



City of Garden Ridge

9400 Municipal Parkway
Garden Ridge, Texas 78266-2600
(210) 651-6632
Fax (210) 651-9638

AGENDA CITY WATER COMMISSION MEETING

Tuesday, October 27, 2015 at 6:00 P.M.

The Garden Ridge City Water Commission will meet in a regular session on Tuesday, October 27, 2015 at 6:00 p.m. in the City Council Chambers, City Hall, 9400 Municipal Parkway, Garden Ridge, Texas. This meeting is 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 on Friday, October 23, 2015 before 5:00 p.m., providing time, place, date and agenda thereof. The meeting facility is wheelchair accessible and accessible parking spaces are available. Requests for accommodations or interpretive services must be made 48 hours in advance of this meeting.

1. Call to Order
2. Roll Call
3. Citizen's Participation – 3 minute limit per citizen

Rules for Citizen's Participation:

The Water Commission welcomes citizen participation and comments at all of their Commission Meetings. As a courtesy to your fellow citizens and out of respect to our appointed officials, we must request that if you wish to speak, that you please follow these guidelines.

- a. Direct your comments to the entire Commission, not to an individual member, nor to the audience.
- b. Show the Water Commission the same respect and courtesy that you would like to be shown.
- c. Limit remarks to three (3) minutes per citizen during Item 3.
- d. Citizen comments may be deferred to a specific Business Item set forth in Section 5, below, if such comments pertain to such Business Item.

*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 Commission is limited to either a statement of specific factual information or a recitation of existing policy. TEX. GOV'T CODE § 551.042.*

4. Approval of Minutes
 - a) September 22, 2015 Regular Water Commission Meeting

5. Business Items

The City Water Commission may discuss, consider and/or take possible action on recommendation to the City Council on the following:

- a) Presentation on the Historical Water Usage and Leak Adjustments for the City of Garden Ridge from the time period of 2013-2015
 - b) Request for water bill adjustment from Jan R H Wagner, 9040 Garden Ridge Dr., seeking relief on July 23, 2015 – August 24, 2015 water bill due to billing for 46,000 gallons and asking said bill be adjusted based on prior usage
 - c) Request for water bill adjustment from Ronald Perry, 22109 Paseo Corto Dr., seeking relief on June 23, 2015 – July 24, 2015 water bill due to billing for 76,000 gallons and asking said bill be adjusted based on prior usage
 - d) Request for water bill adjustment from Michael Halay, 8044 Garden North, seeking relief on July 23, 2015- August 24, 2015 water bill due to billing for 64,000 gallons and asking said bill be adjusted based on prior usage
 - e) Request for water bill adjustment from Mark R. White, 20018 Buckhead Lane, seeking relief on July 23, 2015- August 24, 2015 water bill due to billing for 61,000 gallons and asking said bill be adjusted based on prior usage
 - f) Amendments to Ordinance 54, Section 1-Definitions and Section 14.07-Adjustments to Bill For Fast Meter, Customers Leaks, ETC. c.) Customer Leaks
 - g) Interviews for Water Commission Place 7 vacancy and possible recommendation on appointment to Commission for a term of office expiring September 30, 2017
 - a. Recommendation on appointment to Commission
 - h) Update on Edward's Well #1 rehabilitation
 - i) Rescheduling November 24, 2015 Water Commission Regular Meeting to November 10, 2015 and possibly hold a Joint Meeting with City Council
6. Update on actions taken by the City Council in previous City Council Meetings related to Commission recommendations.
7. Water Manager Monthly Activity Report
- a) Water pumping/usage from city wells
 - b) Water system infrastructure maintenance, repairs and/or projects
 - c) Static levels, drawdown levels and flow rates on the Trinity Well
 - d) Water and/or Drought Management
7. Adjourn

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 and/or act upon any item within this Agenda. The Commission reserves the right to retire into executive session concerning any of the items listed on this Agenda, pursuant to and in accordance with Texas Government Code Section 551.071, to seek the advice of its attorney about pending or contemplated litigation, settlement offer or on a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas conflict with the Open Meetings Act and may invoke this right where the City Attorney, the Mayor or a majority of the Governing Body deems an executive session is necessary to allow privileged consultation between the City Attorney and the governing body, if considered necessary and legally justified under the Open Meetings Act. The City Attorney may appear in person, or appear in executive session by conference call in accordance with applicable state law.

Executive Sessions Authorized:

This agenda has been reviewed and approved by the City's legal counsel and the presence of any subject in any Executive Session portion of the agenda constitutes a written interpretation of Texas Government Code Chapter 551 by legal counsel for the governmental body and constitutes an opinion by the attorney that the items discussed therein may be legally discussed in the closed portion of the meeting considering available opinions of a court of record and opinions of the Texas Attorney General known to the attorney. This provision has been added to this agenda with the intent to meet all elements necessary to satisfy Texas Government Code Chapter 551.144(c) and the meeting is conducted by all participants in reliance on this opinion.

Attendance By Other Elected or Appointed Officials:

It is anticipated that members of 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 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.



Shelley Goodwin, TRMC
City Secretary

This is to certify that I, Shelley Goodwin, posted this Agenda at 9:45 am on October 23, 2015 on the bulletin board located at the entrance to the Garden Ridge City Hall, 9400 Municipal Parkway, Garden Ridge, Texas.



Shelley Goodwin, TRMC
City Secretary



City of Garden Ridge

9400 Municipal Parkway
Garden Ridge, Texas 78266-2600
(210) 651-6632
Fax (210) 651-9638

MINUTES OF CITY WATER COMMISSION REGULAR MEETING September 22, 2015

Members Present:

Chairman Jim Bower
Commissioner Andre Bullard
Commissioner Richard Holloway
Commissioner Pat Ramirez
Commissioner Ray Pitzen

Member Absent:

Commissioner David Heier
Mayor Nadine Knaus, ex-officio

City Staff Present:

Nancy Cain, City Administrator
Royce Goddard, Water Department Manager
Shelley Goodwin, City Secretary

1. Call to Order

With a quorum of the City Water Commission present, Chairman Bower called the regular meeting of the Garden Ridge City Water Commission to order at 6:00 p.m. on Tuesday, September 22, 2015 in the City Council Chambers of the Garden Ridge City Hall, 9400 Municipal Parkway, Garden Ridge, Texas 78266.

2. Citizen's Participation – 3 minute limit per citizen

Ronald Perry, 22109 Paseo Corto Cr., stated he is seeking relief from a high water bill due to a leak. He stated the Water Department worker came out and helped him look for a leak and then Royce Goddard, Water Manager came out and found a sprinkler head leaking in the flowerbed. He stated he did not feel 76,000 gallons came from a sprinkler head leak.

Lezli Thompson, 10003 Aubrey Ridge, her husband Jeff was supposed to speak but he is stuck in traffic, so she will speak in his place. She stated they moved into their home in the middle of July and their bill was \$871.76. She stated she is a stay at home wife and doesn't understand how this bill is so high for half the month, so they asked for someone to come and look at their meter, but they have yet to be contacted.

3. Approval of Minutes

a) August 25, 2015 Regular Water Commission Meeting

Motion: A motion was made by Commissioner Holloway, seconded by Commissioner Ramirez, to approve the minutes of August 25, 2015 Regular Water Commission Meeting. The Water Commission voted four (4) for and none (0) opposed. The motion passed unanimously.

4. Business Items

The City Water Commission may discuss, consider and/or take possible action on recommendation to the City Council on the following:

- a. **Request for water bill adjustment from Bob Ashley, 20803 Glen Cove, seeking relief on June 23, 2015 – July 23, 2015 water bill due to billing for 198,012 gallons and asking said bill be adjusted based on prior usage**

Bobby Ashley stated he was out of the country in July and the man who was watching his house was contacted by the City regarding high water usage. He stated on August 4th when he returned he talked to the person watching his home and no one saw any use of water and there were no puddles of water in the yard. On August 5th an employee of the City came out and checked the meter and discussed his previous water usage. On August 6th, Royce Goddard, Water Manager, came over and showed me the computer record of water usage and then check my irrigation control box. He stated he then contacted his irrigation man to check my system and make repairs. He stated Mr. Goddard gave him a reduction in August for his July bill from \$728.04 down to \$387.65, but feels the reduction should be over the entire period which would include the August bill of \$1,147.04.

The Water Commission discussed the water loss, irrigation system and control panel, and the previous reduction Mr. Ashley received for the July bill.

Motion: A motion was made by Commissioner Ramirez, seconded by Commissioner Holloway Heier, to recommend to the City Council approval of the request for water bill adjustment for Bob Ashley, 20803 Glen Cove, for the August bill of \$1,147.04 reduced to \$549.89. The Water Commission voted four (4) for and none (0) opposed. The motion passed unanimously.

Nancy Cain, City Administrator, announced the City Council will consider the Water Commission recommendation at their Regular Meeting on October 7, 2015 at 6:00 pm.

- b. **Request for water bill adjustment from Jan R H Wagner, 9040 Garden Ridge Dr., seeking relief on July 23, 2015 – August 24, 2015 water bill due to billing for 46,000 gallons and asking said bill be adjusted based on prior usage**

Jim Bower, Water Commission Chair, stated this item will be deferred until Mr. Wagner can be present to present his request.

- c. **Request for water bill adjustment from Ronald Perry, 22109 Paseo Corto Dr., seeking relief on June 23, 2015 – July 24, 2015 water bill due to billing for 76,000 gallons and asking said bill be adjusted based on prior usage**

Royce Goddard, Water Manager, stated Mr. Perry has the iPearl meter and he ran a report on the meter and has not found where the meter could be malfunctioning, but when they are in question then he normally pulls the meter and has it tested. He stated he has not pulled Mr. Perry's meter for testing.

Ronald Perry, 22109 Paseo Corto Dr., stated he has replaced a sprinkler head but feels that the leak could not cause 46,000 gallons of water usage.

The Water Commission discussed the water usage and pulling the meter for examination.

Motion: A motion was made by Commissioner Holloway, seconded by Commissioner Bullard, to defer the request of water bill adjustment from Ronald Perry, 22109 Paseo Corto Dr., seeking relief on June 23, 2015 – July 24, 2015 water bill due to billing for 76,000 gallons and asking said bill be adjusted based on prior usage until the water meter can be pulled and sent in for

testing. The Water Commission voted four (4) for and none (0) opposed. The motion passed unanimously.

d. Discussion and possible amendments to Ordinance 159 Landscape and Irrigation System Requirements for Residential and Commercial Properties for the purpose of Water Conservation.

The Water Commission discussed Ordinance 159 and adding in the handheld watering provisions.

Motion: Motions was made by Commissioner Holloway, seconded by Commissioner Ramirez, to approve amendment to Ordinance 159 Landscape and Irrigation System Requirements for Residential and Commercial Properties for the purpose of Water Conservation and add the provisions of handheld watering. The Water Commission voted four (4) for and none (0) opposed. The motion passed unanimously.

e. Reappointments/Appointments of Commissioners to Water Commission due to expiring terms of office for positions held by David Heier, Place 2, Richard Holloway, Place 6, and James Bower, Place 7 with new terms of office being September 30, 2015 - September 30, 2017

a. Determine if any Commissioners referenced above desire reappointment to Commission

Jim Bower, Water Commission Chair, stated he is not seeking reappointment and this meeting will be his last meeting. He also stated Commissioners Heier and Holloway are both interested in serving another term of office.

b. Discussion on future interviews for vacancies on Commission

Jim Bower, Water Commission Chair, stated the interviews for vacancies for Place 7 will be held at the October 27, 2015 Regular Water Commission Meeting.

c. Recommendation on reappointments to Commission

Motion: Motions was made by Commissioner Ramirez, seconded by Commissioner Bullard, to recommend to the City Council the reappointment of Commissioners to Water Commission, David Heier, Place 2, and Richard Holloway, Place 6, with new term of office being September 30, 2015 - September 30, 2017. The Water Commission voted four (4) for and none (0) opposed. The motion passed unanimously.

f. Nominations and vote on:

a. Water Commission Chair

Motion: Motions was made by Commissioner Ramirez, seconded by Commissioner Holloway, to appoint David Heier as the Water Commission Chair. The Water Commission voted four (4) for and none (0) opposed. The motion passed unanimously.

b. Water Commission Vice-Chair

Motion: Motions was made by Commissioner Ramirez, seconded by Commissioner Bullard, to appoint Richard Holloway as the Water Commission Vice-Chair. The Water Commission voted four (4) for and none (0) opposed. The motion passed unanimously.

6. Update on actions taken by the City Council in previous City Council Meetings

Nancy Cain, City Administrator stated at the City Council meeting held on September 2, 2015 they approved the FY2016 Water Budget and the water rate increase.

7. Water Manager Monthly Activity Report

a) Water pumping/usage from city wells

Royce Goddard, Water Manager reviewed the monthly water pumping/usage from the city wells and discussed the water system operations (see attached report).

Royce Goddard, Water Manager reported 29.47 acre feet from the Edwards Aquifer and 60.14 acre ft. from the Trinity have been pumped. He stated the average daily usage is 1,327,272.7 gallons.

b) Water system infrastructure maintenance, repairs and/or projects

Nothing to report at this time.

Councilmember Lantzy stated the City Council has received a lot of calls regarding the high water bills. He stated the City Council wants the meters in question pulled and inspected before they consider a request for variances regarding water bills.

Royce Goddard, Water Manager, stated to pull a water meter and have it tested cost the City \$60.00 per meter. He feels if the meters come back with no issues then he recommends the homeowner pay the cost of testing the meter.

Nancy Cain, City Administrator, stated before any of the iPearl meter water variance request come to the Water Commission and City Council we can provide the water usage charts for each of the accounts in question.

c) Static levels, drawdown levels and flow rates on the Trinity Well

Royce Goddard, Water Manager reported that the Edwards static level was at 49.8 feet and the Trinity static level was at 197.1.

d) Water and/or Drought Management

The City of Garden Ridge is currently under no watering restrictions.

Kay Bower, 8947 Garden Ridge Dr., stated she feels if the City would currently be in a water restriction then the usage of water would not be so high.

8. Adjourn

Motion to adjourn was made by Commissioner Ramirez and seconded by Commissioner Bullard. The motion passed unanimously and the meeting adjourned at 7:00 p.m.

David Heier, Chair

ATTEST:

Shelley Goodwin, TRMC
City Secretary

**SIGN IN TO SPEAK AT THE SEPTEMBER 22, 2015
WATER COMMISSION REGULAR MEETING**

Rules for Citizen's Participation:

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- a. Direct your comments to the entire Commission, not to an individual member nor to the audience.
- b. Show the Commission the same respect and courtesy that you expect to be shown to you.
- c. Limit remarks to three (3) minutes.

Disclaimer:

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	NAME	ADDRESS	SUBJECT
1.	RONALD PERRY	22109 PASEO CORTO DR	WATER BILL
2.	Jeff Thompson	10003 Audrey Ridge	Water Bill
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			



City of Garden Ridge

9400 Municipal Parkway
Garden Ridge, Texas 78266
(210) 651-6632
Fax: (210) 651-6638

CITY OF GARDEN RIDGE WATER DEPARTMENT

NAME JAN R WAGNER

SERVICE ADDRESS 9040 GARDEN RIDGE DRIVE, GARDEN RIDGE, TX 78266

ACCOUNT # 20-5021-01 PHONE # 210-495-3928 (HOME)
210-240-9543 (CELL)

I am requesting an adjustment on my AUGUST water bill due to a leak.

I understand I can only receive this adjustment ONCE every TWO years.

Amount of Total Bill	<u>205.73</u>	
-Non-Water Items	<u>29.26</u>	<u>-477.26</u>
-Base Water Rate	<u>18.00</u>	
Amount to be Adjusted	<u>158.47</u>	<u>x 50%</u>
Adjustment Given	<u>79.24</u>	<u>✓</u>
+Non-Water Items	<u>29.26</u>	
+ Base Water Rate	<u>18.00</u>	
New Total Amt. Due	<u>126.50</u>	

Customer Signature JAN R.H. Wagner Date 08 SEPT 2015

Water Mgr. Approval [Signature] Date 9/10/15

- = minus + = plus

Jan R H Wagner
9040 Garden Ridge Drive
Garden Ridge, TX 78266-2331
10 September, 2015

Garden Ridge City Water Commission
9400 Municipal Parkway
Garden Ridge, TX 78266-2600

Attachments: Letter of repair from Schultz & Company Landscape
Spreadsheet of past twelve months water bills

City Water Commission;

On August 29th, 2015 I discovered a malfunctioning master/main irrigation valve. That same day I put in a call to Schultz and Company Landscaping in order to have them effect repairs and the leak was isolated. I was later informed that I was put on their schedule for the repair. On Tuesday September 1, 2015 workers from Schultz and Company Landscaping replaced the master/main valve. A leak check was conducted and the irrigation system was returned to service.

On Wednesday, 2 September, 2015 I received my August water bill for \$205.73 (RI Water = \$176.47) showing that forty-six thousand gallons being used. After talking to Royce Goddard, I contacted Schultz and Company Landscaping again and requested a statement/bill of the repairs in order to pursue a water adjustment. Joaquin Ytuarte from Schultz and Company Landscaping responded with the letter dated 02 September, 2015 which is attached.

After receiving the fifty percent adjustment from Mr. Royce Goddard I further petition the Garden Ridge Water Commission for further adjustment that would equate to my past twelve month RI Water bill average of \$47.58.

Respectfully submitted,



Jan R H Wagner

RECEIVED

SEP 10 2015

PER





09/02/15

Mr. Jan Wagner
9040 Garden Ridge Drive
San Antonio, Texas 78266

Ref: Irrigation System Leak

Greetings,

We recently repaired a malfunctioning valve on the irrigation main line at the above address. The irrigation system has been fully checked and all needed repairs have been made; all of the parts that were leaking have now been replaced.

This letter is being provided in hopes that an adjustment can be made for the homeowner and credited to her account. While we know that the decision can only be made by your office and we are attempting to assist our valued customer with this situation.

There were no preventive measures that could have been taken to prevent this...this was just normal wear and tear on the bad valve in question.

Please contact me if you have any further questions.

Please have a good day!

Respectfully,

Joaquin Ytuarte
210-415-8753

9040 (Water) Garden Ridge Drive	Meter Readings	Days on Bill	Gallons Used	Monthly Avg Gallon/day	Monthly Cost per Day	Monthly Total Current Water Charge	RI Water
August - 2014	1174000	30	20000	666.67	\$2.70	\$81.06	\$51.80
September - 2014	1208000	32	32000	1000.00	\$3.97	\$127.09	\$97.83
October - 2014	1228000	30	20000	666.67	\$2.70	\$81.06	\$51.80
November - 2014	1230000	28	4000	142.86	\$1.69	\$47.26	\$18.00
December - 2014	1250000	29	20000	689.66	\$2.80	\$81.06	\$51.80
January - 2015	1274000	35	24000	685.71	\$2.67	\$93.30	\$64.04
February - 2015	1280000	28	6000	214.29	\$1.75	\$49.11	\$19.85
March - 2015	1303000	31	23000	741.94	\$2.91	\$90.24	\$60.98
April - 2015	1327000	31	24000	774.19	\$3.01	\$93.30	\$64.04
May - 2015	1330000	29	3000	103.45	\$1.63	\$47.26	\$18.00
June - 2015	1334000	32	4000	125.00	\$1.48	\$47.26	\$18.00
July - 2015	1355000	30	21000	700.00	\$2.80	\$84.12	\$54.86
August - 2015							
September - 2015							
October - 2015							

AUG RI WATER \$176.12

12 MONTH AVG

Invoice



Schultz & Co Landscapes Ltd.
5038 Bacon Rd.
San Antonio, TX 78249

Landscapes 210-408-7010

PAID BY MAIL
15 SEPT, 2015
CHECK # 6991
\$ 314.23

Invoice Number
INV018582

Date
09/08/2015

Page
1 of 1

Bill To

Wagner, Jan
9040 Garden Ridge Dr.
Garden Ridge, TX 78266

Customer PO	Customer No.	Payment Terms	Salesman ID	Master No.
	WAGNERRES	AT COMPLETION		35,955

Qty	Description	Unit Price	Ext Price
1.00	IRRIGATION SERVICE: 09/02/15 IRRIGATION REAPIRS MADE: 1. REPLACED 1 - 1.5 VALVE	314.23	314.23
		Subtotal	314.23
		Sales Tax	0.00
		Total	314.23

We appreciate your business!

DUPLICATE

File Edit Options Help

Account Number

Address

Services Filter Period Thru

Drag a column header here to group by that column

Bill Date	Tno	Service From	To	# of Days	Consumption	Demand Consumption	Total Bill	Bill
08/31/2015	902	07/23/2015	08/24/2015	32	46	0.0000	176.47	
07/31/2015	904	06/23/2015	07/23/2015	30	21	0.0000	54.86	
06/25/2015	906	05/22/2015	06/23/2015	32	4	0.0000	18.00	
05/31/2015	908	04/23/2015	05/22/2015	29	3	0.0000	18.00	
04/30/2015	910	03/23/2015	04/23/2015	31	24	0.0000	64.04	
03/31/2015	912	02/20/2015	03/23/2015	31	23	0.0000	60.98	
02/28/2015	914	01/23/2015	02/20/2015	28	6	0.0000	19.85	
01/31/2015	916	12/19/2014	01/23/2015	35	24	0.0000	64.04	
12/30/2014	918	11/20/2014	12/19/2014	29	20	0.0000	51.80	
11/30/2014	920	10/23/2014	11/20/2014	28	4	0.0000	18.00	
10/31/2014	922	09/23/2014	10/23/2014	30	20	0.0000	51.80	
					Avg 17	Avg 0.0000	Avg 50.91	

Exit

Inquiry water

August 24, 2015

To: City of Garden Ridge Water Commission

From: Ronald Perry
22109 Paseo Corto Dr
Garden Ridge, TX 78266

RECEIVED

AUG 24 2015

PER JH

This is in reference to my \$429.16 water bill for 6/23/15 thru 7/23/15. On Friday, August 14, 2015 Royce Goddard and I found a sprinkler head in the back yard that he thought may have contributed to the Problem. I replaced the sprinkler head and that section is now running as it should. I will continue to look for any other problem. Royce gave me a \$200 plus adjustment and told me how to request a water commission review.

I am requesting an additional adjustment to my water bill. I have lived at this Address in Garden Ridge for over 9 years and I have never had a water bill even close to the \$429.16 on this bill. I think something else other than that one sprinkler head is wrong. After I received my water bill, I called the water department and Gary came out to check the Meter. He took a reading, we walked around to see if we could find any signs of a leak and we could find none. Gary came back after I had watered my lawn on Saturday and I had used around 6000 gallons of water. The sprinkler head that Royce found was not repaired at that time so I know it was not the problem. I water once a week, on Saturday, and I am at a lost to understand how I could have used 76000 gallons of water when my normal usage is around 30000 gallons.

My grass is brown and I wish I could explain the water usage. Could it be a faulty water Meter? We did not drink that much water, we did not take hundreds of baths or showers, my water softer is working properly and my lawn is not green. I have tried to ignore this after Royce gave me the adjustment but I do not have \$200 plus to give away and I do not like paying for things I do not use. Please help?

Sincerely,


Ronald Perry

You call MR. Perry
so he can
pay by phone.



COPY

City of Garden Ridge

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Garden Ridge, Texas 78266
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Fax: (210) 651-9638

CITY OF GARDEN RIDGE WATER DEPARTMENT

NAME RONALD PERRY

SERVICE ADDRESS 22109 PASEO CORTO DR

ACCOUNT # 22-5027-01 PHONE # 210 651-3304

I am requesting an adjustment on my Aug 2015 water bill due to a leak. 210-324-6900 cell

I understand I can only receive this adjustment ONCE every TWO years.

Amount of Total Bill \$458.42

-Non-Water Items - 29.26

-Base Water Rate - 18.00

Amount to be Adjusted 411.16 x 50%

Adjustment Given \$205.58

+Non-Water Items + 29.26

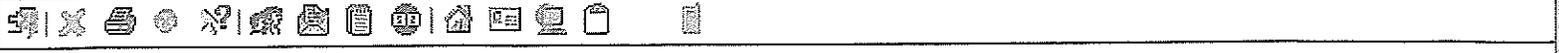
+ Base Water Rate + 18.00

New Total Amt. Due \$252.84

Customer Signature Ronald Perry Date 8-14-15

Water Mgr. Approval _____ Date _____

- = minus + = plus



Account Number: 22-5027-01 Address: 22109 PASEO CORTO DR

Zone: 01 Name: PERRY, RONALD

General | Metered | Non-Metered | Financial | Information | Comments | History | Consumption History | Service Orders | Devices

Services: 010 RI WATER - RES INSIDE - 62609057 Period: Thru: 99/9999

Grid Graph Bill History

Year									
		Read		Total	Demand		Reading		
Month	Date	Previous	Current	Consumption	Read	Consumption	Flag	Source	Occupant
- Year: 2015 Total 12									
Jul	07/23/2015	3009	3085	76			Regular	Hand Held	01
Jun	06/21/2015	2986	3009	23			Regular	Hand Held	01
May	05/22/2015	2969	2986	17			Regular	Hand Held	01
Apr	04/23/2015	2941	2969	28			Regular	Hand Held	01
Mar	03/23/2015	2917	2941	24			Regular	Hand Held	01
Feb	02/20/2015	2913	2917	4			Regular	Hand Held	01
Jan	01/23/2015	2909	2913	4			Regular	Hand Held	01
- Year: 2014 Total 12									
Dec	12/19/2014	2890	2909	19			Regular	Hand Held	01
Nov	11/20/2014	2874	2890	16			Regular	Hand Held	01
				Avg 24					

water



City of Garden Ridge Water Department

9400 Municipal Parkway
Garden Ridge, Texas 78266
(210) 651-6831
Fax: (210) 651-9638

3112 -3119



CRRT R119

RONALD PERRY
22109 PASEO CORTO DR
SAN ANTONIO TX 78266-2220

Important Information on
Reverse Side

3/24/15

ACCOUNT NUMBER	DATE BILL MAILED	SERVICE FROM	SERVICE TO	DAYS USED	DUE DATE	
22-5027-01	07/31/2015	06/23/15	07/23/15	30	08/15/2015	
PREVIOUS READING	PRESENT READING	GALLONS USED	DESCRIPTION			AMOUNT DUE
3009000	3085000	76000	RI WATER EAA EAA FEE TR1 GARBAGE TAX			429.16 2.67 24.56 2.03
THANK YOU FOR YOUR WATER CONSERVATION EFFORTS NON-EMERGENCY/AFTER HOURS/LOST&FOUND PETS CALL 651-6831						

SERVICE ADDRESS ► 22109 PASEO CORTO DR

AMOUNT DUE

AFTER DUE DATE	BY DUE DATE
\$504.07	\$458.42

KEEP THIS PORTION FOR YOUR RECORDS

PLEASE RETURN THIS PORTION
WITH YOUR PAYMENT TO:



City of Garden Ridge Water Department

9400 Municipal Parkway
Garden Ridge, Texas 78266
(210) 651-6831
Fax: (210) 651-9638



CRRT R119

RONALD PERRY
22109 PASEO CORTO DR
SAN ANTONIO TX 78266-2220

AMOUNT DUE

DUE DATE	ACCOUNT NUMBER
08/15/15	22-5027-01
AFTER DUE DATE	BY DUE DATE
\$504.07	\$458.42

SERVICE ADDRESS ► 22109 PASEO CORTO DR

Rate Change

7-23
8-13

34,000

February 14, 2015

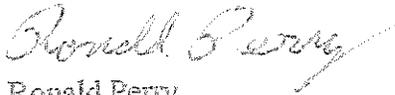
To: City of Garden Ridge Water Department

From: Ronald Perry
22109 Paseo Corto Dr
Garden Ridge, TX 78266

This is in reference to my \$429.16 water bill for 6/23/15 thru 7/23/15. On Friday, August 14, 2015 Royce Goddard and I found a sprinkler head in the back yard that may have contributed to the overage of water use. I replaced the sprinkler head and that section is now running as it should. I will continue to look for any other problem.

I am requesting an adjustment to my water bill. I have lived at this Address in Garden Ridge for over 9 years and I have never had a water bill even close to the \$429.16 on this bill. I think something else other than that one sprinkler head is wrong. I water once a week, on Saturday, and I am at a lost to understand how I could have used 76000 gallons of water. My grass is brown and I wish I could explain the water usage.

Sincerely,



Ronald Perry

Account Number

Address

Services Filter Period Thru

Drag a column header here to group by that column

Bill Date	Tno	Service		# of Days	Consumption	Demand Consumption	Total Bill	Bill
		From	To					
08/31/2015	750	07/23/2015	08/24/2015	32	43	0.0000	157.72	
07/31/2015	753	06/23/2015	07/23/2015	30	76	0.0000	429.16	
06/25/2015	755	05/22/2015	06/23/2015	32	23	0.0000	60.98	
05/31/2015	757	04/23/2015	05/22/2015	29	17	0.0000	42.62	
04/30/2015	759	03/23/2015	04/23/2015	31	28	0.0000	80.27	
03/31/2015	761	02/20/2015	03/23/2015	31	24	0.0000	64.04	
02/28/2015	763	01/23/2015	02/20/2015	28	4	0.0000	18.00	
01/31/2015	765	12/19/2014	01/23/2015	35	4	0.0000	18.00	
12/30/2014	767	11/20/2014	12/19/2014	29	19	0.0000	48.74	
11/30/2014	769	10/23/2014	11/20/2014	28	16	0.0000	39.66	
10/31/2014	771	09/23/2014	10/22/2014	30	10	0.0000	40.54	
					Avg 20	Avg 0.0000	Avg 68.62	

Water Manager

From: Renee Halay <rhalay@me.com>
Sent: Thursday, October 08, 2015 2:51 PM
To: Water Manager
Subject: Leak Relief

Attn: Royce Goddard,

We are writing to respectfully request a water leak relief consideration. Since our main residence is in Colorado we were not aware of the leak until we received our water bill on 9-8-15. Instead of our normal \$39.50- \$50.00 bill the amount was \$495.85. We immediately called our son who was in town and he went by with a friend who turned off the water since no one is currently living there and they searched for the leak. I also called Robert Moore our backflow preventer service man and together with your employee Gary they were able to find the leak in our sprinkler system. We would like to mention that Gary was very professional and extremely helpful in solving the problem. Being out of state as we were his immediate attention to our leak problem was much appreciated.

Up to 8-24-15 the gallons used were 64000, the meter reading was 394000, and the bill was \$495.85. This bill was adjusted to \$266.01 which took care of the partial leak period through 8-24-15. The leak, of course, continued undetected until 9-8-15 when we were made aware of it and had the water turned off. The meter reading on 9-8-15 was 421842 which meant another 27,842 gallons were used before we knew there was a leak, [421,842 minus 394,000 = 27,842]. Our new bill is \$175.31 for 34,000 gallons used. Since 27,842 gallons were used up until the leak was stopped only 6,158 additional gallons were used through 9-23-15. Would it not be correct to also adjust this new bill which was effected by the single leak? Obviously the leak dates and billing dates will almost never match. A quick review of our water bills will reveal both the \$495.85 and \$175.31 bills were way above our average bills.

Since 1996 we have paid our water bills promptly and we now call to pay by Visa as soon as we receive our bill. After receiving the \$175.31 bill yesterday we called immediately and were advised to explain our situation in writing. We understand the new meter technology may indeed be helpful in pinpointing the exact leak amounts so adjustments can accurately take into account the entire leak instead of the current adjustment policy which just allows for partial help to the customer.

We are asking for an adjustment on the \$175.31 bill. If there are any questions whatsoever please do not hesitate to call us at 719-539-2011. Thank you for the time and consideration.

Sincerely,

Michael and Renee' Halay



City of Garden Ridge

9400 Municipal Parkway
Garden Ridge, Texas 78268
(210) 651-8632
Fax: (210) 651-8638

CITY OF GARDEN RIDGE WATER DEPARTMENT

NAME Michael Hillman

SERVICE ADDRESS 8044 Cobble North

ACCOUNT # 21-3819-00 PHONE # _____

I am requesting an adjustment on my Sept 2015 water bill due to a leak.

I understand I can only receive this adjustment ONCE every TWO years.

Amount of Total Bill \$495.85

-Non-Water Items - 2.67

-Base Water Rate - 33.50

Amount to be Adjusted 459.68 x 50%

Adjustment Given \$ 229.84 ✓

+Non-Water Items + 2.67

+ Base Water Rate + 33.50

New Total Amt. Due \$ 266.01

Thank you!

Customer Signature Michael Hillman Date 9-15-15

Water Mgr. Approval [Signature] Date 9/25/15

- = minus + = plus

* Note: Sept 2015 water bill is for service from 7-23-15 to 8-24-15. Leak continued to 9-8-15 when I received my water bill in Cobrado and turned our water off since no one is currently living at this residence.

Had Leak
Adjustment
9-10-14 Requesting
another one.
Letter to be
on #26 com.
agenda
highlighted.

MICHAEL F HALAY
15300 CR261C
NATHROP CO 81236

21-3819-00 08/31/2015 07/23/15 08/24/15 32 09/15/2015

330000	394000	64000	RO WATER	493.18
			EAA EAA FEE	2.67

BRUSH & RECYCLE DUMPSTERS AT CITY
COMPLEX SEPT 5-6,12-13,19-20 & 26-27
CITY OFFICES & LIBRARY CLOSED SEPT 7TH
FOR LABOR DAY
NON-EMERGENCY/AFTER HOURS/LOST&FOUND
PETS CALL 651-6831

8044 GARDEN NORTH DRIVE

\$545.44 \$495.85



09/15/15 21-3819-00

\$545.44 \$495.85

MICHAEL F HALAY
15300 CR261C
NATHROP CO 81236

8044 GARDEN NORTH DRIVE

Water

From: Renee Halay <rhalay@me.com>
Sent: Tuesday, September 15, 2015 2:58 PM
To: Water
Subject: Fwd: Irrigation repair

Jan, Shannon, and Gary, thanks for all the help in getting our leak resolved. Sincerely, Michael Halay

Begin forwarded message:

From: Mike Hoppes <mikehoppes1@gmail.com>
Subject: Irrigation repair
Date: September 15, 2015 at 11:08:13 AM PDT
To: rhalay@me.com

Here is the invoice. Thanks Mike

839509

INVOICE		SHIP TO			
Mike Hoppes Irrigation Repair		Mike Halay			
6406 Fox Glen		3744 Garden Alder			
San Antonio, TX 78247		San Antonio, TX 78266			
CUSTOMER ORDER NO.	SOLD BY	TERMS	FOB	DATE	
016	MIKE	COD		9-15-15	
QUANTITY	SHIPPED	DESCRIPTION	PRICE	UNIT	AMOUNT
1		Irrigation Repair, Replaced 4 sprinkler heads checked repaired leaks			\$125.00
1		Materials			\$64.86
					Total \$189.86

CITY OF GARDEN RIDGE WATER DEPARTMENT

NAME Mark R. White

SERVICE ADDRESS 20018 Buckhead Lane, Garden Ridge, TX 78266

ACCOUNT # 24-5047-03 PHONE # 210-452-2872

I am requesting an adjustment on my September 2015 water bill due to a leak.

I understand I can only receive this adjustment ONCE every TWO years.

Amount of Total Bill ~~\$350.88~~ # 319.16
-Non-Water Items - 29.26
-Base Water Rate - 18.00
Amount to be Adjusted 271.90 X 50%

Adjustment Given # 135.95
+Non-Water Items + 29.26
+ Base Water Rate + 18.00
New Total Amt. Due # 183.21

Customer Signature Mark R. White Date 26 September 2015

Water Mgr. Approval _____ Date _____

- = minus + = plus

Comment: Upon return to the home on 17 September it was determined that the irrigation system and the hot water heater had encountered severe leaks. The irrigation system was repaired and the hot water heater is still in the process of being replaced. Costs for both repairs will exceed \$1500.00. I'm requesting a one time exception to the city's leak adjustment policy due to the number and severity of the leaks.



Account Number: 24-5047-03 Address: 20018 BUCKHEAD LANE

Zone: 01 Name: WHITE, MARK/DARTRICE

General | Metered | Non-Metered | Financial | Information | Comments | History | Consumption History | Service Orders | Devices

Services: 010 RI WATER - RES INSIDE - 65617648 Period: 10/2013 Thru 11/2015

Grid Graph

Year									
		Read		Total	Demand		Reading		
Month	Date	Previous	Current	Consumption	Read	Consumption	Flag	Source	Occupant
- Year : 2015 Total 9									
Sep	09/23/2015	2379	2428	49			Regular	Hand Held	03
Aug	08/24/2015	2318	2379	61			Regular	Hand Held	03
Jul	07/23/2015	2281	2318	37			Regular	Hand Held	03
Jun	06/21/2015	2270	2281	11			Regular	Hand Held	03
May	05/22/2015	2267	2270	3			Regular	Hand Held	03
Apr	04/23/2015	2244	2267	23			Regular	Hand Held	03
Mar	03/23/2015	2236	2244	8			Regular	Hand Held	03
Feb	02/20/2015	2229	2236	7			Regular	Hand Held	03
Jan	01/23/2015	2226	2229	3			Regular	Hand Held	03
- Year : 2014 Total 12									
				Avg 23					

Edit This Record

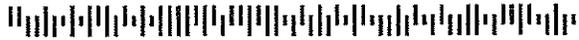
View water

Date	Packet	Type	Receipt #	Reference	Debits	Credits	Balance
09/17/2015	006908	Late Charge			31.72		350.88
08/31/2015	006873	Bill		7/23- 8/24 09/15	319.16		319.16
08/14/2015	006845	Payment	168154	.6525		151.94	0.00
07/31/2015	006829	Bill		6/23- 7/23 08/15	151.94		151.94
07/10/2015	006795	Payment	166521	.6515		58.36	0.00
06/25/2015	006786	Bill		5/22- 6/23 07/15	58.36		58.36
06/19/2015	006772	Payment	165913	1704		51.79	0.00
06/19/2015	000000	Memo	165913	Ex CUT-PMT 51.79CR			51.79
06/16/2015	006764	Late Charge			4.53		51.79
05/31/2015	006740	Bill		4/23- 5/22 06/15	47.26		47.26
05/12/2015	006707	Payment	164142	.6491		90.24	0.00
04/30/2015	006698	Bill		3/23- 4/23 05/15	90.24		90.24
04/14/2015	006663	Payment	163034	.6477		57.71	0.00
03/31/2015	006646	Bill		2/20- 3/23 04/15	52.81		57.71
03/19/2015	006632	Payment	162064	996470		50.96	4.90
03/19/2015	000000	Memo	162064	Ex CUT-PMT 50.96CR			55.86
03/17/2015	006624	Late Charge			4.90		55.86
02/28/2015	006599	Bill		1/23- 2/20 03/15	50.96		50.96
02/17/2015	006591	Payment	160599	.6451		47.26	0.00
01/31/2015	006561	Bill		12/19- 1/23 02/15	47.26		47.26
01/09/2015	006511	Payment	158735	.6435		47.26	0.00
12/30/2014	006499	Bill		11/20-12/19 01/15	47.26		47.26
12/09/2014	006465	Payment	157749	.6423		63.91	0.00
11/30/2014	006445	Bill		10/23-11/20 12/15	63.91		63.91
11/10/2014	006423	Payment	156434	.6411		68.82	0.00
10/31/2014	006412	Bill		9/23-10/23 11/15	68.82		68.82
10/10/2014	006380	Payment	155242	.6397		149.94	0.00
09/30/2014	006357	Bill		8/22- 9/23 10/15	131.48		149.94
09/18/2014	006342	Payment	154420	.6389		186.60	18.46
09/18/2014	000000	Memo	154420	Ex CUT-PMT 186.60CR			205.06
09/16/2014	006329	Late Charge			18.46		205.06
09/10/2014	006321	Adjustment		SURCHARGE LEAK ADJ		31.81	186.60
09/10/2014	006321	Adjustment		LEAK ADJUSTMENT		107.51	218.41
08/31/2014	006305	Bill		7/23- 8/22 09/15	325.92		325.92
08/11/2014	006274	Payment	152590	.6372		105.14	0.00
07/31/2014	006254	Bill		6/23- 7/23 08/15	105.14		105.14
07/11/2014	006222	Payment	151506	.6358		135.87	0.00
06/30/2014	006200	Bill		5/22- 6/23 07/15	135.87		135.87
06/10/2014	006170	Payment	150016	.6346		203.34	0.00
05/31/2014	006151	Bill		4/23- 5/22 06/15	203.34		203.34
05/14/2014	006126	Payment	148850	.6340		104.87	0.00
04/30/2014	006106	Bill		3/24- 4/23 05/15	104.87		104.87
04/11/2014	006087	Payment	147474	.6322		89.87	0.00
03/31/2014	006066	Bill		2/21- 3/24 04/15	89.87		89.87
03/11/2014	006046	Payment	146131	.6310		46.62	0.00
02/28/2014	006035	Bill		1/23- 2/21 03/15	46.62		46.62
02/19/2014	006013	Payment	145196	.6298		51.87	0.00
01/31/2014	005985	Bill		12/23- 1/23 02/15	51.87		51.87
01/15/2014	005936	Payment	143654	.6284		51.87	0.00
12/31/2013	005917	Bill		11/21-12/23 01/15	51.87		51.87
12/10/2013	005891	Payment	142015	.6272		116.12	0.00
11/30/2013	005875	Bill		10/23-11/21 12/15	116.12		116.12
11/12/2013	005845	Payment	140475	.6263		62.37	0.00
10/31/2013	005825	Bill		9/23-10/23 11/15	62.37		62.37
10/10/2013	005802	Payment	139261	.6250		89.87	0.00
09/30/2013	005788	Bill		8/23- 9/23 10/15	89.87		89.87



City of Garden Ridge Water Department

9400 Municipal Parkway
Garden Ridge, Texas 78266
(210) 651-6831
Fax: (210) 651-9638



CRRT R164
MARK/DARTRICE WHITE
20018 BUCKHEAD LN
GARDEN RIDGE TX 78266-2161

Important Information on
Reverse Side

ACCOUNT NUMBER	DATE BILL MAILED	SERVICE FROM	SERVICE TO	DAYS USED	DUE DATE
24-5047-03	08/31/2015	07/23/15	08/24/15	32	09/15/2015
PREVIOUS READING	PRESENT READING	GALLONS USED	DESCRIPTION		AMOUNT DUE
2318000	2379000	61000	RI WATER EAA EAA FEE TR1 GARBAGE TAX		289.90 2.67 24.56 2.03
BRUSH & RECYCLE DUMPSTERS AT CITY COMPLEX SEPT 5-6, 12-13, 19-20 & 26-27 CITY OFFICES & LIBRARY CLOSED SEPT 7TH FOR LABOR DAY NON-EMERGENCY/AFTER HOURS/LOST&FOUND PETS CALL 651-6831					

SERVICE ADDRESS ► 20018 BUCKHEAD LANE

AMOUNT DUE

AFTER DUE DATE	BY DUE DATE
\$350.88	\$319.16

KEEP THIS PORTION FOR YOUR RECORDS

PLEASE RETURN THIS PORTION
WITH YOUR PAYMENT TO:



City of Garden Ridge Water Department

9400 Municipal Parkway
Garden Ridge, Texas 78266
(210) 651-6831
Fax: (210) 651-9638



AMOUNT DUE

DUE DATE	ACCOUNT NUMBER
09/15/15	24-5047-03
AFTER DUE DATE	BY DUE DATE
\$350.88	\$319.16



CRRT R164
MARK/DARTRICE WHITE
20018 BUCKHEAD LN
GARDEN RIDGE TX 78266-2161

SERVICE ADDRESS ► 20018 BUCKHEAD LANE

Invoice

Carter Irrigation

523314

SOLD TO <i>Mr. White</i>		SHIP TO <i>09-16-2005</i>	
ADDRESS <i>20018 Backhead Ave</i>		ADDRESS	
CITY, STATE, ZIP <i>Garden Ridge, TX</i>		CITY, STATE, ZIP	
CUSTOMER ORDER NO.	SOLD BY	TERMS	F.O.B.
ORDERED	SHIPPED	DESCRIPTION	PRICE
			UNIT
			AMOUNT
		<i>Repaired 3 busted pipes</i>	
		<i>Repaired 4 busted heads</i>	
		<i>Opened Valves & repaired</i>	
		<i>Parts:</i>	
		<i>Pipes x 3</i>	<i>52 50</i>
		<i>heads x 4</i>	<i>55 66</i>
		<i>Valve x 3</i>	<i>85 68</i>
		<i>labor:</i>	<i>105 23</i>
		<i>total:</i>	<i>173 18</i>
			<i>165 23</i>
			<i>(888 - 4)</i>

Master License: #M-19608
25 Years Experience



Invoice:

Date 9.29.15

FOR ALL YOUR PLUMBING NEEDS:

- FREE ESTIMATES • Water Heaters
• Faucets • Disposals
• Toilets • Sewer
• Sinks • Drain Cleaning

210-482-9477
www.cooksplumbingservice.com

Name MARK WHITE
Address 20018 BUCKHEAD LN Phone 210.452.2872
City GARDEN RIDGE PO # 1344314

QTY.	MATERIAL	DESCRIPTION	PRICE	AMOUNT
		REPLACED RAMP	\$199.30	
		REPLACED H2O HEATER	\$429.51	
			628.81	
		REPAIRED PIPES CALIBRATED DUMP RESET TIMER		LABOR
		H2O HEATER. B4		
		REPAIR PUMP WAS		
		WORKING ON WATERLINE		
		H2O HEATER		
		Labor	\$700.00	
		Subtotal		
		Tax	\$46.19	
		TOTAL	\$1575.66	

W/O
CK

\$1575.00

Customer Signature: _____

Texas State Board of Plumbing Examiners
P.O. Box 4200 • Austin, Texas 78765-4200
(800) 845-6584 • Fax (512) 450-0637
www.tsbpe.state.tx.us

30 DAY WARRANTY ON ALL REPAIRS

City Secretary

From: Water
Sent: Thursday, October 08, 2015 1:32 PM
To: City Secretary
Subject: FW: Leak Adjustment

From: mark white [mailto:mrw888@gmail.com]
Sent: Thursday, October 08, 2015 1:07 PM
To: Water
Subject: RE: Leak Adjustment

Jan... Thank you. I will be there.

On Oct 8, 2015 12:58 PM, "Water" <Water@ci.garden-ridge.tx.us> wrote:

Mr White,

Your leak adjustment was not approved by the Water Manager because you had a one within the last 2 years. However; your request for the leak adjustment will be on the Water Commission Agenda for the next meeting for their review. The meeting will be Oct. 27th at 6 p.m. at City Hall. You will need to attend this meeting to state your case.

Thank you,

Jan

From: mark white [mailto:mrw888@gmail.com]
Sent: Friday, October 02, 2015 10:24 AM
To: Water
Subject: Re: Leak Adjustment

Jan... I dropped off copies of the repair receipts, the original bill, and payment of \$214.93 that consists of the \$183.21 and late fee of \$31.72. Please let me know if anything else is required.

Thanks, Mark White

SECTION 1 -- DEFINITIONS

Words, phrases and terms herein shall be given their usual and customary meaning except where the context clearly indicates a different meaning. Words expressed in the present tense include the future tense; singular words include the plural and the word shall is mandatory. Any office referred to by title means the person employed or appointed to and serving in that position, or that person's duly authorized representative. Definitions not prescribed herein are to be construed in accordance with customary usage in utility and engineering practices.

APPROACH MAIN. A main which brings service to the perimeter of a property.

A.W.W.A. The American Water Work Association.

BILL. A periodic statement containing a list of charges due and payable.

BILLING PERIOD. The time between regularly scheduled meter readings. There will be twelve (12) monthly billing periods in each calendar year.

BOARD/WATER BOARD. The appointed Water Commission for the City of Garden Ridge.

BORDER MAIN. A main which abuts the perimeter of a customer's property and also abuts adjacent property and which may serve additional customers on such abutting or adjacent properties.

CAPITAL RECOVERY CHARGES. An equity recovery fee collected from new customers established for the purpose of recovering the early investment and payments of existing debt service. This charge generates funds for future expansion needed for the increase in water demand by additional customers on the system, or for other such municipal projects deemed appropriate by a majority decision of the City Council, City of Garden Ridge, Texas.

CERTIFICATE OF CONVENIENCE AND NECESSITY. An authorization granted by the Texas Water Commission or the Public Utility Commission to the Water Department for service within a defined territory.

CITY. The City of Garden Ridge, Comal County, Texas.

CONSTRUCTION COST OF MAINS. Construction costs of all mains shall be the costs indicated in the construction contract for the installation of the water system extension, requested by the Single-Customer or the Developer-Customer and signed by said customer and the Water Department.

DELINQUENT ACCOUNT. A past due accounts receivable.

DEVELOPER-CUSTOMER. The person, company, or firm subdividing (or platting) parcel of land for development purposes and who applies for water service for the development of a platted subdivision, a group or groups of platted lots, tracts, etc., upon which more than one residential, commercial or other establishment is to be erected and who has entered into a contract with the Water Department for the extension and installation of certain water distribution and fire protection facilities.

DISCONNECTION OF SERVICE. The locking or removal of a meter.

EASEMENT. See "Utility Easement".

ENGINEER. A person duly authorized and registered under the provisions of the Texas Engineering Registration Act to practice the profession of engineering.

EXTRA TERRITORIAL JURISDICTION or ETJ. The unincorporated areas contiguous to the incorporated limits of any city.

FRONTAGE. That side of the property along which a main is located. If the main is installed within a street Right-of-Way, lots on both sides of the street shall be considered as having frontage.

LEAK. An intended or unintended hole, crack or the like, through which liquid, gas, light, etc., enters or escapes.

LOT. An undivided tract or parcel of land having frontage on a public street and which is, or in the future may be offered for sale, conveyance, transfer or improvement; which is identified by a tract or lot number or symbol in a duly approved subdivision plat which has been properly filed or recorded.

MAIN COVER DEPTH. The depth at which backfill material commences after the prescribed bedding sand has been installed over the main.

based upon previous usage. An overcharge will not be adjusted for a time period longer than three months prior to the testing and only to the present meter owner.

- b. Non-Registering Meter: When a meter is found not to register for any period, unless bypassed or tampered with, the Water Department shall assess the minimum water bill charges to the customer for the billing period and will take immediate action to repair or replace the defective meter.
- c. Customer Leaks:
1. First adjustment. The Water Department will adjust, at the customer's request, excess usage on one monthly bill per leak, with proper documentation (i.e. receipts) and inspection of repair by Water Department personnel. ~~The customer will pay the basic minimum charges plus fifty percent (50%) of the remaining dollar amount.~~ *The Water Manager shall determine the amount of the adjustment up to 50% of the water usage less the minimum usage amount of 5,000 gallons. All excess usage (leaks) adjustments must meet eligibility requirements.*
The adjustment is allowed once in a twenty-four (24) month period.
 - a. Eligible Leaks: *Underground/Foundation, Water main line, Meter gasket leak (outgoing), Water heater leaks, Vandalism (must have police report). All leaks **must** justify the excess amount.*
 - b. Ineligible Leaks: *Water spigots left on, Broken sprinkler heads/nozzles/risers, Irrigation control box malfunctions, Refilling pools, Auto-fill systems, Pool cracks, Meter gasket leak (incoming).*
 2. Subsequent adjustments. The Water Operations Manager will report to the Water Commission at the next regularly scheduled meeting any subsequent adjustment requests received from any customer in a twenty-four (24) month period from the last adjustment request. All such requests must be made in writing by the customer. The Water Commissioners may recommend to City Council approval for a subsequent adjustment to a water bill. The adjustment will be no more than one half of the water bill minus the basic charges. Adjustment will only be recommended due to circumstances normally beyond the control of the customer such as vandalism or other criminal activity, or acts of nature.
- d. Adjustments for any water bill, for any reason, must be applied for no more than three months from the billing date of the bill in question.

14.08 -- RE-READING OF METERS.

The Water Department will re-read a customer's meter upon request of the customer. If the reading is determined to be in error, the Water Department will make the necessary adjustment. No charge is made for re-reading the meter unless the Water Department determines that there is no basis for such requested re-reading.

SECTION 15 -- CROSS CONNECTION CONTROL

15.01 -- GENERAL POLICY.

a. PURPOSE

- (1) To protect the public potable water supply of the City of Garden Ridge, Texas from the possibility of contamination or pollution by isolating within the customer's internal distribution system(s) or the customer's private water system(s) such contaminants or pollutants that could backflow into the public water system.
- (2) To promote the elimination or control of existing cross connections, actual or potential, between the customer's inplant potable water system(s) and non-potable water systems, plumbing fixtures, and industrial piping systems.
- (3) To provide for the maintenance of a continuing program of cross-connection control that will systematically and effectively prevent the contamination or pollution of all potable water systems.

- b. RESPONSIBILITY. The Water System Manager shall be responsible for the protection of the public potable water distribution system from contamination or pollution due to the backflow of contaminants or pollutants through the water service connection. If, in the judgment of said System Manager an approved backflow prevention assembly is required at the customer's water service connection; or, within the customer's private water system for the safety of the water system, the System Manager or his/her designated agent shall give notice in writing to said customer to install such an approved backflow prevention assembly(s) at his/her own expense; and, failure, refusal, or inability on the part of the customer to install, have tested, and maintain said assembly(s) shall constitute grounds for discontinuing water service to the premises until such requirements have been satisfactorily met.

City Administrator

From: Keven Harshbarger <kevenharshbarger@aol.com>
Sent: Monday, June 22, 2015 8:10 PM
To: administrator@ci.garden-ridge.tx.us.
Subject: Volunteer for Planning and Zoning Commission
Attachments: KHarshbarger_Resume_Jun2015.pdf

Hello,

I am interested in serving on the Garden Ridge Planning and Zoning Commission or Water Commission, if a need exists. I have attached a resume for your consideration.

Respectfully,

Keven E. Harshbarger
8514 Tuscan Hills Dr
Garden Ridge, TX 78266
kevenharshbarger@aol.com
(210)352-5009
(402)578-7455 (mobile)

Keven E. Harshbarger

8514 Tuscan Hills Dr • Garden Ridge, TX 78266 • (210) 352-5009
KevenHarshbarger@aol.com

PROFILE

Creates value through innovation, creative-problem solving, collaboration, and data-driven approaches. Highly skilled educator and executive manager with over 29 years of documented success.

DOW Fellow, National Science Teacher's Association, 2011-2012
College Board Approved Syllabi – AP Physics B, AP Physics C
Physics/Math (Grades 8-12) – Texas Standard Certificate exp 01/31/2017
Generalist (Grades 4-8) – Texas Standard Certificate exp 01/31/2017

EDUCATION

Economics, Master of Arts, University of Oklahoma, 1995
Aerospace Engineering, Bachelor of Science with Highest Honors, University of Texas-Arlington, 1985

SIGNIFICANT ACCOMPLISHMENTS

- Designed innovative "STARS" program—Students and Teachers Achieving Results through STEM—bringing benefits of a STEM Academy to single high school district. Secured 3 year, \$15,000 funding from Alcoa Foundation increasing interdisciplinary project-based learning in the classroom. Planned, organized, recruited, and raised funds for High School's inaugural STEM Club.
- Successfully integrated compliance programs and processes across an Air Force product center managing a \$23B acquisition portfolio by championing the development of web-based tools allowing internal and external inspection findings, audits, and staff assistance recommendations to be holistically managed. Established ground work for evolving the system into a fully-automated suite common across Air Force Materiel Command. Detection and correction of deficiencies now possible at the lowest appropriate management level while identifying common trends, deficiencies, and risks for senior leadership action.
- Led cross-functional team comprised of operations, maintenance, test and evaluation, research and development, and contracting personnel from multiple organizations—mastered \$630M in aircraft modifications and jamming waveform upgrades delivering combat capability 6 months ahead of schedule.
- Turned around struggling unit in 18 months. Established vision and led 16 direct reports managing 176 personnel, \$2.9M annual budget, and \$3B in capital assets providing four unique, high-demand services to government customers. Created fully empowered, accountable teams aligned with production requirements and using data-driven processes. Met 100% of customer requirements, doubled production of one service, improved the availability of a second by 33%, and cut error rate by 50% saving 1,000 man-hours per year.

EXPERIENCE

- ❖ Classroom science teacher for large (5A) high schools. Planned, conducted, and assessed Forensic Science, Physics, Pre-AP Physics, and AP Physics classroom instruction to meet diverse learning needs of 180 students annually. Managed resources to achieve successful learning outcomes including 98% student pass rate on State standardized exams with 10% year over year improvement in commended scores. Developed and implemented district's first AP Physics C course. Coached students in national computer security and rocketry competitions.
- ❖ Provided curriculum management oversight for a Community College of the Air Force satellite campus. Reviewed and approved syllabi and course materials for 13 training programs leading to certification and/or fully accredited Associate's degrees.
- ❖ Inspector General for an Air Force acquisition center. Transformed the internal compliance program allowing detection and correction of deficiencies at the lowest appropriate management level. Minimized both rework and cost, contributing to efficient and effective management of the portfolio.

Keven E. Harshbarger, Page 2

- ❖ Deputy Group Commander for a combined flying and maintenance group providing USAF's sole airborne electronic attack capability to combatant commanders worldwide. Responsible for the combat readiness of 760 personnel, 15 aircraft worth \$1.2B, support equipment, facilities, and a \$24M mission simulator. Developed and executed \$16M flying hour program in concert with a \$4.3M baseline budget. Managed daily operations to meet customer needs on time and budget.
- ❖ Squadron Commander for reconnaissance squadron consisting of 176 personnel, 9 special mission aircraft, operations facility, and support equipment providing four high-visibility, high-demand services to national agency customers. Established vision and direction needed to create and sustain high quality, operational excellence, and constant readiness to respond to short-notice customer requirements. Proactively reinvigorated relationships with key suppliers and customers through open and honest communication, consistent performance, and personal visits building trust, confidence, and mutual understanding.
- ❖ Experienced manager of mishap prevention programs at multiple organizational levels. Managed 14 direct reports engaged in flight, ground, industrial, and weapons mishap prevention supporting 9 distinct flying missions and 93 units with a total served population of 56,000 military, civilian, and dependent personnel.
- ❖ Chief strategic planner for U.S. military cooperation and engagement in Central and South America and the Caribbean. Identified future requirements and measures of effectiveness for a six-year horizon focusing 2,000 deployments, 48,000 personnel, 18 major exercises, and \$868M in annual expenditures.

HONORS AND AWARDS

- ✧ Recipient of 18 Department of Defense commendation medals for superior achievement and outstanding performance of duties across the spectrum of Air Force flying operations.
- ✧ Top Graduate from T-37B Pilot Instructor Training

OTHER CERTIFICATIONS

- Lean, Six Sigma, Continuous Process Improvement – US Air Force Senior Leader Course
- OSHA 10 hour General Industry Course
- Federal Aviation Administration Certified Flight Instructor and Commercial Pilot

EMPLOYMENT HISTORY

2012 – Present Faculty, Smithson Valley High School, AP/Pre-AP Physics, Forensic Science, and CyberPatriot Coach
2010 – 2012 Faculty, East Central High School, AP/Pre-AP Physics, Physics 1, and STEM advisor
2008 – 2010 Inspector General, Wright-Patterson Air Force Base (AFB), Ohio
2006 – 2008 Deputy Group Commander, 55th Electronic Combat Group, Davis-Monthan AFB, Arizona
2004 – 2006 Commander, 45th Reconnaissance Squadron, Offutt AFB, Nebraska
2002 – 2004 Chief of Safety, 55th Wing; Operations Officer, Operations Support Squadron, Offutt AFB, Nebraska
2000 – 2002 Senior Flight Commander and Evaluator Pilot, 38th Reconnaissance Squadron, Offutt AFB, Nebraska
1997 – 2000 Strategic Planner, United States Southern Command, Miami, Florida
1985 – 1997 U.S. Air Force. Positions of increasing responsibility as pilot, instructor pilot, evaluator pilot, safety officer, and flight commander in trainer and reconnaissance aircraft