



## **CITY OF ROLLINGWOOD UTILITY COMMISSION MINUTES**

**Tuesday, April 01, 2025**

The Utility Commission of the City of Rollingwood, Texas held a meeting, open to the public, in the Municipal Building at 403 Nixon Drive in Rollingwood, Texas on April 1, 2025. Members of the public and the Utility Commission were able to participate in the meeting virtually, as long as a quorum of the Utility Commission and the presiding officer were physically present at the Municipal Building, in accordance with the Texas Open Meetings Act. A video recording of the meeting was made and will be posted to the City's website and available to the public in accordance with the Texas Public Information Act upon written request.

### **CALL UTILITY COMMISSION MEETING TO ORDER**

1. Roll Call

**Chair Jonathan Miller called the meeting to order at 5:30 p.m.**

**Present Members:** Chair Jonathan Miller, Elizabeth Bray, Chris Kirksey, Walter Roloson, and Clark Wilson

**Also Present:** City Administrator Alun Thomas, Interim City Secretary Makayla Rodriguez, Utility Billing Manager Veronica Hernandez, and Council Member Phil McDuffee

### **PUBLIC COMMENTS**

There were no public comments.

### **CONSENT AGENDA**

2. Discussion and possible action on the minutes from the March 4, 2025 Utility Commission meeting

**Clark Wilson moved to approve the meeting minutes. Chris Kirksey seconded the motion. The motion carried with 5 in favor and 0 against.**

### **REGULAR AGENDA**

3. Discussion on possible improvements to cellular service

Members of the Utility Commission discussed cellular service, previous efforts to address cellular service, and changes in nearby infrastructure that impacted cellular service. They continued to discuss reaching out to nearby cities to inquire about possible improvements as well as the use of network antennas.

4. Update and discussion on a recommendation to City Council to update the Utility Bill Appeals policy

City Administrator Alun Thomas explained that the Utility Commission's recommendation to City Council to update Utility Bills Appeals Policy was approved at their March meeting and is now effective.

5. Discussion and possible action on strategies to increase participation for the EyeOnWater Customer Portal

The Utility Commission and City staff discussed billing, Rave Alerts, and its capabilities.

City Administrator Alun Thomas discussed a letter drafted for the purpose of notifying residents about the update to the appeals policy and information regarding EyeOnWater. He continued to discuss another letter that residents could receive once they are signed up for EyeOnWater to inform homeowner insurance companies of their enrollment and stated that the letter could be used as a cost effective strategy to acknowledge proactive steps to prevent flood damage.

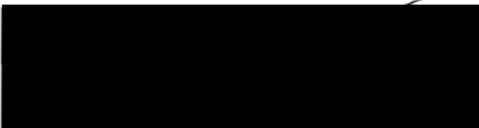
The Utility Commission discussed the letter, expenses for leaks, the updated appeals process, and communication to residents regarding the policy change.

**Chris Kirksey moved to export the letter with the change recommended. Clark Wilson seconded the motion. The motion carried with 5 in favor and 0 against.**

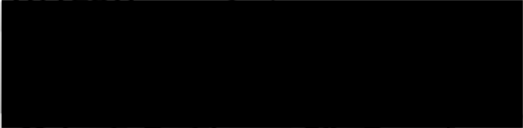
#### ADJOURNMENT OF MEETING

The meeting was adjourned at 6:15 p.m.

Minutes adopted on the 7<sup>th</sup> day of October, 2025.

  
Jonathan Miller, Chair

ATTEST:

  
Makayla Rodriguez, City Secretary