



# City of Garden Ridge

*"A way of life, not just a place to live"*

**AGENDA**  
**CITY WATER COMMISSION**  
**REGULAR MEETING**  
**TUESDAY, AUGUST 27, 2019, 6:00 P.M.**

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The City Water Commission will meet in a regular session on Tuesday, August 27, 2019, at 6:00 p.m. in the City Council Chambers, 9400 Municipal Parkway, Garden Ridge, Texas. This is an open meeting, open to the public, subject to the Open Meetings Law of the State of Texas, and as required by law, notice is hereby posted by August 24, 2019, before 6:00 p.m. providing time, place, date, and agenda thereof. The meeting facility is wheelchair accessible and accessible parking spaces are provided. Requests for accommodations or interpretative services must be made to the City Secretary 48 hours prior to this meeting.

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**1. Call to Order**

**2. Roll Call**

**3. Pledge of Allegiance**

**4. Citizen Comment Period – limited to 30 minutes total**

**Rules for Citizens' Participation:**

The City Water Commission welcomes citizen participation and comments at all Commission Meetings. The Commission offers citizens the opportunity to address them by signing up to speak prior to the meeting. If you speak, you follow these guidelines:

a) Respect and courtesy:

- i. Direct your comments to the entire Commission, not to an individual member, nor to the audience.
- ii. Show the Commission the same respect that you would like to be shown.
- iii. End your speaking at the time allotted below.

b) Speaking:

i. First citizen comment period

1. You are required to sign up to speak.
2. You are limited to one 3-minute period.

ii. Business item period

1. You are required to sign up to speak.
2. You are limited to one 3-minute period.

iii. Second citizen comment period

1. You are not required to sign up.
2. You are limited to one 2-minute period.

iv. State your name and address before your comments begin.

- v. You are only allowed to speak once per topic, unless also speaking during a posted Public Hearing.

*NOTE: The Texas Open Meetings Act permits a member of the public or a member of the governmental body to raise a subject that has not been included in the notice for the meeting. However, any discussion of the subject must be limited to a proposal to place the subject on the agenda for a future meeting and any response to a question posed to the City Council is limited to either a statement of specific factual information or a recitation of existing policy. TEX. GOV'T CODE § 551.042.*

- x. Education/Training Sessions.
  - 1. Discuss and provide directions on future education or training sessions.
  
- xi. Future Agenda Items.
  - 1. Commissioner's input on agenda items.
  - 2. Announce date, time, and location for next regular meeting (Tuesday, September 24, 2019, at 6:00 p.m. at City Hall – City Council Chambers).

**6. Citizen Comment Period – limited to 20 minutes total  
See “Rules for Citizen’s Participation” under Item 4.**

**7. Adjournment**

**AGENDA NOTICES:**

**Decorum Required:**

Any disruptive behavior, including shouting or derogatory statements or comments may be ruled out of order by the Presiding Officer. Continuation of this type of behavior could result in a request by the Presiding Officer that the individual leave the meeting, and if refused, an order of removal.

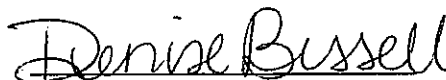
**Action by Commission Authorized:**

The Commission may vote or act upon any item within this Agenda.

**Attendance By Other Elected or Appointed Officials:**

It is anticipated that members of the City Council, other city board, commissions and/or committees may attend the meeting in numbers that may constitute a quorum of the other city boards, commissions and/or committees. Notice is hereby given that the meeting, to the extent required by law, is also noticed as a meeting of the City Council, other boards, commissions and/or committees of the City, whose members may be in attendance. The members of the boards, commissions and/or committees may participate in discussions on the same items listed on the agenda, which occur at the meeting, but no action will be taken by such in attendance unless such item and action is specifically provided for on an agenda for that board, commission or committee subject to the Texas Open Meetings Act.

This is to certify that I, Denise Bissell, posted this Agenda at 10:45 a.m. on August 21, 2019, on the bulletin board located at the entrance to the Garden Ridge City Hall, 9400 Municipal Parkway, Garden Ridge, Texas.

  
Denise Bissell  
Utility Clerk



# City of Garden Ridge

*"A way of life, not just a place to live"*

## MINUTES CITY WATER COMMISSION REGULAR MEETING TUESDAY, JULY 23, 2019, 6:00 P.M.

### **Commissioners Present:**

Vice-Chair Richard Holloway  
Commissioner Keven Harshbarger  
Commissioner Jesse Valdez  
Commissioner Andre Bullard  
Commissioner Joesph Haltaman  
Mayor Larry Thompson, Ex-officio

### **Commissioners Absent:**

Chair David Heier (Voluntary Announced Absence)

### **City Staff Present:**

Nancy Cain, City Administrator  
Jacob Parsons, Water Manager  
Kat Balbi, Assistant City Secretary  
Denise Bissell, Utility Clerk

### **Other Appointed or Elected Officials in Attendance:**

None

### **1. Call to Order**

With a quorum of the City Water Commission present, Vice-Chair Holloway called the regular meeting of the Garden Ridge City Water Commission to order at 6:00p.m. on Tuesday, July 23, 2019, in the City Council Chambers of the Garden Ridge City Hall, 9400 Municipal Parkway, Garden Ridge, Texas 78266.

### **2. Roll Call**

See above.

### **3. Pledge of Allegiance**

Vice-Chair Holloway led the Pledge of Allegiance.

### **4. Citizen Comment Period – limited to 30 minutes total**

No one signed up to speak.

### **5. Business Items**

**The following items are for discussion, consideration, and/or action.**

#### **a) Approvals**

##### **i. Minutes for June 25, 2019, Water Commission Regular Meeting.**

**Motion:** A motion was made by Commissioner Valdez, seconded by Commissioner Harshbarger, to approve the Minutes of the June 25, 2019, Water Commission Regular Meeting. The Water Commission voted four (4) for and none (0) opposed. The motion carried unanimously.

**b) Discussions/Reports/Updates**

**i. Water Manager Monthly Activity Report.**

**1. Water Pumping/usage from City wells, Water system infrastructure maintenance, repairs and/or projects, and Water and/or Drought Management (current Watering Stage).**

Jacob Parsons, Water Manager, reviewed the Water Department Monthly Activity Report. He updated the Water Commission on the collection of Lead and Copper samples and the SCADA system. He answered questions from the Water Commission pertaining to Field Force Manager and replaced meters.

**ii. Education/Training Sessions.**

**1. Discuss and provide directions on future education or training sessions.**

Vice-Chair Holloway stated there was no update at this time.

**iii. Items discussed at the July 2, 2019, City Council Regular Meeting.**

Nancy Cain, City Administrator, updated the Water Commission on the items discussed at the July 2, 2019, City Council Regular Meeting, that pertain to the Water Commission.

**iv. Discussion on FLO by Moen device.**

Jacob Parsons, Water Manger, explained the FLO by Moen device and the benefits for residents. Mayor Thompson explained how FLO was introduced to him by a resident.

Vice-Chair Holloway stated the Water Commission needs more information before going forward with a recommendation. Commissioner Bullard suggested the City offer a rebate for FLO instead of purchasing a bulk amount and selling them. Commissioner Harshbarger discussed the liability that comes with FLO.

**v. Discussion on Comal Trinity Groundwater Conversation District.**

Vice-Chair Holloway stated there was no update at this time.

**vi. Water Commission activities and projects.**

**1. Discussion on Leak Adjustment process and document.**

**a. Discuss and make possible recommendation to City Council.**

The Water Commission reviewed the material for creating the leak adjustment process and form. Vice-Chair Holloway discussed how Jacob Parsons, Water Manager, will create a process for the Water Department to follow when collecting data.

**Motion:** A motion was made by Commissioner Harshbarger, seconded by Commissioner Valdez, to have City staff create a Leak Adjustment policy and form in Ordinance 54-072019 with recommendations from Water Commission on criteria for leak adjustment and process. The Commission voted four (4) for and none (0) opposed. The motion carried unanimously.

**2. Amendment to Ordinance 54-072019 in relation to leak adjustment.**

**a. Discuss and make possible recommendation to City Council.**

The Water Commission reviewed the recommendation for amending Ordinance 54-072019.

**3. Update on Commissioner's activities and projects.**

Commissioner Valdez stated he met with Jacob Parsons, Water Manager, and representatives from Specific Energy and Advanced Technologies to review the city's water pump infrastructure.

Commissioner Bullard updated the Water Commission on the educational pamphlet and on new ideas for the City's website.

**4. Discuss and make possible recommendations on future meetings or direction regarding Water Commission activities and projects.**

Vice-Chair Holloway stated there was no action.

**vii. Ordinance No. 210-022018 An Ordinance of the City Council of the City of Garden Ridge adopting board and commission policy and procedures; providing that this Ordinance shall be cumulative of all Ordinances; providing a severability clause; providing a savings clause; and providing an effective date.**

**1. Discuss and make recommendations related to application of Ordinance provisions to Commission members, if needed.**

Vice-Chair Holloway reminded the Commission they must attend two City Council Regular Meetings a year.

**viii. Future Agenda Items.**

**1. Commissioner's input on agenda items.**

Commissioner Haltaman requested a discussion on water pressure at the next meeting.

Vice-Chair Holloway requested to discuss water meter failures within the City.

Mayor Thompson requested to discuss the restricted funds from surcharges in Ordinance 61-112017.

**2. Announce date, time, and location for next regular meeting (Tuesday, August 27 2019, at 6:00 p.m. at City Hall – City Council Chambers).**

Vice-Chair Holloway announced the next Water Commission Regular Meeting will be held on Tuesday, August 27, 2019, at 6:00 p.m. at City Hall – City Council Chambers.

**6. Citizen Comment Period – limited to 20 minutes total**

No one wished to speak.

**7. Adjournment**

**Motion:** A motion was made by Commissioner Valdez, seconded by Commissioner Haltaman, to adjourn. The Commission voted four (4) for and none (0) opposed. The motion carried unanimously. There being no further business, the Tuesday, July 23, 2019, Water Commission Regular Meeting was adjourned at 7:56 p.m. by Vice-Chair Holloway.

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Richard Holloway  
Vice-Chair

ATTEST:

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Kat Balbi  
Assistant City Secretary



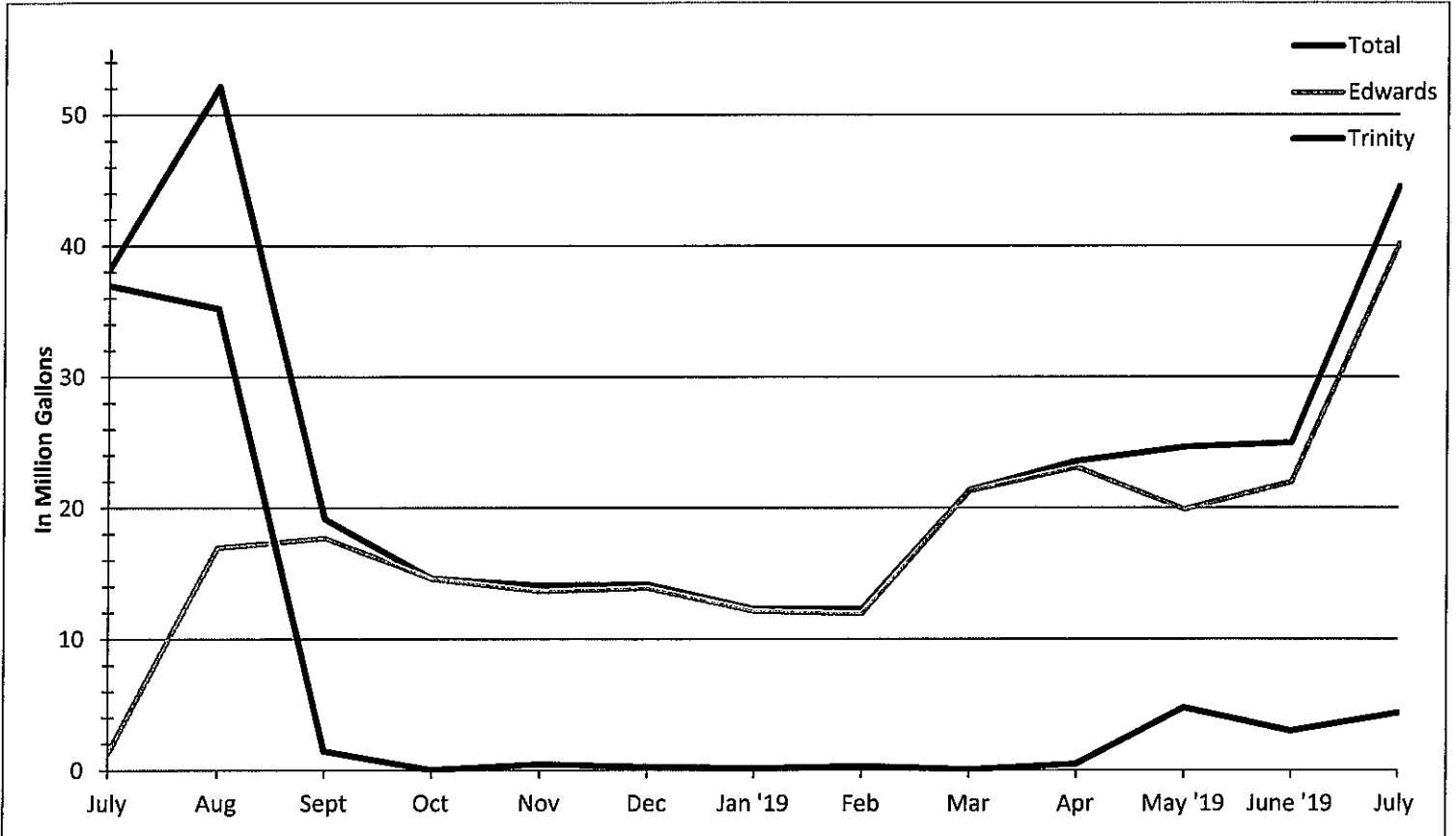
# City of Garden Ridge

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## Water Department Report

As of July 31, 2019

### City of Garden Ridge Well Usage

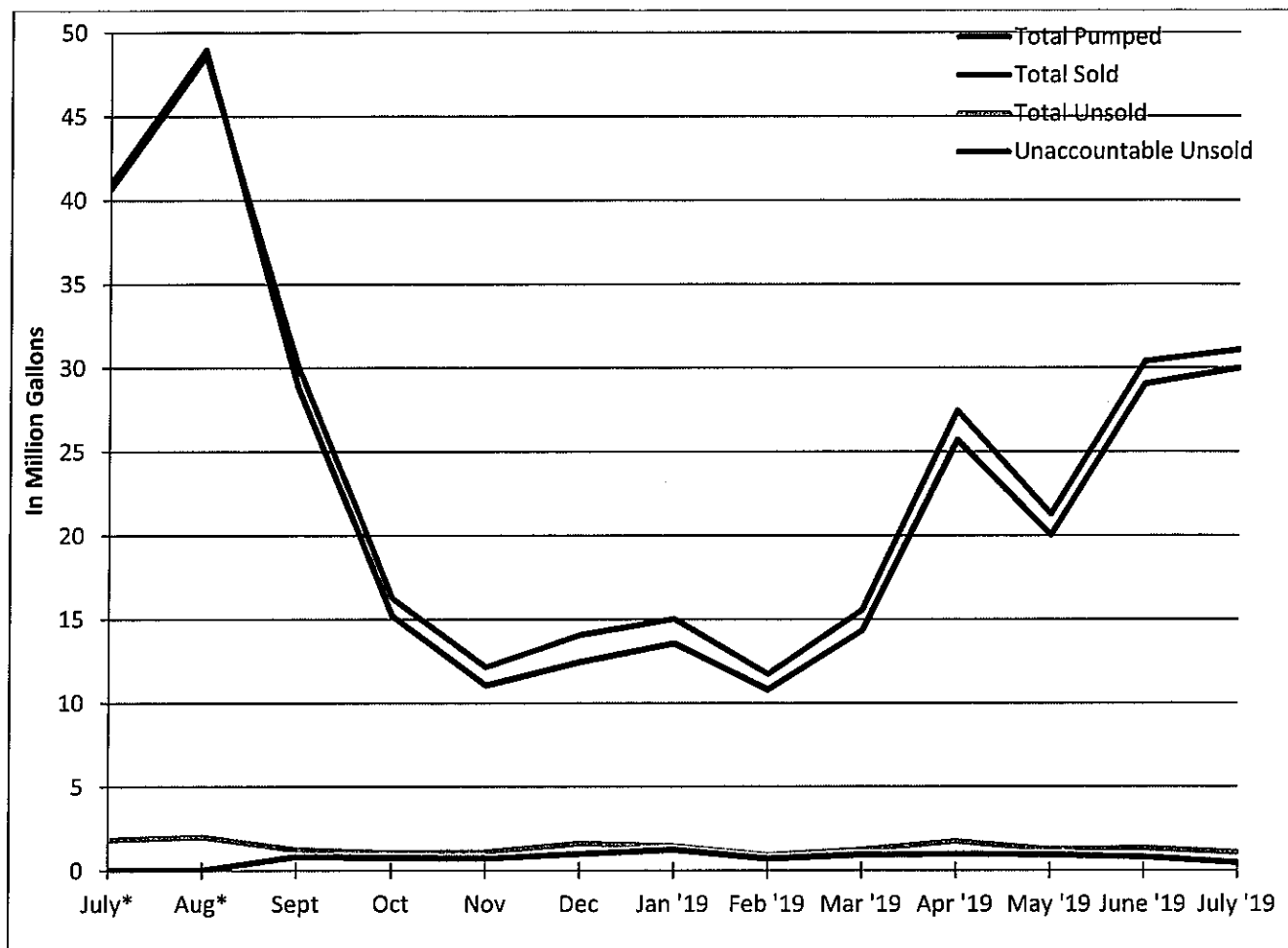


	Month:	Year:	Available:	Stage:
<b>Edwards Well Usage AC/FT:</b>	<b>125.26</b>	<b>462.11</b>	<b>250.18</b>	<b>0</b>
<b>Trinity Well Usage AC/FT:</b>	<b>13.36</b>	<b>38.70</b>	<b>N/A</b>	<b>- 0%</b>

### Water Quality

	Due:	Missed:	Passed:	Failed:
<b>Bacteriological:</b>	6	0	6	0
<b>Raw:</b>	4	0	4	0
<b>Chlorine Residual Test:</b>	31	0	31	0

## 2018 – 2019 Pumping Report



	<b>Total Pumped (Thousands)</b>	<b>Total Sold (Thousands)</b>	<b>Total Unsold (Thousands)</b>	<b>Unaccountable Unsold (Thousands)</b>	<b>Unaccountable Unsold %</b>
<b>July*</b>	40,697	41,002	1,842	26	
<b>Aug*</b>	48,604	48,945	2,009	26	
<b>Sept</b>	30,118	28,871	1,247	820	
<b>Oct</b>	16,256	15,198	1,058	749	
<b>Nov</b>	12,153	11,057	1,096	703	
<b>Dec</b>	14,073	12,447	1,626	998	
<b>Jan '19</b>	15,035	13,556	1,479	1,228	
<b>Feb '19</b>	11,738	10,795	943	691	
<b>Mar '19</b>	15,572	14,324	1,248	937	
<b>Apr '19</b>	27,464	25,712	1,752	985	
<b>May '19</b>	21,278	20,016	1,262	899	
<b>June '19</b>	30,391	29,047	1,343	802	
<b>July '19</b>	31,078	29,996	1,082	475	

\* July and August inaccurate due to inaccuracy of new meters at 3009 wellsite at time.

## Water Department Monthly Activities:

New Meter Installs	0	Work Orders	170
Meter Replacements	7	Locates	42
City Owned Leaks	3	Irrigations Permits Issued	2
Meters Read May 2019	1,644	Total Rebates	1

### Projects:

- Started the Lead & Copper sampling
- Whispering Oaks Project has started
- New SCADA servers have been installed
- 1 Washer rebate

### Employee Updates:

This month Chris Graef took and passed his Customer Service Inspectors test. This will allow him to test for lead and cross-connections at homes making sure that all our customers are safe from potential hazards.



# Flo by Moen smart water valve review: The high price of prevention

This system monitors and reports on your home's water usage. It can also shut off the water supply to prevent catastrophic damage.



By [Michael Brown](#)

Executive Editor, TechHive FEBRUARY 08, 2019 10:33 AM PT

Water is a precious and expensive resource, but it can be a pernicious threat if it shows up in the wrong places in your home, especially in an uncontrolled fashion. I've been testing the Flo by Moen smart water valve for the past several months and can say it would have saved me a lot of time and money had I installed it several years ago. But it's not perfect. And it's certainly not cheap.

At its most basic, Flo will detect and warn you about a water leak. It will also shut off your main water supply in the event of a catastrophic event, such as a burst pipe. That's a scenario I've experienced personally. A pipe in my garage ceiling froze and burst one winter while my wife and I were traveling. We returned several days later to find the interior of our entire garage destroyed, with water still spewing from a less-than-one-inch-long split in a copper pipe in the ceiling.



Every square inch of drywall was soaking wet, with so much water in the ceiling that it looked as though it was raining inside (see photo, below). Most everything we had stored in the garage, including some antique furniture, power woodworking tools, and gardening equipment, was ruined. The garage-door openers and all the lighting fixtures had to be replaced, too. Our final insurance claim exceeded \$28,000, and it took months to get everything dried out and replaced. If we'd had a smart valve installed then, there would have been much less damage.

## What Flo is

Flo consists of a motorized valve that you install on the main water supply line (1.25-inches or smaller) coming into your home. You can do this yourself, if you're comfortable cutting the pipe that supplies your home with water, but Flo recommends professional installation. I didn't want to take any chances, so Flo sent out a professional plumber for the job (installation is not included in the \$499 price of the product).

Flo has a 2.4GHz Wi-Fi adapter onboard, so it's essential that you have a strong wireless router that can extend your network outdoors. In my case, I have a three-node Linksys Velop mesh Wi-Fi system, with an access point in the master bedroom. The main water supply line is on the other side of one of the bedroom walls, so my Wi-Fi signal was plenty strong to service the valve (there is no hardwired ethernet option).

You'll also need an AC outlet near your supply line to power Flo's motorized valve and its Wi-Fi adapter. The Flo smart valve is fully weatherized, and it has an inline power brick, so the electrical plug at the end will easily fit inside a bubble-type outdoor receptacle cover. I elected to plug it into an outlet inside the exterior closet where my tankless water heater is installed.

If your home doesn't have an outdoor outlet nearby, you'll need to figure out how you'll power the valve. If you decide to install an outlet, be sure to use a GFCI (ground-fault circuit interrupter) model for your own protection. Alternatively, Flo offers a certified 25-foot extension cord for \$12 (you can use up to four of these together if you really need to).

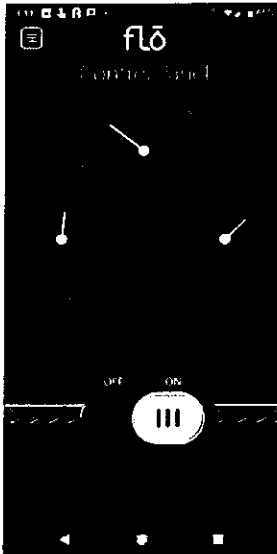


Flo

If your water line is far from an electrical outlet, you can connect up to three of these 25-foot extension cords to reach an outlet.

## What Flo does

Sensors inside the Flo valve measure water pressure, water temperature, and—while water is flowing through the valve—the rate at which water is flowing (measured in gallons per minute). The valve will also perform a daily “health test,” during which it shuts off your home's water supply and then monitors for any drop in water pressure that would indicate water is leaving your pipes somewhere beyond the valve. The test is typically performed in the middle of the night or some other time when Flo's algorithms have learned that you don't typically run water. If you *do* turn on a faucet, flush a toilet, or what have you while the test is underway, the test will stop and the valve will reopen, so you're not inconvenienced.



Michael Brown / IDG

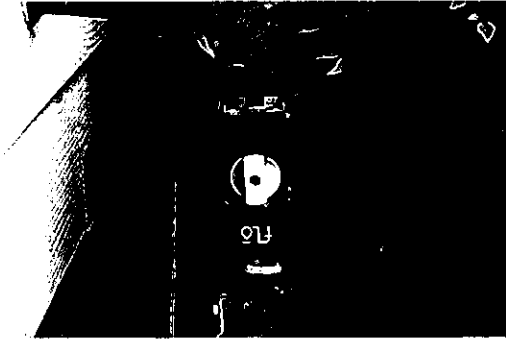
The Flo control panel reports on your home's water pressure, water temperature, and current flow rate. If you suspect a problem, you can shut off the valve from here.

All this information is sent up to the cloud and back down to the Flo app on your Android or iOS device. A number of scenarios could cause those measurements to get out of whack: Say water pressure drops too low, indicating there could be a problem with the water source, or too high, putting stress on your water pipes; the water gets too cold, putting your pipes in danger of freezing (a frozen pipe will also cause water pressure to build); or water flows at an usually high rate, indicating the possibility of a broken pipe. Such events would cause Flo's servers to send a push notification to the app.

If water flows too fast or for too long, you'll also get a robo call from Flo headquarters warning you that there might be a problem and that the Flo device will automatically shut off your water main if you don't respond. If you're home at the time and know nothing is wrong—perhaps you've been watering your garden or washing your car, for example—you can simply press 2 on your phone's keypad to delay the shutdown for two hours. If you're not at home and think there might be a catastrophic problem, you can either close the valve from the app or wait a few minutes and let Flo do it for you.

If I'd had smart valve like Flo installed when my pipe burst, it's a near certainty I could have limited the amount of damage done to my garage and its contents. It's difficult to say with precision how *much* less damage the leak would have caused, however, because Flo doesn't react instantly. And you wouldn't want it to, because it would otherwise drive you crazy with false alarms. As it is, I experienced a number of those during my several-month test of Flo, mostly because I didn't have a programmable irrigation controller for my landscaping during most of that time.

Flo's algorithm relies on predictable patterns, and I tend to be haphazard when it comes to watering my landscaping. My house is in the middle of a five-acre lot (subdivided from a 10-acre lot that was once a dairy farm). I don't have a traditional lawn, but I do have lots of trees, rose bushes, and shrubs. I used to water these with a drip irrigation system, but ground squirrels chewed holes in the plastic hoses. I'm now watering with a sprinkler attached to a hose until I can figure out a more permanent, squirrel-proof solution. I try to remember to put Flo into its "sleep" mode before I do this, to prevent the valve from triggering the robo call, but I'm not always successful.



Michael Brown / IDG

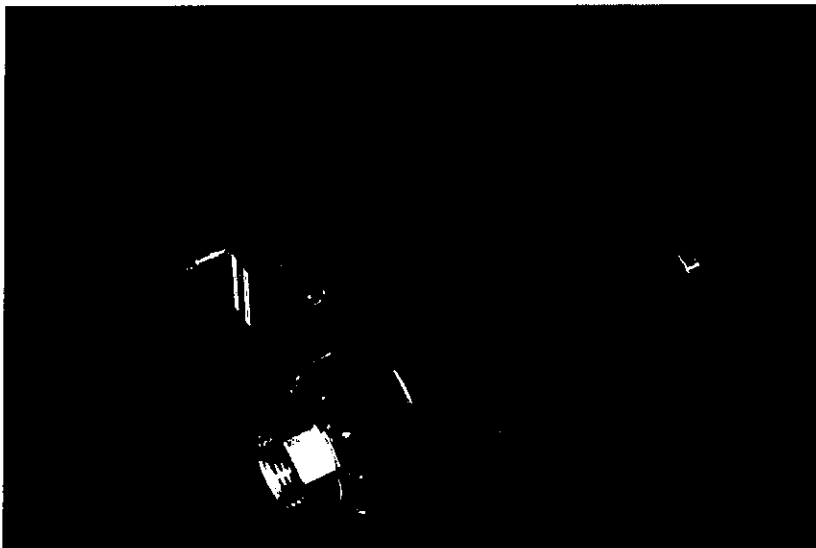
My main water line is vertical, which resulted in the Flo being installed upside down in order for the water to flow in the proper direction. Fortunately, the power connection is water tight.

If you know you're going to be away from home for a stretch—on vacation, for instance—and won't be using much water at all, you can put Flo into "away" mode. In this state, the valve will respond much more quickly to abnormal events.

## The Flo app

The smart valve is only half of the Flo story. You can use the Flo app to set water-usage goals and track your water usage against those goals on a daily, weekly, and monthly basis. The app will issue alerts whenever there's high or extended water usage, when leaks are detected, when the valve goes offline (such as might occur during a power outage, for examples), and for other important events. These alerts are logged in an activity report along with the results of the daily health tests.

It's important to note here, however, that Flo can't tell you exactly where water is leaking from. During my evaluation, Flo accurately reported a small leak in my plumbing system, but it was up to me to track it down. The culprit was a worn-out flapper on the toilet in my guest bathroom, but since the bathroom is right next to my home office, I'd heard the toilet running even before Flo reported the problem. Finding a leaky indoor faucet probably wouldn't be too difficult to locate, either, but a leaky hose bib outside the house would be much more difficult to pinpoint.



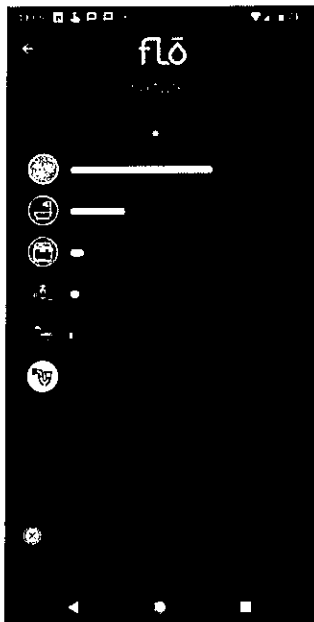
Michael Brown / IDG

The direction of water flow is indicated on the Flo's housing.

When you install the Flo valve, the app will ask you to build a profile of your home by answering questions about the size of your home, how many floors it has, what amenities it has (such as the number of bathtubs and showers, and if you have a pool or a hot tub), if you have a dishwasher, if your refrigerator is equipped with an icemaker, and even if you have a tankless water heater. It will then suggest a water-usage goal. With two people living in my home, the Flo app suggested a goal of 240 gallons per day. That's in line with the US Geological Survey's estimate of 80 to 100 gallons of water consumption per person per day, but I found that my home routinely uses more than that on the days I water my landscaping. You can set your own goal to whatever you think is appropriate and track it accordingly.

## The optional FloProtect subscription

Flo offers an optional subscription service, FloProtect (\$5 per month), that provides even deeper insight into your water usage. It also provides four other benefits. The primary feature, dubbed Fixtures (which is still in beta), promises to analyze your water consumption *by fixture*, which should make it much easier to hit your water usage goals. Fixtures analyzes the patterns of water flow to identify just how your water is being used: How many gallons are used to flush toilets; how much pours through your faucets, showers, and bathtubs; how much water your appliances (washer, dishwasher) use; and how many gallons are used for irrigation.



Michael Brown / IDG

Fixtures is included in the optional FloProtect subscription service. It strives to identify how you use water.

The algorithm wasn't very useful in the beginning and would just lump most of my water consumption into the category of "other." But after helping the app identify my consumption patterns—the app updates your water usage hourly, and you can reclassify each event—it quickly became more accurate. It's still not perfect, but it's pretty close, and it helped me realize I was probably wasting too much water on irrigation.

The \$60-per-year subscription also entitles you to a reimbursement of your homeowners' insurance deductible if you suffer a water damage loss (capped at \$2,500 and with a passel of other restrictions you can read about here). The rest of the benefits are a bit squishier: You get an additional two years of product warranty (a one-year warranty is standard), you can request a

customized letter to present to your insurance company that might qualify you for a discount on your premium (if your insurance provider offers such a discount), and you qualify for proactive monitoring by a “water concierge” who can suggest solutions to your water issues.

## Is Flo a worthwhile investment?

Flo isn't the most expensive automatic water shutoff valve on the market. Phyn Plus costs \$850, and Buoy costs \$515, plus a mandatory \$18-per-month subscription after the first year (we've yet to review either of those products). But \$499 is a significant investment. It's also worth mentioning that Flo doesn't tie into sensors that would directly detect the presence of water where it shouldn't be, such as on the floor from an overflowing sink, bathtub, or toilet; or from a leaky or failing dishwasher, washing machine, or hot water heater. And a lot of water can escape from a burst pipe before Flo will sound the alarm or act on its own if you don't.

On the other hand, most homes are at far greater risk of water damage than from fire, weather, or earthquake. Detecting and stopping a catastrophic water leak could save you a lot of money depending on your insurance deductible; perhaps more importantly, it can prevent the loss of personal possessions and the huge disruption to your life that a burst water pipe can cause. Detecting smaller leaks can save you money on your monthly water bill, too; not to mention reducing your impact on the environment.

### AT A GLANCE

- **Flo by Moen**

Flo protects your home from water damage caused by both slow leaks and catastrophic failures, and it will also alert you to water waste. But it's expensive and it won't warn you about water collecting in places where it shouldn't be.

#### Pros

- Automatically shuts down your home's main water supply in the event of a catastrophic leak
- Proactively alerts you to potential water leaks and the overuse of water
- Alerts you to anomalies in water pressure, flow rate, and water temperature that can indicate problems with your freshwater plumbing

#### Cons

- No support for sensors that can detect leaks on the floor around sinks, tubs, toilets, and appliances
- Can't pinpoint the source of a water leak
- Requires a subscription to get the full benefit of the product

16.06 -- METER TEST ON REQUEST OF THE CUSTOMER.

Upon request of a customer, the Water Department shall test the accuracy of the customer's meter. The test shall be made at the Water Department's test facility. If it is found that the meter does not register in error more than two (2) percent fast, the customer shall pay the amount as set forth in Section 27.05 (L) for making the test and no adjustment of the charges shall be made. If the meter should register more than two (2) percent fast, the consumer shall pay no fee for the meter test and the Water Department shall make appropriate adjustments in the water service charges. Following the completion of any required test, the Water Department shall promptly advise the customer of the date of removal of the meter, and date of the test, the result of the test, and who made the test.

16.07 -- ADJUSTMENT TO BILL

- a) Fast Meter: Whenever any meter tested by the Water Department is found to have an average error of more than two (2) percent fast (in the Water Department's favor), a refund or credit will be issued to the customer for an overcharge based upon previous usage. An overcharge will not be adjusted for a time period longer than three months prior to the testing and only to the present meter owner.
- b) Non-Registering Meter: When a meter is found not to register for any period, unless bypassed or tampered with, the Water Department shall assess the minimum water bill charges to the customer for the billing period and will take immediate action to repair or replace the defective meter.
- c) Leak Adjustment: Upon request from a water customer, the City may authorize a reduction to a water bill for a water leak or criminal activity which results in increased water usage. Water customers must notify the Water Department no later than the due date of the water bill that a leak adjustment will be requested. After notification to the Water Department, the water customer must submit a Water Leak Adjustment Request form (Appendix "F") with supporting documentation within 90 days to the Water Department. Water usage that is determined to have resulted from a leak that was not reasonably detectable will be charged at the first-rate tier above 5,000 gallons. All other water usage will be charged at their respective rate tiers. Any leak adjustment spanning more than one billing period shall be considered a single event unless compelling evidence suggests otherwise. The Water Manager will review each request, research and investigate the circumstances of each claim. Requests for leak adjustments that extend 6 months beyond the billing period in which the leak was detected will not be considered.
  1. If the water leak is determined to be the responsibility of the City in part or in full, the Water Manager shall adjust the customer's water bill by crediting the amount of water usage determined to be the City's responsibility.
  2. If a water leak is determined not to be the responsibility of the City, the Water Manager may, at his discretion, adjust a water bill up to \$250.00. For higher adjustments, the request will be forwarded to the Water Commission for review and action.

3. Leak adjustment requests that the Water Manager deems do not contain all information necessary for a thorough Water Department investigation will be submitted to the Water Commission.
4. Leak adjustments up to \$500.00 considered by the Water Commission can be recommended to the City Administrator for action. Adjustments over \$500.00 will be forwarded to City Council for review and action.
5. All leak adjustment requests and actions will be reported to the Water Commission and City Council in the Water Manager's Monthly Report.

**16.08 -- RE-READING OF METERS.**

The Water Department will re-read a customer's meter upon request of the customer. If the reading is determined to be in error, the Water Department will make the necessary adjustment. No charge is made for re-reading the meter unless the Water Department determines that there is no basis for such requested re-reading.

**SECTION 17. CROSS CONNECTION CONTROL.**

**17.01 -- GENERAL POLICY.**

a) **PURPOSE**

1. To protect the public potable water supply of the City of Garden Ridge, Texas from the possibility of contamination or pollution by isolating within the customer's internal distribution system(s) or the customer's private water system(s) such contaminants or pollutants that could backflow into the public water system.
2. To promote the elimination or control of existing cross connections, actual or potential, between the customer's implant potable water system(s) and non-potable water systems, plumbing fixtures, and industrial piping systems.
3. To provide for the maintenance of a continuing program of cross-connection control that will systematically and effectively prevent the contamination or pollution of all potable water systems.

- b) **RESPONSIBILITY.** The Water System Manager shall be responsible for the protection of the public potable water distribution system from contamination or pollution due to the backflow of contaminants or pollutants through the water service connection. If, in the judgment of said System Manager an approved backflow prevention assembly is required at the customer's water service connection; or, within the customer's private water system for the safety of the water system, the System Manager or his/her designated agent shall give notice in writing to said customer to install such an approved backflow prevention assembly(s) at his/her own expense; and, failure, refusal, or inability on the part of the customer to install, have tested, and maintain said assembly(s) shall constitute grounds for discontinuing water service to the premises until such requirements have been satisfactorily met.



- a. Upon declaration of a critical use stage by the City of Garden Ridge, compliance with the Emergency Water Use Reduction Program demand reduction measures shall be required and compliance with the voluntary measures shall be encouraged.
- b. Demand reduction measures are attached as Appendix A, and are herein incorporated for all purposes.
- c. Upon declaration of a critical use stage by the City of Garden Ridge, the sale of water to a temporary user for use outside the city shall be prohibited. The sale of water to a temporary user for use within the City of Garden Ridge shall be at the discretion of the Public Works Director.

#### 4.04 -- Water Rate Surcharges

- a. Critical Period Surcharges will be implemented in accordance with the following schedule:
  - (1) Stage 3: Customers will be charged the current water rate plus a 100% surcharge for use over 45,000 gallons.
  - (2) Stage 4: Customers will be charged the current water rate plus a 200% surcharge for use over 45,000 gallons.
  - (3) Stage 5: Customers will be charged the current water rate plus a 200% surcharge for use over 45,000 gallons.
- b. Water rate surcharges will remain in effect only so long as the City is in Stages 3, 4 or 5 of the Drought Management Plan.
- c. Water rate surcharges shall coincide with the normal billing cycle of the Garden Ridge Water Department. Surcharges shall be applied to the next billing cycle following the implementation of Stages 3, 4 or 5.
- ~~d. Surcharge revenues shall be held in a reserve fund to be created within the current fiscal year budget. Such revenue is to be used for the following purposes:~~
- d. Surcharge revenues shall be deposited in the Water Fund and such revenue is to be used for Water Company operations.
  - ~~(1) For the payment of any legal fees, consultant fees, studies, etc. that are incurred because the city is using more water than the allowable rate/amount established by an authorized political entity.~~
  - ~~(2) For the payment of any fines or administrative penalties imposed by a legal or judicial entity related to excess pumpage, or;~~
  - ~~(3) For the payment of any fees incurred to pursue alternate water sources.~~

#### 4.05 – Payment of City-wide Fines and/or Penalties

- a. In the event that a governmental agency levies a fine or penalty against the City of Garden Ridge associated with water usage, the amount of the fine or penalty shall be pro-rated amongst all customers *exceeding the average use and* having an active account with the City during the time period subject to the fine as a recovery assessment.
- b. Each active account holder who exceeds the average water usage for the period subject to the fine, shall have an assessment placed on their water bill during the month immediately following the levy of such a fine or penalty.
- c. The amount of the assessment for any customer shall be based on usage above the average of all customers' water usage for the fine/penalty month. In computing the assessment, the City shall use the following variables: the amount of the fine/penalty (fine); the average usage per water connection for the period of the fine (average); the individual customer's usage above the average; and the total of all customers' usage above the average.

The assessment for any individual customer shall be the amount of the fine, multiplied by the ratio of the individual customers' usage above the average to the total of all customers' usage above the average.



Sales Quotation For  
 City of Garden Ridge  
 9400 Municipal Pkwy  
 Garden Ridge, TX 78266-2366  
 Phone: +1 (210) 651-6632

Quoted By: Dylan Schwantes  
 Quote Expiration: 8/13/2019  
 Quote Name: City of Garden Ridge-LGD-Enhanced Utility Bill Printing  
 Quote Number: 2019-66951  
 Quote Description:

Description	License	Impl Hours	Impl Cost	Data Conversion	Module Total	Maintenance
<b>Tyler Software and Related Services</b>						
<b>Content/Document Management Suite</b>						
Enhanced Utility Bill Printing	\$1,100	4	\$400	\$0	\$1,500	\$275
	\$1,100		\$400	\$0	\$1,500	\$275
<b>Sub-Total:</b>	\$1,100	4	\$400	\$0	\$1,500	\$275
<b>TOTAL:</b>						
<b>Summary</b>						
Total Tyler Software	\$1,100					
Total Tyler Services	\$400					
Total Third Party Hardware, Software and Services	\$0					
<b>Summary Total</b>	\$1,500					
<b>Contract Total</b>	\$1,775					

Water Commission

Name	Place	Appt/ Expires	Appt/ Expires	Appt/ Expires	Appt/ Expires	Appt/ Expires	Appt/ Expires	Appt/ Expires	Appt/ Expires
Andre Bullard	1	May 15 Sep 16	Sep 16 Sep 18	Sep 18 Sep 20					
David Heier	2	Oct 03 Sep 05	Sep 05 Sep 07	Sep 07 Sep 09	Sep 09 Sep 11	Sep 11 Sep 13	Sep 13 Sep 15	Sep 15 Sep 17	Sep 17 Sep 19
Jesus Valdez	3	Sep 18 Sep 20							
Joseph Haltaman	4	Sep 18 Sep 20							
Richard Holloway	5	Apr 08 Sep 09	Sep 09 Sep 11	Sep 11 Sep 13	Sep 13 Sep 15	Sep 15 Sep 17	Sep 17 Sep 19		
Keven Harshbarger	6	Oct 15 Sep 17	Sep 17 Sep 19						

(P)= Partial term of less than 1/2 the term remaining

## City Administrator

---

**From:**  
**Sent:** Saturday, August 24, 2019 9:20 AM  
**To:** City Administrator  
**Cc:**  
**Subject:** Water Commission

Nancy,

Please be advised that in accordance with section III.C of City Ordinance 210-022018 limiting commissioners to serve no more than four consecutive terms on any one committee I hereby submit my resignation to the Water Commission effective upon completion of my current term having presently served six consecutive term to date.

Thank you for the opportunity to serve the City and I look forward to other opportunities to support the City and this community.

Sincerely,

Richard Holloway



Virus-free. [www.avast.com](http://www.avast.com)

Print

City Commission Volunteer Interest Form - Submission #1418

Date Submitted: 8/6/2019



City of Garden Ridge

"A way of life, not just a place to live"

City Commission  
Volunteer Interest  
Form

Date

8/6/2019

First Name

James

Last Name

Mueller

Address

8819 Cherokee Path

City

Garden Ridge

State

TX

Zip Code

78266

Phone Number

210-415-9440

Other contact number

**Email Address****Occupation**

Department of Defense civilian - Supervisory Program Analyst

**Please check which of the following Commission you have a desire to serve on:**

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Planning and Zoning Commission | <input type="checkbox"/> Wildlife Management Advisory Commission |
| <input type="checkbox"/> Quarry Commission                         | <input type="checkbox"/> Any City Commission                     |
| <input checked="" type="checkbox"/> Water Commission               |  |

**Tell us why you desire to serve on a City Commission.**

I love Garden Ridge and want to be involved in making this a great place to live for years and years.

**List any Boards, Commissions or Committees you have previously served on in Garden Ridge or other entities.**

No government experience but extensive experience in multiple Department of Defense boards and committees. I also volunteer with Boy Scouts of America and have served in various levels of responsibility with them.

**Please attach your resume or a bio.\***

No file chosen

**A resume or a bio is required to be submitted with Volunteer Interest Form.**

# James Mueller

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(210) 415-9440,

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Creative leader with proven track record of guiding high-performing teams from multiple organizations through rapidly changing environments. Broad cultural perspective developed from years of international operations.

## KEY QUALIFICATIONS

- Strategic Planning
- Team Building
- International Affairs
- Change Management
- Security Clearance
- Project Planning
- Decision making
- Process/ Data Analysis
- Risk Management

## EXPERIENCE

Special Missions Division Chief, Air Education and Training Command, April 2018 - present

- Division Chief; supervises 17 DoD civilians, 19 contractors and 4 military personnel
- Plans, organizes, and oversees the activities of the Special Mission Division
- Administers \$20M budget supporting multiple geographically separated operations
- Manages and oversees development of education and training programs for Security Cooperation support, expeditionary readiness, and non-USAF aircraft operations
- Develops resource requirements, acquisition, and sustainment plans that support Command directed education and training programs

Security Cooperation Support Branch Chief, Air Education and Training Command Special Missions Division, October 2017 - March 2018

- Branch Chief; supervised 6 DoD civilian and contractor personnel
- Represented the division in key meetings with other government agencies to ensure coordination, cooperation, and best use of limited resources
- Manages and oversees development of education and training programs for Security Cooperation support including Foreign Area Officers, Air Advisors, and planners

ExpressJet Airlines First Officer, November 2016 - July 2017

- Assisted Captain in preparing and conducting EMB-145 flights safely and efficiently
- Acted quickly and appropriately during environmental changes and emergencies to ensure passenger's safety

Chief of Information Operations, NORAD/US NORTHCOM J39, July 2014 - October 2016

- Division Chief/ Strategic Planner directly responsible for seven strategic plans
- Supervised 24 personnel developing policy and action plans for multiple sub-organizations to execute programs spanning security, training, and operations
- Integrated advanced programs to solve the toughest problems facing our country
- Prioritized, implemented \$1.5M annual budget to coordinate global operations
- Directed critical planning and execution of special programs for Homeland Defense -- integrated advanced technologies for solutions to near term problems

Portfolio/ Project Manager, AF TENCAP, February 2012 - July 2014

- Winner of Air Force Science and Technology Advanced Technology Development Award and Air Force Association Theodore Von Karman Award
- Solicited funding, assessed risk and managed air, space and cyber rapid acquisition projects from concept to transition as Cross Domain Integration Division Chief
- Led integrated project teams consisting of 20 officers, civilians, and contractors
- Responsible for development of \$9M cross-domain cloud computing enterprise -- first of its kind Department of Defense/ Intelligence Community capability
- Coordinated with Joint Staff and Congress to approve and fund emerging requirements
- Program manager for over \$150M in rapid acquisition projects--managed largest effort in 35 years which improved three major defense systems. **Ranked #1 of 100+ PMs.**

Squadron Commander, 444 AEAS, November 2010 - February 2012

- Afghan Air Force Group Commander advisor; integrated 3 nations, 4 aircraft types and 3 services into a cohesive unit to deliver training and operational capability
- Led multi-national team to build the Afghan Air Force Flight Training Center from scratch -- “boots on ground” to flying operations in only 44 days
- Provided vision for development of multi-faceted training program; lead instructor
- Shaped \$200M+ infrastructure development supporting growth to 30 aircraft and over 300 personnel -- doubled production in 6 months. **Ranked #1 of 4 Squadron Commanders.**

Assistant Operations Officer, 44 FS, February 2009 - February 2012

- Acting DO during inspection preparation -- developed and implemented training plan resulting in UCI “Outstanding” and ASEV “Outstanding” ratings for the squadron
- Provided academic, flight and simulator instruction for US and foreign personnel
- Conducted periodic evaluations of performance for pilot certification
- Led admin staff to ensure accurate and correct performance reports for 36 employees. **Ranked #1 of 3 Assistant Operations Officers.**

International Affairs Branch Chief, SAF/IA, June 2006 - February 2009

- Oversaw flight and academic training programs for 18 countries
- Coordinated political-military events and official Air Force/ DoD positions on international issues for senior leaders
- Directed foreign military sales -- 200+ sales worth \$7B. **Ranked Top 7% of 150 AOs.**

Detachment Commander, USMTM, June 2005 – June 2006

- Air Advisor to Royal Saudi Air Force; advised and assisted F-15C squadron
- Responsible for force protection, logistics, admin, and morale/welfare for US military/ civilian/contractor personnel. **Ranked Top 1% of O-4s, #1 F-15C IP**

## EDUCATION AND CERTIFICATIONS

- M.S. in Aeronautical Science, Embry-Riddle Aeronautical University, 2002
- B.S. in Behavioral Science, United States Air Force Academy, 1992
- International Affairs Certification (Level 3), 2018
- Intermediate Systems Acquisition (Part A), 2018
- Joint and Combined Warfighter School (JPME II, cyberspace elective), 2015



# September 24, 2019

## Regular Meeting

### Agenda deadlines:

- |                         |            |   |
|-------------------------|------------|---|
| 14 days before Meetings | (09/10/19) | Water Commission and Staff items are due  |
| 11 days before Meetings | (09/13/19) | Water Commission Chair review agenda.   |
| 7 days before Meetings  | (09/17/19) | Post Agenda on bulletin board <ul style="list-style-type: none"> <li>• City Attorney is sent the agenda to approval</li> <li>• Water Commission will receive packet (allowing a day and half for corrections and additional information to be added)</li> </ul> |
| 5 days before Meetings  | (09/19/19) | Post Agenda Packet to City Website @ noon   |
| 4 days before Meetings  | (09/20/19) | (72 hours) – Local Government Code requirement for posting  |

- City Council = Red
- Quarry Commission = Purple
- Planning & Zoning = Green
- Water Commission = Blue
- Impact Fee Committee = Pink
- Wildlife Management Advisory Commission = Brown
- Municipal Court = Gray
- City Holiday = Yellow

Sun	Mon	Tues	Wed	Thur	Fri	Sat
1	2	3		5	6	7
8	9	10	11	12	13	14
15		17	18	19	20	21
22	23	24	25		27	28
29	30					

### Approvals

2. Minutes 08-27-19

### Recommendations

### Discussion/Reports

6. Water Manager Report
7. Commission Activities and Projects
8. City Council Update
9. Ordinance No. 210-022018
10. Future Agenda Items
  - b. Set next meeting (if necessary) October 22, 2019 @ 6

### Training Session

### Executive Session

### UPCOMING EDUCATION/TRAINING SESSIONS

# October 22, 2019

## Regular Meeting

### Agenda deadlines:

- |                                |            |   |
|--------------------------------|------------|---|
| <b>14 days before Meetings</b> | (10/08/19) | Water Commission and Staff items are due  |
| <b>11 days before Meetings</b> | (10/11/19) | Water Commission Chair review agenda. <ul style="list-style-type: none"> <li>• City Attorney is sent the agenda to approval</li> </ul>  |
| <b>7 days before Meetings</b>  | (10/15/19) | Post Agenda on bulletin board <ul style="list-style-type: none"> <li>• Water Commission will receive packet (allowing a day and half for corrections and additional information to be added)</li> </ul> |
| <b>5 days before Meetings</b>  | (10/17/19) | Post Agenda Packet to City Website @ noon   |
| <b>4 days before Meetings</b>  | (10/18/19) | (72 hours) – Local Government Code requirement for posting  |

- City Council = Red
- Quarry Commission = Purple
- Planning & Zoning = Green
- Water Commission = Blue
- Impact Fee Committee = Pink
- Wildlife Management Advisory Commission = Brown
- Municipal Court = Gray
- City Holiday = Yellow

Sun	Mon	Tues	Wed	Thur	Fri	Sat
		1		3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20		22	23		25	26
27	28	29	30	31		

### Approvals

1. Minutes 9-24-19

### Recommendations

### Discussion/Reports

1. Water Manager Report
2. Commission Activities and Projects
3. City Council Update
4. Ordinance No. 210-022018
5. Future Agenda Items
  - a. Set next meeting (if necessary) November 26, 2019 @ 6pm

### Training Session

### Executive Session

### UPCOMING EDUCATION/TRAINING SESSIONS

**Water Commission Rolling Attendance at  
Water Commission Meetings**

	7/24/18 Regular Meeting	9/25/18 Regular Meeting	10/23/18 Regular Meeting	11/15/18 Special Meeting	11/27/18 Regular Meeting	12/18/18 Regular Meeting	1/22/19 Regular Meeting	3/26/19 Regular Meeting	04/23/19 Regular Meeting	05/28/19 Regular Meeting	06/25/19 Regular Meeting	7/23/19 Regular Meeting	8/27/19 Regular Meeting
Heier	A	P	P	P	P	P	P	P	P	P	P	A	
Bullard	P	P	P	P	P	P	P	P	P	P	A	P	
Valdez													
Haltaman													
Holloway	P	P	P	P	P	P	A	A	P	P	P	P	
Harshbarger	P	P	P	P	P	P	P	A	P	P	P	P	

P	Present
P-QNM	Present but quorum not meet
B	Excused for reasons allowed in Ord. 210
A	Voluntary Announced Absence
	Unannounced Absence
	Not member yet

**2019 Water Commission's Attendance  
at City Council Regular Meetings**

	01/02/19	02/06/19	03/06/19	04/03/19	05/01/19	06/05/19	07/03/19	08/07/19	09/04/19	10/02/19	11/06/19	12/04/19	Total for year
	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	Regular Meeting	
Heier	P	P		P	P	P	P						6
Bullard				P									1
Valdez	P	P	P	P	P	P	P	P					8
Haltaman						P							1
Holloway		P				P							2
Harshbarger							P	P					2

	Met requirement
	Not met requirement