

Dear Customer,

As you are aware, you have been receiving water and wastewater utility service from Travis County Municipal Utility District No.11. After contemplation of various factors, the Boards of Directors of Travis County MUDs 11, 12, & 13 have chosen to transition the provision of retail water and wastewater service to Lakeway Municipal Utility District. It is expected that the transition of retail utility service to Lakeway MUD will save significant money for retail customers of the Districts, in addition to providing for administrative and service efficiencies.

The transition of service will occur on September 11, 2026. It is expected that the transition of service should be seamless to retail customers. No service outages for retail customers are expected in relation to the transition.

In order to formally transition your retail utility service to Lakeway MUD, you must formally sign up for service with Lakeway MUD. This will include the completion of a few standard service forms.

A website has been established that provides links to all required forms:

<https://lakewaymud.org/update/highlands-service-area/>

The website also contains additional information about the transition, including FAQ's relating to the transition of service.

As you may have noticed, the deposit that was originally paid to the District for your retail utility service was refunded as part of your August bill. You will receive your last bill from the District in September.

To confirm, Lakeway MUD bills for service every two months. Thus, you should expect to see your first invoice from Lakeway MUD in early October and then again in December. In lieu of a formal deposit, you can expect to see Lakeway MUD's one-time "Service Fee" of \$50 included on your October bill.

Going forward, Lakeway MUD can be contacted at customerservice@lakewaymud.org or at 512.261.6222 (during regular business hours) with any questions that you may have relating to your retail water and wastewater service.