

**Rattan Creek
Neighborhood
Association Board**

Dallas Hall, 257-3494
President
Dallas@rliv.net

Renee Lienemann
Vice President

Brian Kerman
Treasurer

April Shapley
Secretary
Newsletter Chair

Angie Brown
Membership Chair

Jo Jones
MUD Director;
RCNA Liaison

**RC Community
Center & Pool**

Manager
Andrea Sevills
512-257-1265
rattancreek@
sbcglobal.net

Pool Hours
MWF: 12-1:30pm;
4:30-8pm
Sat: 11am-8pm
Sun: 12-8pm

Center Hours
MWF: 4-8pm
Sat: 12-8pm

**Architectural
Control
Committee**

Send Submissions to:
RCNA—ACC
P.O. Box 200584
Austin, TX
78720-0584

**North Austin 1
MUD Board**

512-246-1400
www.northaustinmud1.org

Alan McNeil, 219-8719
President (11/14)

Don Conklin, 331-1903
Vice President (11/14)

Keith Collins, 258-6244
Treasurer (11/12)

Jo Jones, 335-1805
Secretary (11/12)

John Lenz, 249-7667
Asst Treasurer/Sec'y
(11/12)

Rattan Creek

Neighborhood News

Volume 26 / No. 4 December 2011 / January 2012

Serving Milwood at North Austin MUD # 1 since 1983



President's Notes

Hello Rattan Creek,

As the holidays approach and the seasons change, excitement is in the air. The hot summer has come to a close and we are ready for a change.

What we need to remember is it is time to think about our neighborhood association. Yes, it is time to pay your RCNA dues.

The RCNA keeps being asked why we haven't put out a newsletter. Well, one of the biggest reasons is money. Slowly, the RCNA membership has been dwindling. Every year our membership list gets smaller and smaller. As of date, we have 301 members. We are a community of almost 3000 homes. The RCNA is dedicated to giving our neighbors events like Rattan Fest, the

Easter Hunt, \$500 scholarships to graduating RCNA member seniors, and much more. With limited funds, last year we had to ask Girl Scouts to donate not only their time, but money as well. Girl Scouts donated over 7000 Easter Eggs and filled all of them with donated candy so the RCNA could hold its Annual Easter Egg Hunt. Though they did it happily, the RCNA should not have to ask other organizations to donate goods for Milwood events.

The RCNA needs you to pay your dues. That is how we function as an organization. We also need your involvement. Your board consists of 6 dedicated members. Once again, 6 out of thousands! Come to a meeting. We promise not to ask you to take on

any jobs. Come and listen. Hear what's going on in our community. We are trying to come up with new events. We would like to know what you think could be the next new thing!

I have been a part of the RCNA for 14 years. I love this neighborhood. I have never seen any like it before. Our parks are beautiful. Our community center and pool are fabulous. Our neighbors are wonderful. There aren't many beautiful days someone isn't out walking their dog, running or biking through the neighborhoods or playing at the park with their kids. I can't imagine living anywhere else.

Thank you,
Dallas Hall, RCNA President

Caroling in the Park

Sunday, December 18

Come and sing Christmas Songs with the RCNA and the Deer Park Middle School Orchestra! After caroling, SANTA will arrive on the Jollyville Fire Truck!

Time: Caroling-6pm. Santa arrives-6:30pm.

Location: RC Community Park

Bring your Camera!



Women's Book Club

Holidays on Ice

By David Sedaris

Next Meeting: Wednesday, December 14 **Time:** 7pm

Contact: generic-brown@sbcglobal.net

Location: Email to RSVP and receive directions.

Ladies, don't forget to bring your book suggestions and please consider hosting the next book club.

2011 RCNA Scholarship Awarded

This year RCNA gave a \$500 College Scholarships to a deserving Rattan Creek senior. This student earned the scholarship because of his essay written on the importance of community service, his household's status as RCNA members, and his participation in RCNA volunteerism. Please join us in congratulating him on his achievements and wishing him luck as he pursues the next step in his academic career.

Events

*All Events held at Rattan Creek Community Center, Park or Pool unless otherwise noted.

December 2011

12/8 Happy Hour @ Little Woodrow's, 6:30pm

12/14 Women's Book Club

12/15 RCNA Board Mtg, 7pm

12/18 Caroling in the Park, 6pm

12/19 MUD Meeting, 6pm

12/19-30 RRISD Winter Break

January 2011

1/2 RRISD School Closed

1/11 Women's Book Club

1/12 Happy Hour @ Little Woodrow's, 6:30pm

1/16 RRISD School Closed

1/18 MUD Meeting, 6pm

1/19 RCNA Board Mtg, 7pm

*Details for all events can be found at rattancreek.org



Rattan Creek Neighborhood Association

P.O. Box 200584 - Austin, TX 78720-0584

Annual Membership Due - \$25 per household

(January - December 2012)

The RCNA is a group of volunteers dedicated to creating a great community for all families here in Rattan Creek. Your dues help support the many community wide events we hold each year including:

**Easter Egg Hunt • July 4th BBQ • Parent's Night Out • Movie Nights in the Park • Members Pool Party
Book Clubs • Rattan Fest • College Scholarships • and much more...**

Please fill out and return the form below or visit www.RattanCreek.org to pay your dues and help support our great community. We also graciously accept donations.

Membership: Renewal New

Total Amt Included: \$ _____

Name: _____ Phone: _____

Address: _____

Email Address: _____

(Your email will be used for RCNA communications only.)

Add me to the Newsletter Email Blast Add me to Neighborhood Watch List Alert.

I would like to Volunteer to assist with:

Activities & Events Committees Neighborhood Watch Newsletter

Other: _____



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RCNA Member

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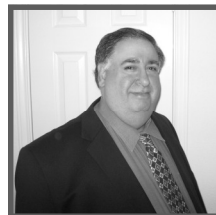
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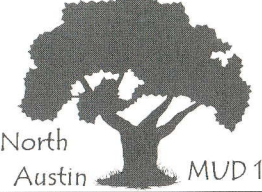


**A PROUD RATTAN CREEK
RESIDENT, NEIGHBOR AND FRIEND**

Rattan Creek Neighborhood Association Newsletter is back!

Newsletter Editor and Advertising Contact:
April Shapley, RattanCreekNewsletter@gmail.com

The 2012 Newsletter will have some changes but we will still be providing comprehensive neighborhood news both in print and online. Contact April for more info about advertising with RCNA or visit www.RattanCreek.org.



Wastewater Averaging Begins November 15th. New Method averages all 3 months!

Austin Water calculates wastewater costs based on the amount of water used during three winter billing periods. This year, the average will be based on you water use for all three months. These three periods occur between November 16, 2011 and February 16, 2012. Because less outside water is used during these months, it's a good measure of the volume sent to your wastewater system. You can lower your wastewater costs for next year by conserving water use during these billing periods.

Visits AustinWater.org and click on the wastewater averaging icon to find out when your wastewater averaging period is for and for tools to help you estimate your wastewater average.

Some ways to save water in the winter and help lower your wastewater average are:

- Fix all leaky faucet and toilets
- Turn off your irrigation system for the fall and winter months
- Run your dishwasher and washing machine only with a full load
- Take shorter showers-place a timer in your bathroom
- When buying new water-using appliances look for the WaterSense® label
- Attend water conservation events to learn more ways to save water.

For more information on water conservation, visit WaterWiseAustin.org.

2011 Tax Rates and Service Fees

The 2011 Certified Tax Values have been set for NAMUD #1 as \$722,839,179. The NAMUD #1 has set the 2011 Tax Rate as \$0.3819 per \$100 tax valuation.

Residential Service Fees:

The 2011 Base Service Fee has been set at \$29.00. The base service fee includes the first 1,000 gallons of water and wastewater, and garbage collection.

Water rate - each additional 1,000 gallon	\$ 4.20.
Sewer rate - per 1000 gallons	\$ 5.95.

Commercial Service Fees:

Water: based on meter size \$5.90/1000 gal.
Sewer: \$12.00 per connection + \$7.90/1000 gal.

The rate change went into effect as of October 1, 2011.

Christmas Tree Pick up

Beginning first trash pick up in January through mid January, Christmas trees will be picked up curbside on trash day.



Trees must be cut shorter than 4 foot lengths.

No Fireworks Allowed on District Property

Both Williamson and Travis County have "Burn Bans" that are still in effect. Our entire district are covered by these bans.

NA MUD #1 Board of Directors:

Place One - **Keith Collins**, 258-6244
Treasurer (11/12)
kcollins@northaustinmud1.org

Place Two - **Don Conklin**, 331-1903
Vice President (11/14)
dconklin@northaustinmud1.org

Place Three - **Jo Jones**, 335-1805
Secretary(11/12)
jjones@northaustinmud1.org

Place Four - **Alan McNeil**, 219-8719
President (11/14)
amcneil@northaustinmud1.org

Place Five - **John Lenz**, 249-7667
Ass't Treasurer/Secretary (11/12)
jlenz@northaustinmud1.org

Changes for Water Bill Payments

- If you have been paying your water bill using a credit card,
- had it set up for automatic payment,

Due to a change in our billing system, you **MUST** re-establish your account by calling in to the office at 512-246-1400.

See reverse side for more information.

North Austin MUD #1

Implementing New Billing System

The North Austin MUD #1 Board of Directors has approved a new billing system that will be implemented to coincide with your October water bill (for the payment due November 20, 2011). The next bill you receive will have a new format. MUD residents will now have the ability to make payments online through the Crossroads website www.crossroadsus.com. Below is important information you need to know about the new system and your payment options.

ACCESS ACCOUNT ON LINE:

You may view your account online 24 hours a day to check your balance, make payments, and review usage and billing history. You will need to set up a password to access your account by following the online instructions at "PAY MY BILL" on the Crossroads website, www.crossroadsus.com.

OPTIONS FOR PAYMENT OF WATER BILL:

Payments can be made by cash, check, money order, credit card, or online (using a credit card, debit card or e-check). All credit and debit card payments will incur a 5% surcharge. All e-checks will incur a \$1.00 service fee when paid via the website or when set up on the bank draft option.

When paying by credit card (Master Card, Visa, Discover) or debit card, you have the option of paying your bill by phone or online. If by phone, call Crossroads Utility Services at 512.246.1400, Monday – Friday, 8 am to 5 pm. If online, please visit www.crossroadsus.com, and select "PAY MY BILL".

If paying by U.S. Postal Service, your payment should be mailed to:

North Austin M.U.D. #1
P.O. Box 4901
P.O. Box 4901
Houston, Texas 77210-4901

This is a bank lockbox. One advantage of the lock box is that it allows payments to be immediately posted to the District's account. The payment stub **MUST** accompany the payment.

If payment is made by a bill pay company and the payment stub is not included, the **FULL** account number **MUST** be clearly stated on the check so the payment can be posted promptly and correctly to your account. Your full account number is on your statement and will consist of 15 numbers starting with 70610-0 followed by 9 more numerals.

If you want to initiate automatic monthly payments by credit or debit card, please contact a Crossroads Customer Service Rep at 512.246.1400. This option assures that your payment will be posted by the due date every month. You may set up an online account with your e-mail address to receive verification of payment. If you are already set up with automatic monthly payments from the previous billing system, you **MUST** contact Crossroads Utility Services at customerservice@crossroadsus.com, or call 512.246.1400, prior to the November 20th payment due date to continue the auto draft payment option as fees will now be associated with this form of payment. If you do not contact us prior to November 20th to authorize continuation of the auto draft, payment will no longer be automatically made and your account could become delinquent.

DUE DATE:

Your water meter is read around the 18th of the month and the bill is mailed around the 1st of the following month. Payment is **due and payable upon receipt** and is **past due after the 20th** of each month, unless this date is a weekend or holiday, in which case the due date is extended by one business day. All payments received after the due date will be assessed a 10% late fee.

TERMINATION OF SERVICES:

If payment is not received by the stated termination date, water service will be terminated. An administrative fee of \$45.00 plus a \$100.00 additional deposit is required if payment is not received according to the instructions in the termination letter. For example, if the delinquent letter states that all fees must be paid by 5:00 p.m. on a certain date and the resident contacts the billing office after the time and date stated in the letter, in addition to your past due balance and the 10% late fee, the resident will have to pay the \$45.00 administrative fee, plus the additional \$100 deposit before water service can be restored.

If you have any questions, please call Crossroads Utility Services @ 512.246.1400.

Website: www.northaustinmud1.org