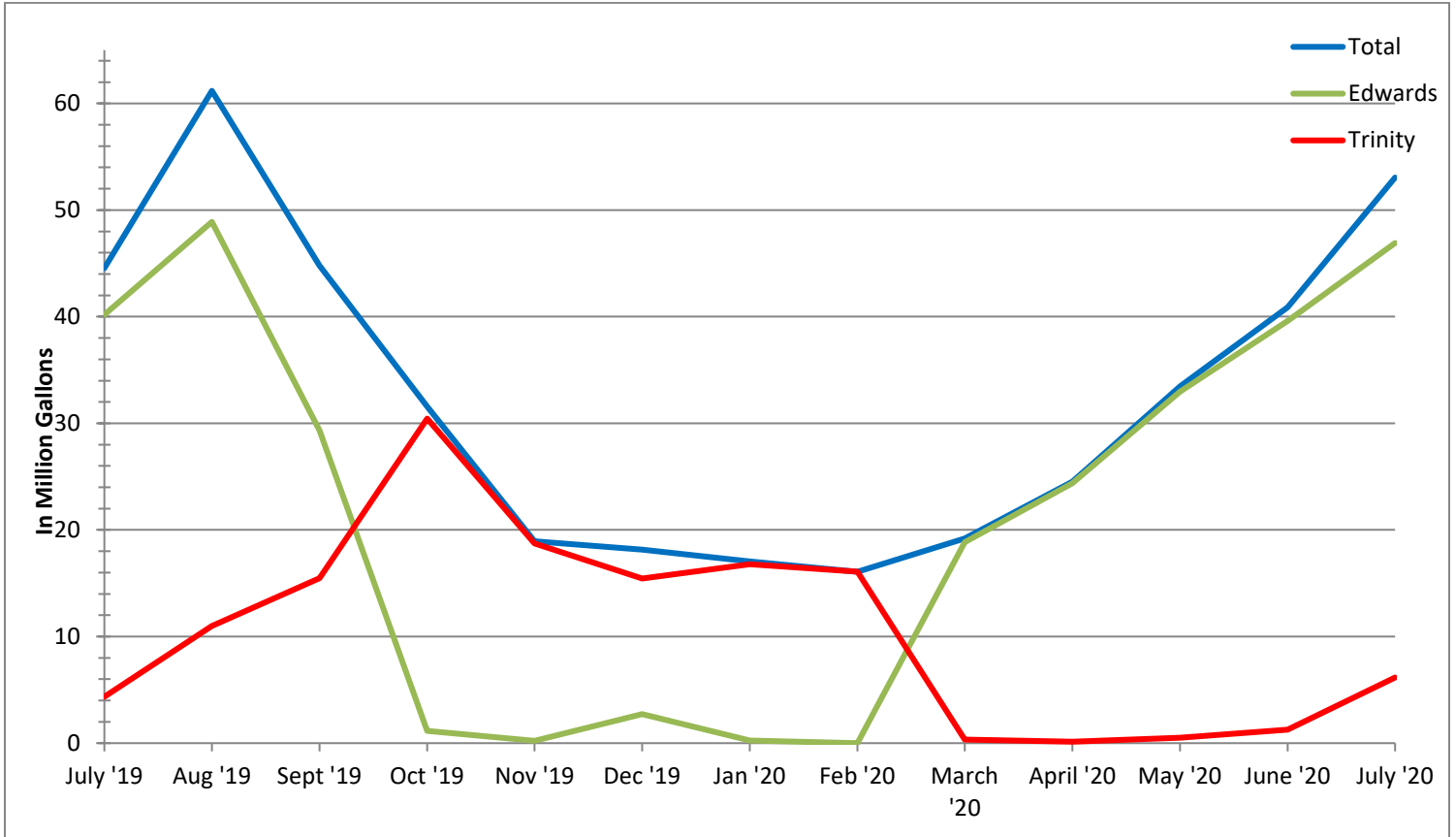




Water Department Report

As of July 31, 2020

City of Garden Ridge Aquifer Usage

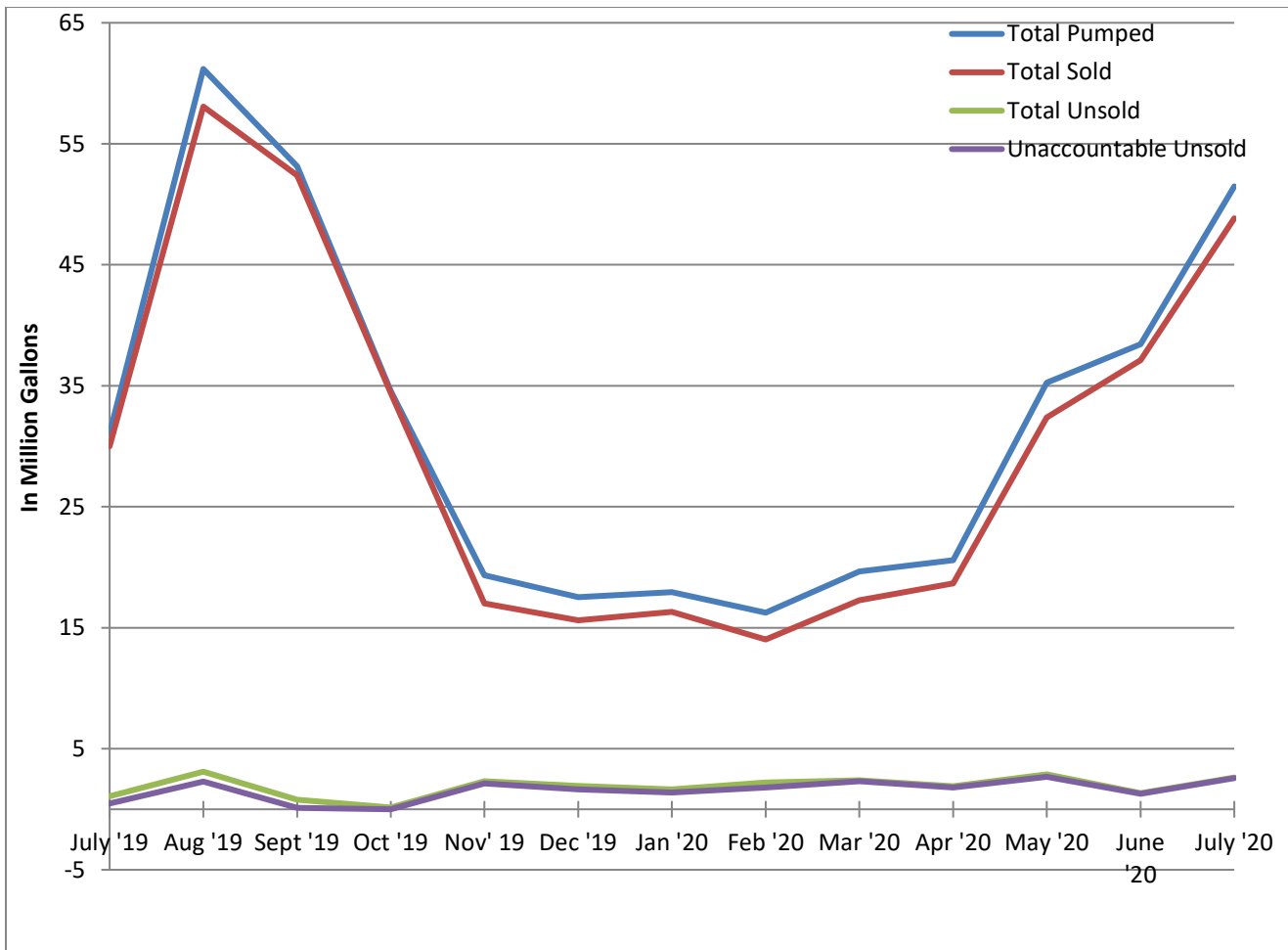


	Month:	Year:	Available:	Stage:
Edwards Well Usage AC/FT:	143.92	498.79	207.59	0
Trinity Well Usage AC/FT:	3.90	107.74	N/A	0%

Water Quality

	Due:	Missed:	Passed:	Failed:
Bacteriological:	9	0	6	1
Raw:	6	0	4	2
Chlorine Residual Test:	31	0	31	0

2019 – 2020 Pumping Report



	Total Pumped (Thousands)	Total Sold (Thousands)	Total Unsold (Thousands)	Unaccountable Unsold (Thousands)	Unaccountable Unsold %
July '19	31,078	29,996	1,082	475	1.5%
Aug '19	61,184	58,074	3,110	2,298	3.8%
Sept '19 *	53,145	52,395	786	125	0.2%
Oct '19 *	34,551	34,405	146	0	0.0%
Nov '19	19,344	17,022	2,322	2,149	11.1%
Dec '19	17,527	15,610	1,917	1,657	9.5%
Jan '20	17,956	16,308	1,648	1,388	7.7%
Feb '20	16,250	14,032	2,218	1,806	11.1%
March '20	19,658	17,270	2,388	2,308	11.7%
April '20	20,579	18,682	1,897	1,795	8.7%
May '20	35,266	32,385	2,881	2,668	7.6%
June '20	38,442	37,110	1,332	1,286	3.3%
July '20	51,469	48,851	2,618	2,574	5.0%

* September water loss is off due to inaccuracy of the Schoenthal well master meter.

Water Department Monthly Activities:

New Meter Installs	0	Work Orders	121
Meter Replacements	5	Locates	44
City Owned Leaks	0	Irrigations Permits Issued	1
Meters Read	1,672	Total Rebates	1
Meter Tests	0	Laptop Readings	37

Leak Adjustments

New Requests	3	Waiting for Customer	3	Approved	1	Amount Approved	23.95	Denied	0	Sent to Water Commission	3
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Projects:

- Whispering Oaks Project is Ongoing
- Workflow Management System Implementation
- AMI scope is ready to go out for bid.
- 2252 Wastewater Project is ongoing
- 2nd Quarter DLQOR
- Well #9 failed and is being repaired
- 2252 and Municipal well site A/C repair

Water Bills

On July 31st we found that 397 customers received an inaccurate water bill due to an error in our meter reading procedures. To ensure that water consumption was accurate and resulted in an accurate bill, we generated a new bill for these customers based on their average daily usage over the current billing period since allowing the water usage to go without being properly calculated would have resulted in higher consumption and billing rates on their next bill. These new bills were mailed out on August 4th along with an insert notifying these customers of the situation, apologizing for any inconvenience this may have caused, and assuring customers that we remain available to answer any questions they may have regarding this matter. Additionally, late fees will not be assessed this month if payment is received after August 15th.