



CITY OF ROLLINGWOOD UTILITY COMMISSION AGENDA

Tuesday, April 02, 2024

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 April 02, 2024 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 December 5, 2023 Utility Commission meeting

REGULAR AGENDA

- 3. Discussion and possible action to elect a Chair of the Utility Commission
- 4. Discussion regarding the results of the cellular service survey
- 5. Discussion and possible action regarding a policy for recovering expenses incurred due to contractor caused water line breaks
- 6. Update regarding Utility Bill Appeals Policy
- 7. Update on Water CIP Packages 1-4
- 8. Update on the electronic water meter project

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 **March 28, 2024**.

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, December 05, 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, December 5, 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

Chris Meakin called the meeting to order at 5:35 p.m.

Present Members: Chris Kirksey, Walt Roloson, Elizabeth Bray, Christopher Meakin, and Clark Wilson (virtually)

Chair Jonathan Miller joined the meeting at 5:46 p.m.

Also Present: City Administrator Ashley Wayman, Finance Director Abel Campos, City Secretary Desiree Adair, Utility Billing Manager Veronica Hernandez, and Assistant to the City Administrator Makayla Rodriguez

PUBLIC COMMENTS

There were no public comments.

CONSENT AGENDA

2. Discussion and possible action on the minutes from the November 6, 2023 Utility Commission meeting

Chris Meakin moved to approve the minutes from the last meeting. Chris Kirksey seconded the motion. The motion carried with 5 in favor and 0 against.

REGULAR AGENDA

3. Discussion and possible action on a proposed amendment to the appeals process

City Administrator Ashley Wayman provided an overview of the proposed changes including payment, no confirmed leak appeals, and limits on the number of leak adjustments per time period. She discussed how this new process would apply to recently utility appeals.

Elizabeth Bray stated that she is not in agreement with the limitation of one leak adjustment per year. Walt Roloson concurred.

The Utility Commission discussed the time limitation and the responsibility of the homeowner.

City Council Liaison Phil McDuffee stated that he personally is in agreement with no time limitation and revisiting this issue after electronic meters are installed.

Chris Meakin yielded the Chair to Jonathan Miller at 5:49 p.m.

Chair Jonathan Miller stated that the attempt was to provide flexibility. City Council Liaison Phil McDuffee stated that he believes Council would send it back to the Utility Commission to fix the time limitation.

The Utility Commission discussed using the terms “consecutive two-month periods”, “the appeal month”, “highest use month” and “24-month period”.

City Administrator Ashley Wayman explained that change 1 is the removal of the cap on the number of leak adjustments which includes striking that sentence. Change 2 is the no confirmed leak category is reflective of up to two consecutive months of usage. Third, the 24-month limitation begins with the first appealed month for that water account.

Chair Jonathan Miller moved to incorporate the changes outlined. Chris Kirksey seconded the motion. The motion carried with 6 in favor and 0 against.

- 4. Discussion and possible action regarding the timing of the distribution of the cell phone survey

City Administrator Ashley Wayman discussed that the cell survey has been approved, the notification system has been updated, and that the City could send out the cell phone survey in January. The Utility Commission agreed.

- 5. Discussion regarding financial reports for Water and Wastewater funds through September 2023

City Administrator Ashley Wayman introduced Finance Director Abel Campos who presented unaudited balances of the Water fund and Wastewater fund from the end of the 2022-2023 Fiscal Year. The City Council has created a 6-month reserve for both funds. Finance Director Abel Campos compared budgeted amounts to unaudited actual amounts. He stated that both enterprise funds are in good shape.

Chris Meakin asked if this balance is available for meter replacements. City Administrator Ashley Wayman stated that the purchase of electronic meters has been budgeted for and we would like to do a rate study after digital meters are installed. The contract and financing will go to City Council in December.

The Utility Commission and City Administrator Ashley Wayman discussed what the balances would be available to address.

Elizabeth Bray asked for an update on the water infrastructure plan. City Administrator Ashley Wayman stated that City Council has selected a contractor, pre-construction meeting will be held in the next couple of weeks, and breaking ground should occur in January. The City website has a public notices section for communication regarding this project.

Elizabeth Bray asked if there was an incident on Timberline/Vale/Hatley today or yesterday. There has been work testing fire hydrants in the area.

Ms. Bray also requested a Google Fiber update. City Administrator Ashley Wayman plans to meet with them in January along with our engineers to coordinate timing for construction and full street road paving.

6. Discussion regarding future meeting dates

City Administrator Ashley Wayman stated that the next meeting will be February 6th.

ADJOURNMENT OF MEETING

The meeting was adjourned at 6:21 p.m.

Minutes Adopted on the _____ day of _____, 2024.

Jonathan Miller, Chair

ATTEST:

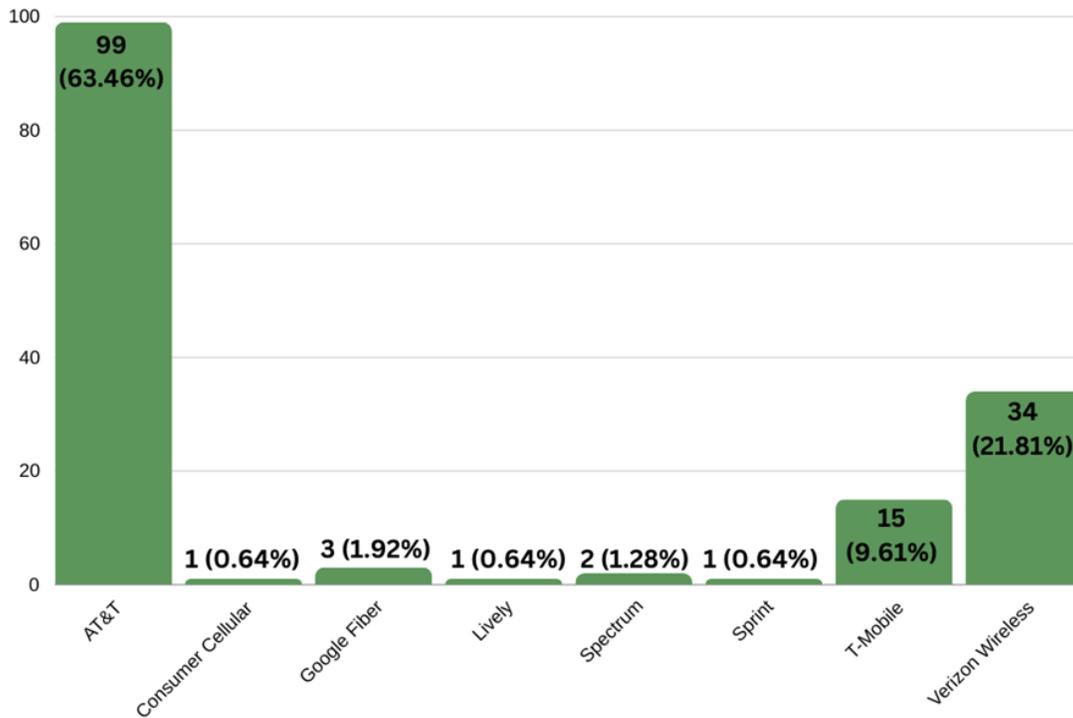
Desiree Adair, City Secretary

Rollingwood Cellular Service Survey Results

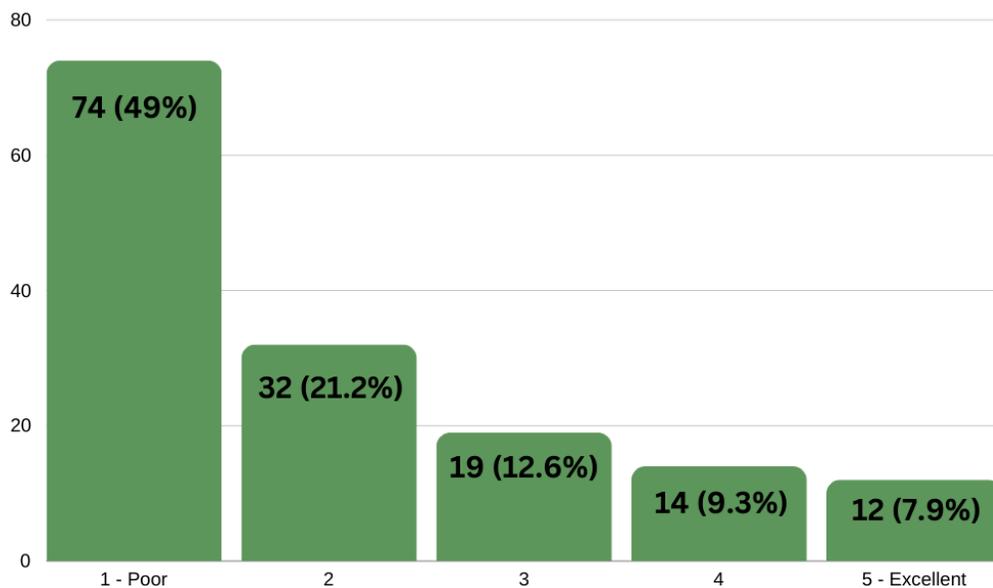
A total of 152 survey responses were submitted. Some questions were conditional on responses to other questions. Conditional questions are indicated by a note at the bottom of the graph.

Resident Cell Phone Carriers (156 Responses)

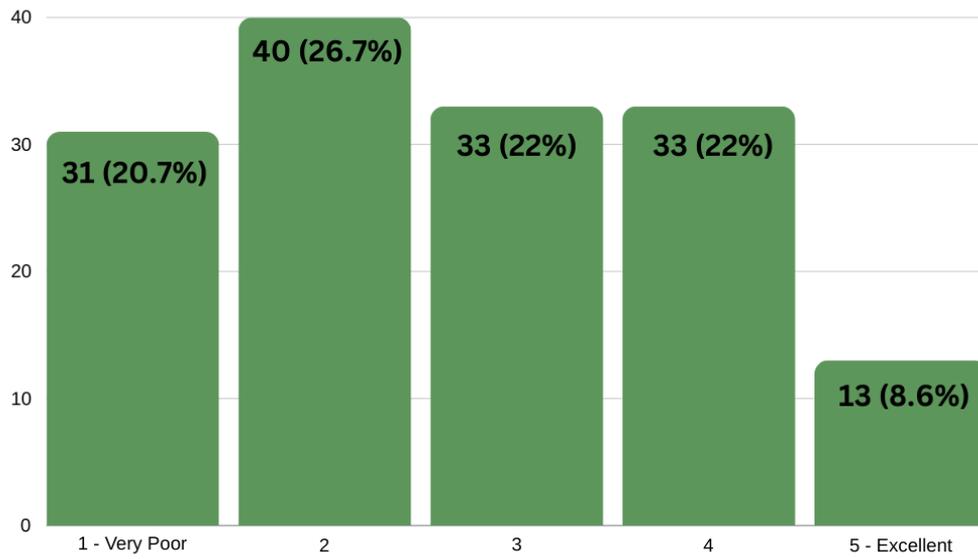
Some residents indicated that they have multiple carriers



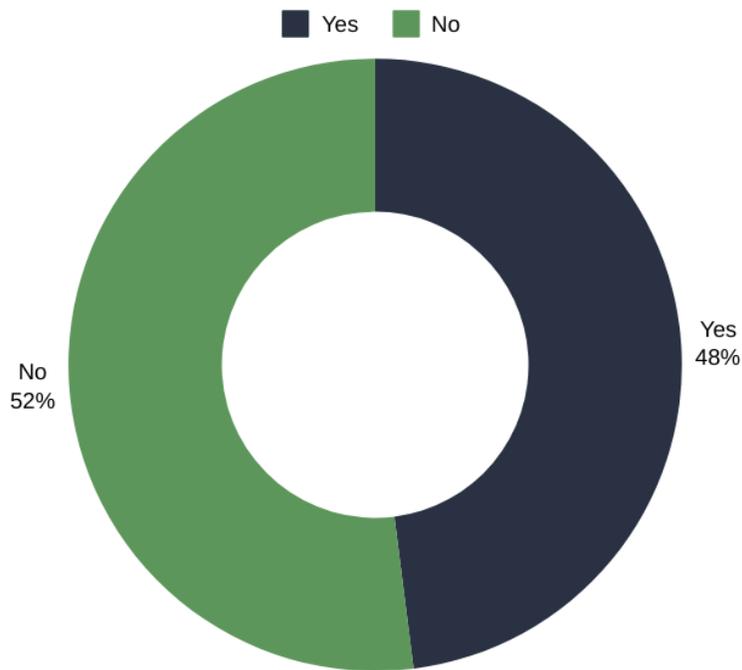
Quality of Cellular Service Inside Resident's Homes (151 Responses)



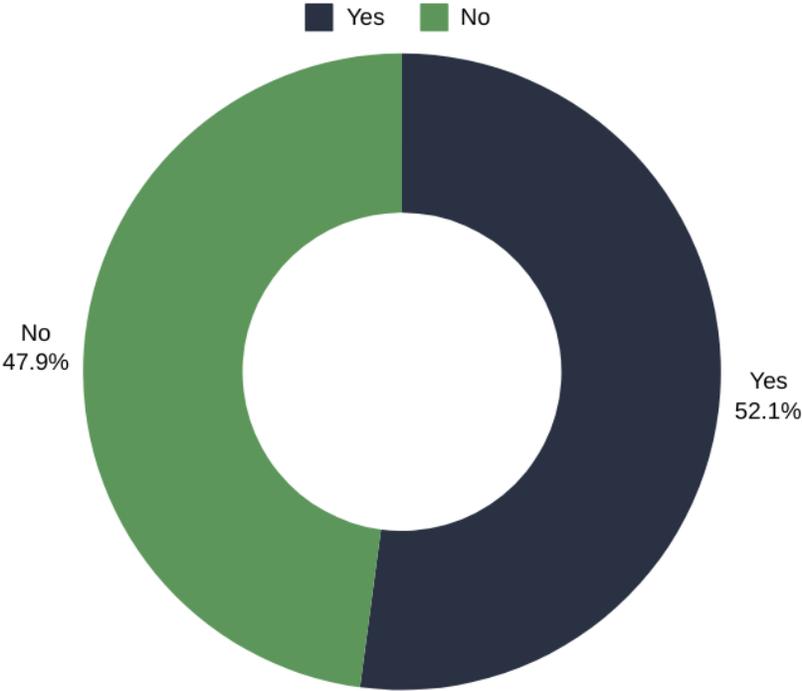
Quality of Cellular Service Outside Resident's Homes (150 Responses)



Do you have any indoor solutions (cell service extenders, boosters, or other equipment) currently? (152 Responses)

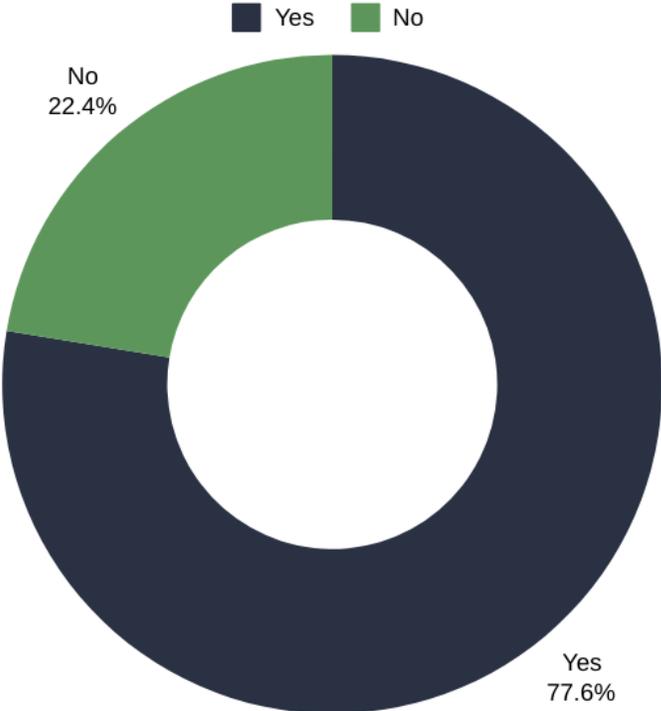


Have the solution(s) improved your cell service quality? (73 Responses)

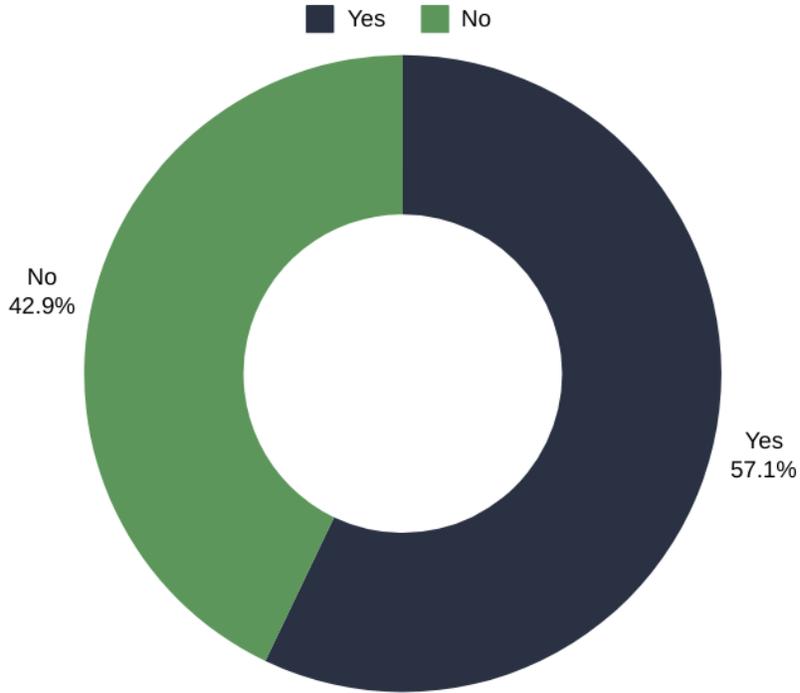


*Residents who responded "Yes" to if they have indoor solutions received this question.

Do you use Wi-Fi calling to supplement cellular service? (152 Responses)

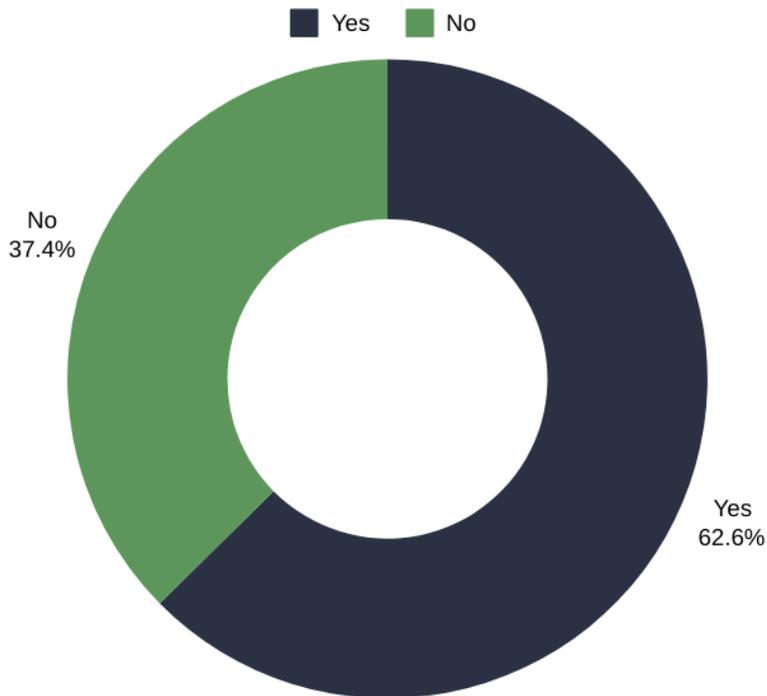


Is Wi-Fi calling reliable at your address? (112 Responses)



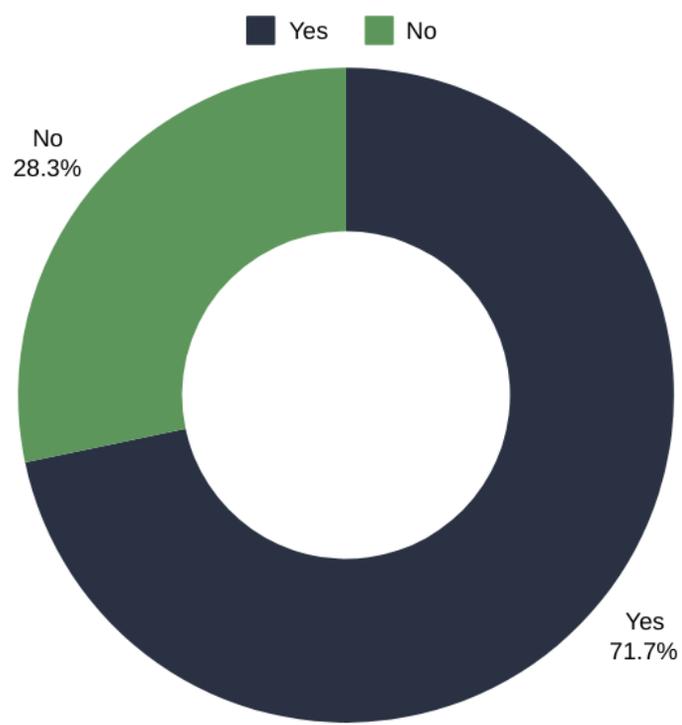
*Residents who responded "Yes" to if they use Wi-Fi calling received this question.

Do you rely on Wi-Fi calling such that a power outage or internet service disruption makes you unable to call from home? (115 Responses)

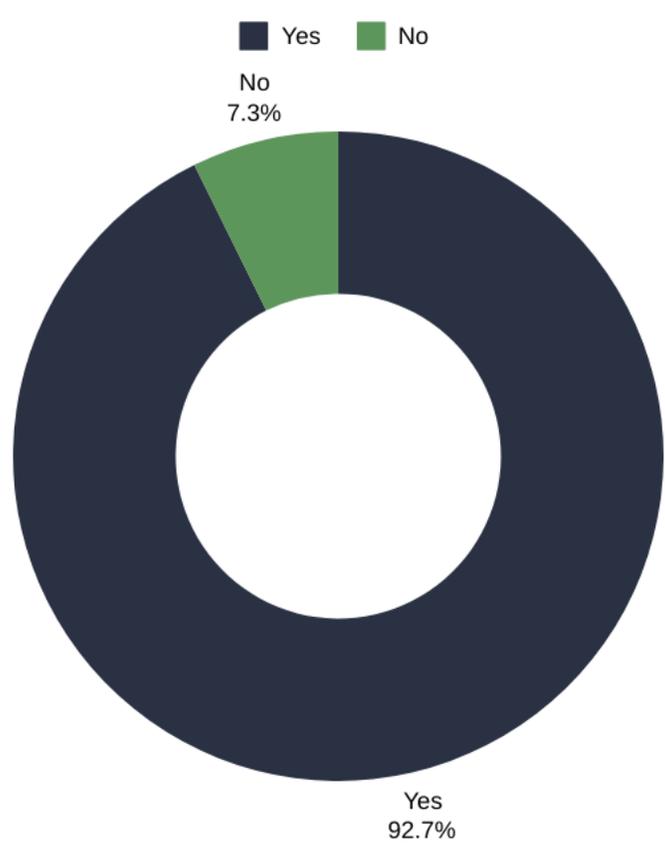


*Residents who responded "Yes" to if they use Wi-Fi calling received this question.

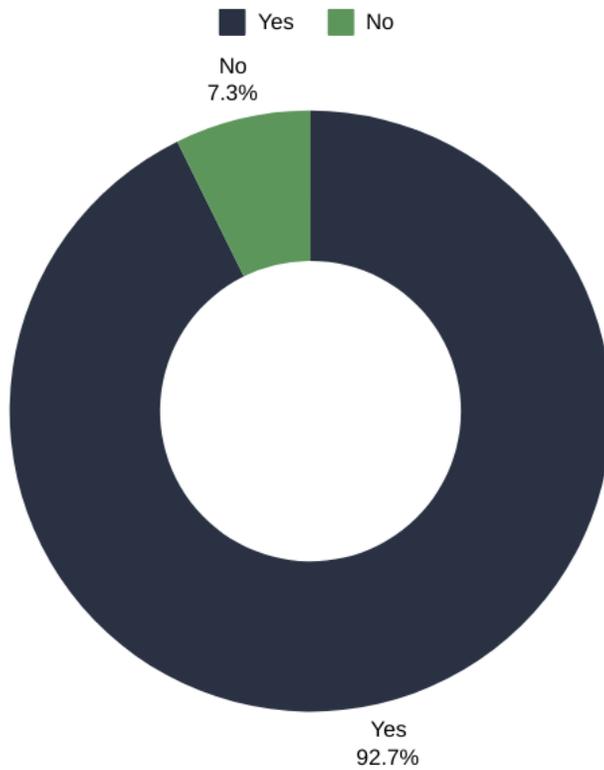
Do you experience cell service interruptions in certain areas of the city? (152 responses)



If it is possible to do so, would you like the city to pursue improved cellular service options? (152 Responses)



If so, would you support the city investing in possible resources discovered? (137 Responses)



*Residents who responded "Yes" to if they would like the city to pursue improved cellular service options received this question.

Resident responses to where they experience cell service interruptions:

My phone drops in my driveway, on RE dr and wallis, down the hill on hatley dr + ashworth (that dip), on ridgewood rd
In my yard facing when facing Zilker Park / Rollingwood Club House direction since I am in the northeast corner of Rollingwood.
Generally in low lying areas. Other than in and around our house I cannot point to specific locations.
Playing coy Across from the park on Rollingwood Drive I tend to drop calls.
Wallis dr, rollingwood dr
Mostly by the park and streets below it
Service becomes very poor along Rock Way Cove. Unable to make calls from my house until I travel on Wallace towards Rollingwood Drive.
The greatest interruptions I experience are at or near our home and driving down Ridgewood near the road humps.
Our front yard and low spots in the city.
near my home in the places where the road dips, for example at corner of Rock Way at Wallis and in the deep dip of Almarion between Hatley and Rock Way.
Ridgewood drive
calls drop in my house; signal is weak so one party cannot be heard; sound fades in and out
Western part of Hatley
My home. And in areas around Rollingwood pool and Rollingwood drive. Truly horrible service in our neighborhood and especially in home. I used to be able to stand by a certain window or make calls outside in front and back porch — but those areas haven't works in recent months. Infuriating! I have to get to Bee Cavea Road to be able to truly make and accept phone calls.
Pretty much anywhere outside my home.
Hayley and Inwood as your going downhill toward Riley
City of Rollingwood in general
Generally unreliable all over Rollingwood. Always drops along Hatley between Wallis and Vale
Around my house and when I leave and drop down park hills near park/city hall
On street and turning onto park hills near the rollingwood park
Along timberline dr
Bettis and Riley
Corner of Ridgewood and Hatley, all of Park Hills Drive
Right on Nixon by the Rollingwood park and police department
On Rollingwood Dr in front of the WAC going eastbound up the hill
Right as you pass the pool is usually a 9/10 chance that you will drop or lose whoever you are on the phone with as you drive down Rollingwood drive.
parts of Rollingwood and many of the hills on Westlake Dr. cause me total signal loss
On Ashworth, will usually drop a call before getting to my house.

3306 Gentry Drive
Low lying areas of the city are often troublesome (Rockway Cove)
By the pool on rw drive also on Rockway cove
Outside our home
Pockets on Nixon Drive
I have to park 1-2 houses away from my house when on a call cause if I pull into the driveway it drops the call.
Problem is that though we use wifi, anyone visiting us cannot use their phone as the service is so bad. Other place we find difficult is Westlake hills.
Driving up and down the hills within the city
I do not have detailed location information on this
All over
The cell service at our home is horrible. We are lucky to have 1/2 a bar and the majority of the time, we do not have ANY cell service at all, thus making and receiving cell phone calls is impossible. Texting is difficult at times as well.
on Nixon between City Hall and Hatley Dr
All over the city
Here at my house - 1 Randolph....things just cut-off...return in a few seconds
Close to City Hall
Mainly in the Rollingwood neighborhood
Bottom of hills
Along Hatley Drive from Ridgewood to Wallis
At Rollingwood & Wallis Drive as well as along Wallis as you approach Rollingwood Drive
At the intersection of Rollingwood Dr. & Wallis Dr. More specifically, on Wallis in front of the the WHAC.
The Hatley Hill, Corner of Laura and Hatley and various other 'bottom of a hill' locations
On Nixon from Gentry to Hatley
Mopac when it is very busy and always within my home.
Hills
Edgewood and timberline is one known spot. Inside my home on timberline.
Wallis and Hatley often drops
I cannot get service on Vance Ln down Wallace I don't get reception until about Hubbard Circle and Wallace but it's spotty at best. It's ok on Rollingwood Drive. I cannot get service on Hatley between Riley and Wallace or from my home on Vance down Almarion Way up to Hatley. I've quit trying to talk on my phone in Rollingwood unless I'm on Rollingwood drive, in the Park or connected to internet.
360 & 71 sometimes
As you go down wallis at the walis/rockway intersection.

Park Hills Drive
Home is the worse—there is generally no cell service to interrupt. I experience interruptions in certain areas at the domain and at large events (concerts, sporting events, etc).
Park Hills to Nixon to Gentry is intermittent. Park Hills to Hatley/Ridgewood to Rollingwood Drive almost always drops the call
Phones do Not work in our house without WiFi. I have also experienced problems near the Western Hills Athletic Club.
On my street. At my house since 1992. We have tried multiple ways to improve the WiFi service over the years. Regarding previous question; Yes/ No doesn't apply. Iffy is a better answer. If I hang off my back balcony, the service is reasonably reliable. And fair service downstairs in the southwest corner of the house.
Whenever I drive through rollingwood or are at my home my cell service is awful- Verizon
Nixon drive north of the community playground. At the bottom of the hill the calls always drop
Besides my house, the area near Rollingwood Drive and Vale.
Wallis dr, rollingwood dr
park, city hall
At 905 Ridgewood rd or on Ridgewood in general
905 Ridgewood Rd and most of Ridgewood Rd
In and around our house
Vale between Hatley and Vance, Rollingwood Drive - worst are between Ewing and Inwood
Intermittent places
I experience interruptions in the entirety of Rollingwood and in multiple spots throughout Westlake Hills.
Especially in the vicinity of Hatley and Park Hills
Near RW City Hall
Calls always drop around Hatley and Ashworth corner
Next to rollingwood pool
At my house on Wallis. Drops on Hatley at Wallis. Drops on Rollingwood drive
at home occasionally
I lose cell service for just a moment as I step out the front door of my phone. I also often lose it when walking around various part of the neighborhood, like at the intersection of Riley and Bettis. It will cut out, but then it comes back.
WiFi USUALLY works or helps in my house, but I still have to be careful where I sit. Regular no WiFi won't work at all. In my yard and up at street on Ashworth and Harley, it's hit/miss
Around Hatley and Wallis
Calls will often drop (maybe 1/3 of the time) when entering Rollingwood on Rollingwood dr (either via Zilker or near McD)
Cellular service gets very iffy as you head down Wallis past the pool. Many of us stop at the top of the hill by the pool to finish our calls - to avoid losing a call. It's become a joke among some of the neighbors. Same with coming from Hatley direction. Lose calls once you hit Almarion. We have tried

everything- switching cellular providers, using extenders, we've even hired someone to try and help with this issue. Nothing makes a significant difference.

Near the park

lower parts of Rollingwood, primarily on Wallis Dr.

Only here in Rollingwood

near city hall i often lose a connection when I am walking and on a call

Rollingwood park

Sporadic in various parts of the city and also at City Hall.

Wallis & Hatley, up and down Hatley at various locations.

Low lying areas such as the lower playground park on Nixon

Wallis Drive between Hatley and Rock Way

Around intersection of Hatley and Ashworth

In front of Rollingwood pool. Pm Riley between Hartley and Vance.

Seems it is when driving / walking down a hill

Hatley Drive, around the upper and lower park, Vance Lane, Rock Way, Timberline, Rollingwood

On Rock Way Cove, all cell calls will drop when walking or driving on the street.

Resident responses to feedback or suggestions regarding cell service in Rollingwood:

City shouldn't pay for anything. Make the carriers pay for it. With wifi calling, I don't need good service, but it would be nice.
we will support you all to get this fixed! it is super frustrating not having cell service while driving in your own neighborhood + my cell phone won't even ring in our house!!! it's an ongoing joke to others "oh i lost you, you must be in rollingwood"
My husband has Verizon and he also has poor service inside of our home.
I'm glad you guys are looking into this. This has been an issue since we moved into Rollingwood.
The cellular providers should provide solutions for acceptable service within Rollingwood. I suggest adding cell tower in park if this will improve service.
No opinion on the last two questions; fine either way.
Our cell service at our home is a constant source of frustration, especially since my principal office is at the house. We have sought several solutions with very limited or sporadic improvement. Probably one of my only true frustrations and ongoing challenges with living in Rollingwood.
Cell service providers should improve the service and be allowed by the city to do so. It should not be necessary for the city to purchase anything to improve service.
This question is ambiguous and includes a spelling error: "If so, would you support the city investing in possible resourses discovered?" I could only guess at the meaning. Please call me anytime for proofreading, I would see the errors in an instant and correct them in about 30 seconds.
My son has ATT and it's much worse than Verizon.
No more cell towers in our neighborhood
It has always been poor but seems to have gotten worse in past months. Please help! It really isn't safe to not be available for calls or make calls when needed.
We considered a tower in the past but certain residents (who are here no longer) objected, and it wasn't pursued. We should investigate the possibility of a tower in the park area.
It wouldn't cost the city or RW residents anything if you allow cell tower to be placed within the city limits. The city may even get revenue from it.
Thank you for looking into this. It is a huge problem in our household.
We need a cell tower in Rollingwood. A tower does not need to be ugly. There are solutions for that.
Would love Google fiber
Great to hear this is getting looked at, Its a real issue for me and visitors
This has to be fixed. It's terrible
It is much worse during ACL, Trail of Lights, etc.
It's a major city. We should have cell service.
Given the lack of house phones in this day and age - having reliable cell phone signal is important. Also, while wifi calling has helped in our house, it doesn't solve for example me being able to reach my kid on his watch phone while he's out and about as the cell phone signal is unreliable. And that now becomes a safety issue for all.
AT&T fiber service is the main reason that WiFi is a poor backup strategy for us. When I had Google Fiber it ways much more reliable.
Please don't put a cell tower in the park or by the pool where our kids play

Thank you! For important business calls, I walk North on Brady Lane where the service is a little better than our home (3306 Gentry Drive). On a "good" day, I'll two bars at home but mostly just one bar.

A tower at/near Rollingwood Park would be a very good idea

Put up a tower in my yard.

Few years ago city was digging trenches (including our yard) and laying some cables, I was told that this was to improve cellular service. Nothing came out of this. We need improved coverage in the lower-lying areas that are nestled within the dips.

Not sure what the city can do but really do think we need to do something to improve coverage. WiFi calling and boosters help a little bit but for the most part I can't use a cellphone in my house. My wife will get in the car and drive down the street when she is on a work call.

anyone visiting and not on our wifi cannot use their phone in our home. It is embarrassing for a city such as Rollingwood not to have cell service.

We would very much appreciate any actions the City might take to improve service.

I responded "yes" on the previous two questions about exploring options to improve cell service, but I have reservations. If cell towers are an answer, I am concerned about their placement within the city. My concern is specifically about their impact to the aesthetics of the neighborhood and individual homeowners if placed near their property. I am also concerned about potential safety issues if placement is near the park where youth visit frequently.

We have to go to different parts of our house to may phone calls work. The SE corner is usually best. I believe that there's an ATT repeater on a pole at the park, which as the crow flies, is about 150 yds from my house. Given our close proximity, I'm surprised that our reception is so bad. Maybe they need to turn up the gain.

Do not put a cell tower in park

i'm switching to google fiber once it is available in rollingwood.

The lack of cell coverage within the neighborhood is pretty shocking. Not only is it frustrating to have to rely on Wifi calling, but it's a safety issue in situations when the power goes out. Also, when people come to visit us, they don't get any service in our house and have to join our Wifi network. It's embarassing to be living in this wonderful neighborhood that is centrally located, but to lack such a basic utility need. We really appreciate your looking into solutions to address this issue!

Cell service is abysmal in Rollingwood. This is not only a convenience but also a safety issue. This should be a top priority for the city to rectify, and I would strongly support using city resources, funding, infrastructure, etc. to do so.

Thank you for looking into this.

It is important to get this fixed! Many homes have dropped landline services so we are dependent on cell service to provide voice service during emergencies and power outages. Also home installed security systems now use cell to alert for fire and burglary. Without reliable service there could be unreported fires and breakins.

I would also be in favor of the city leasing land for cell towers at the north end of the ball fields. then we could get better service AND revenue.

AT&T service is poor in our area Rollingwood (east Hatley). Verizon is better but not still not stellar. We had to resort to an AT&T femtocell and that works well for coverage in the house but coverage on nearby streets falls off if out of the house and if there is a broadband outage then we also lose our cell service.

When the power goes out, we are basically cut off from communication unless we get in the car and drive away from our home.

We have AT&T internet and that is ok

I do not want a tower added to the city due to concerns about increasing electromagnetic fields.

My cell phone services is pretty reliable. I would not like to see cell towers in the City of Rollingwood. Good enough. I do like the idea of having Google Fiber run through the neighborhood, and I believe that's going to be done while the waterlines are being reworked.

would love google fiber here.

The city should do this with the funds already provided as part of the budget and not incremental. Cell service is a needed utility in the 21st century. Thanks

Cell services is so bad at our home that we cannot get any service during the numerous power outages on our phone or in order to use a hot spot on our computers in order to follow news updates. It's very isolating and scary as we don't have a land line

Thanks for asking!

We rely completely on WiFi calling. When we have power outages, we are completely cut off and must leave the house and drive a couple blocks to get a signal. We are unable to make (or receive) a call or text during a power outage or an internet provider outage.

When using WiFi while at home, we have to put our phones in airplane mode so that an occasional weak cell signal doesn't override WiFi calling and result in a dropped call. And then we try to remember to disable airplane mode when we leave the house. Improved cell service would be fabulous—potentially even life-saving.

Explore potential use the old Civil Defense tower for cell antennae.

There is a section of my property in the greenbelt that I would be willing to lease for a cell tower. Although it is unlikely the residents at #8 and #9 Inwood Circle would approve. This section of my property runs behind those two properties. Any property owner with a view of downtown would be able to see the tower.

Please help with Verizon- it's awful in the neighborhood!

Thanks for addressing this!

Pleaseeeee I can't do my homework or call friends pleaseee fix I asked for cell set for Christmas no joke.

We are a family of 5 and making or receiving calls at our house is very unreliable which impacts work and school. We often can't walk through the house without dropping a call and routinely have to go outside of our house or get in our car to make a call.

Ever since the tower service on Walsh Tarlton was discontinued, the cell service in Rollingwood has been quite bad.

I think for a community like ours that supports and works in, in particular, a national (international really) tech hub it is bizarre that our cell service and towers are as ineffective as they seem to be. I strongly recommend improve service because it will help not only those of us that live around here but also folks that come through here to do business or buy coffee or eat in ways that support the health of our community.

Please do something. This has been a problem for a decade plus. Thank you!

During all power outages, we were unable to use cell service. Daily dropped calls. Very frustrating cell service in our home. If I transition from room to room, I loose calls.

Our service in the house is spotty. Neighbors often complain also. I would be interested in the city learning more about pursuing improved cell, but I would want to be sure the cost is worth the improvement.

None

Need a network in the neighborhood

Cell towers would be ok with me

<p>If the survey shows that there are issues with cell service, then I think it's worth supporting some improvements. For us, we are not finding there to be big issues.</p>
<p>Would be good to get an update on Google Fiber (I know, unrelated).</p>
<p>Would love anything that would help with this issue! We have had to keep a landline incase of emergencies because our cellular just isn't reliable in and around our house.</p>
<p>While we do not have cell issues, I know many neighbors can't make or take cell calls from their RW homes</p>
<p>it seems a small signal booster near city hall would be appropriate and not too expensive - also sometimes you can make revenue from hosting a tower</p>
<p>A cell tower in Rollingwood would be great!</p>
<p>our current cell service is a public safety hazard, especially during power outages and weather emergencies. Many people don't have landlines anymore so a call to 911 would require cell service.</p>
<p>My support would not extend to a cell tower in the park/City Hall area. We have been able to find personal workarounds in our home, and it is fine.</p>
<p>Service during ACL Fest continues to be an ongoing issue - I suspect related to volume.</p>
<p>Inside my house I consistently only have 2 bars reception (Iphone 13)</p>
<p>I cannot make a phone call from my home. There is limited cellular service and my conversation is interrupted because of poor connectivity.</p>

AGENDA ITEM SUMMARY SHEET

City of Rollingwood

Meeting Date: March 20, 2024

Submitted By:

Staff

Agenda Item:

Discussion and possible action regarding a policy for recovering expenses incurred due to contractor caused water line breaks

Description:

At the March 20 City Council Meeting, Council Member Sara Hutson brought this topic to City staff in light of recent contractor caused water line breaks. The current Public Works and Administration staff have an internal policy to require reimbursement for costs incurred by the City from Crossroads, the City's water operator, to fix a contractor caused water line break. Staff currently does not have a policy on recouping payment for water lost during a break. The draft policy considerations below were provided to Council at the meeting.

This policy aims to outline the notification and reimbursement process for expenses incurred due to contractor-caused water line breaks, safeguarding the integrity of our water infrastructure, protecting public health and safety, and minimizing the environmental and financial impacts of such incidents.

Draft Policy Language

Notification Requirement and Mitigation Measures

A contractor or person who causes a water line leak or break must notify the city immediately by calling (512) 328-1900. Additionally, they are required to call 8-1-1 for "Emergency Locates."

They should then remain at the scene, mitigating the break to any extent possible and securing the area to allow for city vehicles and equipment to access the property and line break. They will be required to provide contact information to city employees or their representatives when asked.

Reimbursement of Expenses Incurred by the City

A contractor who causes a water line leak or break will be responsible for the costs the city incurs in responding to and repairing the pipe. If there is an active construction permit for the site, the responsible party will be responsible for these expenses. Costs that will be charged to the contractor/responsible party for reimbursement include:

- Employee/Third-Part Labor (Including Overtime)
- Materials
- Equipment
- Estimated Water Loss

Estimated water loss will be calculated based on various factors, such as the pipe diameter, water pressure, the duration of the water loss caused by the break, and the pipe burst area or size of the hole or break in the pipe. Contractors will be charged for the water loss in accordance the City's residential rate water rate structure.

The City Council requested input from the Utility Commission regarding this draft policy and whether additional information should be included. Staff will use this input to help in the drafting of the policy and necessary code amendments to make the policy enforceable.

Action Requested:

To review and provide input on a policy for recovering expenses incurred due to contractor caused water line breaks.

Fiscal Impacts:

The City will be able to recover the costs associated with contractor caused water line breaks, saving the city's water fund (and the Residents) money.

Attachments:

- None



Rollingwood Utility Customer Appeals Process Summary

Rollingwood Utility customers may appeal to have their water and related wastewater bill reduced. Sections 34-69 and 22-30 of the City's Code of Ordinances govern the appeals process. This ordinance also specifies the process for termination of service for delinquent accounts. Customers appealing their utility bill must pay an amount equal to the most recent uncontested bill for each month that is being appealed. All uncontested portions of the account must be paid and kept current.

Customers should be aware that the City is responsible for equipment malfunctions up to the point where the water meter is attached to the customer's supply line. The customer is responsible for leaks in plumbing and other equipment beyond this point. However, City Utility Staff may be able to assist customers in determining whether or not high water consumption is due to a leak. Customers are advised to consult with City Staff prior to a formal appeal, if a leak is suspected.

Appeals Process

The City Council designates the City of Rollingwood Utility Commission as the Hearing Officer for the purposes of Utility Appeals.

Appeals should be filed as soon as possible, but no later than six (6) months after issuance of the first contested utility bill. Adjustments of bills for periods exceeding three (3) months will not be considered except in extraordinary circumstances, as determined at the sole discretion of the City, with the exception of appeals under item 5 below, the "no confirmed leak" provision. Reasonable causes for appeals include:

1. Errors in meter reading
2. Water meter inaccuracy or other malfunctions (such as a leak within the meter, or a leak at the point where the meter attaches to the customer's line)
3. Errors in calculation of the bill
4. Excessive water use due to confirmed leaks in the customer's plumbing and other equipment. Appeals for partial reduction of the bill may be considered by City Staff, providing that the customer provides reasonable evidence that the leak has been repaired. Volume charges for excess water usage may be reduced to the actual per-gallon costs to the City, plus an administrative fee, not to exceed 10%. A reduction in wastewater charges may also be allowed, if inaccuracies occur during the winter averaging months.
5. A bill that exceeds the highest monthly volume use during the preceding 12 months by 40% with no leaks confirmed

Excess water usage is typically estimated by determining the average water usage over the past three, two, or one year(s) for the same month(s), depending on the number of years' history available. The excess water usage is the difference between this average and the contested water usage. If there are fewer than 12 months' history available, City Staff is authorized to use another method, such as averaging the history that is available, to determine average water usage.

An appeal under the "no confirmed leak" provision can be for no longer than two consecutive months. In such situations, the charges may be reduced for up to the two-month period to the next highest volumetric use in the most recent 12-months of usage plus the per gallon cost to the city plus an administrative fee not to exceed 10% for the amount over the highest use in the preceding months. A customer is not eligible for an appeal under the "no confirmed leak" category if they have been awarded an appeal of this type in the preceding 24 months. If two months usage were appealed and granted under this provision, the first appealed bill will serve as the determining month for purposes of determining whether a customer is eligible to make an appeal under this provision.

If informal discussion with City Staff does not resolve an issue, then the appeals process as outlined in the ordinance is the following: A written appeal is prepared by the customer and submitted to the City Secretary. The appeal is formally addressed to the City Council, but will be considered in the following steps:

1. The Utilities Director will evaluate the appeal and may recommend reducing the bill as requested, reducing it partially, or rejecting the appeal. The customer may choose to end the process at this point.
2. A customer not satisfied with the decision of the Utilities Director, may request further consideration and, if so, the appeal will be referred to the Utility Commission, who will act as Hearing Officer for rendition of a final decision. The Commission will conduct a hearing at its first meeting following the referral, for which adequate notice can be provided as required by the code.