



CITY OF ROLLINGWOOD UTILITY COMMISSION AGENDA

Monday, September 18, 2023

Notice is hereby given that the Utility Commission of the City of Rollingwood, Texas will hold a meeting, open to the public, in the Municipal Building at 403 Nixon Drive in Rollingwood, Texas on September 18, 2023 at 5:30 PM. Members of the public and the Utility Commission may participate in the meeting virtually, as long as a quorum of the Utility Commission and the presiding officer are physically present at the Municipal Building, in accordance with the Texas Open Meetings Act. The public may watch this meeting live and have the opportunity to comment via audio devices at the link below. The public may also participate in this meeting by dialing one of the toll-free numbers below and entering the meeting ID and Passcode.

Link: <https://us02web.zoom.us/j/5307372193?pwd=QmNUbmZBQ1lwUjNjNmM5RnJreIRFUT09>

Toll-Free Numbers: (833) 548-0276 or (833) 548-0282

Meeting ID: 530 737 2193

Password: 9fryms

The public will be permitted to offer public comments via their audio devices when logged in to the meeting or telephonically by calling in as provided by the agenda and as permitted by the presiding officer during the meeting. If a member of the public is having difficulties accessing the public meeting, they can contact the city at dadair@rollingwoodtx.gov. Written questions or comments may be submitted up to two hours before the meeting. A video recording of the meeting will be 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

PUBLIC COMMENTS

Citizens wishing to address the Utility Commission for items not on the agenda will be received at this time. Please limit comments to 3 minutes. In accordance with the Open Meetings Act, the Utility Commission is restricted from discussing or taking action on items not listed on the agenda.

Citizens who wish to address the Utility Commission with regard to matters on the agenda will be received at the time the item is considered.

CONSENT AGENDA

All Consent Agenda items listed are considered to be routine by the Utility Commission and may be enacted by one (1) motion. There will be no separate discussion of Consent Agenda items unless a Board Member has requested that the item be discussed, in which case the item will be removed from the Consent Agenda and considered in its normal sequence on the Regular Agenda.

- 2. Discussion and possible action on the May 2, 2023 Utility Commission meeting

REGULAR AGENDA

- 3. Discussion and possible action on utility appeal for 4828 Timberline Drive
- 4. Discussion and possible action on utility appeal for 4830 Timberline Drive
- 5. Discussion and possible action on utility appeal for 4824 Rollingwood Drive
- 6. Discussion and possible action on a presentation from Ameresco regarding meter replacements and automated metering infrastructure

ADJOURNMENT OF MEETING

CERTIFICATION OF POSTING

I hereby certify that the above Notice of Meeting was posted on the bulletin board at the Rollingwood Municipal Building, in Rollingwood, Texas and to the City website at www.rollingwoodtx.gov at **5:00 PM on September 8, 2023.**

Desiree Adair
Desiree Adair, City Secretary

NOTICE -

The City of Rollingwood is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. Please contact the City Secretary, at (512) 327-1838 for information. Hearing-impaired or speech-disabled persons equipped with telecommunication devices for the deaf may call (512) 272-9116 or may utilize the stateside Relay Texas Program at 1-800-735-2988.

The Utility Commission will announce that it will go into executive session, if necessary, to deliberate any matter listed on this agenda for which an exception to open meetings requirements permits such closed deliberation, including but not limited to consultation with the city's attorney(s) pursuant to Texas Government Code section 551.071, as announced at the time of the closed session.

Consultation with legal counsel pursuant to section 551.071 of the Texas Government Code;
discussion of personnel matters pursuant to section 551.074 of the Texas Government Code;
real estate acquisition pursuant to section 551.072 of the Texas Government Code;
prospective gifts pursuant to section 551.073 of the Texas Government Code;
security personnel and device pursuant to section 551.076 of the Texas Government Code;
and/or economic development pursuant to section 551.087 of the Texas Government Code.
Action, if any, will be taken in open session.



CITY OF ROLLINGWOOD UTILITY COMMISSION MINUTES

Tuesday, May 02, 2023

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 Tuesday, May 2, 2023 at 5:30 PM. Members of the public and the Utility Commission were able to participate in the meeting virtually, as long as 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 5:35 p.m.

Present Members: Chair Jonathan Miller, Chris Kirksey, Elizabeth Bray, Christopher Meakin, and Clark Wilson.

Also Present: City Administrator Ashley Wayman, Council Member Phil McDuffee, Utility Billing Manager Veronica Hernandez, and Assistant to the City Administrator Makayla Rodriguez

PUBLIC COMMENTS

There were no public comments.

CONSENT AGENDA

All Consent Agenda items listed are considered to be routine by the Utility Commission and may be enacted by one (1) motion. There will be no separate discussion of Consent Agenda items unless a Board Member has requested that the item be discussed, in which case the item will be removed from the Consent Agenda and considered in its normal sequence on the Regular Agenda.

2. Discussion and possible action on the April 4, 2023 Utility Commission meeting minutes

Chris Kirksey moved to approve the minutes. The motion was seconded by Clark Wilson. The motion carried with 4 in favor, 0 against, and 1 abstention – Christopher Meakin for not being present at the last meeting.

REGULAR AGENDA

- 3. Presentation and discussion regarding the proposed installation of Network Facilities by Google Fiber Texas LLC

Sasha Petrovic, General Manager of the Southwest Region Google Fiber, gave a presentation highlighting his work and the proposed installation of network facilities in Rollingwood. He discussed right of way agreements, internet speeds, permit packages, past installation experiences, installation preparation, standard operating procedures, other providers, and benefits to residents.

The Utility Commission asked questions of Mr. Petrovic regarding other incumbents in the area, upcoming infrastructure updates, right of way fees and agreement, communication with residents, timeline of installation, noise ordinances, and benefits to the City if approved.

Christopher Meakin moved for approval from the Utility Commission of the plan as presented with the proviso that the noise ordinance gets considered by Council. The motion failed for a lack of second.

The Utility Commission and Council Member Phil McDuffee discussed how to best word the motion for City Council.

Chair Jonathan Miller moved for the Utility Commission to support City Council’s ongoing effort with regard to the right of way for Google Fiber with the caveat that there is some consideration given to the noise ordinance. Clark Wilson seconded the motion. The motion carried with 5 in favor and 0 against.

ADJOURNMENT OF MEETING

The meeting was adjourned at 6:39 p.m.

Minutes Adopted on the _____ day of _____, 2023.

Jonathan Miller, Chair

ATTEST:

Desiree Adair, City Secretary



WATER PAYMENT APPEAL FORM

Name on Account: Vacey Jobe

Service Address: 4828 Timberline Drive

Account Number: [REDACTED]

Amount Due: 3010.60

Telephone Number: 806-239-0255 / 512-516-5029

Email Address: [REDACTED]

Reason for Appeal to the Rollingwood Utility Commission: 1) Please identify the months that you are contesting. 2) Please provide the reason for dispute. 3) Please provide 12 months of history. 4) Provide any other information to support appeal.

Handwritten text: *see attached*

Signature: [Handwritten Signature]

Date: 7-21-23



By signing this form, you are promising to appear before the next Utility Commission meeting.



Lacey Jobe <ljobe@tcey.com>

utility letter. please review

Taylor Jobe [REDACTED]
To: Lacey Jobe [REDACTED]

Mon, Jul 17, 2023 at 1:27 PM

Rollingwood Water Utilities:

I hope this letter finds you well. I am writing to discuss the matter of the recent water bill I received for the period May 23-June 23 2023. Upon reviewing the bill, I noticed a discrepancy that I believe requires further investigation.

Firstly, I want to emphasize that I value and understand the importance of responsible water usage. I am committed to conserving water and ensuring that there are no unnecessary wastages. However, in this particular case, I am unable to comprehend the basis for the bill, as no excessive use of water has been identified within my premises.

It is essential to mention that I promptly addressed any concerns related to water leaks in the past. I am well aware of the implications and financial burden caused by such incidents, as I have experienced them firsthand in another property. However, in the current situation, there have been no indications or evidence of any leaks within my residence. My house remains dry, and I actively monitor my water usage through a reliable tracking program, which provides me with accurate daily consumption information.

Given the absence of any identifiable leak or wastage, I feel compelled to express my hesitation in paying this bill. I am concerned that by doing so, I would only be perpetuating a cycle where unexplained water bills continue to arise without proper resolution. It is crucial for us to pinpoint the source of the excessive usage or any potential discrepancies, rather than merely accepting the bill as is. I should also note that while my watering habits have not changed, by meter usage is back to normal rates... and this correction of the meter did not require an intervention on a leak or other problem.

I kindly request your assistance in thoroughly investigating this matter. I believe that a comprehensive examination of the water usage records, meter readings, and any relevant data will shed light on the discrepancy at hand. By identifying the root cause, we can work together to find a fair and equitable solution.

I appreciate your attention to this matter and your understanding of my perspective. I trust that we can resolve this issue amicably, and I remain open to any further discussions or clarification required. I look forward to your prompt response, outlining the steps to be taken to rectify this situation.

Thank you for your time and consideration.

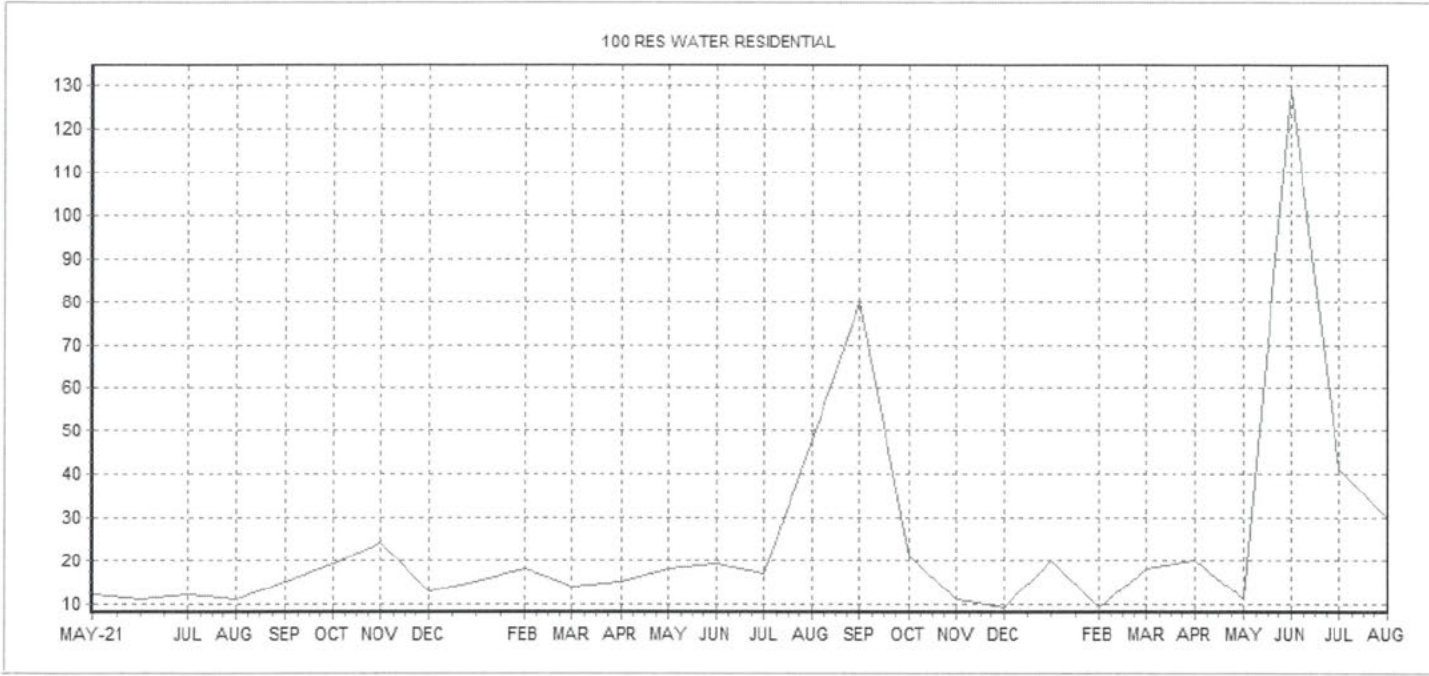
Taylor Jobe, MD
Board Certified Orthopaedic Surgeon
Fellowship Trained - Hand, Wrist & Elbow Surgery
President - The Orthopaedic Surgery Center of Central Texas
Ascension Medical Group - Central Texas Orthopaedics
HandAustin.com
Office - 512-324-9170

Page 8

Account Name: [REDACTED]
LACEY JOBE

Service Address: 4828 TIMBERLINE DRIVE

3.



YEAR	MONTH	READ DATE	PREVIOUS READ	CURRENT READ	TOTAL CONSUMPTION	DEMAND READ	DEMAND CONSUMPTION	READING FLAG	READING SOURCE	OCCUPANT
2023	Aug	8/23/23	3414	3444	30			Regular	Meter Reading Input	01
	Jul	7/23/23	3373	3414	41			Regular	Meter Reading Input	01
	Jun	6/26/23	3244	3373	129			Regular	Service Order	01
	May	5/23/23	3233	3244	11			Regular	Meter Reading Input	01
	Apr	4/23/23	3213	3233	20			Regular	Meter Reading Input	01
	Mar	3/23/23	3195	3213	18			Regular	Meter Reading Input	01
	Feb	2/23/23	3186	3195	9			Regular	Meter Reading Input	01
	Jan	1/23/23	3166	3186	20			Regular	Meter Reading Input	01
2022	Dec	12/23/22	3157	3166	9			Regular	Meter Reading Input	01
	Nov	11/23/22	3146	3157	11			Regular	Meter Reading Input	01
	Oct	10/23/22	3125	3146	21			Regular	Meter Reading Input	01
	Sep	9/23/22	3045	3125	80			Regular	Meter Reading Input	01
	Aug	8/23/22	2997	3045	48			Regular	Meter Reading Input	01
	Jul	7/23/22	2980	2997	17			Regular	Meter Reading Input	01
	Jun	6/23/22	2961	2980	19			Regular	Meter Reading Input	01
	May	5/23/22	2943	2961	18			Regular	Meter Reading Input	01
	Apr	4/23/22	2928	2943	15			Regular	Manual Read	01
	Mar	3/23/22	2914	2928	14			Regular	Manual Read	01
	Feb	2/23/22	2896	2914	18			Regular	Manual Read	01
	Jan	1/23/22	2881	2896	15			Regular	Manual Read	01
2021	Dec	12/23/21	2868	2881	13			Regular	Manual Read	01
	Nov	11/23/21	2844	2868	24			Regular	Manual Read	01
	Oct	10/23/21	2825	2844	19			Regular	Manual Read	01
	Sep	9/23/21	2810	2825	15			Regular	Manual Read	01
	Aug	8/23/21	2799	2810	11			Regular	Manual Read	01
	Jul	7/23/21	2787	2799	12			Regular	Manual Read	01
	Jun	6/23/21	2776	2787	11			Regular	Manual Read	01
	May	5/23/21	2764	2776	12			Regular	Manual Read	01

Name	STREET #	STREET LABEL	Apr-21	Mar-21	Feb-21	Jan-21	Dec-20	Nov-20	Oct-20	Sep-20	Aug-20	Jul-20	Jun-20	May-20	*TOTAL*
JOBE, LACEY	4828	TIMBERLINE DRIVE	12	8	15	8	20	34	49	40	25	31	46	37	325

Name	STREET #	STREET LABEL	Dec-19	Nov-19	Oct-19	Sep-19	Aug-19	Jul-19	Jun-19	May-19	Apr-19	Mar-19	Feb-19	Jan-19	*TOTAL*
JOBE, LACEY	4828	TIMBERLINE DRIVE	12	27	52	63	34	21	22	18	26	20	20	18	333

ACCOUNT NUMBER	CURRENT SERVICE PERIOD	BILLING DATE
[REDACTED]	5/23/2023 - 6/23/2023	6/30/2023
LAST PAYMENT	DATE/AMOUNT	SERVICE ADDRESS
6/23/2023	199.60	4828 TIMBERLINE DRIVE



METER #	CURRENT	PREVIOUS	USAGE	SERVICE DESCRIPTION	AMOUNT
[REDACTED]	3373	3244	129	WATER RESIDENTIAL	2,866.00
				SEWER RESIDENTIAL	101.53
				WTR BAS 1 "	30.00
				SEWER RES BASE	13.07

STAGE 1 WATER RESTRICTIONS NOW IN EFFECT.
 FOR MORE INFORMATION VISIT:
<https://bit.ly/CORW-STAGE1>



LACEY JOBE
 4828 TIMBERLINE DRIVE
 ROLLINGWOOD TX 78746

DUE DATE: 7/24/2023
 TOTAL DUE: 3,010.60
 TO BE DRAFTED



City of Rollingwood
 403 Nixon Drive
 Rollingwood TX 78746



SERVICE ADDRESS:
 4828 TIMBERLINE DRIVE

ACCOUNT NUMBER: [REDACTED]

LACEY JOBE
 4828 TIMBERLINE DRIVE
 ROLLINGWOOD TX 78746

DUE DATE: 7/24/2023
 TOTAL DUE: 3,010.60
 TO BE DRAFTED

S E R V I C E O R D E R

JOB DATE: 6/26/2023 9:06 AM
JOB CODE: REREA-REREAD
GROUP: CS
STAFF: IZZY

SERVICE ORDER #: 001445
JOB ACTION: RE-READ
ISSUED BY: aaahw.vherna
REQUESTED BY: JOBE, LACEY

LOCATION: 4828 TIMBERLINE DRIVE
ACCT NO#: [REDACTED] JOBE, LACEY

SERVICE	ACTION	NEW STATE	CURRENT METER #	LAST READ	READING	NEW METER #	SET READING
WATER	REREAD	N/A	[REDACTED]	3444	<u>Read date</u>		<u>8/23/2023</u>
SERIAL #:	[REDACTED]		METER LOCATION:				

ORDER NOTES: HIGH WATER USAGE 109,000 GALS. AVG USAGE 20,000 GALS. CONFIRM ON READING OR CHECK FOR CONSTANT METER MOVEMENT. IF DETECT A LEAK NOTIFY CUSTOMER.

COMPLETION NOTES: JOHNNY 06.26.23 8:17 AM
THERE WAS CONSTANT MOVEMENT AT THE WATER METER. I SOPKE TO THE PET SITTER ABOUT IT. SHE STATED THAT NOBODY WAS USING WATER SINCE HOMEOWNER WERE OUT OF TOWN AND SHE AS ABOUT TO LEAVE.

SUPERVISOR NOTES: _____

DISPATCHED TO: _____ DATE: _____ TIME: _____

COMPLETION DATE: _____

WORKED BY: _____

APPROVED BY: _____

S E R V I C E O R D E R

JOB DATE: 7/07/2023 9:04 AM
JOB CODE: LEAK -LEAK
GROUP: CS
STAFF: IZZY

SERVICE ORDER #: 001480
JOB ACTION: METER INFO
ISSUED BY: aaahw.vherna
REQUESTED BY: JOBE, LACEY

LOCATION: 4828 TIMBERLINE DRIVE
ACCT NO#: [REDACTED] JOBE, LACEY

SERVICE	ACTION	NEW STATE	CURRENT METER #	LAST READ	READING	NEW METER #	SET READING
WATER	INFO	N/A	[REDACTED]	3444	<u>Read Date 8/23/2023</u>		
SERIAL #:	[REDACTED]		METER LOCATION:				

ORDER NOTES: CHECK TO SEE IF POSSIBLE WATER LEAK HAS BEEN REPAIRED.
NOTES FROM PREVIOUS S.O.
JOHNNY 06.26.23 8;17 AM
THERE WAS CONSTANT MOVEMENT AT THE WATER METER. I SOPKE TO
THE PET SITTER ABOUT IT. SHE STATED THAT NOBODY WAS USING
WATER SINCE HOMEOWNER WERE OUT OF TOWN AND SHE AS ABOUT TO
LEAVE.

COMPLETION NOTES: CARLOS B. 07.07.23 9:00 AM
METER IS SPINNING STILL. TALKED TO ALCEY, THEY DID FIND A
LEAK IN BACK YARD BUT COULD NOT TURN OFF. SHE IS CALLING HER
HUSBAND TO TAKE CARE OF ISSUE. WILL CALL BACK CITY IF
NEEDED. WATER IS STILL ON. LOOKS LIKE IT MIGHT BE IRRIGATION
LEFT ON OR LEAK. VH: TRIED CALING/VM FULL. I WAS NOT ABLE TO
LEAVE MESSAGE.07.14.2023 READ 3405 = 32,000 GALS.

SUPERVISOR NOTES: _____

DISPATCHED TO: _____ DATE: _____ TIME: _____

COMPLETION DATE: _____

WORKED BY: _____

S E R V I C E O R D E R

JOB DATE: 7/07/2023 9:04 AM
JOB CODE: LEAK -LEAK
GROUP: CS
STAFF: IZZY

SERVICE ORDER #: 001480
JOB ACTION: METER INFO
ISSUED BY: aaahw.vherna
REQUESTED BY: JOBE, LACEY

APPROVED BY: _____



WATER PAYMENT APPEAL FORM

Name on Account: Kate Ford

Service Address: 4830 Timberline Drive

Account Number: [REDACTED]

Amount Due: 1,990.22

Telephone Number: 512 _921 _3518

Email Address: [REDACTED]

Reason for Appeal to the Rollingwood Utility Commission: 1) Please identify the months that you are contesting. 2) Please provide the reason for dispute. 3) Please provide 12 months of history. 4) Provide any other information to support appeal.

We are only contesting our most recent bill which represents the period from 5/23/2023-6/23/2023. During this time, the bill states we consumed 92k gallons of water. This is extremely excessive based on our historic usage so we hired American Leak Detection to evaluate if we had a leak. There had been no outward signs of leaks at the house, but we wanted confirmation since this bill was so incredibly high and out of characteristic for our typical water usage.

For the last 12 months, our usage is as follows: May 2023 (22k), April 2023 (37k), March 2023 (16k), February 2023 (16k), January 2023 (8k), December 2022 (12k), November 2022 (22k), October 2022 (36k), September 2022 (8k), August 2022 (22k), July 2022 (19k), June 2022 (14k). This is an average monthly usage of 21k gallons (not including June 2023). June 2023 was 4x higher than our typical usage, and this amount would be 2.1 gallons per minute for the entire month. We saw no standing water or water in the street at any time during the month.

No hoses were left on and our sprinkler system is relatively new and is set on a timer.

We've had the pool since 2019 and have never experienced water bills such as this, even during the summer months as outlined above.

Signature: [Handwritten Signature]

Date: 6/19/2023



By signing this form, you are promising to appear before the next Utility Commission meeting.

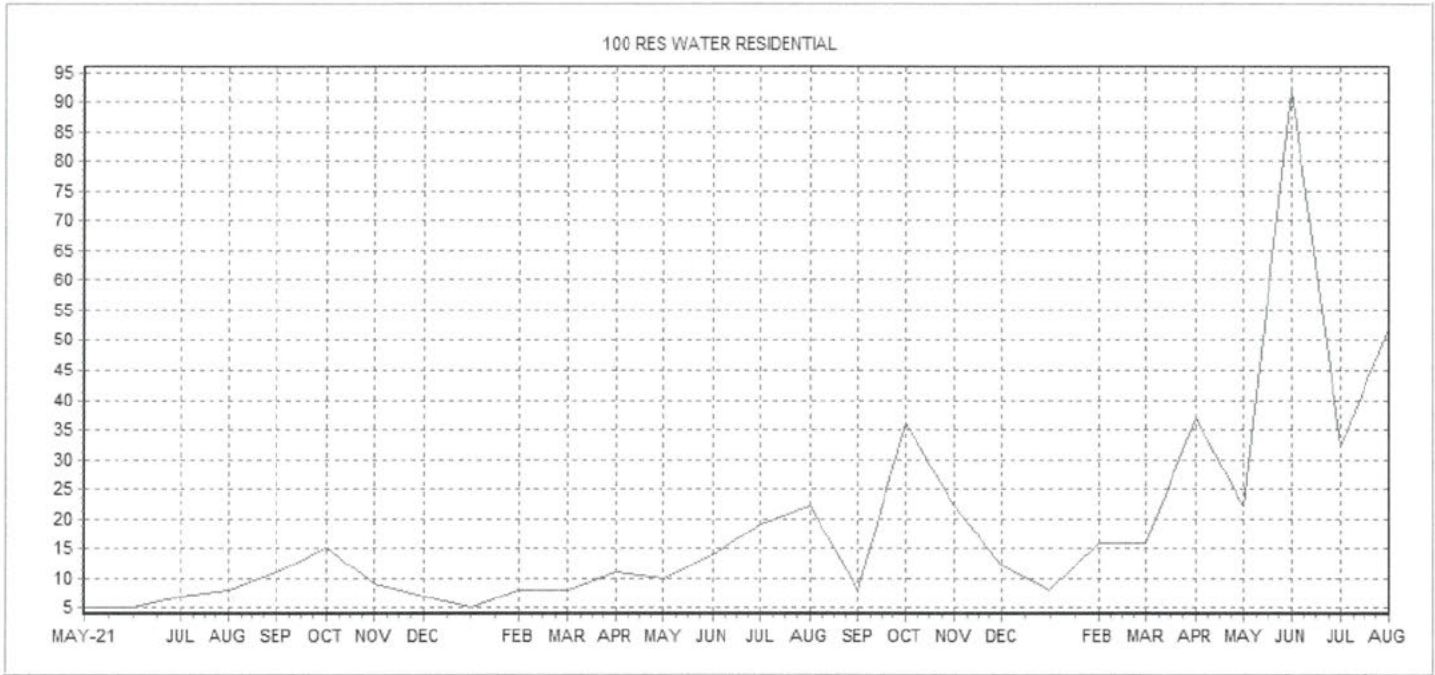
Consumption History



Service Address

4830 TIMBERLINE DRIVE

KATE FORD



YEAR	MONTH	READ DATE	PREVIOUS READ	CURRENT READ	TOTAL CONSUMPTION	DEMAND READ	DEMAND CONSUMPTION	READING FLAG	READING SOURCE	OCCUPANT
2023	Aug	8/23/23	1212	1264	52			Regular	Meter Reading Input	02
	Jul	7/23/23	1180	1212	32			Regular	Meter Reading Input	02
	Jun	6/23/23	1088	1180	92			Regular	Manual Read	02
	May	5/23/23	1066	1088	22			Regular	Meter Reading Input	02
	Apr	4/23/23	1029	1066	37			Regular	Service Order	02
	Mar	3/23/23	1013	1029	16			Regular	Meter Reading Input	02
	Feb	2/23/23	997	1013	16			Regular	Meter Reading Input	02
	Jan	1/23/23	989	997	8			Regular	Meter Reading Input	02
2022	Dec	12/23/22	977	989	12			Regular	Meter Reading Input	02
	Nov	11/23/22	955	977	22			Regular	Meter Reading Input	02
	Oct	10/23/22	919	955	36			Regular	Meter Reading Input	02
	Sep	9/23/22	911	919	8			Regular	Meter Reading Input	02
	Aug	8/23/22	889	911	22			Regular	Meter Reading Input	02
	Jul	7/23/22	870	889	19			Regular	Meter Reading Input	02
	Jun	6/23/22	856	870	14			Regular	Meter Reading Input	02
	May	5/23/22	846	856	10			Regular	Meter Reading Input	02
	Apr	4/23/22	835	846	11			Regular	Manual Read	02
	Mar	3/23/22	827	835	8			Regular	Manual Read	02
	Feb	2/23/22	819	827	8			Regular	Manual Read	02
	Jan	1/23/22	814	819	5			Regular	Manual Read	02
2021	Dec	12/23/21	807	814	7			Regular	Manual Read	02
	Nov	11/23/21	798	807	9			Regular	Manual Read	02
	Oct	10/23/21	783	798	15			Regular	Manual Read	02
	Sep	9/23/21	772	783	11			Regular	Manual Read	02
	Aug	8/23/21	764	772	8			Regular	Manual Read	02
	Jul	7/23/21	757	764	7			Regular	Manual Read	02
	Jun	6/23/21	752	757	5			Regular	Manual Read	02
	May	5/23/21	747	752	5			Regular	Manual Read	02

Name	STREET #	STREET LABEL	Apr-21	Mar-21	Feb-21	Jan-21	Dec-20	Nov-20	Oct-20	Sep-20	Aug-20	Jul-20	Jun-20	May-20	*TOTAL*
FORD, KATE	4830	TIMBERLINE DRIVE	6	4	8	8	8	13	12	12	32	16	18	21	158

Name	STREET #	STREET LABEL	Dec-19	Nov-19	Oct-19	Sep-19	Aug-19	Jul-19	Jun-19	May-19	Apr-19	Mar-19	Feb-19	Jan-19	*TOTAL*
FORD, KATE	4830	TIMBERLINE DRIVE	8	7	9	13	30	0	12	11	18	14	5	4	131

S E R V I C E O R D E R

JOB DATE: 6/26/2023 9:22 AM
JOB CODE: MTR -METER INFO
GROUP: CS
STAFF: IZZY

SERVICE ORDER #: 001447
JOB ACTION: METER INFO
ISSUED BY: aaahw.vherna
REQUESTED BY: FORD, KATE

LOCATION: 4830 TIMBERLINE DRIVE
ACCT NO#: [REDACTED] FORD, KATE

SERVICE	ACTION	NEW STATE	CURRENT METER #	LAST READ	READING	NEW METER #	SET READING
WATER	INFO	N/A	[REDACTED]	1264	- lead date	8/23/2023	
SERIAL #:	[REDACTED]		METER LOCATION:				

ORDER NOTES: HIGH WATER USAGE 82,000 GALS. AVG USAGE 14,000 GALS. CHECK FOR CONSTANT METER MOVEMENT, IF DETECT A LEAK NOTIFY CUSTOMER OR CONFIRM THE READING.

COMPLETION NOTES: JOHNNY 06.26.23 8:24 AM
NO SIGNS OF LEAK FOUND

SUPERVISOR NOTES:

DISPATCHED TO: _____ DATE: _____ TIME: _____

COMPLETION DATE: _____

WORKED BY: _____

APPROVED BY: _____



WATER PAYMENT APPEAL FORM

Name on Account: Tushar Shah and Julie Shah

Service Address: 4824 Rollingwood Drive

Account Number: [REDACTED]

Amount Due: _____

Telephone Number: 512-791-9282

Email Address: [REDACTED]

Reason for Appeal to the Rollingwood Utility Commission: 1) Please identify the months that you are contesting. 2) Please provide the reason for dispute. 3) Please provide 12 months of history. 4) Provide any other information to support appeal.

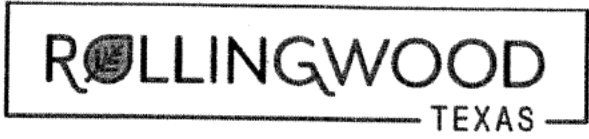
See attached: Letter, 5/9/2022 Email, Water bill history, Eco Irrigation history, Conserva Irrigation history, Water Softener history, Pool assessment independent expert report

Signature: [Handwritten Signature]

Date: 8/26/2022



By signing this form, you are promising to appear before the next Utility Commission meeting.



Rollingwood Utility Department
Leak Adjustment Request Form

Name on Account: Tushar and Julie Shah

Service Address: 4824 Rollingwood Drive

Account Number: [REDACTED]

Phone Number: 512-791-9282

Email Address: [REDACTED]

Total Contested Amount: \$ 13,634.33

Description: see email

Consumption Months for which an adjustment is being requested: August 2021 - November 2022

Seeking adjustment to Winter Average? (Months of November through March)

Date of Repair: _____

Explanation of Repair: _____

Proof of repair attached see email

Note: if there is no proof of leak and subsequent repair, an Appeal for a bill adjustment will have to be made to the Utility Commission.

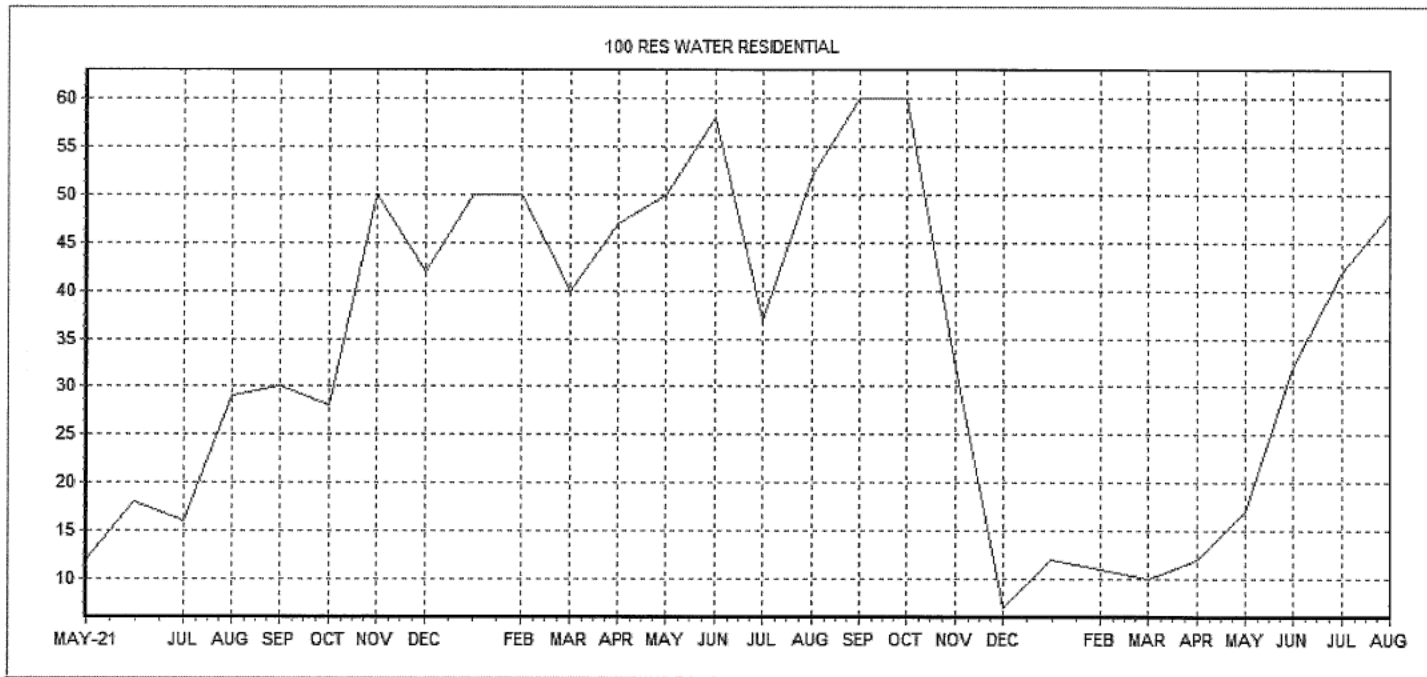
Date	Description	Amount
9/9/2021	Bill	\$370.17
10/6/2021	Bill	\$385.17
11/9/2021	Bill	\$355.17
12/9/2021	Bill	\$775.17
1/13/2022	Bill	\$607.17
2/11/2022	Bill	\$775.17
3/9/2022	Bill	\$775.17
4/4/2022	Bill	\$565.17
5/6/2022	Bill	\$993.33
6/6/2022	Bill	\$1,056.33
6/30/2022	Bill	\$1,280.33
8/2/2022	Bill	\$783.33
9/7/2022	Bill	\$1,112.33
10/4/2022	Bill	\$1,336.33
11/1/2022	Bill	\$1,336.33
12/1/2022	Bill	\$696.33
12/30/2022	Bill	\$431.33
		\$13,634.33

Consumption History

TUSHAR SHAH

Service Address

4824 ROLLINGWOOD DR



YEAR MONTH	READ DATE	PREVIOUS READ	CURRENT READ	TOTAL CONSUMPTION	DEMAND READ	DEMAND CONSUMPTION	READING FLAG	READING SOURCE	OCCUPANT
2023 Aug	8/23/23	1205	1253	48			Regular	Meter Reading Input	01
Jul	7/23/23	1163	1205	42			Regular	Meter Reading Input	01
Jun	6/23/23	1131	1163	32			Regular	Meter Reading Input	01
May	5/23/23	1114	1131	17			Regular	Meter Reading Input	01
Apr	4/23/23	1102	1114	12			Regular	Meter Reading Input	01
Mar	3/23/23	1092	1102	10			Regular	Meter Reading Input	01
Feb	2/23/23	1081	1092	11			Regular	Meter Reading Input	01
Jan	1/23/23	1069	1081	12			Regular	Meter Reading Input	01
2022 Dec	12/23/22	1062	1069	7			Regular	Meter Reading Input	01
Nov	11/23/22	1030	1062	32			Regular	Meter Reading Input	01
Oct	10/23/22	970	1030	60			Regular	Meter Reading Input	01
Sep	9/23/22	910	970	60			Regular	Meter Reading Input	01
Aug	8/23/22	858	910	52			Regular	Meter Reading Input	01
Jul	7/23/22	821	858	37			Regular	Meter Reading Input	01
Jun	6/23/22	763	821	58			Regular	Meter Reading Input	01
May	5/23/22	713	763	50			Regular	Meter Reading Input	01
Apr	4/23/22	666	713	47			Regular	Manual Read	01
Mar	3/23/22	626	666	40			Regular	Manual Read	01
Feb	2/23/22	576	626	50			Regular	Manual Read	01
Jan	1/23/22	526	576	50			Regular	Manual Read	01
2021 Dec	12/23/21	484	526	42			Regular	Manual Read	01
Nov	11/23/21	434	484	50			Regular	Manual Read	01
Oct	10/23/21	406	434	28			Regular	Manual Read	01
Sep	9/23/21	376	406	30			Regular	Manual Read	01
Aug	8/23/21	347	376	29			Regular	Manual Read	01
Jul	7/23/21	331	347	16			Regular	Manual Read	01
Jun	6/23/21	313	331	18			Regular	Manual Read	01
May	5/23/21	301	313	12			Regular	Manual Read	01

City of Rollingwood
Water Payment Appeal Form
Tushar and Julie Shah
Account [REDACTED]

First, please know that when we designed our house our goal was to embrace technology and systems to make it efficient and use fewer resources to run it. We invested in every available option to improve insulation, have efficient air conditioners, solar panels, and rainwater harvesting. Each of these involved added cost and ~~compilation~~ *complication* with the architect and builder.

We are doing our best to address each of 3 frustrating issues which we believe are contributing to our overconsumption of water, especially since September 2021.

Irrigation System

We tried to do the right thing by investing in rainwater harvesting. We even installed a second rainwater collection tank. We consulted professionals about the optimal way to integrate the rainwater collection with the irrigation system. Unfortunately this has been a frustrating process that we are still trying to get working correctly, 2+ years later. The irrigation system has been confusing to several contractors we hired to come check where we might be losing water. We have had multiple contractors out and each time they have identified another leak.

Water Softener Leak

We ended up removing the water softener as it was causing so many problems.

Pool

Our pool has started to crack and we are losing water very slowly. The pool builder has agreed that mistakes were made during the construction process. We have filed claims against our home builder, the pool builder, and the concrete company used by the pool builder. They commissioned an engineer study which confirmed there were mistakes made during construction. To avoid additional damage we are keeping the pool full because apparently emptying a pool can cause even more cracking. We are waiting for the insurance company to reply as to what the next steps are. They are supposed to reply to our claim by September 5, 2022.

Enclosed please find some supporting documents.

Best regards,


Julie Shah



Julie Shah <julieshah100@gmail.com>

4824 Rollingwood water bills

1 message

Julie Shah [redacted] Mon, May 9, 2022 at 11:24 AM

To: ccaylor@rollingwoodtx.gov, Tushar & Julie & Ajay & Aric & Krina Shah [redacted]

Carrie,

We wanted to communicate with you and the City about our water bills. They have been so high. We know there are several things going on at the house and we are doing our best to address each of them.

First, we worked with Eco Irrigation who identified and fixed a leak at the relief valve on the drip line. This is the photo they sent of the problem they uncovered. This should have been repaired as of May 1.



Second, the water softener is leaking in the garage. We filed a warranty claim with our builder and just found out last week they are denying the warranty claim due to fine print. Now we are trying to find a plumber who can help us. Supposedly someone is able to come this Wednesday.

And finally, the biggest problem - we have cracks in our pool that are causing leaks. Our pool builder Stag Pools has admitted fault - that they used a concrete company that used a bad formula of concrete and the pool walls are cracking. We are in the process of negotiating with Stag's insurance company and trying to find a new contractor to remove the current pool and build a new pool. We have been advised not to drain the pool because it could cause permanent damage so in the meantime we are trying to keep just enough water in the pool to keep the pump from burning out.

All this to say we are sorry we are being the neighbors who are using more than our share of water. We are exasperated with all these problems and are doing our best to get them solved. As you know it's particularly difficult to get contractors right now.

Let me know if we need to do anything.

Best regards,

Julie and Tushar Shah

--
Julie Shah
[redacted]



282516.jpeg
930K

Statement

Date	5.
6/3/20zz	

Julie Shah
 4824 Rollingwood Drive
 Austin, TX 78746

		Amount Due	Amount Enclosed
		\$0.00	
Date	Transaction	Amount	Balance
1/1/2021	Balance Forward	\$0.00	\$0.00
6/17/2021	Payment	(\$2,567.52)	(\$2,567.52)
	Payment on invoice #35288 - Amount = 2567.52		
7/30/2021	Invoice #35288 -- Paid	\$5,310.03	\$2,742.51
	7/30/2021 Rain Harvesting, 1.00 @ 3885.03 = 3885.03		
	7/30/2021 Hourly Labor Rate, 1.00 @ 0.00 = 0.00		
	7/30/2021 Hourly Labor Rate, 1.00 @ 0.00 = 0.00		
	7/30/2021 Hourly Labor Rate, 1.00 @ 0.00 = 0.00		
	7/30/2021 Hourly Labor Rate, 1.00 @ 0.00 = 0.00		
	7/30/2021 Hourly Labor Rate, 1.00 @ 0.00 = 0.00		
	7/30/2021 Hourly Labor Rate, 1.00 @ 0.00 = 0.00		
	7/30/2021 Hourly Labor Rate, 1.00 @ 0.00 = 0.00		
	7/30/2021 Rain Harvesting - Clean the gutters and install the gutter guards correctly., 1.00 @ 1250.00 = 1250.00		
	7/30/2021 Add a water site tube and hose spigot., 1.00 @ 175.00 = 175.00		
8/3/2021	Invoice #35317 -- Paid	\$0.00	\$2,742.51
	8/3/2021 Irrigation Service Rate, 1.00 @ 0.00 = 0.00		
8/6/2021	Invoice #35359 -- Paid	\$0.00	\$2,742.51
	8/6/2021 Irrigation Service, 1.00 @ 140.00 = 140.00		
	8/6/2021 Warranty for Marcos, 1.00 @ -140.00 = -140.00		
8/20/2021	Invoice #35510 -- Paid	\$0.00	\$2,742.51
	8/20/2021 Follow-Up Work for services not completed on previous appointment., 1.00 @ 0.00 = 0.00		
8/20/2021	Payment	(\$2,742.51)	\$0.00
	Payment on invoice #35288 - Amount = 2742.51		
11/10/2021	Invoice #36293 -- Paid	\$215.00	\$215.00
	11/10/2021 Tank service - installed gauge., 1.00 @ 75.00 = 75.00		
	11/10/2021 Hourly Labor Rate, 1.00 @ 140.00 = 140.00		
11/10/2021	Payment - Ref. #Via Client Portal	(\$215.00)	\$0.00
	Payment on invoice #36293 - Amount = 215.00		
12/3/2021	Invoice #36536 -- Paid	\$875.00	\$875.00
	12/3/2021 Drainage Services, 1.00 @ 875.00 = 875.00		
12/7/2021	Payment	(\$875.00)	\$0.00

R E C E I P T

Thank you for your payment!

Conserva Irrigation of West Austin - LI0026736
 5501 Balcones Dr
 Suite A-220
 Austin, TX 78731
 (512) 887-1891



<https://www.conservairrigation.com/west-austin/>

Billing/Service Address

Julie Shah
 4824 rolling wood dr
 West Lake Hills, 78746
 (512) 791-9282

Invoice #	I2066267
Date	June 03, 2022
Balance Due	\$0.00

Item	Description	Quantity	Unit Price	Amount
Service Call	Service call/repair work	1	0.00	\$0.00
Service Call Charge	Service Call Charge	1	100.00	\$100.00
Drip Line Leak	Drip Line Leak	3	35.00	\$105.00
Discount	\$50 Off Mailer Discount	1	-50.00	(\$50.00)
Subtotal				\$155.00
Tax				\$12.79
Total				\$167.79
Credit Card Pmt 6/3/2022 on 6/3/2022				\$167.79

R E C E I P T

Thank you for your payment!

Conserva Irrigation of West Austin - LI0026736
 5501 Balcones Dr
 Suite A-220
 Austin, TX 78731
 (512) 887-1891



<https://www.conservairrigation.com/west-austin/>

Billing/Service Address

Julie Shah
 4824 rolling wood dr
 West Lake Hills, 78746
 (512) 791-9282

Invoice #	I2066313
Date	July 08, 2022
Balance Due	\$0.00

Item	Description	Quantity	Unit Price	Amount
Service Call	Service call/repair work	1	0.00	\$0.00
Service Call Charge	Service Call Charge	1	100.00	\$100.00
Spray Nozzle Installed	Spray Nozzle Installed	3	20.00	\$60.00
Raise/Straighten Head	Raise/Straighten Head	3	40.00	\$120.00
Subtotal				\$280.00
Tax				\$23.10
Total				\$303.10
Card on File Pmt 7/8/2022 on 7/8/2022				\$303.10



Julie Shah [redacted]

Plumbing leak and cracks

1 message

Tushar Shah [redacted] Mon, May 2, 2022 at 6:09 PM

To: [redacted], Julie Shah [redacted]

Hello,

We have founded a leak at the plumbing connections at the water softener in the garage. We have also noticed cracks in the garage pavement where this leak has occurred.

Pictures are attached.

Please let us know the warranty coverage so we can get this problem addressed asap.

Thank you.

Tushar and Julie Shah





Julie Shah [redacted]

Warranty

1 message

Steve Osborne [redacted], Wade Gilbreath [redacted] Fri, May 6, 2022 at 6:08 PM
To: [redacted]

Hey Julie,
I saw your warranty request, the water softener leak would not be covered under warranty. It's only a 1 year warranty. Also the cracks in the garage is a normal thing. The cracks would have to be 1/4 or more to be considered an issue. Let me know if you have any questions.
Thanks
Steve

Sent via the Samsung Galaxy S21 5G, an AT&T 5G smartphone
Get [Outlook for Android](#)

	Packet	Type	Receipt #	Reference	Debits
06/02/2022	000493	Bill		6/23- 7/23 08/23	783.33
06/30/2022	000440	Bill		5/23- 6/23 07/23	1,280.33
06/06/2022	000387	Bill		4/19- 5/23 06/23	1,056.33
06/02/2022	000380	Payment	9768	939	
05/06/2022	000335	Bill		3/23- 4/19 05/23	993.33
04/26/2022	000324	Payment	9239	934	
04/04/2022	000300	Bill		2/23- 3/23 04/25	565.17
03/18/2022	000278	Payment	8583	1037	
03/09/2022	000263	Bill		1/23- 2/23 03/23	775.17
02/11/2022	000221	Bill		12/23- 1/23 02/23	775.17
02/10/2022	000216	Payment	8035	1036	
01/13/2022	000186	Bill		11/23-12/23 01/27	607.17
12/09/2021	000156	Bill		10/23-11/23 12/27	775.17
11/17/2021	000143	Payment	7058	1008	
11/09/2021	000138	Bill		9/23-10/23 11/23	355.17
10/06/2021	000116	Bill		8/23- 9/23 10/23	385.17
09/09/2021	000096	Bill		7/23- 8/23 09/23	370.17
08/06/2021	000074	Bill		6/23- 7/23 08/23	220.17
07/19/2021	000052	Payment	5444	3251	
07/07/2021	000042	Bill		5/23- 6/23 07/23	240.17
06/30/2021	000034	Payment	5009	746	
06/07/2021	000025	Bill		4/23- 5/23 06/23	183.17
05/03/2021	000001	Adjustment		LOAD AWR BAL 5-3-21	230.17



Julie Shah [redacted]

Re: Rain Harvesting

1 message

Nicole Chisolm [redacted]
To: Julie Shah [redacted]
Cc: Adam Benefield [redacted]

Thu, May 5, 2022 at 10:49 AM

Julie,

the service call was for a spring start-up and Alex fixed a leak at your relief valve on the drip line. Please see the picture below.



On Thu, May 5, 2022 at 9:46 AM Julie Shah [redacted] wrote:

Touching base about the service we had done last week. Could you let me know what changes were made to the sprinklers?

Julie Shah
(512)791-9282

On Jun 17, 2021, at 1:09 PM, Nicole Chisolm [redacted] wrote:

Most definitely, thank you.

On Thu, Jun 17, 2021 at 1:07 PM Adam Benefield [redacted] wrote:

Thanks Nicole.

LAW OFFICE OF
NB NICHOLAS BRESSI

1803 West Ave. | Austin, Texas 78701 | 512.416.8999 | [REDACTED]

July 22, 2022

Cass Brewer
Legacy DCS, LLC
205 Wild Basin Road South, Bldg. One
Austin, Texas 78746

via email and regular and certified mail

John Staigerwald
Stag Pools
9301 US-290 Suite100
Austin, Texas 78736

via email and regular and certified mail

Re: Tusher and Julie Shah / 4824 Rollingwood Drive, Austin, Tx 78746
DEMAND FOR WARRANTY REPAIRS AND RCLA NOTICE LETTER

Gentlemen:

I have been retained by Tushar and Julie Shah to assist with the present dispute which has arisen regarding the pool which was constructed by Stag Pools as a subcontractor of Legacy DCS, LLC ("Legacy") at the Shah's residence. Mr. and Mrs. Shah have patiently tried to work with Stag Pools and its insurance representative directly for the past several months to resolve the construction defects which exist relating to their pool yet to date no resolution has been proposed or realized in connection with this dispute. Also, since June, you both have been in possession of an engineering report which clearly established and documented the defects at issue, the cause of the defects and contained a plan of repair. Accordingly, this letter is being sent to place you both on notice of these pool related construction defects pursuant to the terms of Texas Property Code, Chapter 27, the Texas Residential Construction Liability Act ("RCLA") and pursuant to Legacy's warranty. Demand is hereby made that each of you as stated below to ascertain the cause of the defects and repair the construction defects noted herein. Demand is also hereby made upon Stag Pools for the property damages caused to the Shah's residence as a direct and proximate result of Stag's negligence.

RCLA / Warranty demand

Legacy as the general contractor is responsible for repair of the construction defects noted herein both under the construction contract and under Texas common law. Stag Pools, as the pool subcontractor, is also responsible for the construction defects based on the implied warranties which exist under Texas law. Both of you also had a duty to complete this work in a good and workman like manner and failed to do so. Demand is hereby made that each of you respectively pay for the cost to remove and replace the pool in accordance with the plan of repair recommended by your investigative engineer or alternatively you tender payment to my clients in the amount of \$297,689.00 per the enclosed bid from Trinity Pools and Scapes so that my clients and complete the necessary work to the pool.

On March 5th Mr. Shah notified John Staigerwald of Stag Pools that he noticed several cracks in the pool and asked for him to take a look. John conducted a visual inspection on March 10th. During his visit, Mr. Shah told John that he believed the pool was losing water. Through his inspection, John noticed additional cracks in the pool and he also went under the decking which the pool is up against, and he said that he noticed that areas of the concrete there were also wet. He also noticed wet areas on the backside of the pool. John told Mr. Shah that his opinion is that there was a bad formulation on the concrete and that a complete removal and replacement of the pool and all pool equipment, underground lines, landscaping etc. would be needed to fix the problem. John came to this conclusion as he said he has had 20+ pools over the last 12-18 months with the exact same issue.

Upon extensive inspection and diligence of those pools, including analysis of concrete core samples, John further stated it was determined that the concrete was not properly formulated which resulted in the cracks and the pools leaking water. John told Mr. Shah that the concrete company used for the Shah's pool was the same concrete that Stag had used for the other pools Stag built which were also failing and cracking. Obviously, these defects are not my client's fault but rather Legacy and Stag are the parties who need to deal with this issue and replace the pool. Since June, you both have been in possession of an engineering report which supports Johns' suspicions and confirms that inferior concrete appears to be the cause of the defects. Your investigative engineering report clearly established and documented the defects at issue, the cause of the defects and your liability for the damages at issue.

Mr. and Mrs. Shah will agree to assign any and all subrogation rights and/or claims they have against any other parties, to you both, in exchange for resolution of this matter. Time is of the essence therefore your prompt response is appreciated.

Reimbursement for Fees and Expenses

Under RCLA my client is also entitled to be reimbursed for all consultant's fees and legal fees incurred in connection with this matter. The reasonable and necessary attorney's fees incurred to date total \$500.00 and demand for payment of such fees is also hereby demanded as well as any additional consulting and/or legal fees incurred through final resolution of this claim.

Response Requested

Under RCLA you have 45 days from the date of your receipt of this demand and notice letter to respond. If your repair offer is not furnished within 45 days from the date of your receipt of this RCLA demand letter as required by law, then please be advised that a lawsuit may be filed immediately thereafter without further notice seeking recovery of all damages listed herein as well as additional investigative expenses, consultant's fees, additional living expenses, diminution in value, statutory fines and penalties, as well as additional reasonable and necessary attorney's fees, interest, and court costs.

My clients prefer that this matter be handled amicably and in an expeditious manner. Time is of the essence due to the fact that the damages are continuing to occur and my clients desire to repair the pool so they can enjoy it this summer. I look forward to receiving your response. In the meantime, should you have any questions, please feel free to contact me.

Sincerely,

Nicholas S. Bressi

Encls.

cc: Tushar & Julie Shah

Veronica Hernandez

From: Julie Shah [REDACTED]
Sent: Tuesday, September 5, 2023 4:50 PM
To: Veronica Hernandez
Subject: Re: FW: 4824 Rollingwood water
Attachments: image001.png

What time is the meeting?

On Tue, Sep 5, 2023 at 4:09 PM Veronica Hernandez <vhernandez@rollingwoodtx.gov> wrote:

Hello Mrs. Shah,

The next Utility Commission meeting will be on September 18, 2023; will you be able to attend this meeting? If you can please let me know as soon as possible, so we can add you to the agenda packet.

Thank you,

Veronica Hernandez

Utility Billing Manager

City of Rollingwood

(512) 327-1838

www.rollingwoodtx.gov



From: Veronica Hernandez
Sent: Friday, August 25, 2023 7:59 AM
To: 'Julie Shah' [REDACTED]
Subject: RE: 4824 Rollingwood water

Good morning Mrs. Shah,

e disputing high water bills from 2021 and 2022.

Per our policy, appeals should be filed as soon as possible, but no later than six months after the issuance of the first contested utility bill. Unfortunately, your request for a leak adjustment has exceeded the six month time frame and cannot be considered by the city.

You do have the option of presenting your case in front of the Utility Commission If you'd like to contest your high water bill. If you choose to do that, you will need to submit a Utility Appeal Form, proof, and provide any other information to support your appeal, which we already have. Additionally, an adjustment is not guaranteed and is at the discretion of the Utility Commission.

Thank you,

Veronica Hernandez

Utility Billing Manager

City of Rollingwood

(512) 327-1838

www.rollingwoodtx.gov



From: Julie Shah [REDACTED]
Sent: Thursday, August 24, 2023 10:20 PM
To: Veronica Hernandez <vhernandez@rollingwoodtx.gov>
Subject: Re: 4824 Rollingwood water

No, we are still waiting for a permit to replace the leaking pool.

Julie Shah

(512)791-9282

On Aug 24, 2023, at 3:11 PM, Veronica Hernandez <vhernandez@rollingwoodtx.gov> wrote:

Yes, an email was sent to the Utility Commission to see who will be available for the Utility Commission meeting. We are hoping to have a quorum for the meeting on September 5, 2023 at 5:30 pm.

I do have a question for you though; have all your leaks been repaired?

Thank you,

Veronica Hernandez

Utility Billing Manager

City of Rollingwood

(512) 327-1838

www.rollingwoodtx.gov

<image001.png>

From: Julie Shah [REDACTED]
Sent: Thursday, August 24, 2023 2:46 PM
To: Makayla Rodriguez <mrodriguez@rollingwoodtx.gov>
Cc: Veronica Hernandez <vhernandez@rollingwoodtx.gov>
Subject: Re: 4824 Rollingwood water

Veronica,

Should we schedule a call for next week? I am not clear where the process stands right now.

Julie Shah

(512)791-9282

On Aug 18, 2023, at 10:48 AM, Makayla Rodriguez <mrodriguez@rollingwoodtx.gov> wrote:

Julie,

Veronica is out of the office today and will reach out to you once she returns.

Best,

Makayla Rodriguez

Assistant to the City Administrator

City of Rollingwood

(512) 327-1838

www.rollingwoodtx.gov

From: Julie Shah [REDACTED]
Sent: Friday, August 18, 2023 10:43 AM
To: Veronica Hernandez <vhernandez@rollingwoodtx.gov>; Makayla Rodriguez <mrodriguez@rollingwoodtx.gov>
Subject: Re: 4824 Rollingwood water

Veronica and Makayla,

Following up on our requests below re: our water bills.

Julie

On Thu, Aug 3, 2023 at 6:42 PM Julie Shah [REDACTED] wrote:

Any news on this?

Julie Shah

(512)791-9282

Begin forwarded message:

From: Julie Shah [REDACTED]
Date: July 18, 2023 at 1:34:09 PM CDT
Subject: Re:

Sounds good, thank you. I'll wait to hear from you.

I really appreciate your help with this. We are trying so hard to be good neighbors and not use too much water. We installed two giant rainwater collection tanks with that goal, but unfortunately we had these issues.

Best regards,

Julie

On Tue, Jul 18, 2023 at 1:31 PM Veronica Hernandez
<vhernandez@rollingwoodtx.gov> wrote:

I have attached a copy of the Rollingwood Utility Customer Appeals and Process Summary.

I will review you documents and will respond as soon as I can.

Thank you,

Veronica Hernandez

Utility Billing Manager

City of Rollingwood

(512) 327-1838

www.rollingwoodtx.gov

<image001.png>

From: Julie Shah [REDACTED]
Sent: Tuesday, July 18, 2023 1:27 PM
To: Veronica Hernandez <vhernandez@rollingwoodtx.gov>
Subject: Re: Usage History

Is this right?

On Tue, Jul 18, 2023 at 8:06 AM Veronica Hernandez <vhernandez@rollingwoodtx.gov> wrote:

Good morning Mrs. Shah,

You can add up the months you are disputing.

Thank you,

Veronica Hernandez

Utility Billing Manager

City of Rollingwood

(512) 327-1838

www.rollingwoodtx.gov

<image001.png>

From: Julie Shah [REDACTED]
Sent: Monday, July 17, 2023 10:06 PM

To: Veronica Hernandez <vhernandez@rollingwoodtx.gov>
Subject: Re: Usage History

So I should do this? What do I put for contested amount?

On Mon, Jul 17, 2023 at 9:37 AM Veronica Hernandez
<vhernandez@rollingwoodtx.gov> wrote:

Mrs. Shah, did you ever submit a leak adjustment form, instead of
a water payment appeal form?

Thank you,

Veronica Hernandez

Utility Billing Manager

City of Rollingwood

(512) 327-1838

www.rollingwoodtx.gov

<image001.png>

From: Julie Shah [REDACTED]
Sent: Sunday, July 16, 2023 7:37 PM
To: Veronica Hernandez <vhernandez@rollingwoodtx.gov>
Subject: Re: Usage History

Veronica,

Thank you for sending the usage report.

We have been struggling with several water issues on our
property, including:

1. sprinkler system underground leaks,
2. plumbing for our rainwater collection tanks,
3. a leaking water softener, and
4. cracks in our pool.

We would like to apply for a wholesale credit. I had been waiting to get all 4 of the above issues fixed before making a lump sum claim for credit. However, we still have not received the permit to redo our pool and we do not want to wait any longer for the application for credit.

You can see by the spikes in our water usage that around mid-2021 these issues started occurring. We have been working in good faith to address them.

Issues that we HAVE successfully addressed:

1. June 2021 We started working with Eco Irrigation to address the sprinkler system and plumbing for our rainwater collection tanks (see attached Eco Irrigation Account History).
2. May 2022 We contacted our builder about the leak from the water softener and then had to hire a plumber to remove the failing unit.
3. June 2022 We hired Conserva Irrigation to review the sprinkler system and they found yet another leak.
4. June 2022 We emailed the City of Rollingwood about these issues
5. August 2022 I drafted a Water Payment Appeal Form but decided not to file it until the pool issue (see below) was addressed...

Issues that we have NOT YET successfully addressed:

1. March 2022 We noticed our pool cracking and contacted the pool builder. July 2022 we hired an attorney to file a claim against the pool builder. We received a settlement and hired a new pool builder who has filed for a permit with the City of Rollingwood. As the new pool builder plans to add landscaping, the permit is still under review and we have not been able to demo the existing pool and build a new one.

Please call me at 512-791-9282 or reply by email when you are available to discuss.

Thank you and best regards,

Julie Shah

On Fri, Jul 14, 2023 at 12:06 PM Veronica Hernandez
<vhernandez@rollingwoodtx.gov> wrote:

Hello Mrs. Shah,

I have attached a copy of your consumption history, per your request.

I would like to also suggest, you can visit our website where you registered for auto – pay and you can also view your consumption history, transaction history and account detail, but please if you need anything do not hesitate to reach out to me.

I hope this helps. Take care.

Thank you,

Veronica Hernandez

Utility Billing Manager

City of Rollingwood

(512) 327-1838

www.rollingwoodtx.gov

<image001.png>

From: Julie Shah [REDACTED]
Sent: Friday, July 14, 2023 11:48 AM

To: Veronica Hernandez <vhernandez@rollingwoodtx.gov>
Subject: Fwd: Usage History

Hello Veronica - could you please send me a report showing our water usage here at 4824 Rollingwood? We have struggled with sprinkler system leaks and pool leaks and want to see if we are making progress.

Thank you -

Julie

----- Forwarded message -----

From: Makayla Rodriguez <mrodriguez@rollingwoodtx.gov>
Date: Fri, Jul 14, 2023 at 11:38 AM
Subject: RE: Usage History
To: Julie Shah [REDACTED]

Hi Julie,

Please reach out to our Utility Billing Manager, Veronica Hernandez. She can be reached at vhernandez@rollingwoodtx.gov.

Best,

Makayla Rodriguez

Assistant to the City Administrator

City of Rollingwood

(512) 327-1838

www.rollingwoodtx.gov

From: Julie Shah [REDACTED]
Sent: Friday, July 14, 2023 11:36 AM
To: Makayla Rodriguez <mrodriguez@rollingwoodtx.gov>
Subject: Re: Usage History

10 months later.

Hi Makayla

Could you please send me an updated version of this report?

Thank you -

Julie

On Wed, Sep 14, 2022 at 11:54 AM Makayla Rodriguez
 <mrodriguez@rollingwoodtx.gov> wrote:

Julie,

I have a pdf of you user history attached.

Please let me know if there is anything I can do to help,

Makayla Rodriguez

Assistant to the City Administrator

City of Rollingwood

(512) 327-1838

www.rollingwoodtx.gov

<image001.png>

CARRASQUILLO ASSOCIATES

**MATERIALS, CONSTRUCTION, AND
STRUCTURAL CONSULTANTS**

TBPE Reg. F-3467

5508 W US HWY 290 SERVICE RD, STE. 202
AUSTIN, TX 78735

Residential Swimming Pool Assessment

**4824 Rollingwood Drive
West Lake Hills, TX 78746**

Independent Expert Report

June 8, 2022

**Prepared For:
Cincinnati Insurance**

**By:
Carrasquillo Associates, LTD**

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June 8, 2022
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4824 Rollingwood Drive Swimming Pool Assessment

1.0 INTRODUCTION

The following is a summary report of Carrasquillo Associates' (CA) investigation conducted to date into the observed distress in the swimming pool of the residential pool (Project) located at 4824 Rollingwood Drive, West Lake Hills, TX 78746. Cracking distress in the pool shell was initially observed in the benches, tanning beach, and spa sections. The distress was reported to the pool contractor, Stag Pools, LLC (Stag) and subsequently, CA was retained by Stag's insurance carrier, Cincinnati Insurance (Cincinnati), on behalf of Stag. CA was tasked to determine the cause(s) of the observed distress and provide repair recommendations. Presented herein is the most relevant information regarding the findings and conclusions from CA's investigation into determining the cause(s) of the distress in the pool.

CA reserves the right to modify the findings, conclusions, and recommendations contained herein as new information becomes available for review.

2.0 BACKGROUND

The residence located at 4824 Rollingwood Drive is a custom-built home that includes a custom designed swimming pool. The pool, as shown in Figure 1, consists of a 12-inch-thick shotcrete shell with #4 steel reinforcement spaced at 10 inches on-center each way. The pool also contains several aesthetic features including steps, a spa, and a crawl space underneath the pool deck. The features described are identified in Figure 1.



Figure 1: 4824 Rollingwood Drive swimming pool

The shotcrete for the pool shell was supplied and placed by EasyMix Concrete Services, LLC (EasyMix), a subcontractor to Stag, June 22, 2019. CA understands, as per communications with Stag’s representatives, that the specified design compressive strength of the shotcrete was 4,500 psi and the mix design consisted of a straight cement mix without the use of fly ash or any other supplementary cementitious materials. The aggregates for the concrete mix, namely, sand and pea gravel, were supplied by Travis

Materials directly to EasyMix for use in their concrete and shotcrete products. A copy of the mix design supplied by EasyMix to Stag in 2019 is included in Appendix A.

CA understands that the homeowner contacted Stag and notified them of the cracking distress and efflorescence observed at various locations in the pool shell and the perimeter wall. The cracking distress in the pool shell was not isolated to specific locations but was systemic as it was observed at the spa, steps, walls, and crawl space of the pool. Typical examples of this distress are shown in Figures 2 to 4.

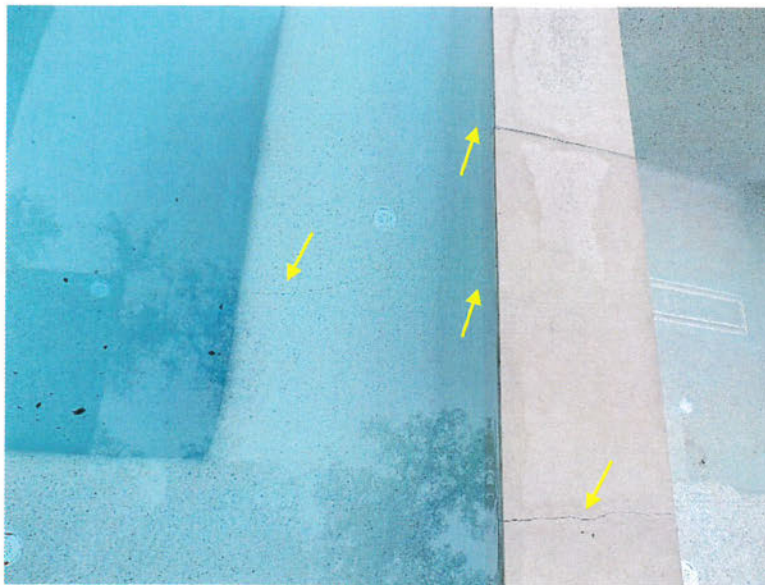


Figure 2: Cracking distress in bench along pool perimeter



Figure 3: Cracking distress and efflorescence in crawl space underneath the pool deck



Figure 4: Cracking distress and efflorescence of exterior spa wall

3.0 INVESTIGATION AND FINDINGS

CA understands that after the distress was reported to Stag by the homeowner, a claim was filed with Cincinnati and subsequently CA was retained to perform the investigation reported herein. CA's investigation to date has focused on determining the cause(s) of the cracking distress in the pool shell and surrounding elements. The following tasks, among others, were performed as part of CA's investigation:

- Review of shotcrete mix design proportions supplied by EasyMix,
- Site visit performed on May 10, 2022,
- Photographic documentation,
- Material sampling,
- Petrographic examination of shotcrete core samples, and
- Communications with residence representatives.

4.0 FINDINGS

CA's investigation included a site visit on May 10, 2022 to observe and document the condition of the pool and surrounding elements, perform non-destructive testing, and conduct material sampling. A petrographic examination of the shotcrete material extracted from the pool was performed by Wiss, Janey, Elstner Associates, Inc. (WJE).

4.1 Site Observations – May 10, 2022

CA performed a site visit on May 10, 2022, to perform a photographic documentation of the Project and extract two (2) shotcrete core samples from the swimming pool shell. During this site visit, the spa was drained to extract the samples and to document the

distress of the spa. The cracking distress shown in Figures 5 and 6 was systemic throughout the pool shell.



Figure 5: General overview of spa and location of the cores



Figure 6: Cracking distress and efflorescence along bench of spa

4.2 Material Sampling and Testing

In total, CA coordinated the removal of two (2) shotcrete samples from inside the pool shell on May 10, 2021. A sample taken from the pool spa bench was subjected to a petrographic examination by WJE. A summary of the results is presented in Section 4.2.1 of this report and the full petrographic report by WJE is included in Appendix B.

4.2.1 Petrographic Examination

An initial petrographic examination of one (1) core extracted from the pool spa bench was performed by Wiss, Janey, Elstner Associates, Inc. (WJE) following ASTM C856, *Standard Practice for Petrographic Examination of Hardened Concrete*. WJE identified the presence of an alkali-silica reaction (ASR).

It should be noted that fly ash which is typically used in concrete mixtures to mitigate and/or prevent this type of ASR mechanism was not identified in the core sample.

5.0 DISCUSSION

It is CA's opinion that the primary cause of the distress in the pool is the presence of an internal expansion mechanism resulting from an alkali-silica reaction (ASR), as identified through petrographic examination.

Based on the findings from the investigation conducted to date, it is CA's opinion that the distress observed in the pool shell and the external pool elements is an internal expansion within the shotcrete caused by the ASR mechanism resulting in the observed cracking and deterioration of the shotcrete. Further, as the shotcrete deteriorates, it creates additional

internal cracking and passageways for moisture to penetrate the shotcrete promoting the progression of the ASR damaging mechanism.

In general, the internal expansion damaging mechanism associated with the ASR within the shotcrete is the result of a reaction between certain well-known alkali reactive mineralogical components within the aggregates and alkali compounds from the portland cement in the presence of moisture. It must be noted that for the shotcrete to experience enough internal expansion and cracking to the extent of affecting its performance for its intended use, all three factors involved in the ASR mechanism must be readily available in enough amounts. As a result, if an in-place shotcrete is to be subjected to damage as a result of ASR depends on the selection by the concrete supplier of the aggregate materials and their mineralogical composition as well as the selection of the portland cement and its chemical composition, the mixture proportions, the incorporation of any measures in the mixture design to mitigate the potential for damage due to ASR, and the exposure conditions of the shotcrete in service. The standard of the industry regarding the production of concrete including, among others, the American Concrete Industry (ACI) and the American Society for Testing and Materials (ASTM), contains numerous readily available and generally acceptable guidelines for the selection of materials and their proportions as well as mitigating measures for the prevention of ASR related damage in concrete.

Regarding the aggregate, American Concrete Institute (ACI) 506.2-13 *Specification for Shotcrete* states the following:

“2.1.3 Aggregate – Unless otherwise specified, aggregates shall comply with ASTM C33/C33M for normalweight aggregates.”¹

ASTM C33-16, *Standard Specification for Concrete Aggregates*, the standard applicable at the time of aggregate purchase and construction of the pool, states the following,

“4.1 The direct purchaser of aggregates shall include the information in 4.2 in the purchase order as applicable.

4.2.4 When the order is for fine aggregate:

4.2.4.1 Whether the restriction on reactive materials in 7.3 applies”²

Section 7.3 of ASTM C33-16 states the following regarding the requirements for the use of fine aggregate:

“7.3 Fine aggregate for use in concrete that will be subject to wetting, extended exposure to humid atmosphere, or contact with moist ground shall not contain any materials that deleteriously reactive with the alkalis in the cement in an amount sufficient to cause excessive expansion of mortar or concrete, except that if such materials are present in injurious amounts, use of fine aggregate is not prohibited when used with a cement containing less than 0.60%

¹ *Specification for Shotcrete*, American Concrete Institute (ACI) 506.2-13

² *ASTM C33-16 Standard Specification for Concrete Aggregates*

alkalies calculated as sodium oxide equivalent (Na₂O + 0.685K₂O), if there is satisfactory service record evaluation, or with the addition of a material that has been shown to prevent harmful expansion due to the alkali-aggregate reaction.”³

It should be noted that ASTM C33 states the same requirements for coarse aggregate as it does for the fine aggregate.

Based on the information stated in the ACI *Specification for Shotcrete* and ASTM C33-16 *Standard Specification for Concrete Aggregates*, it is CA’s opinion that the purchaser of the aggregate, EasyMix, should have specified in their purchase order that the aggregate would be subject to “*wetting, extended exposure to humid atmosphere, or contact with moist ground*”⁴, as it was known to the EasyMix that the shotcrete would be used for a swimming pool and request that the aggregate be evaluated with respect to its potential for ASR as per ASTM C33, Section 7.3. If this information was stated in the purchase order, as required per ASTM C33, the aggregate supplier would have been required to perform the appropriate testing to determine if the aggregate contained materials that were deleteriously reactive. If the aggregate was deemed to be reactive, EasyMix could have taken the appropriate measures to prevent ASR related damage to the shotcrete in the swimming pools as previously discussed.

Thus, it is CA’s opinion that the ASR mechanism could have been prevented if certain measures were taken by EasyMix. These measures include any one or a combination of

³ Ibid.

⁴ ASTM C33-16 *Standard Specification for Concrete Aggregates*

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the following, including the addition of fly ash or supplementary cementitious materials to the concrete mixture, selection of materials with lesser potential for ASR reaction, adjusting the materials proportions, and/or having the aggregate supplier test the material purchased to determine its potential for ASR.

It is CA's opinion that all the shotcrete is susceptible to ASR degradation, as supported by the systemic manifestation of the distress observed by CA. In service, the shotcrete will be continuously exposed to moisture because the pool is a water retaining structure, the plaster coating is not intended to create an impermeable layer preventing moisture from reaching the shotcrete, and the shotcrete is cast against earth. Thus, it is CA's opinion that the only remediation for the ASR distressed structure is to remove the shotcrete and rebuild the pool since the ASR mechanism cannot be stopped due the characteristics of the materials and the continuous exposure to moisture.

6.0 CONCLUSIONS

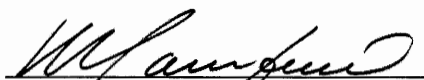
1. The cause of the cracking distress in the residential pool at 4824 Rollingwood is an internal expansion mechanism as a result of ASR as identified through petrographic examination of shotcrete samples.
2. The petrographic examination clearly identified the presence of chert in the aggregates which is a well-known ASR reactive component in the aggregates.
3. The purchaser of the reactive aggregate, EasyMix, did not follow ACI or ASTM standards to ensure that the shotcrete mixture would be adequate for a swimming

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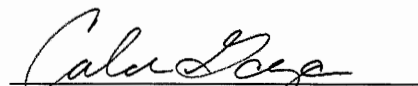
pool application including mitigating the potential for damage as a result of ASR in the shotcrete.

- 4. The shotcrete mixture did not contain fly ash or any other measures which could have mitigated the damage due to the ASR mechanism.
- 5. In this application, the ASR distress mechanism cannot be stopped given that the shotcrete contains the ASR reactive aggregate, and the shotcrete is not protected against the exposure and/or penetration of moisture.
- 6. It is CA's opinion that the only remediation alternative to restore the performance of the residential swimming pool at 4824 Rollingwood is the removal and replacement of the shotcrete and the reconstruction of the swimming pool.

Submitted by:



 Ramón L. Carrasquillo, Ph.D., P.E.
 President, Carrasquillo Associates



 Carlos Garza, M.S., P.E.
 Project Manager



 Dulce Maria Trejo, B.S., E.I.T.
 Graduate Engineer

List of Appendices

- Appendix A: Shotcrete Mix Design, EasyMix Concrete Services, LLC, December 29, 2019
- Appendix B: *4824 Rollingwood Drive Petrographic Investigation Pool Spa Bench Shotcrete* prepared by Wiss, Janney, Elstner Associates, Inc., June 3, 2022
- Appendix C: ASTM C33-16, *Standard Specification for Concrete Aggregates*

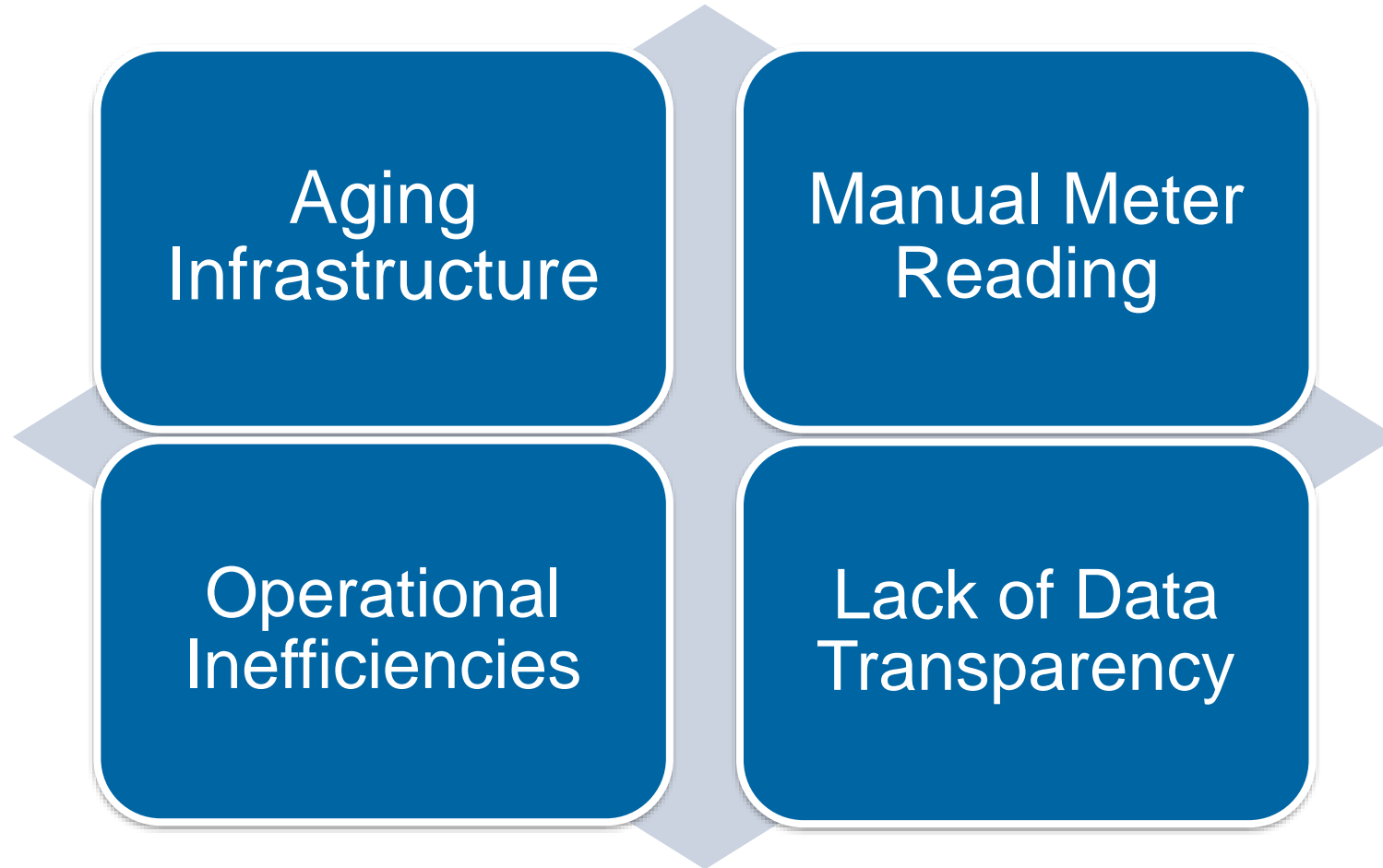
→ we are happy to provide these as well.

City of Rollingwood Meter Replacements & Automated Metering Infrastructure

September 2023

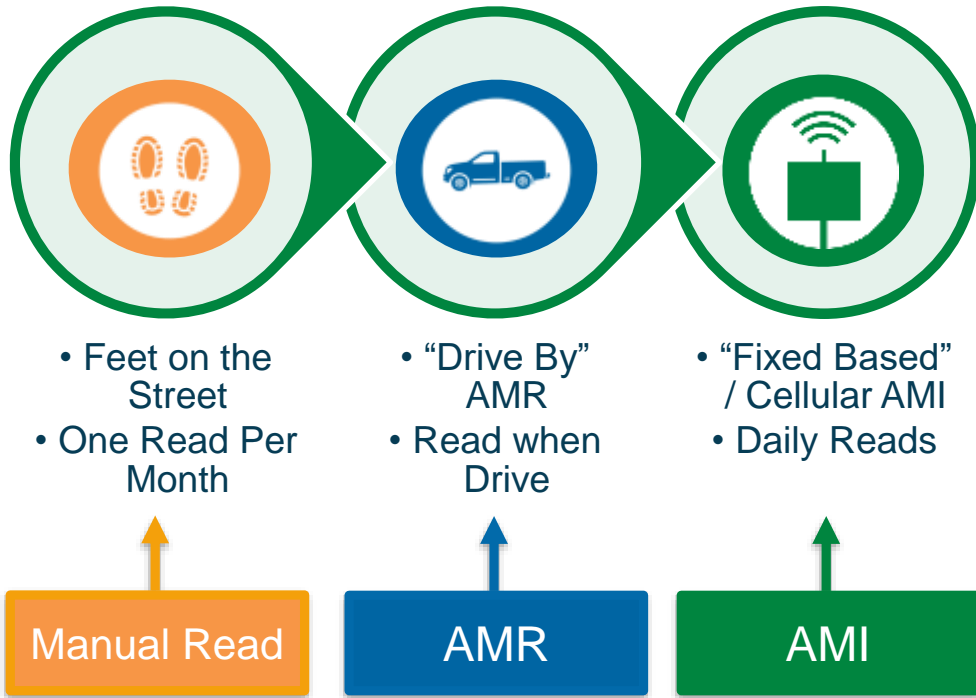


Current Challenges

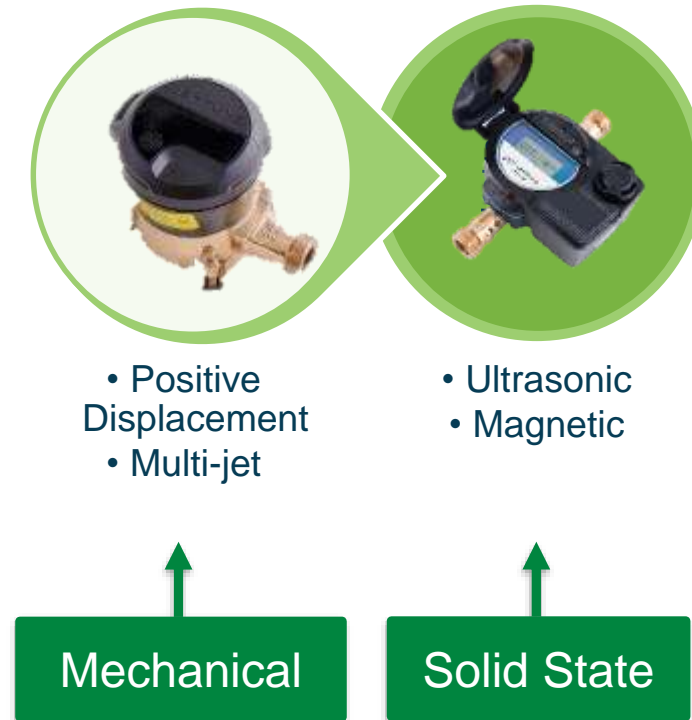


Water Meter History

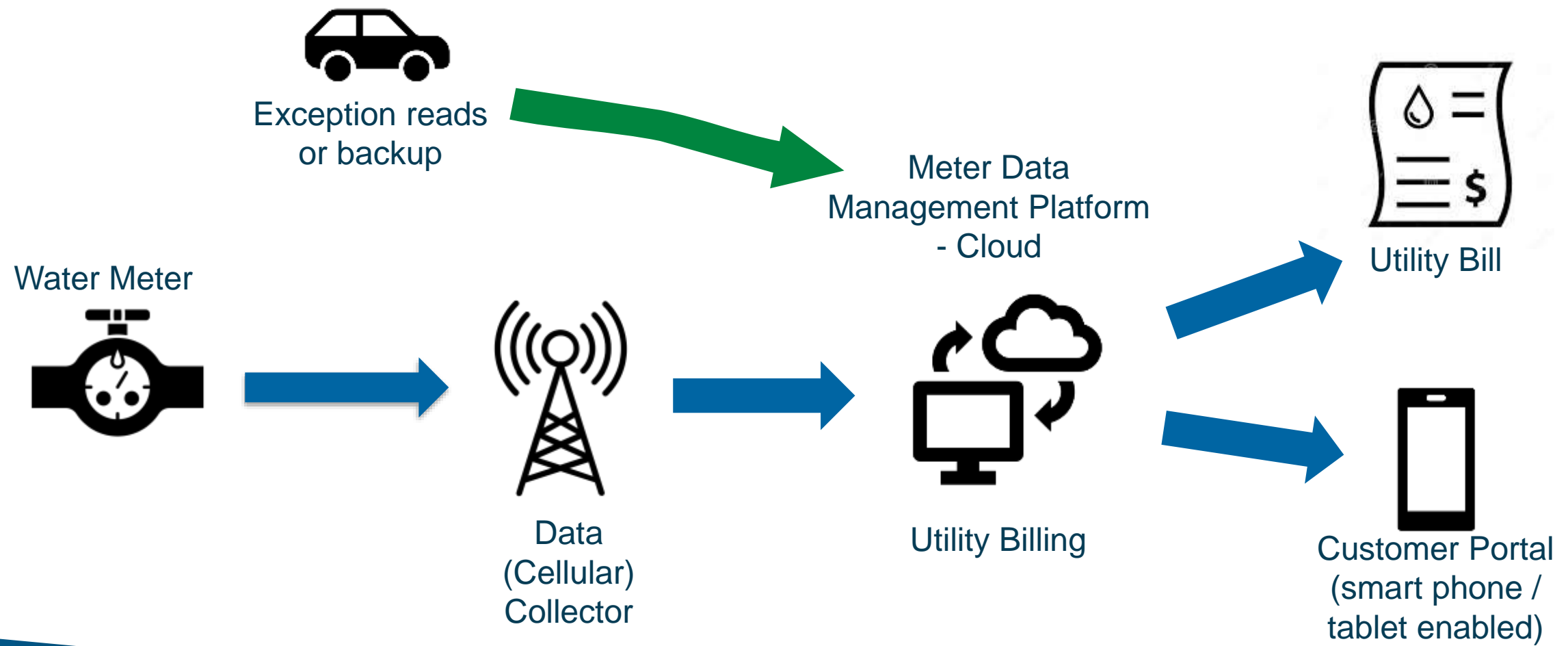
Reading Technology



Meter Technology



Potential Solution = Advanced Metering Infrastructure



Goal = Enhance Customer Experience

Allow Citizens to have transparent access to consumption information, leak detection, high usage alerts, historical patterns, and bill predictions all using a web portal or mobile device.



Customer Portal provides personalized water use information and tips



Alerts can be sent in all channels (print, email, voice, text)



Water Reports, Customer Letters, & Print Leak Alerts drive customers to the Portal

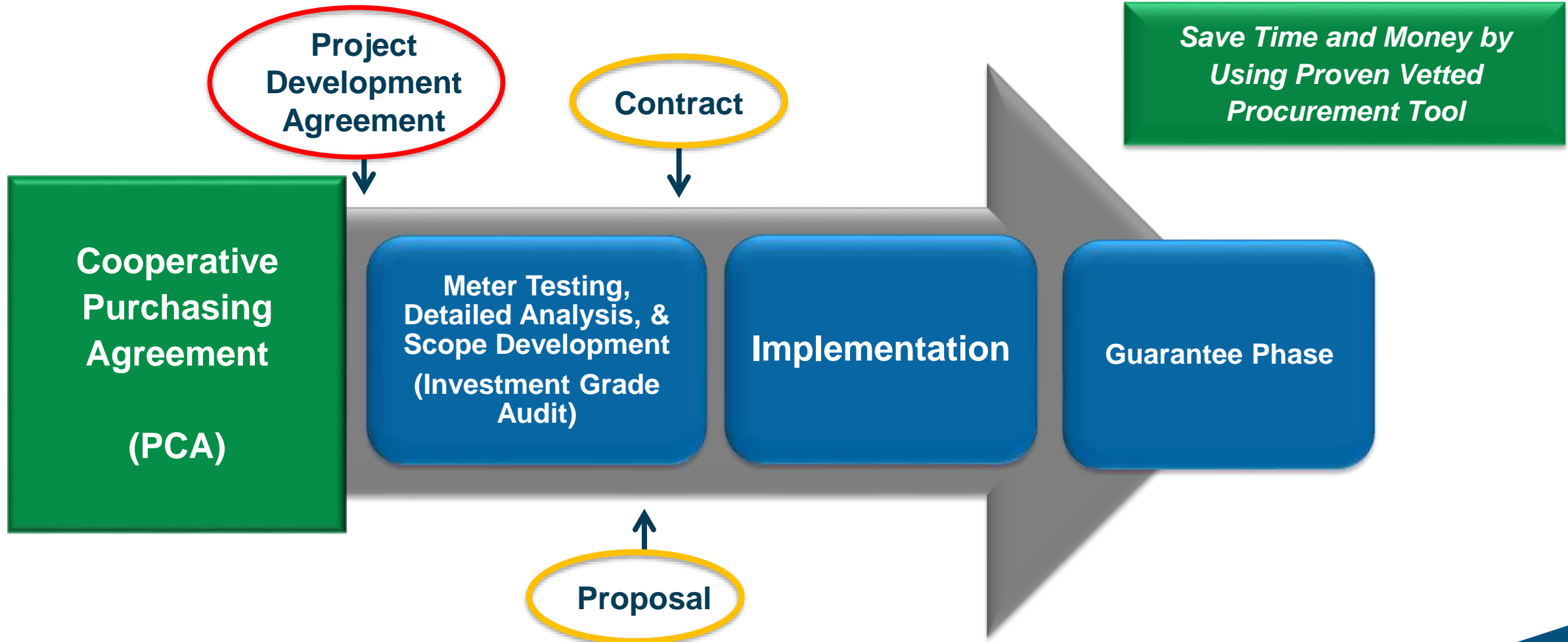


Leak Resolution & Bill Explainer help customers to resolve common issues online

Solution for Procurement & Implementation

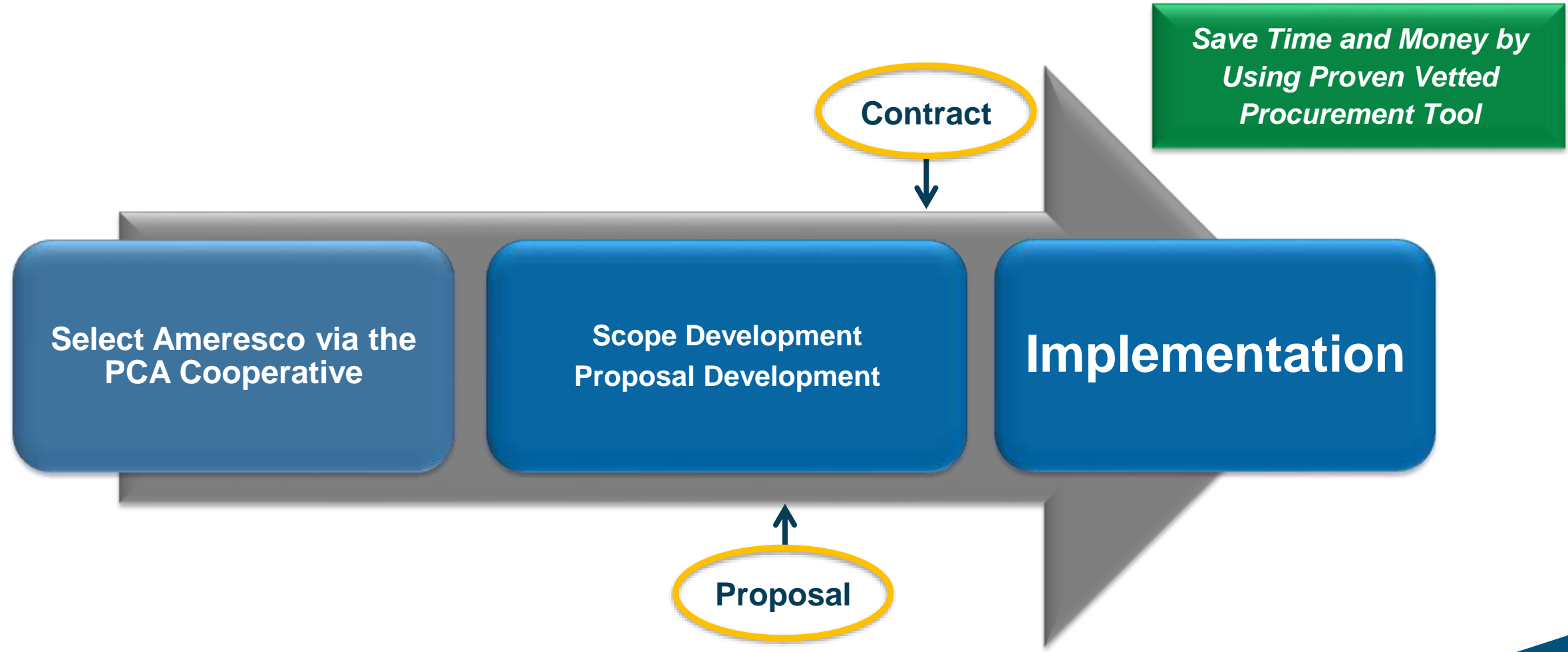


Process – Local Govt Code 302



-  = Next Step
-  = Future Decision Step

Process – CO-OP Selection



 = Future Decision Step

Project Deliverables from Ameresco

Assist in Selecting
Best Value
Equipment &
Technology

Provide Turn-Key
Firm Fixed Project
Price

Accurate &
Complete Scope of
Work

Create Citizen
Engagement
Strategy

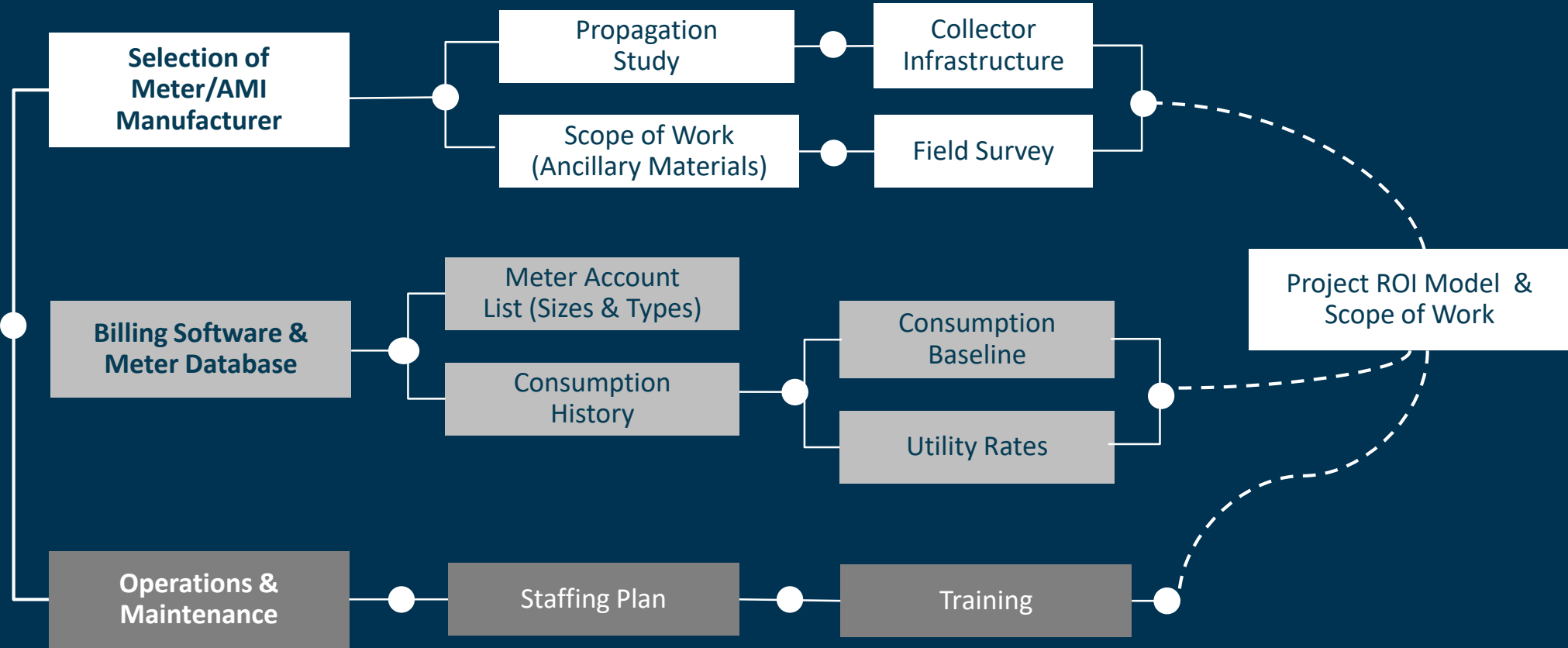
Minimize Day to Day
Operations &
Service Disruptions

Onsite Project
Management for
Implementation &
Data Integration

And its Guaranteed!

Development Process – Meters/AMI

3 Paths



Review of Data Analysis

- Reconciliation of Missing Data Points (Size, Account #)
- Duplicate Accounts / Inactive Accounts
- Zero Read Accounts
- Largest Consumers
- Data Anomalies (Excessive Usage)
- Monthly Consumption Comparison with Weather Data
- Consumption Analysis by Meter Size
- Meter Size and Rate Analysis

Acct_Num	Serv_Loc	Fee_Desc	Meter_Num	Transponder_Num	Meter_Size
1-000978-00	1300 LEE ST (YACHT BASIN)	Readiness to Serve Sewer	08567411H	81429743	6
1-000978-00	1300 LEE ST (YACHT BASIN)	Non-Containerized Refuse	06567411L	81429504	6
1-001255-00	2442 DR MARTIN LUTHER KING BLVD	Readiness to Serve Sewer	09060737H	82297180	3
1-001255-00	2442 DR MARTIN LUTHER KING BLVD	Utility Tax	09060737L	82290712	3
1-001475-00	2210 WIDMAN WAY	Readiness to Serve Sewer	08187889H	81436642	3
1-001475-00	2210 WIDMAN WAY	Readiness to Serve Water - Inside	08187889L	81436643	3
1-001560-00	4003 CLEVELAND AVE	Readiness to Serve Sewer	08000993H	80632614	4
1-001560-00	4003 CLEVELAND AVE	Utility Tax	08000993L	80906294	4
1-002046-00	1915 HALGRIM AVE	Readiness to Serve Sewer	08000997L	80724786	4
1-002046-00	1915 HALGRIM AVE	Readiness to Serve Water - Inside	08000997H	80676589	4
1-002125-00	3850 FOWLER ST	Dumpster 6 yd	08187547H	81436648	3
1-002125-00	3850 FOWLER ST	Readiness to Serve Sewer	08187547L	81151234	3
1-002161-04	4400 FOWLER ST	Readiness to Serve Sewer	08032295H	80815555	3
1-002161-04	4400 FOWLER ST	Utility Tax	08032295L	80815545	3
1-002368-05	4040 PRINCETON ST	Readiness to Serve Sewer	08188515H	81375115	3
1-002368-05	4040 PRINCETON ST	Utility Tax	08188515L	81435583	3
1-002483-00	5200 CEDARBEND DR	Dumpster 6 yd	08034996L	80980292	8
1-002483-00	5200 CEDARBEND DR	Utility Tax	08034996H	80980308	8
1-003212-02	4125 CLEVELAND AVE STE 905	Readiness to Serve Sewer	08000982L	80919949	3
1-003212-02	4125 CLEVELAND AVE STE 905	Utility Tax	08000982H	80848902	3
1-003322-02	5317 SUMMERLIN RD	Readiness to Serve Sewer	08000815L	80632599	3
1-003322-02	5317 SUMMERLIN RD	Utility Tax	08000815H	80632609	3
1-003326-02	5305 SUMMERLIN RD	Readiness to Serve Sewer	08000814H	80632561	3
1-003326-02	5305 SUMMERLIN RD	Utility Tax	08000814L	80623416	3
1-003333-01	501 VAN BUREN ST	fee code converted	08187888H	81436677	3
1-003333-01	501 VAN BUREN ST	Readiness to Serve Sewer	08187888L	81436656	3
1-003374-00	1501 RALEIGH ST	Readiness to Serve Water - Inside	08184339H	85462759	6
1-003374-00	1501 RALEIGH ST	Compactor Dumpster 2 yd	08184339L	85409716	6
1-003633-02	4212 DESOTO AVE	Readiness to Serve Sewer	08000966H	80632544	3
1-003633-03	4212 DESOTO AVE	Readiness to Serve Water - Inside	08000966L	80632585	3
1-003765-02	4703 4785 BARKLEY CIR	Readiness to Serve Sewer	08187890H	81435550	3
1-003765-04	4703 4785 BARKLEY CIR	Readiness to Serve Sewer	08187890L	81436652	3
1-005455-02	4400 FORD STREET EXT	fee code converted	08032302H	80815114	3
1-005455-03	4400 FORD STREET EXT	Readiness to Serve Sewer	08032302L	80815553	3
1-005980-00	0 UNION/VICTORIA/JACKSON	Readiness to Serve Sewer	09050228H	81894404	4
1-005980-00	0 UNION/VICTORIA/JACKSON	Readiness to Serve Water - Inside	09050228L	81894414	4
1-005986-00	2980 EDISON AVE	Readiness to Serve Water - Inside	08000805H	80676128	4
1-005986-00	2980 EDISON AVE	Billed elsewhere	08000805L	80676135	4

Data Management is the Key to Success!

Ameresco Texas Experience in AMI/AMR





Thank You!

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