



District News

May 2015

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Also in this issue...

- **Reminder—Water Restrictions in Effect**
- **Groundbreaking Ceremony May 22nd**
- **Smart Watering Class June 3rd**

New Online Payment System Features

To better server our customers, new features have been added to the online payment system! Customers are now able to log in with either their account number or their email address. Customers who make one-time payments now have the option to store their credit card information for future transactions (not required).

For your protection, the District does not maintain credit card information on its servers. To safeguard customer data, all credit/debit card information was deleted from the former system after the April 20th payments were drafted and was not migrated to the new system.

Customers who wish to continue automatic payments with their credit or debit card must re-enter the information on the new system. For security reasons, customer information was not carried over.

The District is offering help sessions for customers who need assistance with setting up automatic payments.

Friday, May 8 9:00—11:00 am
Tuesday, May 12 2:00—4:00 pm
Thursday, May 14 9:00—11:00 am
Monday, May 18 2:00—4:00 pm

To make an appointment for one of these times, please email ub@tcmud.org or call 682-831-4682.

Electronic Payment Receipt Update

The District is seeking competitive sealed proposals for bank depository services. The submittals are due by May 15th and the new agreement will begin October 1, 2015.

Because the contract with the current bank was almost up, the Board decided to explore the possibility of a new bank providing a secure system for the electronic receipt of payments from customer banks. This ability is one of the items the Board will evaluate when

reviewing the proposals. To keep water and sewer rates low for all customers, the total cost for services is another primary consideration.

Staff is scheduled to present the bank information to the Board for their acceptance at the June 16th regular meeting. As always, public attendance is invited and encouraged. For more information, please see the Public Notices page on our website at <http://www.tcmud.org/public-informatio/public-notice/>.

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Reminder—Watering Restrictions in Effect

Trophy Club's Drought Contingency and Emergency Water Management Plan includes permanent, year-round water restrictions. Whether we are in Stage 1 or under year-round restrictions, please water according to the following schedule:

- ◆ Residential addresses ending in *even* numbers may water on Wednesday and Saturday.
- ◆ Residential addresses ending in *odd* numbers may water on Thursday and Sunday.
- ◆ Non-residential locations (commercial, HOA, common areas, medians, etc.) may water on Tuesday and Friday.
- ◆ **No watering is permitted on Monday.**
- ◆ No watering is permitted between 10:00 am and 6:00 pm on any day.

These restrictions are mandatory and will be enforced in accordance with Section XI of the Plan. These procedures include written warnings and a possible \$50 administrative penalty added to the next water bill for subsequent violations. Repeat violations are also subject to citations issued by law enforcement and/or disconnection of water service with a \$200 reconnection charge in addition to the \$50 administrative penalty.

FREE Smart Watering Class—June 3rd

Trophy Club Municipal Utility District No. 1 will host a Texas A& M AgriLife Extension speaker for a "Smart Watering During Restrictions" Class on Wednesday, June 3rd from 6:30—8:30 pm in the Svore Municipal Boardroom at 100 Municipal Drive. There is no cost for this program,

This program will give a general overview on Drip Irrigation, New Water Conserving Technologies, Cycle and Soak, Lawn Care During Drought, Foundation Watering, Tree Watering, Irrigation Scheduling, and Rainwater Harvesting. To register please visit Texas A&M AgriLife Extension's website at <http://dallas.tamu.edu/courses/2015/june-3-2015-smart-watering-during-restrictions-trophy-club-residents-and-surrounding-communities/>.

Groundbreaking Ceremony for Wastewater Treatment Plant

Join us on Friday, May 22nd at 2:00 pm for a groundbreaking ceremony for the improvements to the wastewater treatment plant. Parking and refreshments will be at Harmony Park and a shuttle bus will take participants to the event. Reservations are not required, but if you plan to attend and can let us know, we can make sure there is enough cake and punch for everyone! RSVP by email at info@tcmud.org or call 682-831-3600.

In December 2014 and February 2015 the District issued bonds to fund needed improvements to the wastewater treatment plant. The plant will utilize a state-of-the-art treatment process known as Membrane Bioreactor System (MBR) to treat wastewater to a purity level that meets current State standards and new limits expected in the next permit.

The District accepted competitive sealed bids for construction of the new facility. The Board of Directors awarded the contract to Webber/Cadagua, and the project will be overseen by engineers from The Wallace Group. Construction is expected to begin in late May and take approximately 18 months for completion.