



City of Garden Ridge

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

AGENDA WATER COMMISSION REGULAR MEETING TUESDAY, JUNE 21, 2022, 6:00 PM

The Water Commission will meet in a regular session on Tuesday, June 21, 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 April 19, 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 and May City Council Regular Meetings.

c. Recommendations

1. Request for water leak adjustment for 20646 Wahl Lane for the billing period of September 23, 2021 – October 22, 2021.

- i. Review and make recommendation regarding the request.

2. Discuss and make possible recommendations on the Leak Adjustment Process.

3. 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 (July 19, 2022, at 6:00 p.m. at City Hall).

6. Citizen Comment Period

7. Adjournment

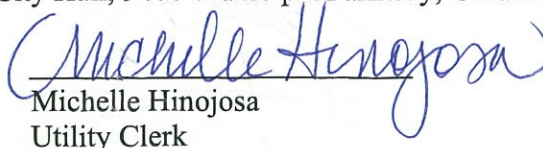
AGENDA NOTICES:

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 10:15 a.m. on June 14, 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, APRIL 19, 2022, 6:00 P.M.

Commissioners Present:

Chair James Mueller
Vice-Chair Keven Harshbarger
Commissioner Dr. Richard Carmichael
Commissioner Joseph Haltaman
Commissioner Brenda Reynolds
Mayor Robb Erickson, Ex-Officio

Commissioners Absent:

Commissioner Don Stone

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

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 6:01 p.m. on Tuesday, April 19, 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 wished to speak.

5. Business Items

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

a) Approvals

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

Motion: A motion was made by Commissioner Dr. Carmichael, seconded by Commissioner Reynolds, to approve the minutes for the March 15, 2022, Water Commission Regular Meeting. The Commission voted four (4) 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 April City Council Meeting.

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

c) Recommendations

1. 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.

2. Discuss and make possible recommendations on the Review/Development process for Water Rates.

Vice-Chair Harshbarger discussed ongoing efforts to gather data for the Review/Development process for Water Rates.

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

Commissioner Reynolds discussed opportunities to educate the community regarding water conservation.

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

The Commission discussed the 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 Ordinance No. 54.

2. Announce the date, time, and location for next meeting (Tuesday, June 21, 2022 at 6:00 p.m. at City Hall).

Chair Mueller announced the next Water Commission Regular Meeting will be held on Tuesday, June 21, 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 Vice Chair Harshbarger, seconded by Commissioner Dr. Carmichael, to adjourn. The Commission voted four (4) for and none (0) opposed. The motion carried unanimously. There being no further business, the Tuesday, April 19, 2022, Water Commission Regular Meeting was adjourned at 6:41 p.m. by Chair Mueller.

ATTEST:

James Mueller
Chair

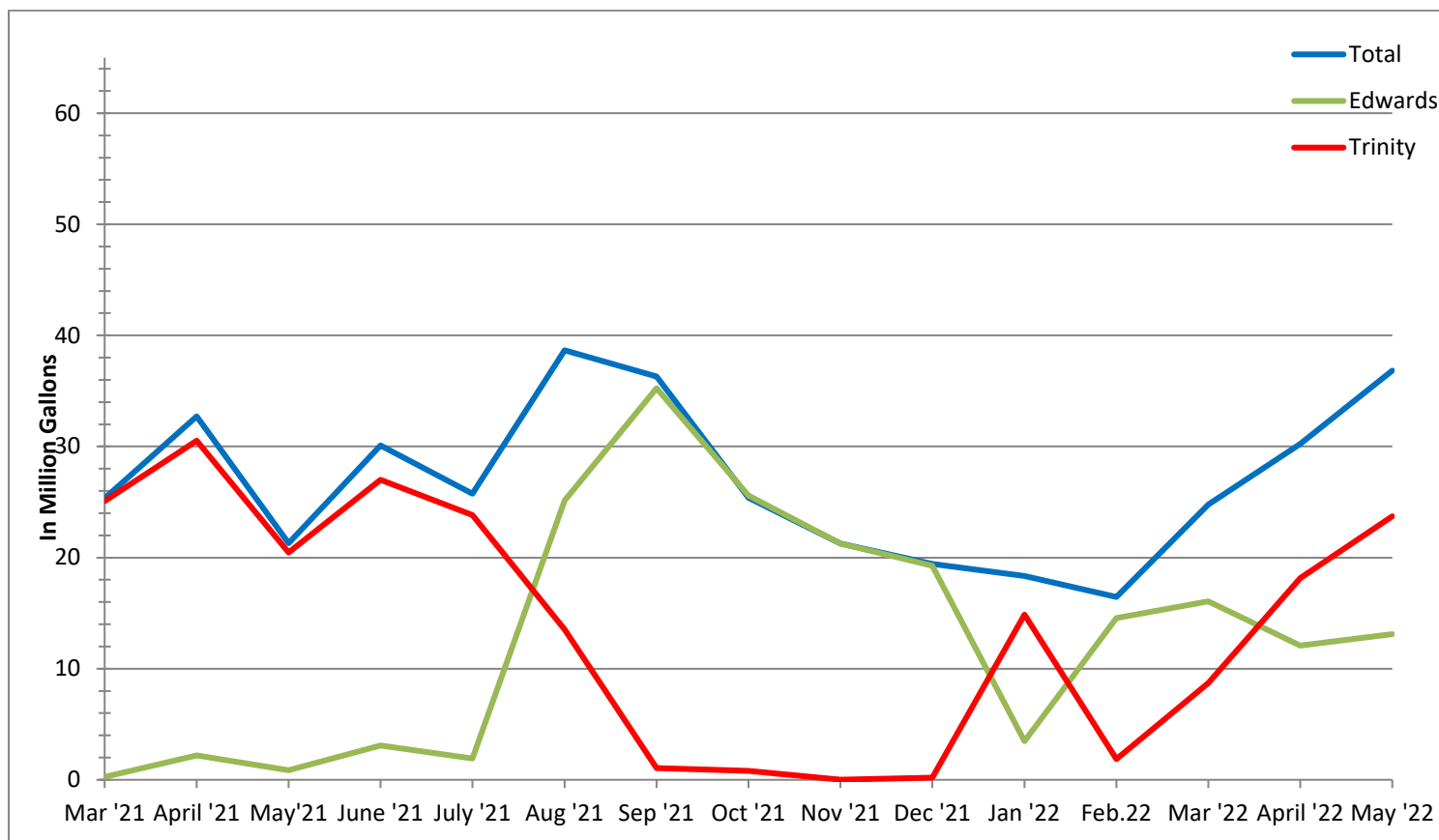
Michelle Hinojosa
Utility Clerk



Utilities Department Report

As of May 31, 2022

City of Garden Ridge Aquifer Usage

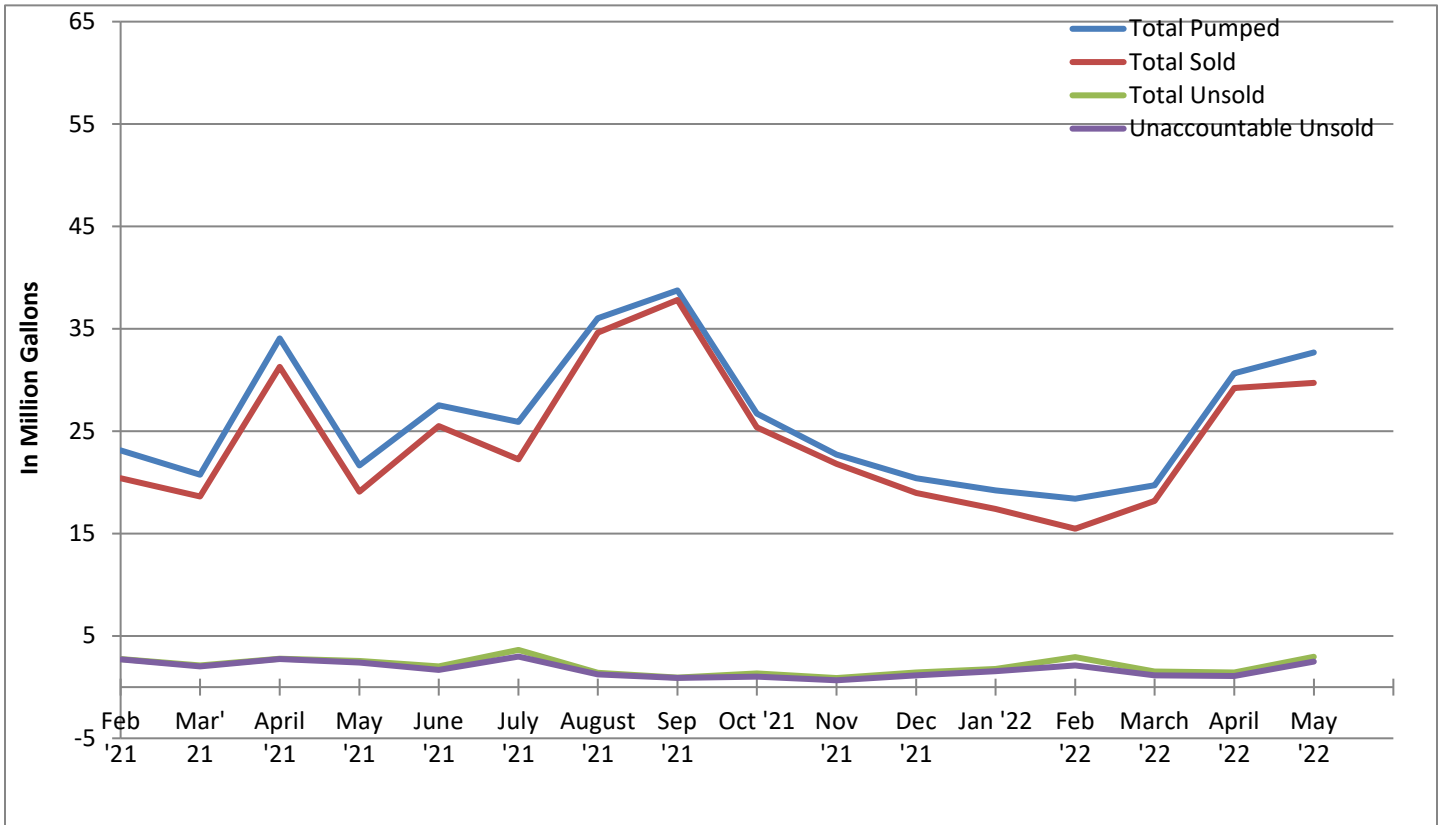


	Month:	Year:	Available:	Stage:
Edwards Well Usage AC/FT:	40.23	182.05	427.09	2
Trinity Well Usage AC/FT:	72.76	206.63	N/A	0

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 (Thousands)	Total Sold (Thousands)	Total Unsold (Thousands)	Unaccountable Unsold (Thousands)	Unaccountable Unsold %
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 '22	18,402	15,471	2,931	2,131	11.6%
Mar '22	19,708	18,182	1,526	1,160	5.9%
April '22	30,656	29,217	1,439	1,073	3.5%
May '22	32,689	29,713	2,976	2,505	7.7%
Yearly Average	26,029	24,858	3,304	1,339	5.5%

Utilities Department Monthly Activities:

New Installed Meters	0	Work Orders	360
Meter Replacements	1	Locates	27
City Owned Leaks	1	Irrigations Permits Issued	1
Meters Read	1691	Total Rebates	0
Meter Tests	0	Total AMI Notification	863
Automatic Draft Customers	682	- Abnormal Usage	167
AMI Customer Portal Profiles	640	- Continuous Flow	212
E-Billing Customers	392	- Leak Info Code	470
		- Usage Trend	131

*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	3	Waiting for Customer	0	Approved	0	Amount Approved	\$	Denied	0	Sent to Water Commission	3
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Projects & Announcements:

Project	Status Update	Estimated Completion	Issues/Required Actions
Leak Detection: Apache Forest, Twisted Oaks and Park Lane. No leaks detected at this time			

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.

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, but not longer than 90 days. 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.



For Office Use Only

____ - ____ W

APPENDIX "F"

WATER LOSS ADJUSTMENT REQUEST

To Be Completed By Customer

Name: _____ Phone: _____

Address: _____ Email: _____

Billing Period: _____ Bill Amount: _____

Please provide the date(s) of the water loss: _____

Was your water usage over 20,000 gallons? Circle: YES NO Can you explain any other high usage besides the leak in question? _____

Do you suspect criminal activity? Circle: YES NO **If yes, please submit a copy of your Police Report.**

If the leak was caused by someone else, have you put in a claim to recover the money from the responsible party? _____

What corrective measures/repairs have been made? Please provide documentation/receipts/pictures.

Do you still have a leak on your property? _____

Have you created a login for the AMI Customer Portal to view your usage and receive proper notifications? Circle: YES NO

When were you first aware there was a leak? _____

Was the leak repaired after receiving notifications from the AMI Customer Portal? Circle: YES NO

What are you specifically requesting of the Water Department? _____

Signature

Date

Please attach supporting documentation to this page.

Future Agenda Items

Water Commission

July 19, 2022 Regular Meeting

14 days before Meeting	(07/05/2022)	Water Commission and Staff items are due.
11 days before Meeting	(07/08/2022)	Water Commission Chair reviews agenda. City Attorney is sent agenda.
7 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)
5 days before Meeting	(07/14/2022)	Post agenda packet to City Website.
4 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						

August 16, 2022 Regular Meeting

14 days before Meeting	(08/02/2022)	Water Commission and Staff items are due.
11 days before Meeting	(08/05/2022)	Water Commission Chair reviews agenda. City Attorney is sent agenda.
7 days before Meeting	(08/09/2022)	Post agenda on bulletin board. Water Commission receives packet (allowing a day for corrections/request additional information be added)
5 days before Meeting	(08/11/2022)	Post agenda packet to City Website.
4 days before Meeting	(08/12/2022)	(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

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