

HHWSC Board Meeting September 24, 2025

Meeting held via Zoom with the following board members attending: Mike Thering, Kate Evans, Marilyn Boyer, Shawn Young, Gretchen Heber

Also attending: Samantha Jeffery SUS Admin

Members attending: Gail Skaggs

Meeting called to order at 6:32

The board approved the the agenda for today's meeting and the minutes from the August 28, 2025 meeting.

SUS Admin Report from Samantha Jeffery: Samantha reports that she has gotten a good response from the postcards requesting members update their information and email. The post card message can be moved down to make it more readable in the future. It was an IT issue with RVS billing program.

Customer on Mañana Man was turned off and locked out for non payment. Owes \$662.71

We have one new member and 1 new renter on the system.

Samantha will send out test results from the completed lead test.

Treasurer report from Marilyn Boyer:

Operating Account #3469: \$46,586.73

Maintenance MM Account #3929: \$25,859.79 (Interest paid August \$75.48)

Escrow Account #9547: \$6,990.02 (no change)

Expenses paid since August meeting:

8/28: Zoom \$18.11 (Monthly service)

9/9: Ck #1380 paid \$125.00 to The Blessing Junkie (Liberty Hill Bookkeeping)

9/16: Blue Host \$216.93 (1 year website)

9/22: PEC \$162.03

9/22: PEC \$52.93

9/24: Ck #1381 paid \$3,998.14 Spicewood Utilities (August operations)

9/24: Ck #1382 paid \$180.00 DSHS Central Lab MC2004 (Lab testing)

Water System Report:

General Status: well is operating normally

Total gallons pumped per EOM report: 316,000 gallons

Water Loss per EOM report: 41,600 gallons or 13.17%

Water Level measurements for well #4 is at 218 feet, same as last month

TWDB Project #62596 status update from Mike Thering: TWDB did not approve using the remaining funds. Mike asked our TWDB project manager Jane Martinez how to return the unused funds and close out the project. He has not heard back to date.

Member communication website and newsletter from Gretchen Heber: the HHWSC Newsletter email had a 50% open rate and she continues to make improvements to the website.

Old Business:

Electronic meters- no new progress

Developers/Requests for Water: no additional communication from the developers
Hank Wilson at 22502 Hwy 71 or Travis Wilson at 22518 Hwy 71.

Mike and Gretchen met with Chris Levy who is subdividing the property for 5 homes at 3817 Hart Hollow. They discussed some options for getting water. We are currently at capacity but it's possible that if he puts in a well, we can run a line back to the main line using distribution line. Water would have to be treated first but HHWSC would pay for the engineering, customer would pay for the install and give us use of the well site and easement. Mike will send out a letter documenting what was discussed.

New Business:

We have 2 leak forgiveness requests:

Customer Campbell requested relief on his water bill due to a leak caused from someone crashing into his building causing 33,000 gallons to be used. The leak is not active, is isolated and turned off. The leak was reported months after the crash. We will see if his insurance reimburses. If denied we will consider forgiveness, if insurance settles he will need to pay the full amount. The board agreed to carry the balance while waiting for the claim to settle. He will be billed the basic monthly rate of \$84.00 and late fees will accrue. Late fee of 25\$ for this month, after that percentage applies as outlined in the tariff.

Customer H.Preece requested excessive usage relief from 2 leaks that occurred. The 1st was in March 2025 when 22,000 was used, the bill was paid. The second was from a washing machine leak causing high usage in July of 25,000 gallons and August of 20,000 gallons. The request meets the requirements of being over 3 times the customer's average monthly usage. The customer is elderly and the leak went unnoticed but has been repaired. Because customers only get forgiveness one time every 2 years, the board discussed wrapping the 2 months into one forgiveness. Based on the tariff the July bill would be reduced to \$176.35 and August bill to \$157.96 for a total billing of \$334.31. Including the upcoming September bill the balance would be \$470.16. The leak adjustment was approved by the board.

Questions and comments from members:

Member Gail Skagg asked about adding a meter for another dwelling on her property. Board gave her cost of the membership fee, tap fee, and equity buy in fee.

Meeting adjourned at 7:56

Next meeting scheduled for 10/23/2025 at 6:30 on Zoom.