



CITY OF ROLLINGWOOD UTILITY COMMISSION MINUTES

Tuesday, October 07, 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 October 10, 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, Sam Attal, Elizabeth Bray, Chris Kirksey, and Clark Wilson

Also Present: City Administrator Alun Thomas, City Secretary Makayla Rodriguez, Assistant to the City Administrator Lindsay Saenz, 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 April 1, 2025 Utility Commission meeting

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

REGULAR AGENDA

3. Discussion and possible action on a utility bill appeal for 104 Kristi Drive

Chair Jonathan Miller gave an overview of the utility bill appeals process.

Andrew Van Winkle, resident of 104 Kristi Drive, stated that he previously submitted a leak adjustment request and received a credit of \$11,225.14 toward a \$15,858 utility bill associated with a leak on his property that occurred in December 2024 and January 2025. He further explained that he is requesting full relief of the billed amount, as well as an additional \$225 to cover repair costs, claiming that the City's contractor damaged his water line while performing water CIP improvement work on his street.

The Utility Commission and Mr. Van Winkle discussed the details and timeline of the leak and damage to the property's water line. Mr. Vanwinkle stated that he worked with a company to repair the damaged water line in January 2025.

Elizabeth Bray discussed that Mr. Van Winkle enrolled in EyeOnWater in November 2024, noting that the leak took place after his enrollment in the water tracking software.

The Utility Commission and Andrew Van Winkle continued to discuss contractor work on Kristi Drive. City Secretary Makayla Rodriguez stated that the City's contractor performed water CIP related work from December 23, 2024, to January 23, 2025, on Nixon Drive, Pleasant Drive, and Pickwick Lane. She also noted that the contractor did not work from December 23, 2024, to January 2, 2025, due to the City holiday.

The Utility Commission agreed that identifying the specific dates when the contractor was working on Kristi Drive would be more helpful.

Sam Attal discussed water usage and inquired whether the City has a system that alerts customers of high water flow. Utility Billing Manager Veronica Hernandez explained that she receives notifications of abnormal consumption on a monthly basis when meters are read for billing purposes and can view overall account usage daily through EyeOnWater, but does not receive notifications when individual accounts exceed a certain consumption threshold. Council Member Phil McDuffee added that individual users on EyeOnWater can set up daily leak alerts for their consumption.

Chair Jonathan Miller recommended tabling the item until next month to allow more information to be gathered regarding the timeline of when work was performed on Kristi Drive.

4. Discussion on possible improvements to cellular service

Chair Jonathan Miller discussed an email received sharing information that the City of San Antonio is working with a company called AMSTAR Inc. to improve cellular service.

City Administrator Alun Thomas explained that he spoke with representatives from T-Mobile, who indicated that their service deployment decisions are primarily based on factors such as population density and that the area's topography adversely affects service performance. Mr. Thomas noted that T-Mobile expressed a willingness to consider the installation of cellular boosters if funded by the City but that the existing topographical conditions may not result in a significant enhancement of signal strength.

The Utility Commission and City Administrator Alun Thomas discussed cellular service within the City, and the status of implementation of Google Fiber. City Administrator Alun Thomas stated that Google Fiber has completed their work in the City and that they are in the process of selling their services to customers. Chair Jonathan Miller suggested that the City should reach out to AMSTAR Inc.

ADJOURNMENT OF MEETING

The meeting was adjourned at 6:23 p.m.

Minutes adopted on the 9th day of November, 2025.



Jonathan Miller, Chair

ATTEST:



Makayla Rodriguez, City Secretary