



# City of Garden Ridge

*"A way of life, not just a place to live"*

## AGENDA WATER COMMISSION REGULAR MEETING TUESDAY, APRIL 19, 2022, 6:00 PM

The Water Commission will meet in a regular session on Tuesday, April 19, 2022 at 6:00 PM in the City Council Chambers, 9400 Municipal Parkway, Garden Ridge, Texas. This is an open meeting, open to the public, subject to the Open Meetings Law of the State of Texas, and as required by law, notice is hereby posted providing time, place, date, and agenda thereof. The meeting facility is wheelchair accessible and accessible parking spaces are provided. Requests for accommodations or interpretative services must be made to the City Secretary 48 hours prior to this meeting.

### 1. Call to Order

### 2. Roll Call

### 3. Pledge of Allegiance

### 4. Citizen Comment Period - limited to 30 minutes total

**Rules for Citizens' Participation:** The Commission welcomes citizen participation and comments at all Commission Meetings. The Commission offers citizens the opportunity to address them by signing up to speak prior to the meeting. If you speak, you must follow these guidelines:

#### a) Respect and courtesy:

1. Direct your comments to the entire Commission, not to an individual member, nor to the audience.
2. Show the Commission the same respect that you would like to be shown.
3. End your speaking at the time allotted below.

#### b) Speaking:

1. First citizen comment period
  - 1.1. You are required to sign up to speak and you are limited to one 3-minute period.
2. Second citizen comment period
  - 2.1. You are not required to sign up and you are limited to one 2-minute period.
3. State your name and address before your comments begin.
4. You are only allowed to speak once per topic, unless also speaking during a posted Public Hearing.

*NOTE: The Texas Open Meetings Act permits a member of the public or a member of the governmental body to raise a subject that has not been included in the notice for the meeting. However, any discussion of the subject must be limited to a proposal to place the subject on the agenda for a future meeting and any response to a question posed to the City Council is limited to either a statement of specific factual information or a recitation of existing policy. TEX. GOV'T CODE § 551.042.*

### 5. Business Items

The following items are for discussion, consideration, and/or action.

#### a. Approvals

1. Approval of Minutes for March 15, 2022, Water Commission Regular Meeting.

- b. Discussions/Reports/Updates
  - 1. Utility Department Monthly Activity Report.
    - i. Water Pumping/usage from City wells, Water system infrastructure maintenance, repairs and/or projects, and Water and/or Drought Management (current Watering Stage).
  - 2. Items applicable to the Water Commission discussed at the April City Council Regular Meeting.
- c. Recommendations
  - 1. Transferable Water Rights.
    - i. Discuss and make possible recommendations to amend Ordinance No. 7.
    - ii. Discuss and make possible recommendations on discounting or offsetting water rates for future developers who transfer water rights to the City of Garden Ridge.
  - 2. Discuss and make possible recommendations on the Review/Development process for Water Rates.
  - 3. Discuss and make possible recommendations on the AMI Incentives.
  - 4. Discuss and make possible recommendations on the Leak Adjustment Process.
  - 5. Water Commission activities and projects.
    - i. Update Commissioner's activities and projects list and receive update from Commissioners.
    - ii. Discuss and make possible recommendations on future meetings or direction regarding Water Commission activities and projects.
- d. Future Agenda Items
  - 1. Commissioners input on agenda items.
  - 2. Announce the date, time, and location for next meeting (June 21, 2022, at 6:00 p.m. at City Hall).

## **6. Citizen Comment Period**

## **7. Adjournment**

### **AGENDA NOTICES:**

**Decorum Required:** Any disruptive behavior, including shouting or derogatory statements or comments may be ruled out of order by the Presiding Officer. Continuation of this type of behavior could result in a request by the Presiding Officer that the individual leave the meeting, and if refused, an order of removal.

**Action by Commission Authorized:** The Commission may vote or act upon any item within this Agenda.

**Attendance By Other Elected or Appointed Officials:** It is anticipated that members of the City Council, other city board, commissions and/or committees may attend the meeting in numbers that may constitute a quorum of the other city boards, commissions and/or committees. Notice is hereby given that the meeting, to the extent required by law, is also noticed as a meeting of the City Council, other boards, commissions and/or committees of the City, whose members may be in attendance. The members of the boards, commissions and/or committees may participate in discussions on the same items listed on the agenda, which occur at the meeting, but no action will be taken by such in attendance unless such item and action is specifically provided for on an agenda for that board, commission or committee subject to the Texas Open Meetings Act.

This is to certify that I, Michelle Hinojosa, posted this Agenda at 9:00 a.m. on April 12, 2022, on the bulletin board located at the entrance to the Garden Ridge City Hall, 9400 Municipal Parkway, Garden Ridge, Texas.

  
Michelle Hinojosa  
Utility Clerk



# City of Garden Ridge

*"A way of life, not just a place to live"*

## MINUTES WATER COMMISSION REGULAR MEETING TUESDAY, MARCH 15, 2022, 6:00 P.M.

### **Commissioners Present:**

Chair James Mueller  
Vice-Chair Keven Harshbarger  
Commissioner Don Stone  
Commissioner Dr. Richard Carmichael

### **Commissioners Absent:**

Mayor Robb Erickson, Ex-Officio  
Commissioner Joseph Haltaman  
Commissioner Brenda Reynolds

### **City Staff, City Councilmembers, and Other Commissioners Present:**

Nancy Cain, City Administrator  
Marisa Spencer, City Secretary  
Kat Balbi, Assistant City Secretary/Communications Specialist  
Michelle Hinojosa, Utility Clerk  
Steven Steinmetz, Public Works Director  
Jesse Valdez, City Councilmember  
Kay Bower, City Councilmember

#### **1. Call to Order**

With a quorum of the Water Commissioners present, Chair Mueller called the regular meeting of the Garden Ridge Water Commission to order at 6:00 p.m. on Tuesday, March 15, 2022, in the City Council Chambers of the Garden Ridge City Hall, 9400 Municipal Parkway, Garden Ridge, Texas 78266.

#### **2. Roll Call:** See above.

#### **3. Pledge of Allegiance:** Chair Mueller led the Pledge of Allegiance.

#### **4. Citizen Comment Period:** None.

#### **5. Business Items**

The following items are for discussion, consideration, and/or action.

##### **a) Approvals**

##### **1. Minutes for February 16, 2022, Water Commission Regular Meeting.**

**Motion:** A motion was made by Vice-Chair Harshbarger, seconded by Commissioner Stone, to approve the minutes for the February 16, 2022, Water Commission Regular Meeting. The Commission voted three (3) for and none (0) opposed. The motion carried unanimously.

##### **b) Discussions/Reports/Updates**

##### **1. Utility Department Monthly Activity Report.**

##### **i. Water Pumping/usage from City wells, Water system infrastructure maintenance, repairs and/or projects, and Water and/or Drought Management (current Watering Stage).**

Steven Steinmetz, Public Works Director, reviewed the monthly activity report and answered questions from the Commission.

##### **2. Items applicable to the Water Commission discussed at the March City Council Meeting.**

Chair Mueller updated the Commission on the items applicable to the Commission discussed at the March City Council Meeting.

##### **c) Recommendations**

**1. Discuss and make possible recommendations on the amount of Transferable Water Rights for proposed Overman Development.**

Chair Mueller discussed the amount of Transferable Water Rights for proposed Overman Development.

**Motion:** A motion was made by Commissioner Dr. Carmichael, seconded by Commissioner Stone, to recommend to City Council the requirement to transfer 18.99 acre feet of Edwards water rights to the City of Garden Ridge based on the Master Plan dated March 22, 2015; if the Master Plan Mr. Overman submits for approval by the City differs from the aforementioned plan, then the determination of transferable water rights must be recalculated based on the plan submitted for approval and the final determined amount of water rights must be transferred to the City prior to filing of the final plat for the Overman Development. The Commission voted three (3) for and none (0) opposed. The motion carried unanimously.

**2. Transferable Water Rights.**

**i. Discuss and make possible recommendations to amend Ordinance No. 7.**

The Commission requested this item be placed on a future agenda.

**ii. Discuss and make possible recommendations on discounting or offsetting water rates for future developers who transfer water rights to the City of Garden Ridge.**

The Commission requested this item be placed on a future agenda.

**3. Discuss and make possible recommendations on the AMI Incentives.**

The Commission requested this item be placed on a future agenda.

**4. Discuss and make possible recommendations on the Leak Adjustment Process.**

The Commission discussed proposed recommendations on the Leak Adjustment Process.

**5. Water Commission activities and projects.**

**i. Update of Commissioner's activities and projects list and receive update from Commissioners.**

The Commissioners updated the Commission on their activities and projects.

**ii. Discuss and make possible recommendations on future meetings or direction regarding Water Commission activities and projects.**

The Commission had none at this time.

**d) Future Agenda Items**

**1. Commissioners input on agenda items.**

Chair Mueller requested to review the Leak Adjustment Process and Ordinance No. 7.

Vice-Chair Harshbarger requested to review the Review/Development Process for Water Rates and requested a possible Executive Session on a future agenda to discuss Security and Critical Infrastructure.

**2. Announce the date, time, and location for next meeting (Tuesday, April 19, 2022 at 6:00 p.m. at City Hall).**

Chair Mueller announced the next Water Commission Regular Meeting will be held on Tuesday, April 19, 2022, at 6:00 p.m. at City Hall in the City Council Chambers.

**6. Citizen Comment Period:** None wished to speak.

**7. Adjournment**

**Motion:** A motion was made by Commissioner Stone, seconded by Commissioner Dr. Carmichael, to adjourn. The Commission voted three (3) for and none (0) opposed. The motion carried unanimously. There being no further business, the Tuesday, March 15, 2022, Water Commission Regular Meeting was adjourned at 7:40 p.m. by Chair Mueller.

---

James Mueller  
Chair

ATTEST:

---

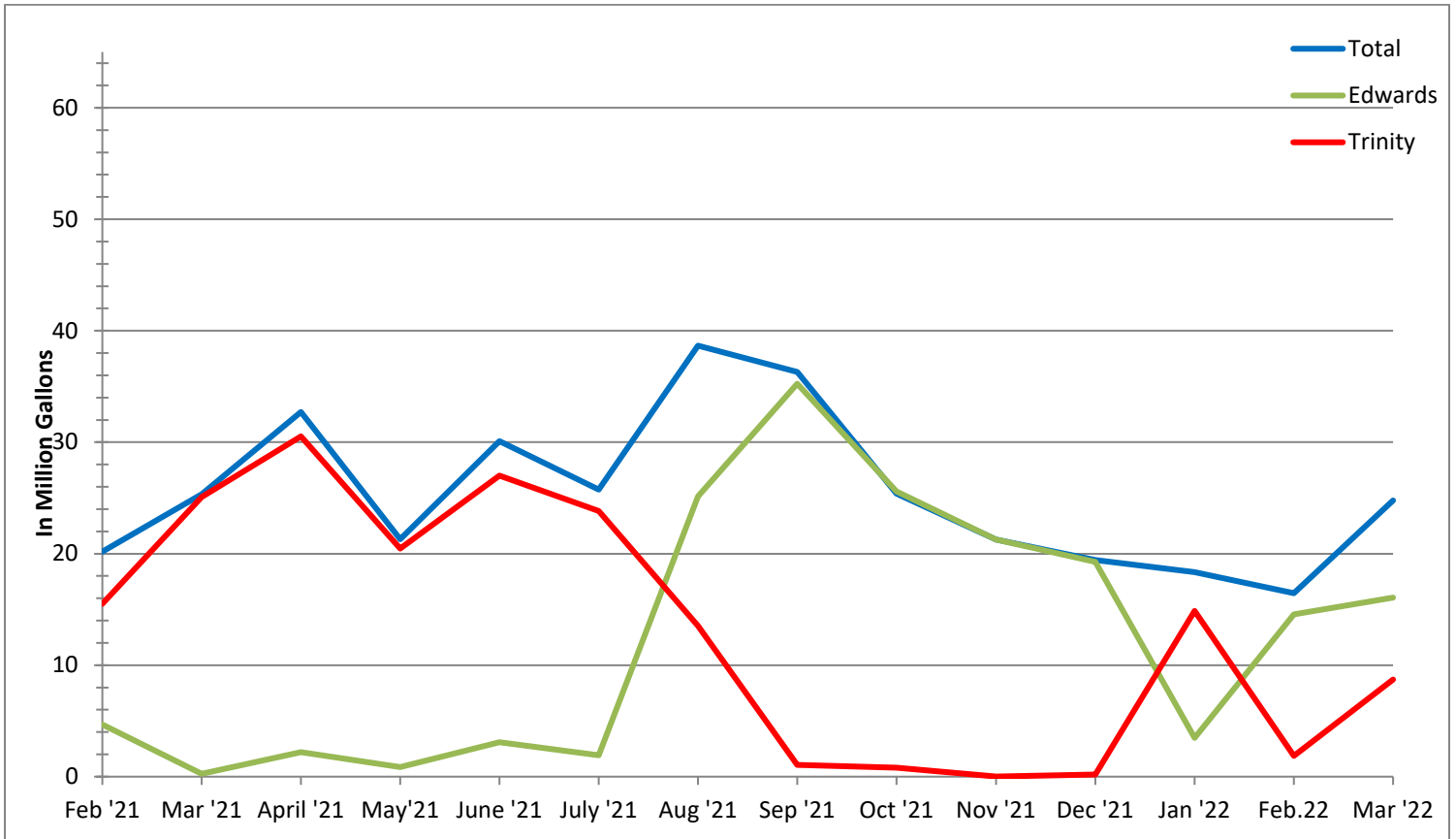
Michelle Hinojosa  
Utility Clerk



## Utilities Department Report

As of March 31, 2022

### City of Garden Ridge Aquifer Usage

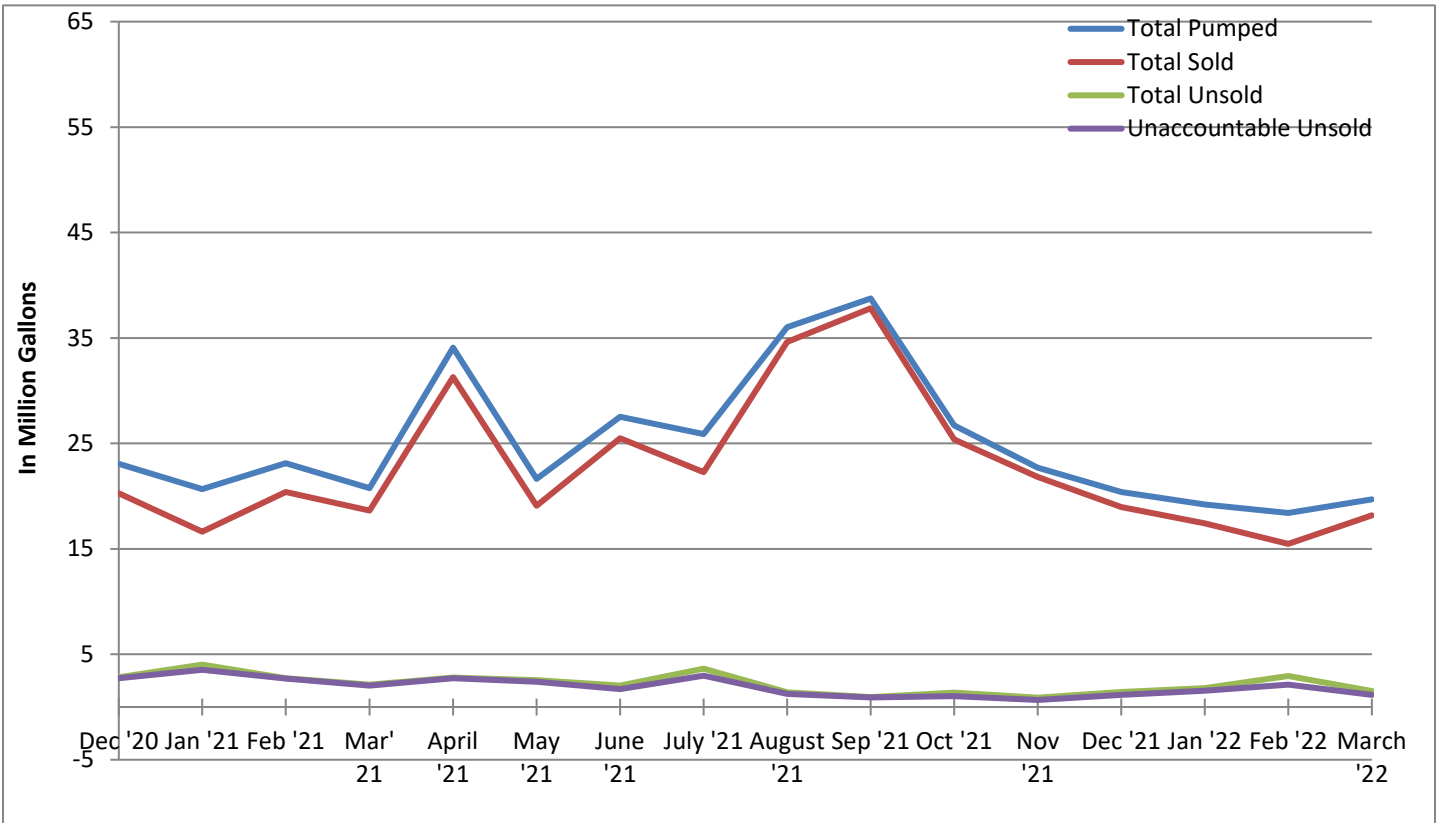


|                           | Month: | Year:  | Available: | Stage: |
|---------------------------|--------|--------|------------|--------|
| Edwards Well Usage AC/FT: | 49.28  | 104.71 | 535.35     | 1      |
| Trinity Well Usage AC/FT: | 26.7   | 78.16  | N/A        | 0      |

### Water Quality

| Backteriological Samples | Due : | Missed: | Passed: | Failed: |
|--------------------------|-------|---------|---------|---------|
| Distribution Samples :   | 6     | 0       | 6       | 0       |
| Raw Water Samples :      | 4     | 0       | 4       | 0       |
| Chlorine Residual Test:  | 31    | 0       | 31      | 0       |
|                          |       |         |         |         |

## 2021 – 2022 Pumping Report



|                         | Total Pumped<br>(Thousands) | Total Sold<br>(Thousands) | Total Unsold<br>(Thousands) | Unaccountable<br>Unsold<br>(Thousands) | Unaccountable<br>Unsold % |
|-------------------------|-----------------------------|---------------------------|-----------------------------|----------------------------------------|---------------------------|
|                         | 23,077                      | 20,270                    | 2,807                       | 2,736                                  | 11.9%                     |
| Mar '21                 | 20,744                      | 18,627                    | 2,117                       | 2,030                                  | 9.8%                      |
| April '21               | 34,076                      | 31,287                    | 2,789                       | 2,728                                  | 8.0%                      |
| May '21                 | 21,642                      | 19,080                    | 2,562                       | 2,391                                  | 11.0%                     |
| June '21                | 27,531                      | 25,505                    | 2,026                       | 1,684                                  | 6.1%                      |
| July '21                | 25,895                      | 22,262                    | 3,633                       | 1,883                                  | 7.3%                      |
| Aug '21                 | 36,036                      | 34,630                    | 1,406                       | 1,236                                  | 3.4%                      |
| Sept '21                | 38,746                      | 37,814                    | 9,327                       | 893                                    | 2.3%                      |
| Oct '21                 | 26,719                      | 25,368                    | 1,351                       | 1,025                                  | 3.8%                      |
| Nov '21                 | 22,702                      | 21,817                    | 8,858                       | 668                                    | 2.9%                      |
| Dec '21                 | 20,393                      | 18,955                    | 1,438                       | 1,149                                  | 5.6%                      |
| Jan '22                 | 19,203                      | 17,414                    | 1,789                       | 1,553                                  | 8.1%                      |
| Feb '21                 | 18,402                      | 15,471                    | 2,931                       | 2,131                                  | 11.6%                     |
| Mar '22                 | 19,708                      | 18,182                    | 1,526                       | 1,160                                  | 5.9%                      |
| Yearly Average          | 25,782                      | 23,334                    | 3,183                       | 1,662                                  | 7.0%                      |
| Yearly national average |                             |                           |                             |                                        | 16%                       |

## Utilities Department Monthly Activities:

|                              |      |                            |     |
|------------------------------|------|----------------------------|-----|
| New Installed Meters         | 2    | Work Orders                | 343 |
| Meter Replacements           | 1    | Locates                    | 51  |
| City Owned Leaks             | 1    | Irrigations Permits Issued | 1   |
| Meters Read                  | 1692 | Total Rebates              | 2   |
| Meter Tests                  | 0    | Total AMI Notification     | 662 |
| Automatic Draft Customers    | 682  | - Abnormal Usage           | 195 |
| AMI Customer Portal Profiles | 616  | - Continuous Flow          | 43  |
| E-Billing Customers          | 385  | - Leak Info Code           | 357 |
|                              |      | - Usage Trend              | 67  |

\*Active Leak Info Code Alerts – The firmware on the meter is measuring the flow rate through the meter and will only be triggered if water is flowing continuously above the configurable parameter of the meter’s max-flow rate threshold for 24 hours. The city has set a standard max-flow rate of .1% and is notified of any triggered alert.

## Leak Adjustments

|              |   |                      |   |          |   |                 |        |        |   |                          |   |
|--------------|---|----------------------|---|----------|---|-----------------|--------|--------|---|--------------------------|---|
| New Requests | 1 | Waiting for Customer | 1 | Approved | 1 | Amount Approved | \$9.80 | Denied | 1 | Sent to Water Commission | 0 |
|--------------|---|----------------------|---|----------|---|-----------------|--------|--------|---|--------------------------|---|

## Projects & Announcements:

| Project                                                                                   | Status Update | Estimated Completion                                 | Issues/Required Actions |
|-------------------------------------------------------------------------------------------|---------------|------------------------------------------------------|-------------------------|
| 2252 Wastewater Project                                                                   | Ongoing       | Contractor has installed 100% of the Wastewater Main |                         |
| Leak Detection; Regency Oaks Subdivision completed- <b>No leaks detected at this time</b> |               |                                                      |                         |

## COVID-19 Pandemic

The utilities Department is continuing to be vigilant to keep our staff and infrastructure safe from the spread of the Coronavirus. We are still cleaning facilities, vehicles, and equipment daily to ensure our staff and water system stay safe.

**ORDINANCE NO. 7-112017 AMENDMENT #5**

AN ORDINANCE AMENDING ORDINANCE 7-042006, 7-062017 AMENDMENT #4 AND ALL AMENDMENTS THEREAFTER ADOPTED, RELATED TO THE RULES AND REGULATIONS GOVERNING PLATS, PLANS AND SUBDIVISIONS OF LAND WITHIN THE INCORPORATED AREA AND EXTRATERRITORIAL JURISDICTION OF THE CITY OF GARDEN RIDGE, TEXAS; ESTABLISHING A REQUIREMENT TO PROVIDE TRANSFERABLE WATER RIGHTS OR OTHER WATER RESOURCE ACCEPTABLE TO THE CITY AS AN ALTERNATE WATER SOURCE TO ADD T TO THE WATER SYSTEM INFRASTRUCTURE, TO ALLOW AMPLE WATER SUPPLY TO THE SUBDIVISION, APPLICABLE TO ALL SUBDIVISIONS OF LAND AS PROVIDED; INCORPORATING SIGN REGULATIONS HEREIN; PROVIDING A SEVERABILITY CLAUSE; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, under the provisions of the Constitution and laws of the State of Texas, including particularly Chapter 212 of the Local Government Code, as heretofore or hereafter amended, the owner of a tract of land within the limits or in the extraterritorial jurisdiction of a municipality who divides the tract in two or more parts to lay out a subdivision of the tract, including an addition to a municipality, to lay out suburban, building, or other lots, or to lay out streets, alleys, squares, parks, or other parts of the tract intended to be dedicated to public use or for the use of purchasers or owners of lots fronting on or adjacent to the streets, alleys, squares, parks, or other parts, must have a plat of the subdivision prepared and have the plat approved by the City;

WHEREAS, pursuant to the Ordinances of the City of Garden Ridge, which require the provision of an adequate water supply when subdividing land, including Ordinance 7-042006, 7-062017 Amendment #4 and any amendment thereto; and pursuant to the requirements contained in Chapter 212 of the Texas Local Government Code requiring that a plat conform with the municipality's access to and extension of water mains and the instrumentalities of public utilities, a plat proposed for final approval is not considered to conform with these requirements and the application for plat approval is not considered complete for purposes of consideration by the City Council for approval unless the subdivision is also shown to comply with this Ordinance and any other Ordinance and/or Rule promulgated by the City under its authority provided by §212.002 of the Texas Local Government Code.

WHEREAS, Ordinance No. 7-042006, 07-062017 Amendment #4 and all amendments thereafter adopted, prescribing the rules and regulations governing plats and subdivisions of land, must be amended to adequately promote and protect the general health, safety, and welfare of persons residing in and adjacent to the City of Garden Ridge, Texas; and,

WHEREAS, the City of Garden Ridge, Texas, held a public hearing on the subject matter of this ordinance:

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF GARDEN RIDGE, TEXAS, THAT ORDINANCE 7-042006, 7-062017 AMENDMENT #4 AND ALL AMENDMENTS THEREAFTER ADOPTED, IS HEREBY FURTHER AMENDED TO READ AS FOLLOWS:

### **DEFINITIONS APPLICABLE TO THIS AMENDMENT:**

**Alley:** A minor public right-of-way not intended to provide the primary means of access to abutting **lots**, which is used primarily for vehicular service access to the back or sides of properties otherwise abutting on a **street**.

**Lot:** An undivided tract or parcel of land having frontage on a public **street** or an approved open space having direct **street** access, and which is, or in the future may be, offered for sale, conveyance, transfer, or improvement, which is designated as a distinct and separate tract, and which is identified by a tract number, lot number, or other symbol in a duly approved **subdivision plat** which has been properly filed of record.

**Private Street:** A **street** that is not a public thoroughfare.

**Subdivider:** Any person or any agent thereof, dividing or proposing to divide land so as to constitute a **subdivision** as that term is defined herein. In any event, the term "subdivider" shall be restricted to include only the owner, equitable owner or authorized agent of such owner or equitable owner, of land sought to be subdivided.

**Subdivision:** A division of any tract of land situated within the corporate limits, or within the extraterritorial jurisdiction of the City of Garden Ridge, in two or more parts to lay out a subdivision of the tract, including an addition to the municipality, to lay out suburban, building, or other **lots**, or to lay out **streets**, **alleys**, squares, parks, or other parts of the tract intended to be dedicated to public use or for the use of purchasers or owners of **lots** fronting on or adjacent to the **streets**, **alleys**, squares, parks, or other parts. "Subdivision" includes a division of a tract regardless of whether it is made by using a metes and bounds description in a deed of conveyance or in a contract for a deed, by using a contract of sale or other executory contract to convey, or by using any other method. "Subdivision" includes **resubdivision**, but it does not include a division of land for agricultural purposes into parts greater than five acres where each part has **street** access and no public improvement is being dedicated.

**Street:** A public right-of-way, however designated, other than an **alley**, which carries vehicular traffic or provides vehicular access to adjacent land. All streets are classified by other definitions in this section.

**Resubdivision:** The division of an existing **subdivision**, together with any change of **lot** size therein, or with the relocation of any **street** lines.

### **TRANSFERABLE WATER RIGHTS - REQUIREMENT:**

In addition to any and all other obligations provided by local ordinance, or other law, the **subdivider** of property must provide transferable water rights or accessible water rights or sources for use by the City of Garden Ridge, Texas to ensure ample water supply necessary to support the **subdivision**. Such source must meet or exceed all standards, requirements and specifications applicable to a water source used by an approved public water supply system pursuant to Texas law and regulations.

The City of Garden Ridge, based on use and intensity of water consumption reasonably anticipated through the examination of the subdivision and land use project as presented in the master planning process, annexation process or request for extension of service within the extraterritorial jurisdiction of the City, shall define the ample water supply necessary for the proposed subdivision or land use project. The amount of accessible or transferable water rights necessary to ensure ample water supply for the City, considering and including the additional water demands placed on the system by the subdivision or land use project shall be determined by the City of Garden Ridge at the time of master plan or land use project approval or upon obtaining service through a voluntary annexation agreement, or upon obtaining service within the extraterritorial jurisdiction of the City, which is within the City's existing or proposed extension of the Certificated of Convenience and Necessity (CCN) establishing the water service area.

In defining the ample water supply necessary for a proposed subdivision or land use project the City of Garden Ridge shall use as the minimum for calculating the ample water supply necessary to support the subdivision or land use project at 1.6 acre feet of water per each connection planned for a project. The City of Garden Ridge may as it deems in the best interest of the city adjust the amount of water necessary for any project that includes schools, churches, hospitals, medical facilities, landscape nurseries, agricultural or livestock activities, commercial or industrial activities or for any project for which a master meter is requested or will be installed and utilized and/or if it is anticipated that water usage will exceed the minimum amount of water based on 1.6 acre feet of water per connection.

All subdividers or property owners requesting water service from the City of Garden Ridge for new residential development or commercial development, to include annexation of property into the city limits or extension of the city's existing CCN must submit a master plan for the property before the City Water Commission prior to submission of such plan is complete for consideration by the Planning and Zoning Commission. The City Water Commission shall determine the use and intensity of water consumption reasonably anticipated through the examination of the land use project presented. After such determination has been made the City Water Commission shall make recommendation to the City Council of the amount of accessible or transferable water rights necessary to ensure ample water supply to the subdivision, land use project, annexation or CCN extension. The City Council shall make the final finding on the City Water Commission recommendation prior to submission of the master plan, land use project or annexation request to the Planning and Zoning Commission. Any extension of CCN that does not involve subdivision, platting or annexation of property or the extension of any city infrastructure or services other than water may not require Planning and Zoning consideration therefore the finding by the City Council shall be final.

### **SUBDIVISION SIGN – REQUIREMENTS**

Subdivision Signs (advertising lots for sale): Two (2) ground signs, not exceeding twenty-four (24) feet (each) in perimeter and ten (10) feet in height may be erected to announce a legally approved subdivision or land development and must be removed when eighty percent (80%) of the lots or parcels are sold. While subdivision-signs may have indirect lighting, flashing lights, or moving parts are not permitted. A parcel of land must be at least ten (10) acres in size

or have at least ten (10) separately platted lots in order to qualify as a subdivision for the purposes of sign regulations.

**SEVERABILITY CLAUSE:**

If any section, paragraph, subdivision, clause or phrase of this ordinance shall be adjudged invalid or held unconstitutional, the same shall not affect the validity of this ordinance as a whole or any part of any provision thereof other than the part so decided to be invalid or unconstitutional.

**EFFECTIVE DATE:**

This Ordinance shall take effect immediately upon passage and the publication of its caption, as required by state law.

**PUBLICATION:**

The caption of this ordinance shall be published as required by law.

PASSED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF GARDEN RIDGE, TEXAS, this, the 1st day of November, 2017.



\_\_\_\_\_  
Larry Thompson, Mayor

ATTEST:

  
\_\_\_\_\_  
Shelley Goodwin, City Secretary

c) Water Loss Adjustment: Upon request from a water customer, the City may authorize a partial reduction to a water bill for an unexpected high-water usage resulting from a water loss, such as a leak or criminal activity. Water customers must notify the Utilities Department no later than the due date of the water bill that a Water Loss adjustment will be requested. After notification to the Utilities Department, the water customer must submit a Water Loss Adjustment Request form (Appendix “F”) with supporting documentation within 90 days to the Water Department. Water usage resulting from a qualified water loss will be charged at the second-rate tier. All non-qualifying water usage will be charged according to the rate structure in effect during the billing period. Any water loss adjustment spanning more than one billing period shall be considered a single event unless compelling evidence suggests otherwise. The Utilities Department will review each request and investigate the circumstances of each claim. Requests for water loss adjustments that extend 6 months beyond the billing period in which the water loss was detected will not be considered.

1. If the water loss is determined to be the responsibility of the city in part or in full, the Public Works Director shall adjust the customer’s water bill by crediting the amount of water usage determined to be the city’s responsibility.
2. If a qualifying water loss is determined not the responsibility of the city, the Public Works Director may approve a reduction of the customer’s water bill up to \$250.00. If a qualifying water loss would result in larger credit, the customer may opt to accept in writing the \$250.00 credit as full settlement, or the request will be forwarded to the Water Commission for review and action.
3. If the Public Works Director determines that the water loss adjustment request lacks sufficient information to complete an investigation, the customer will be notified and allowed to submit additional information within a reasonable time period. If the Public Works Director cannot establish a qualifying water loss, or substantiate the volume of the qualifying water loss, the Public Works Director shall deny the request and inform the customer of the specific reasons for the denial. The Public Works Director will inform the customer of their right to have their request reviewed by the Water Commission and will forward the request for action if the customer so elects.
4. The Water Commission will review water loss adjustment requests at regularly scheduled meetings. Customers with pending water loss adjustment requests shall be informed of the date, time, and place where their request will be heard, and encouraged to attend in person or remotely, or to submit written statements. The Water Commission may consider the

totality of facts and circumstances and determine whether or not a qualifying loss occurred, and if so the amount of the loss. In making its determination, the Commission shall consider the interests of the customer requesting adjustment, the interests of all other Utilities Department customers, and the impact on the Utilities Department, seeking to equitably balance these interests. The Water Commission will adopt findings and recommendations by majority vote. If the Commission finds that a water loss did not occur, or that the amount of such loss cannot be reasonably established, then the Commission may make no recommendation for adjustment. The customer will be informed of their right to appeal to the City Council. If the Commission finds that a qualifying loss did occur, then the Commission may make a recommendation for adjustment based on the potential amount of the adjustment as follows. Water loss adjustments up to \$500.00 can be recommended to the City Administrator for action. Adjustments over \$500.00 will be forwarded to City Council for review and action. Upon recommendation from the Water Commission, the City Administrator can approve a Water Loss adjustment up to a maximum of \$500.00, or elect to forward the recommendation to City Council for review. When the Water Commission recommends a Water Loss Adjustment greater than \$500.00, the City Administrator may offer an adjustment of \$500.00 in lieu of Council review and action. The customer must accept the adjustment as full settlement in writing.

5. All water loss adjustment requests and actions will be reported to the Water Commission and City Council in the Utility Department Monthly Report.
6. Water loss adjustments will only be considered qualified if:
  - i. water loss is repaired or corrected
  - ii. the water was shut off, if reasonably possible after detection
  - iii. all information for a thorough investigation is submitted to the water department in a timely manner
7. No water loss adjustment will be made if:
  - i. reasonable indications of a leak existed, customer was notified of a leak (this includes AMI system notifications), customer did not shut off the water or repair the leak in a timely manner
  - ii. water loss resulted from customer's violation of ordinance No. 54 and plumbing code adopted by the City
  - iii. Reasonable indications show that a leak continues to exist
8. If the amount of the water loss cannot be determined, any water loss adjustment should be based upon the average of the same month over the last 3 years (if available) or the highest consumption month in the last 12 months.

| WATER<br>ADJUSTMENT<br>TRACKING | CUSTOMER<br>SUBMISSION<br>DATE | Column1          | AMOUNT<br>APPROVED |
|---------------------------------|--------------------------------|------------------|--------------------|
| n/a                             | 8/21/2019                      | Approved         | \$ 171.95          |
| n/a                             | 8/30/2019                      | Approved         | \$ 112.00          |
| 2019-001W                       | 9/5/2019                       | Denied           | \$ -               |
| 2019-002W                       | 9/6/2019                       | Denied           | \$ -               |
| 2019-003W                       | 9/6/2019                       | Water Commission | \$ 571.18          |
| 2019-004W                       | 9/6/2019                       | Denied           | \$ -               |
| 2019-005W                       | 9/9/2019                       | Water Commission | \$ 380.92          |
| 2019-006W                       | 9/9/2019                       | Approved         | \$ -               |
| 2019-007W                       | 9/9/2019                       | Approved         | \$ 250.00          |
| 2019-008W                       | 9/10/2019                      | Denied           |                    |
| 2019-009W                       | 9/11/2019                      | Denied           | \$ -               |
| 2019-010W                       | 9/11/2019                      | Denied           | \$ -               |
| 2019-011W                       | 9/11/2019                      | Approved         | \$ 136.93          |
| 2019-012W                       | 9/11/2019                      | Approved         | \$ 7.77            |
| 2019-013W                       | 9/12/2019                      | Approved         | \$ 33.48           |
| 2019-014W                       | 9/13/2019                      | Water Commission | \$ 10.00           |
| 2019-015W                       | 9/16/2019                      | Denied           |                    |
| 2019-016W                       | 9/17/2019                      | Approved         | \$ 53.44           |
| 2019-017W                       | 9/17/2019                      | Water Commission |                    |
| 2019-018W                       | 9/19/2019                      | Denied           |                    |
| 2019-019W                       | 9/5/2019                       | Approved         | \$ 17.97           |
| 2019-020W                       | 9/12/2019                      | Denied           |                    |
| 2019-021W                       | 9/20/2019                      | Denied           | \$ -               |
| 2019-022W                       | 9/4/2019                       | Denied           |                    |
| 2019-023W                       | 9/26/2019                      | Denied           |                    |
| 2019-024W                       | 9/27/2019                      | Approved         | \$ 46.28           |
| 2019-025W                       | 9/30/2019                      | Denied           | \$ -               |
| 2019-026W                       | 9/27/2019                      | Denied           |                    |
| 2019-027W                       | 9/30/2019                      | Water Commission | \$ 48.25           |
| 2019-028W                       | 10/2/2019                      | Denied           | \$ -               |
| 2019-029W                       | 10/2/2019                      | Water Commission | \$ 3,452.38        |
| 2019-030W                       | 10/7/2019                      | Approved         | \$ 44.02           |
| 2019-031W                       | 10/7/2019                      | Denied           |                    |
| 2019-032W                       | 10/15/2019                     | Denied           |                    |
| 2019-033W                       | 10/21/2019                     | Customer         |                    |
| 2019-034W                       | 9/16/2019                      | Approved         | \$ 65.85           |
| 2019-035W                       | 9/16/2019                      | Denied           | \$ -               |
| 2019-036W                       | 8/22/2019                      | Water Commission | \$ 3,959.58        |
| 2019-037W                       | 8/5/2019                       | Denied           |                    |
| 2019-038W                       | 12/11/2019                     | Denied           |                    |
| 2019-039W                       | 11/5/2019                      | Denied           |                    |
| 2019-040W                       | 11/7/2019                      | Approved         | \$ 53.44           |
| 2019-041W                       | 11/12/2019                     | Denied           |                    |
| 2019-042W                       | 11/12/2019                     | Denied           |                    |

|           |            |                  |           |
|-----------|------------|------------------|-----------|
| 2019-043W | 11/19/2019 | Denied           | \$ 969.52 |
| 2019-044W | 12/2/2019  | Water Commission | \$ 779.24 |
| 2019-045W | 12/2/2019  | Approved         | \$ 212.94 |
| 2019-046W | 9/5/2019   | Denied           |           |
| 2019-047W | 12/9/2019  | Denied           |           |
| 2019-048W | 12/19/2019 | Denied           |           |
| 2019-049W | 12/20/2019 | Approved         | \$ -      |

Total \$ 11,377.14

| WATER<br>ADJUSTMENT<br>TRACKING | CUSTOMER<br>SUBMISSION<br>DATE | Column1          | AMOUNT<br>APPROVED |
|---------------------------------|--------------------------------|------------------|--------------------|
| 2020-01W                        | 1/28/2020                      | Water Commission | \$ 1,022.84        |
| 2020-02W                        | 1/30/2020                      | Approved         | \$ 30.28           |
| 2020-03W                        | 2/6/2020                       | Water Commission | \$ 247.46          |
| 2020-04W                        | 2/12/2020                      | Approved         | \$ 5.37            |
| 2020-05W                        | 2/13/2020                      | Water Commission | \$ 409.38          |
| 2020-06W                        | 2/18/2020                      | Approved         | \$ 16.65           |
| 2020-07W                        | 2/24/2020                      | Water Commission | \$ 366.32          |
| 2020-08W                        | 2/28/2020                      | Approved         | \$ 9.11            |
| 2020-09W                        | 3/5/2020                       | Water Commission | \$ 409.38          |
| 2020-10W                        | 3/6/2020                       | Approved         | \$ 87.45           |
| 2020-11w                        | 3/6/2020                       | Water Commission | \$ 56.21           |
| 2020-12W                        | 3/14/2020                      | Disapproved      | \$ -               |
| 2020-13W                        | 4/3/2020                       | Water Commission | \$ 96.78           |
| 2020-14W                        | 4/7/2020                       | Approved         | \$ 60.26           |
| 2020-15W                        | 4/24/2020                      | Disapproved      |                    |
| 2020-16W                        | 5/4/2020                       | Water Commission | \$ 604.35          |
| 2020-17W                        | 5/27/2020                      | Approved         | \$ 127.45          |
| 2020-18W                        | 4/2/2020                       | Water Commission | \$ 525.23          |
| 2020-19W                        | 6/2/2020                       | Approved         | \$ 49.10           |
| 2020-20W                        | 6/5/2020                       | Water Commission | \$ 375.13          |
| 2020-21W                        | 6/4/2020                       | Water Commission | \$ 6,726.42        |
| 2020-22W                        | 6/5/2020                       | Water Commission | \$ 581.97          |
| 2020-23W                        | 6/9/2020                       | Disapproved      |                    |
| 2020-24W                        | 6/10/2020                      | Approved         | \$ 38.98           |
| 2020-25W                        | 6/10/2020                      | Approved         | \$ 44.49           |
| 2020-26W                        | 6/11/2020                      | Water Commission | \$ 772.01          |
| 2020-27W                        | 6/15/2020                      | Approved         | \$ 70.15           |
| 2020-28W                        | 7/3/2020                       | Approved         | \$ 23.95           |
| 2020-29W                        | 7/7/2020                       | Approved         | \$ 168.30          |
| 2020-30W                        | 7/14/2020                      | Withdrawn        | \$ -               |
| 2020-31W                        | 8/5/2020                       | Disapproved      |                    |
| 2020-32W                        | 8/7/2020                       | Disapproved      | \$ -               |
| 2020-33W                        | 8/7/2020                       | Water Commission | \$ 2,807.21        |
| 2020-34W                        | 8/9/2020                       | Approved         | \$ 19.10           |
| 2020-35W                        | 8/10/2020                      | Approved         | \$ 30.84           |
| 2020-36W                        | 8/9/2020                       | Approved         | \$ 27.53           |
| 2020-37W                        | 8/7/2020                       | Approved         | \$ 104.53          |
| 2020-38W                        | 8/7/2020                       | Approved         | \$ 126.26          |
| 2020-39W                        | 8/13/2020                      | Disapproved      |                    |
| 2020-40W                        | 8/14/2020                      | Disapproved      | \$ -               |
| 2020-41W                        | 8/13/2020                      | disapproved      |                    |
| 2020-42W                        | 8/17/2020                      | Approved         | \$ 56.26           |
| 2020-43W                        | 8/17/2020                      | Approved         | \$ 35.54           |

|          |            |                       |             |
|----------|------------|-----------------------|-------------|
| 2020-44W | 8/24/2020  | Approved              | \$ 120.92   |
| 2020-45W | 8/27/2020  | Water Commission      | pd in 2021  |
| 2020-46W | 8/14/2020  | Approved              | \$ 182.23   |
| 2020-47W | 9/1/2020   | Approved              | \$52.48     |
| 2020-48W | 9/3/2020   | Disapproved           | \$ -        |
| 2020-49W | 9/3/2020   | Water Commission      | \$ 546.80   |
| 2020-50W | 9/4/2020   | Disapproved           |             |
| 2020-51W | 9/14/2020  | Disapproved           |             |
| 2020-52W | 9/14/2020  | Approved              | \$ 26.38    |
| 2020-53W | 9/17/2020  | Disapproved/Withdrawn |             |
| 2020-54W | 9/17/2020  | Appeal                |             |
| 2020-55W | 9/18/2020  | Denied                |             |
| 2020-56W | 9/18/2020  | approved              | \$ 72.11    |
| 2020-57W | 9/25/2020  | Disapproved           |             |
| 2020-58W | 10/1/2020  | Disapproved           |             |
| 2020-59W | 10/2/2020  | Approved              | \$ 160.56   |
| 2020-60W | 10/5/2020  | Approved              | \$ 3.58     |
| 2020-61W | 10/8/2020  | Customer              |             |
| 2020-62W | 10/8/2020  | Approved              | \$ 131.27   |
| 2020-63W | 10/8/2020  | Approved              | \$ 73.07    |
| 2020-64W | 10/13/2020 | Disapproved           |             |
| 2020-65W | 10/15/2020 | Approved              | \$ 29.15    |
| 2020-66W | 10/26/2020 | disapproved           | \$181.33    |
| 2020-67W | 10/27/2020 | Disapproved           |             |
| 2020-68W | 11/3/2020  | Disapproved           |             |
| 2020-69W | 11/10/2020 | Approved              | \$ 55.41    |
| 2020-70W | 11/19/2020 | disapproved           |             |
| 2020-71W | 12/4/2020  | Approved              | \$ 30.53    |
| 2020-72W | 12/8/2020  | Approved              | \$ 118.64   |
| 2020-73W | 12/14/2020 | disapproved           |             |
| 2020-74W | 12/14/2020 | Disapproved           |             |
| 2020-75W | 12/23/2020 | Approved              | \$ 250.00   |
| 2020-76W | 1/12/2021  | Disapproved           | \$ 1,600.07 |
| 2020-77W | 12/29/2020 | Water Commission      | \$ 847.08   |

Total Credits \$ 20,613.90

| WATER<br>ADJUSTMENT<br>TRACKING | CUSTOMER<br>SUBMISSION<br>DATE | Column1             | AMOUNT<br>APPROVED | INCODE ADJUSTMENT<br>COMPLETE |
|---------------------------------|--------------------------------|---------------------|--------------------|-------------------------------|
| 2021-01W                        | 1/15/2021                      | Water Commission    | \$ 1,839.72        | 5/24/2021                     |
| 2021-02W                        | 3/15/2021                      | Approved-resolution | \$ -               |                               |
| 2021-03W                        | 3/15/2021                      | Approved-resolution | \$ -               |                               |
| 2021-04W                        | 3/17/2021                      | Approved-resolution | \$ -               |                               |
| 2021-05W                        | 3/22/2021                      | Approved-resolution | \$ -               |                               |
| 2021-06W                        | 3/24/2021                      | Approved-resolution | \$ -               |                               |
| 2021-07W                        | 3/26/2021                      | Approved-resolution | \$ -               |                               |
| 2021-08W                        | 4/1/2021                       | approved            | \$ 43.89           |                               |
| 2021-09W                        | 4/12/2021                      | Water Commission    | \$ 994.00          | 6/9/2021                      |
| 2021-10W                        | 5/5/2021                       | approved            | \$ 892.84          | 12/2/2021                     |
| 2021-11W                        | 5/17/2021                      | DENIED              |                    |                               |
| 2021-12W                        | 7/16/2021                      | Approved            | \$ 42.14           | 9/21/2021                     |
| 2021-13W                        | 10/20/2021                     | WAITING ON CUSTOMER |                    |                               |
| 2021-14W                        | 8/9/2021                       | approved            | \$27.50            | 10/18/2021                    |
| 2021-15W                        | 8/23/2021                      | Approved            | \$ 32.07           | 12/6/2021                     |
| 2021-16W                        | 8/26/2021                      | Approved            | \$ 18.71           | 12/2/2021                     |
| 2021-17W                        | 9/1/2021                       | approved            | \$ 7.04            | 11/3/2021                     |
| 2021-18W                        | 9/3/2021                       | DENIED              |                    |                               |
| 2021-19W                        | 10/13/2021                     | WAITING ON CUSTOMER |                    |                               |
| 2021-20W                        | 10/15/2021                     | approved            | \$ 17.28           | 10/22/2021                    |
| 2021-21W                        | 11/12/2021                     | WAITING ON CUSTOMER |                    |                               |
| 2021-22W                        | 11/22/2021                     | Approved            | \$ 176.10          | 12/6/2021                     |
| 2021-23W                        | 12/2/2021                      | Approved            | \$ 27.44           | 1/26/2022                     |
| 2021-24W                        | 12/3/2021                      | Approved            | \$ 41.26           | 1/26/2022                     |
| 2021-25W                        | 12/3/2021                      | Approved            | \$ 251.34          | 2/17/2022                     |
| 2021-26W                        | 12/9/2021                      | WAITING ON CUSTOMER |                    |                               |
| 2021-27W                        | 12/21/2021                     | Approved            | \$ 241.28          | 1/26/2022                     |

Total credits \$ 4,652.61

| WATER<br>ADJUSTMENT<br>TRACKING | CUSTOMER<br>SUBMISSION<br>DATE | WATER MANAGER<br>SUBMISSION DATE | AMOUNT<br>APPROVED |
|---------------------------------|--------------------------------|----------------------------------|--------------------|
| 2022-01W                        | 1/14/2022                      | Waiting on Customer              |                    |
| 2022-02W                        | 2/10/2022                      | Denied                           |                    |
| 2022-03W                        | 3/9/2022                       | approved                         | \$9.80             |
| 2022-04W                        | 3/17/2022                      | Waiting on Customer              |                    |
|                                 |                                |                                  |                    |
|                                 |                                |                                  |                    |

Total credits                      \$            9.80

# Future Agenda Items

## Water Commission

### June 21, 2022 Regular Meeting

|                               |              |                                                                                                                                          |
|-------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <b>14</b> days before Meeting | (06/07/2022) | Water Commission and Staff items are due.                                                                                                |
| <b>11</b> days before Meeting | (06/10/2022) | Water Commission Chair reviews agenda.<br>City Attorney is sent agenda.                                                                  |
| <b>7</b> days before Meeting  | (06/14/2022) | Post agenda on bulletin board. Water Commission receives packet (allowing a day for corrections/request additional information be added) |
| <b>5</b> days before Meeting  | (06/16/2022) | Post agenda packet to City Website.                                                                                                      |
| <b>4</b> days before Meeting  | (06/17/2022) | (72 hours) – Local Government Code requirement for posting                                                                               |

City Council = Red

Quarry Commission = Purple

Planning & Zoning = Green

Water Commission = Blue

Wildlife Management Advisory Commission = Brown

Municipal Court = Dark Gray

City Holiday = Orange

| Sun | Mon | Tues | Wed | Thur | Fri | Sat |
|-----|-----|------|-----|------|-----|-----|
|     |     |      | 1   | 2    | 3   | 4   |
| 5   | 6   | 7    | 8   | 9    | 10  | 11  |
| 12  | 13  | 14   | 15  | 16   | 17  | 18  |
| 19  | 20  | 21   | 22  | 23   | 24  | 25  |
| 26  | 27  | 28   | 29  | 30   |     |     |

### July 19, 2022 Regular Meeting

|                               |              |                                                                                                                                          |
|-------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <b>14</b> days before Meeting | (07/05/2022) | Water Commission and Staff items are due.                                                                                                |
| <b>11</b> days before Meeting | (07/08/2022) | Water Commission Chair reviews agenda.<br>City Attorney is sent agenda.                                                                  |
| <b>7</b> days before Meeting  | (07/12/2022) | Post agenda on bulletin board. Water Commission receives packet (allowing a day for corrections/request additional information be added) |
| <b>5</b> days before Meeting  | (07/14/2022) | Post agenda packet to City Website.                                                                                                      |
| <b>4</b> days before Meeting  | (07/15/2022) | (72 hours) – Local Government Code requirement for posting                                                                               |

City Council = Red

Quarry Commission = Purple

Planning & Zoning = Green

Water Commission = Blue

Wildlife Management Advisory Commission = Brown

Municipal Court = Dark Gray

City Event - Yellow

City Holiday = Orange

| Sun | Mon | Tues | Wed | Thur | Fri | Sat |
|-----|-----|------|-----|------|-----|-----|
|     |     |      |     |      | 1   | 2   |
| 3   | 4   | 5    | 6   | 7    | 8   | 9   |
| 10  | 11  | 12   | 13  | 14   | 15  | 16  |
| 17  | 18  | 19   | 20  | 21   | 22  | 23  |
| 24  | 25  | 26   | 27  | 28   | 29  | 30  |
| 31  |     |      |     |      |     |     |

### PENDING FUTURE AGENDA ITEMS