

**OAKMONT PUBLIC UTILITY DISTRICT
NOTICE OF MEETING**

Notice is hereby given pursuant to V.T.C.A., Government Code, Chapter 551, that the Board of Directors of Oakmont Public Utility District will meet in **regular session**, open to the public, at **7:00 p.m.**, on **Tuesday, May 14, 2019**, at the **Auburn Lakes Recreation Center**, a meeting location inside the District, at which meeting the following items will be considered:

1. Hear from the public.

CONSENT AGENDA

2. Approval of minutes from meeting held April 11, 2019.
3. Approval of Bookkeeper's Report, including:
 - a. Approve payment of bills submitted to the District; and
 - b. Review Investment Report and authorize necessary action in connection therewith.
4. Approval of Tax Assessor/Collector's Report, including:
 - a. Approve tax report and authorize payment of invoices from tax account.
5. Approval of Attorney's Report.

ACTION AGENDA

6. Receive electricity contract proposals; and consider authorizing electricity contract.
7. Discuss WoodsEdge Church sidewalk Access Easement, and consider taking action thereon, including approving access easement or authorizing action relating thereto.
8. Review Operator's Report and consider taking action thereon, including:
 - a. Authorization of termination of water and sewer service to delinquent accounts;
 - b. Authorize Operator to make necessary repairs to water and sanitary sewer system; and
 - c. Approve Consumer Confidence Report and authorize distribution of same.
9. Review Engineer's Report and consider taking action thereon, including:
 - a. Authorize preparation of plans, advertisement of bids and/or award of contracts for District facilities;
 - b. Approve pay estimates and change orders on contracts for District facilities;
 - c. Hear report on status of all District facilities and consider taking action thereon; and
 - d. Consider taking any necessary action relating to the Engineer's Report, including initiation of new projects.
10. Hear report from Recreation Center Manager, and consider acting thereon, including:
 - a. Review and consider approving proposals for purchase of recreation equipment, repairs to facilities, and/or authorizing camps and activities;
 - b. Consider authorizing Recreation Center Manager to proceed with projects, purchases, and repairs as directed by the Board; and
 - c. Consider approving Agreement for Clubhouse and Pool Use with the swimteam.
11. Hear report from Champions Hydrolawn and consider taking any necessary action thereon, including approving proposals for repairs or work at the detention ponds..
12. Hear from Directors, including:
 - a. Hear from Director Warren regarding garbage trash service.
13. Review District Emails.
14. Hear from the public.

Pursuant to V.T.C.A. Government Code, Chapter 551, the Board of Directors may convene in closed session in relation to any agenda item included in this Notice, and such closed session will be held at the date, hour and place given in this Notice concerning any all subjects for any and all purposes permitted by V.T.C.A. Government Code, Chapter 551, including but not limited to pending or contemplated litigation, security matters and devices, personnel matters, real estate transactions or a private consultation with the attorney for the District on any or all subjects or matters authorized by law.

EXECUTED this 9th day of May, 2019.

(DISTRICT



OAKMONT PUBLIC UTILITY DISTRICT

By:

Mallory J. Craig
Mallory J. Craig
Coats Rose, P.C.

Attorneys for the District

Oakmont PUD
Summary Bookkeeping Report
May 14, 2019

GENERAL OPERATING ACCOUNT - Compass Bank

Ending Balance from last meeting	\$	107,603.35
Receipts	+	128,726.16
Withdrawals and checks	-	169,513.79
Ending Balance at May 14, 2019	\$	66,815.72
<u>Investments</u>		
Money Market Account at Compass Bank	\$	1,641,400.92
CD/Compass Bank dated 1/16/19 due 8/19/19 at 2.16%		1,750,000.00
CD/Central Bank dated 1/16/19 due 8/19/19 at 2.30%		1,250,000.00
Total Operating Funds	\$	4,708,216.64
12 month Operating Reserve		(2,521,000.00)
Net Operating Funds	\$	2,187,216.64

RECREATIONAL FACILITIES FUND - Compass Bank

Ending Balance from last meeting	\$	90,011.39
Transfer from Tax account	+	4,159.58
Interest earned on account	+	18.63
Total Receipts	+	4,178.21
Withdrawals and checks	-	54,118.49
Ending Balance at May 14, 2019	\$	40,071.11
<u>Investments</u>		
Rec Money Market Account at Compass Bank	\$	200,098.10
Total Recreational Facilities Funds	\$	240,169.21

CAPITAL PROJECTS FUND - Compass Bank

Ending Balance from last meeting (no activity) \$ 12,170.47

PARK CAPITAL PROJECTS FUND - Compass Bank

Ending Balance from last meeting \$ 601,467.83

Receipts + 127.71

Withdrawals - 18.00

Ending Balance at May 14, 2019 \$ 601,577.54

DEBT SERVICE FUND - Compass Bank

Ending Balance from last meeting \$ 483,229.22

Receipts + 27,233.47

Withdrawals - 18.00

Ending Balance at May 14, 2019 \$ 510,444.69

Investments \$ 1,860,000.00

Total Debt Service Funds \$ 2,370,444.69

Next Debt Service Payment due September 1, 2019 - \$478,791.25

EQUI-TAX INC
TAX ASSESSOR'S REPORT
OAKMONT PUD
April 2019

HISTORICAL TAX SUMMARY

YEAR	RATE	LEVY AMOUNT	OUTSTANDING	\$ COLLECTED	PCT
2018	0.86000	3,749,838.25	37,333.45	3,712,504.80	99.0%
2017	0.87000	3,924,744.21	3,881.19	3,920,863.02	99.9%
2016	0.90000	4,096,852.90	154.40	4,096,698.50	99.9%
2015	1.00000	4,323,475.38	58.72	4,323,416.66	99.9%
2014	1.10000	4,061,864.51	62.99	4,061,801.52	99.9%
2013	1.24000	3,467,912.00	0.00	3,467,912.00	100.0%
2012	1.25000	2,694,759.40	0.00	2,694,759.40	100.0%
2011	1.25000	2,392,418.77	0.00	2,392,418.77	100.0%
2010	1.25000	2,050,001.10	0.00	2,050,001.10	100.0%
2009	1.25000	1,946,314.80	0.00	1,946,314.80	100.0%
2008	1.25000	1,455,912.14	0.00	1,455,912.14	100.0%
2007	1.25000	801,413.83	0.00	801,413.83	100.0%
2006	1.30000	346,274.73	0.00	346,274.73	100.0%
2005	1.35000	165,094.12	0.00	165,094.12	100.0%

FISCAL YEAR
10/01/18 TO 09/30/19

BEGINNING CASH BALANCE **79,891.41** **40,881.70**

	<u>CURRENT MONTH</u>	<u>YEAR TO DATE</u>
REVENUE		
2018 - TAXES	5,451.69	3,712,504.80
2017 - TAXES		1,912.45
2016 - TAXES	102.75	12.75
PRIOR - TAXES		202.87
PENALTY & INTEREST	607.55	5,517.62
COLLECTION FEES		570.99
OVERPAYMENTS		5,219.92
MISC REVENUE	132.03	132.03
CAD ADJ DUE TAXPAYER	94.27	808.23
TOTAL REVENUE	6,388.29	3,726,881.66

	CHECK #		
DISBURSEMENTS			
TAX ASSESSOR FEE	1666	1,926.63	13,318.05
M/O TRANSFER		8,729.87	912,718.10
PARKS		4,159.58	434,343.52
D/S TRANSFER		27,110.55	2,340,443.53
MISC. DISBURSEMENTS			348.75
COMPUTER & POSTAGE			3,634.30
LEGAL FEES			611.11
TAX ASSESSOR BOND	1667	50.00	50.00
BANK CHARGE			0.00
LEGAL NOTICES			845.90
REFUND - OVERPAYMENTS			2,501.66
REFUND - CAD LAWSUITS			0.00
REFUND - CAD CORR.			712.37
CENTRAL APPRAISAL DIST.			13,933.00
TOTAL DISBURSEMENTS		41,976.63	3,723,460.29

ENDING CASH BALANCE **44,303.07** **44,303.07**

OAKMONT PUD
DEPOSITORY PLEDGE REPORT
April 2019

Depository Bank	Wells Fargo Bank
Depository Pledge Agreement Signed	Nov-14
Minutes Confirming Collateral Pledge	Nov-14
Custodian Bank	Bank of New York Mellon
Collateral Receipt	10/31/2018
Annual Bank Audit	Dec-18
Monthly Statement of Value	3/31/2019

<u>Type of Collateral</u>	<u>Market Value</u>
3137MPRL1	4,206,771
3140F1WH1	12,116

Wells Fargo Bank monitors Balances daily and places Securities as necessary

Mallory J. Craig

From: Mike Orlando <morlando@acclaimenergy.com>
Sent: Tuesday, May 14, 2019 3:40 PM
To: Mallory J. Craig
Cc: Mary DuBois
Subject: RE: Oakmont PUD - Electricity Contact Expires in 2020
Attachments: Oakmont PUD_Pricing Report_RFP3.pdf

Mallory,

Thank you again for allowing Acclaim the opportunity to earn the business of Oakmont PUD. Please the attached pricing report updated this afternoon. Please note these prices are **ALL-IN Fixed Rates**. Oftentimes when comparing prices, an item is left out and subsequently passed thru to the customer on bills which has the effect of making the quoted price appear lower than actual. To illustrate, I asked Hudson to send me prices excluding Nodal (a.k.a. Basis or Congestion) and they are as follows:

- 12 month 0.05090 pass thru basis
- 24 month 0.04890 pass thru basis
- 36 month 0.04730 pass thru basis
- 48 month 0.04620 pass thru basis
- 60 month 0.04540 pass thru basis

Compare these to the prices from Hudson on the attached Pricing Report. Should I also send this to Ty or will you be able to present it?

Kindest regards,

Mike Orlando

Sales Director | O: 832.294.2507 | C: 832.687.4000

Acclaim Energy | www.acclaimenergy.com

1885 St. James Place, Suite 1220 Houston, Texas 77056

CONFIDENTIALITY NOTICE: This communication and any accompanying document(s) are intended for the sole use by the intended recipient and may contain information from Acclaim Energy or the recipient that is confidential or privileged. The information in this email is intended for the sole use of the intended recipient and if you are not the intended recipient your receipt does not permit you to, and you are prohibited from, using, relying upon, disclosing, copying, distributing, or taking any other action in reliance upon this communication. Moreover, any such inadvertent disclosure shall not compromise or waive any privilege applicable to this communication or otherwise.



acclaim
AN ENERGY SERVICE PROVIDER

pricing report

I. Supplier Offers

Oakmont Public Utility District

Proposal Details

Utility Company:	ERCOT	Start Date:	First Meter Read On or After: 7/1/2020	Current Rate \$/kWh:	\$0.05187	Current Annual Budget:	\$ 41,392
Number of Accounts:	4	Annual Volume:	798,000 kWh				

Pricing Component Status

Ancillary Services	Congestion	Congestion Revenue Rights (CRR)	Energy	ISO/OSE/Admin. Fees	Nodal Charges (Including RUC)	Renewables Portfolio Standard	Trans. And Distr. Losses	Unaccounted for Energy
Included	Included	Included	Included	Included	Included	Included	Included	Included

Supplier Offer Comparison

Utility Company	Supplier	Credit	Swing	Annual Savings vs Previous (\$)											
				12 Month	24 Month	36 Month	48 Month	60 Month	72 Month	12 Month	24 Month	36 Month	48 Month	60 Month	72 Month
ERCOT	Hudson Energy	Approved	Full	0.05250	0.05030	0.04870	0.04760	0.04680	0.04630	\$ (503)	\$ 1,253	\$ 2,530	\$ 3,407	\$ 4,046	\$ 4,445
	Engie	Approved	25%	0.05242	0.05074	0.04952	0.04870	0.04805	0.04758	\$ (439)	\$ 902	\$ 1,875	\$ 2,530	\$ 3,048	\$ 3,423
	Reliant Energy	Approved	25%	0.05408	0.05186	0.05040	0.04915	0.04816	0.04725	\$ (1,764)	\$ 8	\$ 1,173	\$ 2,171	\$ 2,961	\$ 3,687

II. Site List

Oakmont Public Utility District Sites

Meter Code	Address	City	State	ZIP
1008901022900241230108	25134 1/2 HAVERFORD RD	SPRING	TX	77389
1008901022900492910111	6950 1/2 RAYFORD RD	SPRING	TX	77389
1008901023818274220106	25005 NORTHCREST DR B	SPRING	TX	77389
100890102381775860106	25005 NORTHCREST DR	SPRING	TX	77389

Mallory J. Craig

From: Sales <Sales@kilowattpartners.net>
Sent: Tuesday, May 14, 2019 3:47 PM
To: Mallory J. Craig
Subject: RE: Meeting Invitation: Oakmont PUD (4/11/19 at 7:00 pm) - Location is Auburn Lakes Rec Center at 25005 Northcrest Dr, Spring, TX 77389
Attachments: Energy Pricing Comparison - OAKMONT PUD.pdf

Mallory:

Attached is current pricing, except from Constellation which was slow to respond today. Our main contact is getting married, so we will cut him some slack. Their pricing will be here in the morning.

The lowest prices today are from Brilliant at \$.0485 for 48 months. Please let us know what action the Board wants us to take.

Thanks,

Stewart Masterson
Kilowatt Partners
sales@kilowattpartners.net
832-860-8324 cell
713-589-5842 office
1-866-271-4483 fax

Provider	Term	Energy Price per kWh	Energy Rate Savings	Annual kWh	Estimated Annual Energy Cost	Estimated TDSP Charges (Regulated)	Meter Fees	Gross Receipts PUCT Tax	State Tax	City County Tax	Estimated Annual Cost	Estimated Annual Savings	% Savings
								0.00%	0.00%	0.00%			
CONSTELLATION	Existing	\$ 0.0519		785,795	\$40,783	\$32,320	\$0.00	\$0	\$0	\$0	\$73,103		
CONSTELLATION	12	\$ 0.0594	-14%	785,795	\$46,676	\$32,320	\$0.00	\$0	\$0	\$0	\$78,996	-\$5,893	-8.1%
RELIANT	12	\$ 0.0532	-3%	785,795	\$41,836	\$32,320	\$0.00	\$0	\$0	\$0	\$74,156	-\$1,053	-1.4%
BRILLIANT	12	\$ 0.0523	-1%	785,795	\$41,097	\$32,320	\$0.00	\$0	\$0	\$0	\$73,417	-\$314	-0.4%
ENTRUST	12	\$ 0.0525	-1%	785,795	\$41,254	\$32,320	\$0.00	\$0	\$0	\$0	\$73,574	-\$471	-0.6%
SUMMER	12	\$ 0.0482	7%	785,795	\$37,860	\$32,320	\$0.00	\$0	\$0	\$0	\$70,179	\$2,923	4.0%
CONSTELLATION	24	\$ 0.0558	-8%	785,795	\$43,847	\$32,320	\$0.00	\$0	\$0	\$0	\$76,167	-\$3,065	-4.2%
RELIANT	24	\$ 0.0520	0%	785,795	\$40,885	\$32,320	\$0.00	\$0	\$0	\$0	\$73,205	-\$102	-0.1%
BRILLIANT	24	\$ 0.0508	2%	785,795	\$39,918	\$32,320	\$0.00	\$0	\$0	\$0	\$72,238	\$864	1.2%
ENTRUST	24	\$ 0.0507	2%	785,795	\$39,840	\$32,320	\$0.00	\$0	\$0	\$0	\$72,160	\$943	1.3%
SUMMER	24	\$ 0.0505	3%	785,795	\$39,659	\$32,320	\$0.00	\$0	\$0	\$0	\$71,979	\$1,124	1.5%
CONSTELLATION	36	\$ 0.0549	-6%	785,795	\$43,140	\$32,320	\$0.00	\$0	\$0	\$0	\$75,460	-\$2,357	-3.2%
RELIANT	36	\$ 0.0510	2%	785,795	\$40,083	\$32,320	\$0.00	\$0	\$0	\$0	\$72,403	\$699	1.0%
BRILLIANT	36	\$ 0.0495	5%	785,795	\$38,897	\$32,320	\$0.00	\$0	\$0	\$0	\$71,217	\$1,886	2.6%
ENTRUST	36	\$ 0.0494	5%	785,795	\$38,818	\$32,320	\$0.00	\$0	\$0	\$0	\$71,138	\$1,964	2.7%
SUMMER	36	\$ 0.0505	3%	785,795	\$39,714	\$32,320	\$0.00	\$0	\$0	\$0	\$72,034	\$1,069	1.5%
CONSTELLATION	48	\$ -	0%	785,795	\$0	\$0	\$0.00	\$0	\$0	\$0	\$0	\$0	0.0%
RELIANT	48	\$ 0.0498	4%	785,795	\$39,133	\$32,320	\$0.00	\$0	\$0	\$0	\$71,452	\$1,650	2.3%
BRILLIANT	48	\$ 0.0485	7%	785,795	\$38,111	\$32,320	\$0.00	\$0	\$0	\$0	\$70,431	\$2,672	3.7%
ENTRUST	48	\$ -	0%	785,795	\$0	\$0	\$0.00	\$0	\$0	\$0	\$0	\$0	0.0%
SUMMER	48	\$ 0.0503	3%	785,795	\$39,525	\$32,320	\$0.00	\$0	\$0	\$0	\$71,845	\$1,257	1.7%
CONSTELLATION	60	\$ -	0%	785,795	\$0	\$0	\$0.00	\$0	\$0	\$0	\$0	\$0	0.0%
RELIANT	60	\$ 0.0496	4%	785,795	\$38,960	\$32,320	\$0.00	\$0	\$0	\$0	\$71,280	\$1,823	2.5%
BRILLIANT	60	\$ -	0%	785,795	\$0	\$0	\$0.00	\$0	\$0	\$0	\$0	\$0	0.0%
ENTRUST	60	\$ -	0%	785,795	\$0	\$0	\$0.00	\$0	\$0	\$0	\$0	\$0	0.0%
SUMMER	60	\$ 0.0499	4%	785,795	\$39,219	\$32,320	\$0.00	\$0	\$0	\$0	\$71,539	\$1,564	2.1%
Current Provider Charging Meter Fees					no								
Number of Meters and Meter Fee				4	\$ -	Effective Energy Rate	\$ 0.0519						
Currently Paying State Sales Tax					no								

Term is represented in months

Energy Price per kWh is subject to change based on market conditions

Energy Rate Savings is the potential reduction in the Energy Price per kWh when compared to the Existing rate

Annual kWh is based on 12 recent months of usage data

Estimated Annual Energy Cost is the sum of the Energy Price per kWh multiplied by the Annual kWh

Estimated TDSP Charges (Regulated) are based on 12 recent months of poles and wires fees

Meter Fee is the monthly charge assessed by the Provider

Gross Receipts Tax is assessed to cities with populations greater than 1,000

State Tax is not assessed as the energy for residential consumption is exempt

City Tax may not be assessed for certain municipalities as determined by the Texas Comptroller's Office

Estimated Annual Cost is the sum of Estimated Annual Energy Cost, Estimated TDSP Charges, Meter Fee, Gross Receipts Tax, State Tax, and City Tax

% Savings is presented as a percentage for the difference between the Existing rate and the Energy Price per kWh

PLEASE TREAT THIS PROPRIETARY INFORMATION AS CONFIDENTIAL



DATE
5/9/2019

**MONTHLY OPERATIONS REPORT
OAKMONT PUBLIC UTILITY DISTRICT**

METER COUNT	
Occupied	1,137
Vacant	4
Commercial	2
Commercial O/D	2
Builder	1
Irrigation/Esplanade	18
Total	1,164

BILLED CONSUMPTION	
03/12/19	to 04/12/19
Residential	13,684,000
Builders	0
Commercial O/D	36,000
Commercial	142,000
Irrigation	705,000
Total Gallons	14,567,000

Total Consumption: 14,567,000

Plant Pumpage: 14,498,000
Billed Percentage of Water: 100.48%

	<u>#1</u>
Calculated Well GPM	1,409
Design Well GPM	1,400
Well Pumpage	14,498,000

Arrears for the Month of	MARCH	to	Month of	APRIL
Cut-Off Notices Mailed	03/21/19		Meter Read Date	04/12/19
Number of Notices Mailed	46		Billing Date	04/18/19
Cut-Off Date	04/16/19		Mailing Date	04/18/19
Number of Actual Cut-Offs	1		Due Date	05/15/19

OAKMONT PUBLIC UTILITY DISTRICT

DATE
5/9/2019

MONTHLY OPERATIONS SUMMARY

WATER PRODUCTION

April-19

Total Water Pumped for Calendar Month of : April-19 **16,021,000** Gallons

Pumpage 2019 Year to Date: **41,766,000** Gallons

Distribution System Chlorine Residual Reporting:

Average	<u>2.01</u>	mg/l.
Maximum	<u>2.50</u>	mg/l.
Minimum	<u>1.89</u>	mg/l.

TEXAS DEPARTMENT OF HEALTH I.D. NO. 1010337

Bacteriological Analysis : **4**

Samples Taken On : **04/03/19**

All samples were returned negative from the state approved testing laboratory.

OAKMONT PUBLIC UTILITY DISTRICT
MONTHLY OPERATIONS SUMMARY

DATE
5/9/2019

BILLING & COLLECTION REPORT
April-19

Balance Forward	<i>Total</i>
As of 03/20/19	\$ 83,700.87

Collection Period:

	03/20/19	TO	04/18/19
Deposit	\$		575.00
Water	\$		16,014.74
Sewer	\$		39,562.45
Connect	\$		287.50
Penalty	\$		823.55
RWA Fee	\$		23,632.98
Undistributed Overpayments	\$		1,628.00
TOTAL	\$		82,524.22

Current Adjustments:

\$ **905.02**

Current Billing for

April-19

	03/12/19	TO	04/12/19
Deposit	\$		-
Water	\$		21,388.50
Sewer	\$		40,746.24
Connect	\$		-
Penalty	\$		612.07
RWA Fee	\$		60,937.28
TOTAL	\$		123,684.09

TOTAL RECEIVABLE

\$ 125,765.76

Billing Report Through:	04/18/19	Consumption:	14,567,000
Deposits on file for the district:	\$94,582.50		
Credit Card Payments:	221	Electronic Transfer:	260
Bank Draft Payments:	260	Paperless:	133
E Payments:	77		

OAKMONT PUBLIC UTILITY DISTRICT

MONTHLY OPERATIONS SUMMARY WASTEWATER TREATMENT PLANT

March-19

TPDES Permit # 10910-001
TX0058548

Expires: 3/1/2018

Effluent Quality Data: Reported for: March-19

	<u>Previous Month</u>	<u>Reported</u>	<u>Permitted</u>	<u>Excursion</u>
DO Minimum	7.17 mg/l	7.00 mg/l	4.00 mg/l	NO
pH Minimum	6.96 su	7.09 su	6.00 s.u.	NO
pH Maximum	7.68 su	7.48 su	9.00 s.u.	NO
TSS Average	5.71 mg/l	3.64 mg/l	15.00 mg/l	NO
TSS Maximum	11.60 mg/l	7.26 mg/l	40.00 mg/l	NO
TSS lbs/day	35.37 lbs/day	22.41 lbs/day	144.00 lbs/day	NO
NH3-N Average	2.32 mg/l	0.12 mg/l	3.00 mg/l	NO
NH3-N Maximum	7.68 mg/l	0.53 mg/l	10.00 mg/l	NO
NH3-N lbs/day	14.28 lbs/day	0.76 lbs/day	29.00 lbs/day	NO
Flow Average	0.786 mgd	0.751 mgd	0.750 mgd	NO
CL2 Res Min	1.10 mg/l	1.00 mg/l	1.00 mg/l	NO
CL2 Res Max	0.09 mg/l	0.09 mg/l	0.10 mg/l	NO
E Coli Avg.	4.00 mpn	1.43 mpn	63 mpn	NO
E Coli Maximum	55.00 mpn	3.00 mpn	200 mpn	NO
BOD 5 Average	4.00 mg/l	4.02 mg/l	10.00 mg/l	NO
BOD 5 Maximum	6.00 mg/l	5.90 mg/l	25.00 mg/l	NO
BOD 5 lbs/day	23.07 lbs/day	24.35 lbs/day	63.00 lbs/day	NO
Total Treated	22,530,000	gallons		

Effluent Quality Compliant with Discharge Permit ? YES

OAKMONT PUBLIC UTILITY DISTRICT

5/9/2019

CUT-OFF LIST STATUS

April 16, 2019

<u>NAME</u>	<u>ADDRESS</u>	<u>AMOUNT</u>	<u>STATUS</u>
Marcotte, Louis	6727 Brock Meadow Dr	\$258.65	PD/ON

OAKMONT
UNPAID DAMAGE CLAIM INVOICES

4/16/2019 13:00

2017

INVOICE	CONTRACTOR	DATE	JOB LOCATION	TOTAL	BALANCE DUE
DD-156-06217-CP	Louis Cross Plumbing, LLC	5/8/2017	25005 Northerest Dr - Furnished labor and material to replace 2" backflow preventor and 2" curb stop broken by plumbing company.	\$ 3,544.40	\$ 3,544.40
			GRAND TOTAL		\$ 3,544.40



NTS
Pumps, Motors and Controls

281-477-7867

April 23, 2019

To: Jeremy Kay – Hays South utility - Technical Service Manager

From: James Harper – Texas Electrical Contractors License #17123

Re: Oakmont

NTS is pleased to provide the following:

Original Service Calls (To be invoiced separate)

NTS investigated H2S controller showing a fault. We reset and fault did clear, returned about a week later and found back in fault. Contacted vendor per operator to investigate their unit. Meet vendor on site, see below for their reported comments of their findings:

- Verified each controller board operation via tester.
- Troubleshoot alarm relays going to call-out box.
- Adjusted wiring for relay outputs as they were all shorted together in series. Rewired for parallel so the alarms can change state to the call-out box.
- Set the call-out box to normally open contacts rather than normally closed as it was set backwards.
- Two of the controllers were showing erratic readings.
- Tested sensors. (Sensors almost 8 years old)
- Two of the sensors had erratic readings, the other two were stable. None of the 4 would read gas.
- Sensor assemblies are for 0-20ppm H2S. The controllers are for 0-100ppm.

Original Service Calls **\$ 4,295.65**

Quote #1

- Replace sensors with 4 new one (4-6-week delivery)
- Meet & assist vendor with setup

Estimated Labor & Material **\$ 6,357.65**

Quote #2 (Recommend due to other vendors cost for service call)

- Replace existing controller & sensors with new style from a different vendor

Labor & Material **\$ 7,975.00**

OAKMONT P.U.D.

2018 Drinking Water Quality Report

OUR DRINKING WATER IS SAFE

The Texas Commission on Environmental Quality (TCEQ), has assessed our system and determined that our water is safe to drink. The analysis was made by using the data in the attached tables. Your water meets federal standards set forth by the United States Environmental Protection Agency (USEPA), there may not be health based benefits to purchasing bottled water or point of use devices.

En Español

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

Where do we get our drinking water?

Our drinking water is obtained from ground water sources. It comes from the Gulf Coast Aquifers some 500 to 2,000 feet below ground surface. TCEQ completed an assessment of your source water and results indicate that some of our sources are susceptible to certain contaminants. The sampling requirements for your water system is based on this susceptibility and previous sample data. Any detections of these contaminants will be found in this Consumer Confidence Report. For more information on source water assessments and protection efforts at our system contact Howard Wilhite at 281-353-9809.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791).

Special Notice for the ELDERLY, INFANTS, CANCER PATIENTS, people with HIV/AIDS or other immune problems:

You may be more vulnerable than the general population to certain microbial contaminants, such as Cryptosporidium, in drinking water. Infants, some elderly, or Immuno-compromised persons such as those undergoing chemotherapy for cancer; those who have undergone organ transplants; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care provider. Additional guidelines on appropriate means to lessen the risk of infection by Cryptosporidium are available from Safe Drinking Water Hotline (800-426-4791).

Contaminants that may be Present in Source Water

The sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic system, agricultural livestock operations, and wildlife;
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater, runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming;
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses;
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems; and
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the USEPA prescribes regulations that limits the amount of certain contaminants in water provided by public water systems. Federal Food and Drug Administration Agency regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

Our drinking water is delivered by wells from underground aquifers that are protected from many of the sources of contamination described.

Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on taste, odor, or color of drinking water, please contact the system's business office.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at (800) 426-4791

EPA website: www.epa.gov/safewater

FDA website: www.nrdc.org/nrdc/nrdcpro/bw/bwinx

Public input concerning your water system may be made at regularly scheduled meetings on the second Thursday of each month at 7:00 p.m. at Auburn Lakes Recreation Center, at 25005 Northcrest Drive, Spring, Texas. You may contact Howard Wilhite, Hays Utility South Corporation at 281-353-9809 with any concerns or questions you may have.



About the Following Table

The following table contains all of the chemical constituents which have been found in your drinking water for the most recent testing performed in accordance with applicable regulations. USEPA requires water systems to test up to 97 constituents. The constituents detected in your water are listed in the attached table.

DEFINITIONS

Maximum Contaminant Level (MCL) - The highest level of a contaminant in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.

Maximum Contaminant Level Goal (MCLG) - The level of a contaminant in drinking water below which there is no known or expected health risk. MCLG's allow for a margin of safety.

Treatment Technique - A required process intended to reduce the level of a contaminant in drinking water.

Action Level - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

ppm = parts per million or milligrams per liter (mg/l), one part per million corresponds to one minute in two years or a single penny in \$10,000.

ppb = parts per billion or micrograms per liter (mg/l), one part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000.

pCi/l = pico curies per liter: Measure of radioactivity.

Maximum Residual Disinfectant Level (MRDL) - The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Oakmont Public Utility District 2018 Drinking Water Quality Report

Inorganic Contaminants							
Year	Constituent	Highest Detected Level at Any Sampling Point	Range of Detected Levels	MCL	MCLG	Units of Measure	Source of Constituent
2016	Barium	0.0568	0.0568-0.0568	2	2	ppm	Erosion of natural deposits.
2013	Fluoride	1.44	1.44-1.44	4	4	ppm	Erosion of natural deposits.
2017	Nitrate	0.04	0.04-0.04	10	10	ppm	Erosion of natural deposits.

*Fluoride is found naturally in the Northampton Water Supply in an amount that is equivalent to the recommended levels approved for cavity prevention by the American Dental Association and the Texas Department of Health.

Organic Contaminants							
Year	Constituent	Highest Detected Level at Any Sampling Point	Range of Detected Levels	MCL	MCLG	Units of Measure	Source of Constituent
2018	Total Trihalomethanes	18.3	18.3-18.3	80	n/a	ppb	By-product of drinking water chlorination.
2017	Total Haloacetic Acid	2.2	1.9-2.2	60	n/a	ppb	By-product of drinking water chlorination.

Disinfectant Residual							
Year	Constituent	Highest Detected Level at Any Sampling Point	Range of Detected Levels	MCL	MCLG	Units of Measure	Source of Constituent
2018	Chlorine Disinfectant	2.40	0.97-2.40	4	0	ppm	Disinfectant used to control microbes.

Lead and Copper

Year	Constituent	The 90th Percentile	Number of Sites Exceeding Action Levels	Action Level	Units of Measure	Source of Constituent
2018	Lead	0.0008	0	15	ppm	Corrosion of household plumbing system.
2018	Copper	0.101	0	1.3	ppm	Corrosion of household plumbing system.

The 90th percentile of the Lead/ Copper analysis means the top 10% (highest sample results) of all samples collected.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. This water supply is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

Unregulated Contaminants**

Year	Constituent	Average of all Sampling Points	Range of Detected Levels	Units of Measure
2010	Chlorodibromomethane	2.4	2.4-2.4	ppb
2018	Bromodichloromethane	2.8	2.8-2.8	ppb
2017	Bromoform	5.63	1.5-6.8	ppb
2018	Bromochloroacetic Acid	1.2	1.2-1.2	ppb
2017	Dibromochloromethane	5.75	5.0-6.5	ppb

During 2018, Oakmont P.U.D. received water from Northampton M.U.D. The following information was provided by Northampton M.U.D.

The drinking water produced by Your District exceeds the minimum water quality standards as established by the USEPA.

Inorganic Contaminants

Year	Constituent	Highest Detected Level at Any Sampling Point	Range of Detected Levels	MCL	MCLG	Units of Measure	Source of Constituent
2017	Barium	0.212	0.212-0.012	2	2	ppm	Erosion of natural deposits.
2017	Selenium	0.0044	0.0044-0.0044	50	50	ppb	Erosion of natural deposits.
2018	Nitrate	<0.10	<0.10-<0.10	10	10	ppm	Erosion of natural deposits.

Radioactive Contaminants

Year	Constituent	Highest Detected Level at Any Sampling Point	Range of Detected Levels	MCL	MCLG	Units of Measure	Violation	Source of Constituent
2016	Gross Alpha	2.5	2.5-2.5	15	0	pCi/l	N	Erosion of natural deposits.
2016	Combined Radium	0.7	0.7-0.7	5	0	pCi/l	N	Erosion of natural deposits.

Unregulated Contaminants**

Year	Constituent	Average of all Sampling Points	Range of Detected Levels	Units of Measure
2017	Dibromochloromethane	3.2	2.8-3.6	ppb

**Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted.

The drinking water produced by Your District exceeds the minimum water quality standards as established by the USEPA.

Our water is safe to drink.



1575 Sawdust Road, Suite 400
The Woodlands, Texas 77380-3795
Tel: 281.363.4039
Fax: 281.363.3459
www.jonescarter.com

May 3, 2019

Board of Directors
Oakmont Public Utility District
c/o Coats | Rose
9 Greenway Plaza, Suite 1100
Houston, Texas 77046

Re: Engineering Report
Board Meeting of May 9, 2019

Dear Directors:

The following information summarizes our activities on your behalf since your last meeting:

1. **M102 Channel Repair** – It is our understanding the Interlocal Agreement will be placed on the Harris County Commissioners Court agenda for approval on May 14th.
2. **Surplus Funds and Change in Scope Application** – No updates this month.
3. **WoodsEdge Church Sidewalks** – It is our understanding the Church is agreeable to the easement documents as written. We are attempting to contact the Church representatives to confirm.
4. **Pine Interceptor Swale** – It is our understanding that the adjacent property owners will be receiving a notice of maintenance letter soon.

Projects in Proximity to Oakmont PUD

Gosling 2:

No update. Construction is scheduled for completion in mid-August 2019 (Updated 04/01/19).

Gosling 3

No update. The project is nearing design completion. Project to advertise in Q2 2019 (Updated 04/01/19).



Board of Directors
Oakmont Public Utility District
Page 2 of 2
May 9, 2019

Gosling Bridge

No update. Project is currently in the Study Phase (Updated 12/20/18). Final Design scheduled to begin Feb 2020 (Community Impact Jan 16, 2019).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Nathaniel Jackson', with a long horizontal line extending to the right.

Nathaniel Jackson, PE
Client Manager

NEJ/ab

K:\W5489\W5489-0900-00 General Consultation\Meeting Files\Status Reports\2019\Status Report 5-2019.doc



OAKMONT PUBLIC UTILITY DISTRICT

May 9, 2019

East Pond – Bollard and Moss Rock Installation

Pines Interceptor Swale – Debris Removal

13226 Kaltenbrun ~ Houston, Texas 77086 ~ Office: 281-445-2614 ~ Fax: 281-445-2349

Account Representative: Tom Dillard ~ Email: tdillard@chamhydro.com ~ Cell: 281-924-7733

East Detention Pond

Entrance restrictions installed in the entrance road and on the each side of the road.



Bollard is off-center due to spacing needed to reduce gaps and move the Moss Rock on the left further down the slope.



Key for removable bollard lock was given to all board members at the April regular meeting.



Moss Rock and Oak tree installed on the right side of the entrance road.





Current status

- > We will monitor for effectiveness of barriers.
- > If we find unauthorized entries continue we can add additional Moss Rocks and/or bollards.

Pines Interceptor Swale

- > Debris removal was completed Tuesday, May7.
- > Pictures will be included in next month's report.

[Print](#) | [Close Window](#)

Subject: Oakmont PUD: DM: Email Subscribers
From: Off Cinco Updates <updates@offcinco.com>
Date: Thu, May 02, 2019 12:20 pm
To: TexasPUD <board@texaspub.com>
Cc: Off Cinco Updates <updates@offcinco.com>

Hello,

As of 2019-04-28 there are 137 (+4) email subscribers.

Please let us know if there is any news or information that you would like us to send out via email and/or text. Some suggestions are:

- Garbage holidays or news
- Water plant or pump maintenance
- District events
- Pool or Rec center events

Sincerely,

Off Cinco Updates
updates@offcinco.com
(713) 560-0610

OFF CINCO
23501 Cinco Ranch Blvd.
Suite H120-177
Katy, Texas 77494
offcinco.com

PLEASE NOTE: Website updates sent via email are processed within 6-8 hours on average, Monday through Friday. If you have an urgent or weekend update please call or text (713) 560-0610.

..... CONFIDENTIALITY NOTICE

The information in this email may be confidential and/or privileged. This email is intended to be reviewed by only the individual or organization named above. If you are not the intended recipient or an authorized representative of the intended recipient, you are hereby notified that any review, dissemination or copying of this email and its attachment, if any, or the information contained herein is prohibited. If you received this email in error please immediately notify the sender by return email and delete this email from your system.

Subject: Monthly Analytics Report
From: noreply-analytics@google.com
Date: Wed, May 01, 2019 11:37 am
To: board@texaspud.com
Attach: Analytics Oakmont PUD Monthly Report 20190401-20190430.pdf

analytics@offcinco.com has shared a report from Google Analytics with you.
The report is attached.

analytics@offcinco.com also included a message:

Hello,

Please find attached the monthly analytics report for Oakmont Public
Utility District (TexasPUD.com).

Off Cinco

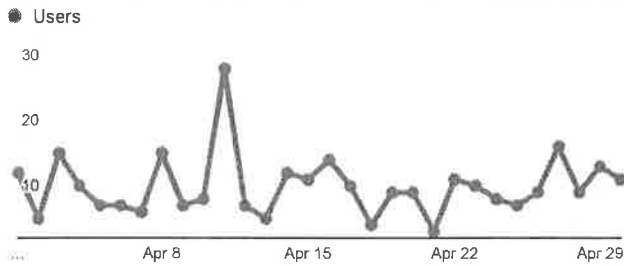
This is a report email from Google Analytics. You received this email
because analytics@offcinco.com requested this report be sent to you. If you
would like to opt out of emails from this user, go to
https://www.google.com/analytics/web/optout?token=kmAuD2sBAAA.acFFod3P4Bm99U6-h3wyRBmcs37GNhs1cktElbgPbxizTp8hM0kR1en1YY3feLSnz7Hdemf1UDcEOtvM5X2XfQ.5WVneG3iio2CWHpNIIRe6A&email=board%40texaspud.com&hl=en_US

Monthly Report

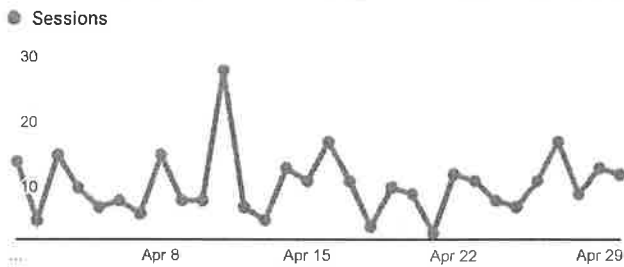
Apr 1, 2019 - Apr 30, 2019

All Users
100.00% Sessions

Users



Sessions



Sessions by Channel

Default Channel Grouping	Sessions	% New Sessions
Organic Search	151	81.46%
Direct	81	77.78%
Social	15	80.00%
Referral	7	42.86%

Sessions by Source / Medium

Source / Medium	Sessions	% New Sessions
google / organic	144	80.56%
(direct) / (none)	81	77.78%
lm.facebook.com / referral	7	85.71%
l.facebook.com / referral	5	80.00%
sogou / organic	5	100.00%
dnserrorassist.att.net / referral	4	0.00%
m.facebook.com / referral	3	66.67%
yahoo / organic	2	100.00%
158.151.242.130 / referral	1	100.00%
annaeydlish.top / referral	1	100.00%

Pageviews by Page Title

Page Title	Pageviews	Unique Pageviews
Oakmont Public Utility District	310	207
Amenities – Oakmont Public Utility District	111	72
Services – Oakmont Public Utility District	103	80
Board – Oakmont Public Utility District	46	36
Events – Oakmont Public Utility District	45	36
Contact – Oakmont Public Utility District	39	34
GENERAL MEETING – Oakmont Public Utility District	32	23
CLUB HOUSE – Oakmont Public Utility District	31	22
News – Oakmont Public Utility District	31	22
Archives – Oakmont Public Utility District	28	15

Time on Page by Page Title

Page Title	Avg. Time on Page
Order Cancelling Election – Oakmont Public Utility District	00:06:00
CLUB HOUSE – Oakmont Public Utility District	00:04:03
GENERAL MEETING – Oakmont Public Utility District	00:01:23
Contact – Oakmont Public Utility District	00:01:10
Services – Oakmont Public Utility District	00:01:05
FITNESS CENTER – Oakmont Public Utility District	00:00:51
POOL – Oakmont Public Utility District	00:00:50
PARKS & REC MEETING – Oakmont Public Utility District	00:00:44
Board – Oakmont Public Utility District	00:00:35
Oakmont Public Utility District	00:00:28

Sessions by Country

Country	Sessions	% New Sessions
United States	222	76.58%
Canada	18	100.00%
China	5	100.00%
Philippines	4	75.00%
Honduras	2	100.00%
Japan	2	100.00%
Ireland	1	100.00%

Sessions by Browser

Browser	Sessions	% New Sessions
Safari	98	80.61%
Chrome	86	73.26%
Internet Explorer	21	80.95%
Firefox	20	95.00%
Edge	16	75.00%
Safari (in-app)	9	88.89%
Android Webview	2	50.00%
Samsung Internet	2	100.00%

Sessions by Region



Sessions by Device Category

Device Category	Sessions	% New Sessions
desktop	124	79.03%
mobile	111	80.18%
tablet	19	73.68%

Sessions by City

City	Sessions	% New Sessions
Houston	112	75.89%
The Woodlands	43	74.42%
Austin	17	82.35%
Tomball	10	90.00%
Cypress	5	60.00%
Spring	5	80.00%
Chicago	4	100.00%
Spring Branch	3	0.00%
Conroe	2	50.00%
Corpus Christi	2	50.00%

Sessions by Mobile Device

Mobile Device Info	Sessions	% New Sessions
Apple iPhone	80	81.25%
Apple iPad	17	76.47%
Samsung SM-G965U Galaxy S9+	6	66.67%
Samsung SM-G930V Galaxy S7	3	66.67%
Apple iPhone 7	2	50.00%
Apple iPhone XS Max	2	100.00%
Google Pixel	2	50.00%
Microsoft Windows RT Tablet	2	50.00%
Samsung SM-G935A Galaxy S7 Edge	2	50.00%
Samsung SM-G955U Galaxy S8+	2	100.00%

Subject: Texas PUD Contact Form
From: OPUD Board <board@texasnud.com>
Date: Mon, Apr 29, 2019 9:05 am
To: OPUD Board <board@texasnud.com>

From: Matt Anderson
Email:
Phone:

Message Body:
Can you tell me how much a family pool pass is for a non resident? Thank you.

--
This e-mail was sent from a contact form on TexasPUD.com.

Subject: Auburn Lakes Morning Pool Access
From: "Casanova, Gabriel Francis"
Date: Mon, Apr 29, 2019 7:58 am
To: "board@texasnud.com" <board@texasnud.com>

Good morning,

I am a resident of Auburn Lakes and live on Pinewood Heights Drive. I would like to use the pool in the mornings around 6:30am for exercise before I go to work. Currently the pool is unable to be accessed at this time.

I am aware that there will be no lifeguard on duty and will be happy to sign a waiver if required. I have come across this morning access limitation in previous neighborhoods that I have lived in, and we have always been able to work out a schedule that works. Please let me know if you have any questions, or if there is anything you need from me to open the pool for a few hours in the morning for adults to exercise.

Thanks
Gabe Casanova

Subject: Fwd: URGENT Complaint against Hays Utility South
From: Josephine Ong-McBride
Date: Wed, Apr 24, 2019 11:18 am
To: "Board@texaspub.com" <Board@texaspub.com>, Krystal - Hays Utility South <Krystal@haysutility.com>, Robb Clark <RClark@haysutility.com>

Based on the results from testing of the meter, we will withdraw our complaint to the board for now. Please make sure the tens of thousands of gallons of water used for today's Testing and the new meter readings from this test in NOT charge to our bill.

----- Forwarded message -----

From: Josephine Ong-McBride >
Date: Wed, Apr 24, 2019 at 1:03 PM
Subject: Re: URGENT Complaint against Hays Utility South
To: Robb Clark <RClark@haysutility.com>

Thank you for your response. Please make sure the readings on our water meter from the testing this morning is NOT being charged to our account. I understand that more than 10,000 gallons were used for testing the accuracy of the meter.

On Wed, Apr 24, 2019 at 12:14 PM Robb Clark <RClark@haysutility.com> wrote:

Dr. McBride,

We will talk through this event and learn from it.

Thank you,

Robb

From: Josephine Ong-McBride
Sent: Wednesday, April 24, 2019 11:54 AM
To: Robb Clark <RClark@HaysUtility.com>
Subject: Re: URGENT Complaint against Hays Utility South

Thank you for your response. I just talked to Brandon, from the contractor who said the meter is working fine.

We'll just take his word and pay the outrageous bill for May and hope that this DO NOT ever happen again.

Please work to improve your customer service at the Hays Utility South office, especially "manager" Krystal. Thanks!

On Wed, Apr 24, 2019 at 10:53 AM Robb Clark <RClark@haysutility.com> wrote:

Dr. McBride,

We have asked a 3rd party contractor to come out and test your water meter as a courtesy today some time between 11:00-12:00. They will send a copy of their findings to determine if the meter is damaged or registering improperly. The tech should come to the house and notify you and ask that no water should be used on the property for the duration of the test to ensure accurate readings.

Thank you,

Robb

From: Josephine Ong-McBride
Sent: Tuesday, April 23, 2019 11:00 AM
To: Krystal - Hays Utility South <Krystal@HaysUtility.com>; Robb Clark <RClark@HaysUtility.com>
Subject: Fwd: URGENT Complaint against Hays Utility South

Dear Mr. Robb Clark,

Per your suggestion of filing a complaint to the Board of Directors, below is the email I sent out yesterday. Dr. Ty Warren actually came by our house and he was invited to come in and check our impeccably maintained home and yard which is without any water damage or issue. We demand that the meter be replaced as Krystal said they did so 2 weeks ago. We can not allow a faulty meter to record nonexistent usage of water and be charged exorbitant amount of fees. The Hays Utility Douth May bill needs to be corrected and adjusted immediately.

Dr. Jo McBride

----- Forwarded message -----

From: **Josephine Ong-McBride**
Date: Mon, Apr 22, 2019 at 3:55 PM
Subject: URGENT Complaint against Hays Utility South
To: <Board@texaspu.com>

Dear Dr. Ty Warren and Board members,

We are 12 years residents at the gated community of the Auburn Lakes Estates and have been excellent customer of Oakmont PUD for 12 years.

Our record shows that we have been paying our bills which runs about \$ 70 per month in the recent years. We paid our last bill of \$ 74 just April 15, 2019. Suddenly, for this coming month of May, we were served an erroneous bill of \$ 495, claiming that we used 70,000 gallons of water in one week. When my husband and I went to Hays Utility South to complain this morning, we were met with extremely rude comments by your employee, Crystal. She insinuated that I, as a housewife, do not know what I am asking about. For your information, I happen to be an University professor of Chemistry and Provost (Vice president) of a renowned university.

She asserted that we have a major leak in the water pipe. We followed all her suggestions of checking the toilets for leaks and checking to see if the water meter is "spinning." We found out that there were no leaks! at all! The entire property is dry. She also lied and said that the meter were just changed 2 weeks after she saw the anomaly of the "meter readings". We checked the water meter and they are NOT new.

Another manager, Bob Clark, came to our property to check the meter and never had the courtesy of knocking at our door to talk to us nor to address the issue. When we found out that he was already at our property and never even attempt to talk to us, we called him back immediately. But he said he does not have the "luxury of talking to the customers"!

Our major complaints are:

We were erroneously charged an exorbitant amount of fee, close to \$ 500 for a week of usage when our usual consumption for 12 years are no more than \$ 70 per month. According to Bob Clark, we were using only a total about 5,000 gallons of water in the last 6 days (average 800 gallons per day), which should not amount to 70,000 gallons in a week. Its was ascertained by your field manager, Bab Clark that there was no leak. Yet, they refuse to address the erroneous bill. We were rudely treated by your customer representatives.

We are filing a formal complaint against Hays Utility South, Bob Clark, Crystal for the erroneous billing and extreme rudeness. We expect our May bill to be corrected immediately. We would like for you, the board, to address this issue as soon as possible.

Respectfully yours,
Dr. Jo and Tim McBride

Subject: URGENT Complaint against Hays Utility South
From: Josephine Ong-McBride
Date: Mon, Apr 22, 2019 1:55 pm
To: Board@texaspud.com

Dear Dr. Ty Warren and Board members,

We are 12 years residents at the gated community of the Auburn Lakes Estates and have been excellent customer of Oakmont PUD for 12 years.

Our record shows that we have been paying our bills which runs about \$ 70 per month in the recent years. We paid our last bill of \$ 74 just April 15, 2019. Suddenly, for this coming month of May, we were served an erroneous bill of \$ 495, claiming that we used 70,000 gallons of water in one week. When my husband and I went to Hays Utility South to complain this morning, we were met with extremely rude comments by your employee, Crystal. She insinuated that I, as a housewife, do not know what I am asking about. For your information, I happen to be an University professor of Chemistry and Provost (Vice president) of a renowned university.

She asserted that we have a major leak in the water pipe. We followed all her suggestions of checking the toilets for leaks and checking to see if the water meter is "spinning." We found out that there were no leaks! at all! The entire property is dry. She also lied and said that the meter were just changed 2 weeks after she saw the anomaly of the "meter readings". We checked the water meter and they are NOT new.

Another manager, Bob Clark, came to our property to check the meter and never had the courtesy of knocking at our door to talk to us nor to address the issue. When we found out that he was already at our property and never even attempt to talk to us, we called him back immediately. But he said he does not have the "luxury of talking to the customers"!

Our major complaints are:

We were erroneously charged an exorbitant amount of fee, close to \$ 500 for a week of usage when our usual consumption for 12 years are no more than \$ 70 per month. According to Bob Clark, we were using only a total about 5,000 gallons of water in the last 6 days (average 800 gallons per day), which should not amount to 70,000 gallons in a week. Its was ascertained by your field manager, Bab Clark that there was no leak. Yet, they refuse to address the erroneous bill. We were rudely treated by your customer representatives.

We are filing a formal complaint against Hays Utility South, Bob Clark, Crystal for the erroneous billing and extreme rudeness. We expect our May bill to be corrected immediately. We would like for you, the board, to address this issue as soon as possible.

Respectfully yours,
Dr. Jo and Tim McBride

Subject: Note from Lindsay Scarborough Harrison to your Facebook Page Auburn Lakes Recreation Center / Oakmont PUD
From: Lindsay Harrison
Date: Sun, Apr 14, 2019 3:57 pm
To: "board@texasnud.com" <board@texasnud.com>

Is the clubhouse available to rent on August 17th?
Also, can you tell me the details on what it cost and the hours?

Lindsay Harrison
Sent from my iPhone

Copyright © 2003-2019. All rights reserved.