



## Key Messaging and Frequently Asked Questions (as of February 2025)

### Water Renewal The Woodlands

#### Key Messages

- Saturday, October 19, 2024, marked The Woodlands' 50th anniversary, celebrating a remarkable journey of vision, innovation, and excellence spanning half a century.
- As The Woodlands turns 50, so does much of its infrastructure. After 50 years of service, some components of the original water and wastewater system are nearing the end of their useful life, and system issues are becoming more frequent, despite diligent routine maintenance and repair.
- Over the past five decades, The Woodlands has weathered multiple natural disasters and rain events. Our well-planned and well-maintained water and wastewater utility infrastructure can be attributed to the foresight of our community's founder, George Mitchell, and his team of developers, in collaboration with Woodlands Water Agency (Woodlands Water), our 10 Municipal Utility Districts (MUDs), and San Jacinto River Authority (SJRA), our wholesale water and wastewater services provider.
- To continue to provide efficient and reliable service that is compliant with state and federal regulations, Woodlands Water, our 10 MUDs, and SJRA are investing in a modernization and rehabilitation effort known as Water Renewal The Woodlands (Renewal Plan).
- The Renewal Plan is a long-term modernization and rehabilitation initiative to address aging water and wastewater systems. A key part of this initiative is providing you, our customers, with information, transparency, and opportunities for engagement.
- The Renewal Plan is inclusive of water and wastewater infrastructure projects identified in the SJRA Woodlands Division 10-year project plan, as well as water and wastewater infrastructure projects identified separately by Woodlands Water. The SJRA's 10-year project plan is updated annually to consider including additional projects and/or potentially reprioritizing, modifying, or removing projects entirely.
- Woodlands Water is conducting broad community engagement as part of this effort to renew aging wastewater and water infrastructure.
- Potential projects and their associated funding requirements are still being determined and prioritized.
- The MUDs are currently engaged in several studies to further investigate the most efficient path forward for addressing our aging infrastructure. Once those studies are completed, the MUD Directors will further evaluate funding options.
- The reliability of our infrastructure and our ability to maintain a high level of service to residents, visitors, and businesses supports the vitality of The Woodlands and maintenance of our business-friendly environment, with a low cost of living and high quality of life.
- The Woodlands has always been a community of innovation and sustainability and a most desirable place to live in America. Our dependable and high-quality infrastructure has been one of the many reasons The Woodlands is the best place to call home in America.
- Through the collaborative Renewal Plan efforts of Woodlands Water, MUDs, and SJRA, our goal is not just to preserve The Woodlands as a premier place to live and work, but to set a standard for resilience and sustainability that will guide us for the next 50 years and beyond.



### **Frequently Asked Questions (FAQs):**

#### **What is Water Renewal The Woodlands?**

Water Renewal The Woodlands (Renewal Plan) is a long-term modernization and rehabilitation initiative to address aging water and wastewater systems. A key part of this initiative is providing you, our customers, with information, transparency, and opportunities for engagement.

The initiative will outline a broad project plan for reinvestment and modernization of water and wastewater infrastructure. The plan will be inclusive of water and wastewater infrastructure projects identified by San Jacinto River Authority (SJRA), Woodlands Division, 10-year project plan as well as water infrastructure projects identified separately by Woodlands Water.

To continue to provide efficient and reliable service that is compliant with state and federal regulations, Woodlands Water, the Municipal Utility Districts (MUDs), and SJRA, our wholesale water and wastewater services provider, are collaborating to determine and prioritize the projects to be included in the Renewal Plan.

#### **What is the purpose of the Renewal Plan?**

The purpose of the Renewal Plan is:

- To provide the public with transparency and opportunities to engage, stay informed, and give feedback as the Renewal Plan progresses.
- To identify potential projects and associated funding requirements and sources to appropriately maintain and manage Woodlands Water's and SJRA's Woodlands Division's extensive wholesale water supply and wastewater conveyance, and treatment assets.
- To continue to provide efficient and reliable services which are compliant to all state and federal regulations for the MUDs in The Woodlands, Texas.

#### **What are the benefits of these projects?**

The vitality of our community hinges on the reliability of our infrastructure. Through the collaborative efforts of the SJRA, Woodlands Water, and our MUDs, we are positioned to ensure The Woodlands not only retains its status as a premier residential destination but also serves as an exemplar of strategic investment, resilience, and sustainability for the 50-year planning horizon and beyond.

While there are many benefits to The Woodlands maintaining and investing in its infrastructure, such as reducing service interruptions and water main breaks, some of the key benefits of the projects included in this Renewal Plan are:

- Continuation in providing efficient and reliable service that is compliant with state and federal regulations.
- Addition of critical infrastructure to address the growth of the area, including undeveloped areas within The Woodlands.
- Modernization and rehabilitation of aging infrastructure that is approaching or has reached its useful life and is no longer sufficient for The Woodlands community's needs.
- Increased optimization and sustainability of the overall water system in The Woodlands.

### **Is the timing of Water Renewal The Woodlands important?**

Timing is also particularly important to the Renewal Plan. Delaying infrastructure projects included in the Renewal Plan could result in increased service interruptions and failures of the systems that deliver water and wastewater services to our residents, visitors, and business community.

Additionally, based on engineering analysis, any postponement of critical projects will likely require more extensive rehabilitation and increased project costs.

### **What projects are included and how are the projects being determined?**

Projects to be included in Water Renewal The Woodlands are currently being determined and prioritized based on a variety of available data and information, such as:

- Condition assessments and expected service life,
- Likelihood and consequence of failure,
- Repair and rehabilitation history,
- Staff inspections,
- Study results, and
- Impacts of upcoming regulatory changes.

While future Water Renewal projects are still being determined and prioritized, significant progress is underway. Numerous studies, designs, and construction projects have been funded as part of ongoing infrastructure renewal efforts by Woodlands Water, local MUDs, and SJRA Woodlands Division to ensure the reliability and long-term sustainability of the system. A list of approved and already funded projects and detailed, one-page Project Summary Sheets are provided on the website's Project Information page at [www.waterrenewalthewoodlands.com/projects](http://www.waterrenewalthewoodlands.com/projects).

### **Who is the Woodlands Water Agency (Woodlands Water)?**

Woodlands Water is the central management agency for the 10 MUDs that currently serve The Woodlands in Montgomery County. The services they provide are water distribution, wastewater collection, storm drainage, monthly invoicing, and tax assessment and collection services.

Woodlands Water is governed by a 10-member Board of Trustees selected by their respective boards to represent their MUD. Woodlands Water trustee selection is considered every two years following the MUD elections in May. For more information about the Woodlands Water, visit their website at <https://woodlandswater.org/about>.

### **What are Municipal Utility Districts (MUDs)? Which MUD am I in?**

A MUD is a political subdivision of the State of Texas, like a county or school district, created by the Texas Legislature or Texas Commission on Environmental Quality. A MUD is created by the State over a limited area to provide water, sewer, drainage, park and recreational facilities, and roads. MUDs in The Woodlands focus solely on water, wastewater, and drainage. The water and wastewater system in The Woodlands is an integrated system and all MUDs pay a proportionate share of the integrated system.



Elections for MUDs that are managed by Woodlands Water are held in May of even-numbered years. Directors are elected for staggered four-year terms. Should a Director step down mid-term, the Board designates a new Director in their place to serve the remainder of the term. MUD Directors must either own land in their district or be current residents of the district. In The Woodlands, there are 50 MUD Directors in total across 10 districts. For more information about MUDs, and to find your MUD, visit <https://woodlandswater.org/about-muds>.

### **Who is the San Jacinto River Authority (SJRA)?**

Created by the Texas Legislature in 1937 (Article 8280-121, as amended), the SJRA is a government agency whose mission is to develop, conserve, and protect the water resources of the San Jacinto River basin. Covering all or part of seven counties, the organization's jurisdiction includes the entire San Jacinto River watershed, excluding Harris County. The SJRA is one of 10 major river authorities in the State of Texas, and like other river authorities, its primary purpose is to implement long-term, regional projects related to water supply and wastewater treatment.

The SJRA boundaries include the entire watershed of the San Jacinto River and its tributaries, excluding Harris County. This includes all of Montgomery County and parts of Walker, Waller, San Jacinto, Grimes, Fort Bend, and Liberty Counties. SJRA serves many customers in the Houston area and is authorized to operate in East Harris County through an agreement with the City of Houston, which allows the SJRA to operate east of the San Jacinto River.

The SJRA's general offices are located at Lake Conroe. SJRA has five separate operating divisions, including The Woodlands Division.

### **Will my MUD tax rate or water bill be increased to pay for the Renewal Plan?**

Potential projects and their associated funding requirements are still being determined and prioritized. The MUDs are currently engaged in several studies to further investigate the most efficient path forward for addressing aging infrastructure. Once those studies are completed, the MUD Directors will further evaluate funding options. We will share Renewal Plan updates on the website and through email.

### **Will there be opportunities to provide feedback on the plan?**

Numerous public engagement events and informational opportunities will be available as the plan progresses for residents and stakeholders to provide in-person and virtual input. We encourage you to follow Woodlands Water's official social media accounts listed at [www.waterrenewalthewoodlands.com/get-involved](http://www.waterrenewalthewoodlands.com/get-involved) and sign up for our e-newsletter at [waterrenewalthewoodlands.com/get-involved/sign-up](http://waterrenewalthewoodlands.com/get-involved/sign-up), if you have not already, to ensure you receive the latest information.

As a part of these engagement efforts, Woodlands Water customers were previously invited to take a Water Renewal The Woodlands survey from September 19 – October 6, 2024. Results from the survey are available for review and download on our Renewal Plan Documents page: [www.waterrenewalthewoodlands.com/docs/](http://www.waterrenewalthewoodlands.com/docs/).

### **Who do I contact if I have questions about Water Renewal The Woodlands?**

For questions or comments about the project, please visit the Contact page on the Renewal Plan website at [www.waterrenewalthewoodlands.com/contact](http://www.waterrenewalthewoodlands.com/contact) or email [info@waterrenewalthewoodlands.com](mailto:info@waterrenewalthewoodlands.com).