Manager Jason Homan stated "We never enjoy having to take these steps but at the end of the day we here at WCID No.17 are responsible for ensuring a sustainable water supply for all of our customers and we must enforce our conservation restrictions. We are grateful to the 98% of our customers who have abided by the restrictions and are practicing conservation. We encourage the remaining 2% of customers who continue to be in violation to abide by the water restrictions so that we may preserve our most precious resource."

Due to record heat, ongoing drought, and record low inflows into the highland lakes we all are confronted with how to manage a finite supply of potable water. Water conservation measures are critical to help us navigate times like these and unfortunately for some customers that can ultimately result in fines and even having their water shutoff if they refuse to be in compliance with the District's watering restrictions.

Water Control and Improvement District No. 17 (WCID No. 17) is a non-profit public utility providing quality water and wastewater service to customers in the Lake Travis South area along RR 620 in West Travis County from FM 2222 to Highway 71 West. The Board of Directors and Staff are committed to supplying the best possible drinking water to our customers. We live and work here, we are your neighbors, we proudly drink the water and our families do as well.


WCID No. 17
Travis County