

HHWSC December Board Meeting

Meeting summary

Quick recap

The board meeting covered financial updates and discussed water billing issues, including a high bill investigation and potential system improvements for property alerts. The team evaluated various SMS messaging options and website hosting services, comparing costs and functionality while considering the current IRIS system. Water system operations were reviewed, including well performance and drought contingency plans, along with updates on ongoing projects and testing results.

Next steps

- Samantha Jeffrey: Modify the water bill format to separate out base rate and water usage cost, create a couple of sample formats, and share with the group for feedback.
- Tyler: Dig at Nicole Al-Rashid's property to confirm the location of the water leak (planned for tomorrow).
- Samantha Jeffrey: Wait for outcome of leak investigation before communicating with Nicole Al-Rashid about possible leak forgiveness and associated fees.
- Marilyn: Pay the property taxes for all properties (planned for tomorrow or soon after).
- Samantha Jeffrey: Email Gretchen the correct address and phone number for the website's contact/billing information, and include a link to the IRIS system.
- Gretchen: Update the website contact/billing information and investigate the possibility of adding a form for residents to manage their IRIS alert preferences.
- Curtis: Find out details about Double Horn's new website and SMS alert provider for potential cost savings and share with Gretchen.
- Samantha Jeffrey and Mike: Review the tariff/drought contingency and emergency water demand management plan, draft appropriate messaging for yellow and red alert stages, and propose wording for the next meeting.
- Shawn: Send Marilyn confirmation of the eminent domain filing for her files.
- Mike: Follow up with Texas Water Development Board regarding the status of the project closeout and escrow release.
- Mike: Reach out to Chris Levy (or his representative) after the new year if there is no update on the potential new well project.

Summary

Water Billing and System Updates

The board meeting covered financial updates, including a review of operating and maintenance accounts, and discussed the water billing system. Samantha reported on a high water bill for Nicole Al-Rashid, estimated at \$1,600, and explained that Tyler would investigate the leak. The board also discussed the IRIS alert system, considering alternatives like Text Magic for property alerts.

SMS Messaging Cost Analysis

The team discussed SMS messaging options, with Samantha Jeffrey presenting a \$194 annual cost for the lowest number of phone numbers and emails. Gretchen found that MailChimp's SMS service would cost \$156 annually plus taxes, which is more expensive than the current system but allows for up to three users to send SMS alerts. The group debated whether switching to MailChimp for a \$40 annual savings would be worth it, as they already use MailChimp for email newsletters.

IRIS System and Contact Updates

The group discussed staying with the IRIS system for \$40 per year, as it already meets their needs with three notification methods. Gretchen agreed to investigate if they could add a website form for customers to choose their preferred alert method. Samantha Jeffrey mentioned the need to update contact information on the website, including changing the phone number and email address. The group also briefly discussed switching to a cheaper website hosting service, with Curtis offering to look into what Double Horn uses. Finally, Samantha Jeffrey informed the group about two new renters, Camille Gaines and Edward Harrison, at the Heart Hollow properties.

Water Levels and Drought Planning

The team discussed water usage levels and drought contingency plans. Curtis reported that Well 4 is running steady, with Wells 2 and 3 operating intermittently due to tank capacity. Mike shared a stoplight chart showing water level thresholds, with green above 15 feet, yellow between 10-15 feet, and red at 10 feet or less. The team noted that recent water levels (217.1 feet) remain in the green zone but are approaching yellow. Samantha mentioned reviewing the tariff for drought contingency plans, and Mike agreed to examine it as well, with plans to propose messaging for different water usage stages at the next meeting.

Water Projects and Testing Updates

The meeting covered several topics, including member communication, water system updates, and project statuses. Gretchen shared a response to a newsletter about rewarding low water usage, which sparked a discussion about potential recognition methods. Mike provided an update on the Texas Water Development Board project closure and mentioned ongoing discussions with Chris

Levy about potential well donation. The group also discussed lead and copper testing results, which were within acceptable limits. The next meeting was scheduled for January 22, 2026.