



# Durham Park Water Supply Corporation

March 1, 2025

Dear DPWSC Customer,

This letter is to advise you of the new Durham Park Water Supply Corporation (DPWSC) water rates effective May 1, 2025. The revised water rates were approved by the DPWSC Board of Directors on February 11th, 2025. The rates percentage increases vary depending on usage tier. There are also some fee updates. The attached chart provides the new rate information. This rate change is consistent with *Chapter 13, Texas Water Code*.

These rate changes that we applied are to help simplify the rate structure, promote water conservation, and keep the balance sheet healthier when usage fluctuates, and labor costs vary from year to year. Last year usage was down due to the wetter spring we had which negatively affected water sales but was good for conservation. We also had some unexpected expenses due to increased regulations from the state related to lead service line data that needed to be collected and submitted that increased labor expenses. We also saw an increase in the volume of leak repairs as we transitioned from a wet spring to hot dry summer, causing ground shrinkage and shifting, this also increased labor costs. This resulted in an operating loss for 2024, leaving us no choice but to adjust rates more aggressively, to try and avoid issuing an assessment to all customer/owners in the water system to make up for the loss.

Remember this is a member owned utility with an all-volunteer board of directors, as a customer (and owner) you can take an active role by coming to monthly meetings or joining the board when elections are held or positions open. Meetings are Second Tuesday at 6:30pm. You can also be a good steward of our water system resources by reporting leaks, pressure issues, and water quality issues to our office or the on-call phone when they arise. When reporting issues treat the staff with respect, they work for your water system in which you are an owner. They take their jobs seriously and have never failed to show up even at late hours or in poor weather to make sure this system stays running.

The goal of this rate increase is to allow the water supply corporation to operate a balanced budget in the face of increasing costs due to inflation, regulations, and fluctuating water usage and avoid issuing any assessments to make up for operating losses. We will also continue with plans to replace aging equipment as budget allows and as circumstances dictate. The Board of Directors is committed to managing operating costs while continuing to maintain the Texas Commission on Environmental Quality's Superior Water System status expected for the three neighborhoods we serve.

If you have any questions regarding the DPWSC costs of utility services or the rate change, please contact us at (512) 778-6612, or visit <https://www.durhamparkwsc.net>

Sincerely,

*Garner Edwards*

President, DPWSC Board of Directors