



## 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, April 26, 2016 at 6 p.m.

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The Garden Ridge City Water Commission will meet in a regular meeting on Tuesday, April 26, 2016 at 6 p.m. in the City Council Chambers, City Hall, 9400 Municipal Parkway, Garden Ridge, Texas. This meeting 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 on Friday, April 22, 2016 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.

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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 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 and Item 8.
- 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) February 23, 2016 Water Commission Regular 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) Request from Marjan DuBois, 21015 Plum Ranch Rd, to appear before Water Commission to discuss concerns with water billing, water usage and water meter, and possible leak adjustment.
  - b) Update on water Customer Fee of \$.60 per month per customer in accordance with Section 25.06 of Ordinance 54 with said fee being for the Comal Trinity Groundwater Conservation District pumpage effective with the April 22-May 23 water billing.
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
  8. Citizen Participation – 3 minute limit per citizen
  9. 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 10:45 am on April 21, 2016 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

n. Resulting from a delinquency or non-payment of water service bills-----\$ 40.00  
Turn-On/Reconnection Charges.

Resulting or following a turn-off or disconnection due to delinquency  
or non-payment of water service bills-----\$ 40.00

(NOTE: An additional charge of \$50.00 will be imposed for a turn-on or  
reconnection required to be performed during non-regular working hours.)

o. Turn-Off & Turn-On Transfer of existing meter service to a new customer-----\$ 40.00

p. Customer Service Charges. As a general rule, the following service charges will not be assessed the first time Water Department personnel are called to service a problem which is determined, by the Water Department, to be the responsibility of the customer. However, if Water Department personnel are called and respond to a service call which has previously been pointed out (to the customer) as his or her area of responsibility, the following charges apply:

(1) On-Duty Service Calls  
Minimum charge for the first half-hour ----- \$ 30.00  
Each hour (or fraction thereof) thereafter ----- \$ 40.00

(2) Off-Duty Service Calls  
Minimum charge for the first half-hour ----- \$ 35.00  
Each hour (or fraction thereof) thereafter ----- \$ 45.00

q. Check returned for insufficient or non-sufficient funds----- \$ 25.00

r. Deposits

(1) Residential Water Deposit  
(a) Owner ----- \$ 150.00  
(b) Renter ----- \$ 150.00

(2) Commercial Water Deposit----- \$200.00

(3) Fire Hydrant or Temporary Service Deposit----- \$400.00

(Deposits refundable at termination of service minus any balance on account)

#### 25.06 CUSTOMER FEES

The City of Garden Ridge Water Department may be assessed management fees, program fees and pumping fees for water that is allocated from, pumped from and/or supplied from the Edwards Aquifer and/or the Trinity Aquifer. The assessment of such fees as a pass-through fee to all water customers is authorized. Such fees will be collected from all water customers of the Garden Ridge Water Department. The charges will be billed monthly as a separate charge on customer water bills. No pass-through fees shall be charged if there is not metered use by the customer during the billing period. These charges shall be reviewed annually and adjusted as necessary for the full recovery of such fees assessed to the City of Garden Ridge Water Department.

### SECTION 26 -- REQUESTS FOR SERVICE - GENERAL POLICY

#### 26.01 -- REQUESTS FOR SERVICE -- GENERAL POLICY

The City of Garden Ridge Water Department has adopted the following Policies relative to requests for services:

Each request for services involving more than one meter, or where there is some question of adequacy of service, may be referred to the Water Department's Engineer for study. The cost of the Engineering Study and report will be paid for in advance by the petitioner.

The Engineer will evaluate the request to determine, under the existing circumstances, what would be the conditions of service and report this to the City Water Commission and to the petitioner.



# City of Garden Ridge

9400 Municipal Parkway  
Garden Ridge, Texas 78266-2600  
(210) 651-6632  
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## MINUTES OF CITY WATER COMMISSION REGULAR MEETING February 23, 2016

### **Members Present:**

Chairman David Heier  
Commissioner Keven Harschbarger  
Commissioner Richard Holloway  
Commissioner Ray Pitzen  
Commissioner Pat Ramirez  
Mayor Nadine Knaus, ex-officio

### **Member Absent:**

Commissioner Andre Bullard

### **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 Heier called the regular meeting of the Garden Ridge City Water Commission to order at 6:00 p.m. on Tuesday, February 23, 2016 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**

No one wished to speak.

### **3. Approval of Minutes**

#### **a. January 26, 2016 Water Commission Meeting**

**Motion:** A motion was made by Commissioner Ramirez, seconded by Commissioner Holloway, to approve the minutes of January 26, 2016 Regular Water Commission Meeting, with corrections. The Water Commission voted five (5) for and none (0) opposed. The motion passed unanimously.

#### **b. February 1, 2016 Water Commission Water Study Committee**

**Motion:** A motion was made by Commissioner Holloway, seconded by Commissioner Pitzen, to approve the minutes of February 1, 2016 Water Commission Water Study Committee Meeting. The Water Commission voted five (5) 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 Gregg DuBois, 21015 Plum Ranch Rd, seeking relief on August 25, 2015 – September 22, 2015 and September 23, 2015 – October 23, 2015 water bill due to billing for 57,00 and 54,000 gallons and asking said bill be adjusted based on prior usage**

Nancy Cain, City Administrator, stated Mrs. DuBois has again (2<sup>nd</sup> time) requested that the Water Commission postpone their water bill adjustment due to their inability to be present.

Royce Goddard, Water Manager, reviewed the DuBois past history of water usage and their previous water bill adjustment.

The Water Commission discussed that this was the 2<sup>nd</sup> month they were not present and they have already received a leak adjustment on one bill as well as had penalties removed.

**Motion:** A motion was made by Commissioner Holloway, seconded by Commissioner Ramirez, to denied any adjustment due to lack of representative and recommend the City Council deny the request for water bill adjustment from Gregg DuBois, 21015 Plum Ranch Rd, seeking relief on August 25, 2015 – September 22, 2015 and September 23, 2015 – October 23, 2015 water bill due to billing for 57,00 and 54,000 gallons and asking said bill be adjusted based on prior usage. The Water Commission voted five (5) for and none (0) opposed. The motion passed unanimously.

- b. Consideration, development of, and possible action on an amendment to Ordinance #54-022010, Section 14.07(c), Entitled Customer Leaks.**

Commissioner Pitzen, reviewed the proposed changes the Sub-Committee is recommending to Ordinance 54, Section 14.07. He stated the committee reviewed the recommendations from Commissioner Harschbarger. He stated after long discussion and recommendation from the Water Manager the Sub-Committee agreed to no adjustments and to strike Section 14.07 (c) from the ordinance.

The Water Commission discussed the current process for requesting adjustments, other avenues for special circumstances and meter issues.

**Motion:** A motion was made by Commissioner Ramirez, seconded by Commissioner Holloway, to recommend the removal of Section 14.07 (c), Entitled Customer Leaks in Ordinance 54.. The Water Commission voted five (5) for and none (0) opposed. The motion passed unanimously.

#### **5. Update on actions taken by the City Council in previous City Council Meetings related to Commission recommendations.**

Nancy Cain, City Administrator, stated the City Council approved the Water Commission's recommendation to deny the Chance's leak adjustment. She stated they also approved Ordinance

189 amending Ordinance No. 54-022010, continuing the suspension of the authority granted to the Water Department, Water Operations Manager and the Water Commission to grant an adjustment to a water bill for a leak or other excess water usage.

## **6. 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 1.26 acre feet from the Edwards Aquifer and 46.88 acre ft. from the Trinity have been pumped. He stated the average daily usage is 682,043.47 gallons.

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

Royce Goddard, Water Manager stated the infrastructure on the new well is currently being designed. He also discussed the steps he took regarding the comments made at the Planning and Zoning Commission meeting about water pressure at Regency Oaks. He stated he contacted Regency Oaks residents and tested the pressure at several homes and no low pressure was found.

The Water Commission discussed the water quality letter residents received in their utility bills. Royce Goddard, Water Manager explained the letter is a requirement of TCEQ due to missing a testing date. He stated the water in Garden Ridge is fine, but since he missed a testing date he was required to send out the letter and locate several residents who fit the requirement that are willing to have their water tested this year.

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

Royce Goddard, Water Manager reported as to February 23, 2016 the Edwards static level was at 118.8 feet and the Trinity static level was at 199.8.

### **d) Water and/or Drought Management**

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

## **7. Adjourn**

Motion to adjourn was made by Commissioner Holloway and seconded by Commissioner Ramirez. The motion passed unanimously and the meeting adjourned at 6:55 p.m.

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David Heier, Chair

ATTEST:

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Shelley Goodwin, TRMC  
City Secretary

**SIGN IN TO SPEAK AT THE FEBRUARY 23, 2016  
WATER COMMISSION REGULAR MEETING**

**Rules for Citizen's Participation:**

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

- a. Direct your comments to the entire City Council and 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:**

Any disruptive behavior, including shouting or derogatory statements or comments, will 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.

**NAME**

**ADDRESS**

**SUBJECT**

1.

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**Water Commission**  
**As Of 23 February 2016**

	2015					2016							
	Edwards		Trinity		Total	Quarterly	Edwards		Trinity			Total	Quarterly
	Gallons	Acre Feet	Gallons	Acre Feet	Acre Feet	Acre Feet	Gallons	Acre Feet	Gallons	Acre Feet		Acre Feet	Acre Feet
January	2,633,000	8.08	11,167,000	34.27	42.35		15,309,000	46.98	431,000	1.32	48.30		Actual
February	324,000	0.99	14,774,000	45.34	46.33		410,000	1.26	15,277,000	46.88	48.14		2/1-2/23
March	14,394,000	44.17	1,922,000	5.90	50.07	138.76	0	0.00	0	0.00	0.00	96.45	Actual
April	17,561,000	53.89	327,000	1.00	54.90		0	0.00	0	0.00	0.00		Actual
May	8,147,000	25.00	8,066,000	24.75	49.76		0	0.00	0	0.00	0.00		Actual
June	1,394,000	4.28	20,378,000	62.54	66.82	171.47	0	0.00	0	0.00	0.00	0	Actual
July	38,650,000	118.61	10,880,000	33.39	152.00		0	0.00	0	0.00	0.00		Actual
August	29,573,000	90.76	30,889,000	94.79	185.55		0	0.00	0	0.00	0.00		Actual
September	13,883,000	42.61	28,345,000	86.99	129.59	467.15	0	0.00	0	0.00	0.00	0	Actual
October	29,538,000	90.65	7,472,000	22.93	113.58		0	0.00	0	0.00	0.00		Actual
November	16,496,000	50.62	1,000	0.00	50.63		0	0.00	0	0.00	0.00		Actual
December	15,997,000	49.09	0	0.00	49.09	213.30	0	0.00	0	0.00	0.00	0	Actual
<b>TOTAL</b>	<b>188,590,000</b>	<b>578.76</b>	<b>134,221,000</b>	<b>411.91</b>	<b>990.67</b>		<b>15,719,000</b>	<b>48.24</b>	<b>15,708,000</b>	<b>48.21</b>	<b>96.45</b>		
	<b>EAA Stage 0, -0%, Available 847.077 Ac/Ft, Unused 268.317 Ac/Ft</b>							<b>EAA Stage 0, -0%, Available 854.89 Ac/Ft, Unused 806.65 Ac/Ft</b>					<b>854.89</b>
<b>Current Edwards Permits</b>													
Allocated Pumpage		CO00139	P100-767	484.071	Acre Feet		<b>Total Available Edwards Water</b>					<b>854.89 Ac/Ft</b>	
Purchase		BE 00109I	P100-327	2.000	Acre Feet							<b>278,566,761.3 Gals</b>	
Purchase		ME 00417D	P101-185	1.301	Acre Feet		Connections: 1565 Avg. usage per connection: 10023.642 gals						
Purchase		ME 00479I	P101-315	3.895	Acre Feet		Avg. Daily Usage: 02/01 - 02/23: 682,043.47 gals						
Purchase		UV 00437I	P101-699	2.000	Acre Feet		Avg. connections 2015: 1551 Avg. usage per connection for 2015: 208,130.88 gals						
Purchase		UV 00461I	P101-752	4.000	Acre Feet		Leak Adjustments / month 0 Leak Adjust. YTD 0						
Purchase		UV 00478I	P101-801	2.000	Acre Feet		<b>Monthly Well Progress Report</b>						
Purchase		UV 00537H	P101-959	2.000	Acre Feet		Trinity Well Status: Static Level: Feb 1 <sup>st</sup> : 201.6' Feb 23 <sup>rd</sup> : 199.8' Diff. of: 1.8'						
Purchase		UV 00576I	P102-040	14.000	Acre Feet		GPM: 840 Pumping Level: Feb 1 <sup>st</sup> : 171.9' Feb 23 <sup>rd</sup> : 165.6' Diff. of: 6.3'						
Purchase		UV 00630G	P102-146	1.760	Acre Feet		Edwards Wells Status: Static Level: Feb 1 <sup>st</sup> : 121.5' Feb 23 <sup>rd</sup> : 118.8' Diff. of: 2.7'						
Purchase		BE 00081AE	P100-200	62.000	Acre Feet								
Transfer	K. Zar Pool	UV00435	P106-186	1.000	Acre Foot								
Transfer		CO00118B	P103-312	4.500	Acre Feet								
Transfer		CO00119AA	P102-416	2.000	Acre Feet								
Transfer		CO00119AA	P102-564	0.660	Acre Feet								
Lease	City of Schertz			200.000	Acre Feet								
Lease	Lloyd Loehman		P107-429	3.000	Acre Feet								
Lease	M. Friesenhahn		P100-745	65.000	Acre Feet								
Lease	BVFD	1/1/2015 - 12/31/2015		-0.300	Acre Feet								
<b>Total</b>	<b>Edwards</b>	<b>Allocation</b>			<b>854.89</b>	<b>Acre Feet</b>							

1. 9-14-2015 I called the City and spoke to Jan complaining of an unusually high water bill of \$256.70. The previous month's water bill was \$67.10
2. Jan agreed that the City needed to come out and take a look at the meter to determine if I had a leak. There was a large puddle of water standing in the back yard and everyone scratched their head and left!
3. I called the City again towards the end of the month and spoke to Jan as I had not heard anything back. I was informed that though the City did not report any results back to me, there was no leak.
4. 9-21-2015 the back flow apparatus was run over by deer and there was a geyser in the front yard. Emergency (?) team came out over one hour after it was reported twice. City shut the water off and again when questioned about a leak, definitely confirmed there was no leak. The gentleman did a test on the water standing in the yard and said there was no chlorine present; hence no leak.
5. 9-21-2015 the back floe apparatus was repaired and it was confirmed by the company that repaired it

that we indeed had a significant leak. The sprinkler system was shut off.

6. 10-11-2015 The sprinkler system was repaired, there were 2 valves that were leaking!

Well over a month the leak went on as the City Water Dept came out to our home on 2 separate occasions and confirmed there were no leaks! Their best guess with the puddle of water in the back yard was that we had a spring in the back yard. Water Dept checked for chlorine and since none was present, the idea of a spring made sense to them.

Since I have requested to escalate these issues. Unfortunately my writing a detailed explanation, as such presented to the City 10-16-2015 was fruitless.

I was told I had to be present in front of the Water Board to present my case. Couldn't see the reason for an actual in person presentation and since the Board only meets once a month, could not accommodate the mandate as coincidentally I have

been out of town on business when the Board met in January and February.

I received a letter from the City Administrator dated March 3, 2016 that my request for relief to my water bill was denied. I am not confident that the Water Board was made aware of the details prior to their decision.

And now we have severe fluctuations again in the water bill:

12/21/2015 to 01/22/2016	5000 gal	\$23.00
01/22/2016 to 02/23/2016	16000 gal	\$50.97
02/23/2016 to 03/23/2016	4000 gal	\$23.00

On the dates with the largest water issues, we were out of town for over 10 days during that month.

I have called the City asking questions, requesting explanations. When a service provider bills me, I want to know what I am paying for. The City is failing to answer my questions and clarify the huge

difference in meter reading. The options presented to me lack confidence in the process.

I request a face-to-face meeting, with the water board, to present these facts. I further request a written response from the city on how they can address the issue with the fluctuating readings we are having. We have no problem paying for what we use but I refuse to pay for a service that I have no confidence in the equipment/method currently being used.

Thank you.

Marjan DuBois