



Response to the
Request for Proposa
for Operation &
Maintenance
Of:

City of Hilshire Village

Spring Office
25003 Pitking Road, D600
Spring, Texas 77386

Cypress Office
20141 Schiel Road
Cypress, Texas 77433

Katy Office
1817 N. Mason Road
Katy, Texas 77449

Statement of Qualifications

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Section 1.0

Background Information and Company History

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Section 1.1



February 17, 2023

City of Hilshire Village
City Hall
8301 Westview Drive
Houston, Texas 77055

Re: Response to Request for Proposals for Operations & Maintenance

Dear Board of Directors,

Municipal Operations & Consulting is pleased to submit this proposal for the Operations and Maintenance of The City of Hilshire Village. We are confident that we have assembled a team of highly skilled individuals that are capable of operating and maintaining the facilities and infrastructure of your District at the highest possible standards within the operating community.

Municipal Operations & Consulting is a 20-year-old company that has experienced steady growth over our existence. The company is a U.S. corporation that is completely owned by my wife Beth and myself. The corporation was formed in April of 2002. We have put controls in place as we have grown that enable us to better serve each of our customer's needs as the industry and standards change. We are not a small company, but we have maintained much of our "mom and pop" identity by being attentive to each of our client's needs and anticipating and reacting to industry needs before they occur. We are confident that the experience and ability of our organization and the individuals within it can provide the required level of service and attention to the Directors, residents, and consultants that your community deserves.

In the 20 years that we have been in business, I am very proud to say that we have NEVER been terminated from a contract with one of our clients. I attribute this to the level of care that we give to all our clients and the culture that exists within our company. My hope is that The City of Hilshire Village will conclude that Municipal Operations and Consulting is the right choice as the next Operator for your District.

Sincerely,

Lonnie and Beth Wright - Owners

Section 1.2

Municipal Operations & Consulting

Executive Summary

Excellence in customer service and operations is why Municipal Operations & Consulting (“MOC”) is one of the fastest growing water and wastewater operations companies in the greater Houston area. Our 200-plus professionals are responsible for over 100 contracts that encompass more than 53 wastewater treatment facilities, over 120 water treatment facilities, over 200 lift stations, and over 160,000 connections. MOC is committed to customer satisfaction for our Boards as well as their constituents. Additionally, we are heavily involved with the other District consultants and regulatory agencies to ensure strict compliance with all rules and regulations.

MOC has 3 offices in the area. The main office is located South of Grand Parkway at Mueschke Road with 2 satellite offices in Katy and The Woodlands. Given the location of The City of Hilshire Village, we are very well positioned with existing clients and staff in and around the area.

MOC leads the industry in customer service when it comes to customer bill pay. As the cost of water continues to increase and things continually move to a virtual setting, we felt we had to give your customers multiple avenues for paying bills. Your customers will be able to set up new accounts, make payment (one time or recurring), view usage history and more by utilizing our online customer portal. We have not managed to make paying your water bill enjoyable, but it is certainly much more convenient.

The structure utilized by MOC to ensure that we can rightly satisfy our role for the District is to provide experienced and well trained field personnel to ensure that all service work and facility operations is executed as required in an efficient and cost effective manner. The board representative/area supervisor would be intimately involved in the daily operations of the District and would serve as the primary point of contact for Directors and consultants. The area supervisor would be tasked with overseeing plant operations to ensure strict compliance with all applicable rules and regulations.

In addition to the staff outlined above, there are several other individuals that provide oversight and direction to our staff. An organizational chart is included for review.

We hope this brief overview of our business will prove helpful in making Municipal Operations & Consulting the next operations company for your District.

Section 2.0

Firm Experience and Key Personnel

- 2.1 – Professional References
- 2.2 – Client List
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- 2.4 – Experience and Background of Assigned Management Personnel
- 2.5 – Proposed District Manager/Board Rep and Accompanying Staff
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- 2.7 – Organizational Chart

Section 2.1

Professional References

1. Mr. Jerry Homan – (713) 703 - 4527 - AWBD Board of Trustees, District Manager for Harris County Fresh Water Supply District No. 61
2. Mr. Doug Allen – (713) 569 - 7204 – President for Faulkey Gully MUD
3. Mr. Jon Hall – (512) 301 - 6600 – Interim Executive Director for Harris County MUD No. 50
4. Mr. Larry Daily – (832) 702 - 5918 – President for Ponderosa Joint Powers Agency
5. Mr. Phillip Givens – (713) 557 - 0808 – President for Harris County UD No. 15
6. Mr. James Wright – (713) 305 - 6154 – President for Harris County MUD No. 200

Section 2.2

Client List – Oak Ridge Office

1. Harris County MUD No. 26 (Kenswick Subdivision) Major Facility, - 4,490 connections, 1.0 MGD wastewater plant, 3 water treatment facilities.
2. Rayford Road MUD (Imperial Oaks Subdivision) Major Facility, 3,819 connections. 0.965 MGD wastewater plant, 2 water treatment facilities.
3. Harris County MUD No. 200 (Cranbrook Subdivision) Major Facility, 1,223 connections, 1.440 MGD wastewater plant, 3 water treatment facilities.
4. Sunbelt Fresh Water Supply District – One Major Facility, 7,500 connections, 6 wastewater treatment plants, 9 water treatment plants.
5. Harris County MUD No. 153 (Walden on Lake Houston) – 2,602 connections, multi-use development of single family, multi-family and commercial sites in the Atascocita area of Northeast Harris County. Water Plant, 3 Lift Stations.
6. Northwest Harris County MUD No. 30 (Windrose) – 1,100 Connections, single family and commercial sites near the intersection of FM 2920 and Kuykendahl Road. One water plant.
7. Ponderosa Forest Utility District (Ponderosa Forest) - 1,196 connections, 3 water treatment plants
8. Harris County MUD No. 205 - All commercial Districts with 18 connections
9. Harris County MUD No. 48 (Cashel Forest) - 160 connections - Single Family Residential
10. Harris County Utility District No. 15 (Greenfield Village & Copper Creek) - 925 Connections
11. Harris County MUD No. 96 – New Single Family Residential and Commercial development on Rankin Rd. Currently 2,325 connections.
12. Hunters Glen MUD – Residential development 1,253 connections 1.0 MGD wastewater plant, 1 water plant – Major Facility.
13. Harris County WCID No. 91 – Residential development 845 connections. 1 water treatment plant.
14. Ponderosa Joint Powers Agency – 4.89 MGD regional wastewater treatment facility. Major Facility.

15. Harris County MUD No. 399 – Residential development currently 636 connections.
16. Montgomery County MUD No. 98 – Residential development in Kingwood area. Currently 740 connections.
17. Montgomery County MUD No. 99 – Residential development in The Woodlands. Currently 378 homes.
18. Montgomery County MUD No. 115 - Residential development in The Woodlands area. Currently 1,314 connections.
19. Montgomery County MUD No. 112 - Residential development in The Woodlands area. Currently 1,343 connections.
20. Montgomery County MUD No. 127 – Residential and commercial development in The Woodlands area. Currently 187 connections.
21. Montgomery County Drainage Ditch No.10 – Storm water and drainage control entity.
22. Pine Village PUD – 600 Connections, multi-use development of Single Family Homes, Townhomes, Apartments and Commercial near U.S. 59 and Beltway 8.
23. Harris County MUD No. 401 – Residential single family development, currently 1,070 homes, located on FM 2920 and Boudreaux Road near Tomball.
24. Harris County MUD No. 58 – Single family, Multi-family, Commercial and Retail development at the intersection of FM 1960 and Kuykendahl Road. Currently 264 connections.
25. Montgomery County MUD No. 24 – Single family residential District on Ford Road east of Porter, Texas. 214 Connections. Water Plant and Wastewater Plant.
26. Montgomery County MUD No. 56 – Single family residential District on FM 1314 just west of Porter, Texas. Water and Wastewater facilities. Currently 319 connections.
27. Spring Creek UD - Single family residential District on Rayford Road and Riley Fuzzel Road in Spring, Texas. 3,534 Connections. Water Plant and Wastewater Plant.
28. Harris County MUD No. 50 – Barrett Station. 1,650 connections. One 0.500 MGD wastewater plant and two water plants.

29. The Gardens Apartments – Multi-family complex near West T.C. Jester Blvd and Ella Blvd. 200 units served by one wastewater plant.
30. Harris County MUD No. 494 – Planned community, 272 large lot homes on Lake Houston, Commercial and Multi-Family.
31. Harris County MUD No. 154 – 2,351 single family residential connections and large commercial connections along I-45 and FM 1960, Spring, Texas.
32. Central Harris County Regional Water Authority – Managing the conversion and distribution of surface water from the City of Houston to 12 MUD Districts in the North Central Houston vicinity.
33. Sequoia Improvement District – 325 single family residential connections and light commercial near the intersection of Beltway 8 and Lee Road.
34. Harris County MUD No. 222 – 1,100 single family residential connections, with multi-family and commercial areas along FM 1960 near US 290.
35. Montgomery County MUD No. 95 – At the intersection of I-45 and SH 242, 2500 proposed single family lots with commercial frontage on 600 acres. Water and wastewater facilities. Currently 562 connections.
36. Harris County MUD No. 215 – Multi-family and commercial District near I-45 and Richey Road. Water plant.
37. Harris County MUD No. 36 – 300 connections, Single family, Multi-family and Commercial near I-45 and Richey Road. Water and wastewater plant.
38. MUD No. 461 – Warehouse Distribution and Office Park located near Beltway 8 and John F. Kennedy Blvd. in Harris County. Currently 31 connections.
39. Northwest Harris County MUD No. 24. Single family and commercial development on Bammel N. Houston Rd and Beltway 8 in Northwest Harris County. Approximately 800 connections.
40. Emergency Services District (ESD) 60 – Water Plant serving emergency services facility on Beltway 8 at John Ralston in Northeast Harris County.
41. Northpark PUD – Commercial and Multi-family District near I-45 and FM 1960 in North Harris County. Water Plant and Wastewater Plant.

42. Montgomery County MUD No. 89 – Single Family development on Rayford Road east of I-45 in Southern Montgomery County. Currently 1,633 connections.
43. Reid Road MUD No. 1 – Single Family development near Beltway 8 and Fallbrook Road. 1.75 MGD wastewater plant. Water Plant with elevated storage. Approximately 1600 connections.
44. Reid Road MUD No. 2 – Single Family development near Beltway 8 and Fallbrook Road. Water Plant. Approximately 920 connections.
45. Harris County MUD No. 104 – Single Family development between Louetta Road and Cypresswood east of Ella Boulevard. 0.5 MGD wastewater plant. Water Plant. Currently 1,483 connections.
46. Harris County WCID 133 – Single Family and Commercial Development on FM 249 and Fallbrook Drive, Houston, Texas. Approximately 1800 Connections. 3.0 MGD Wastewater Plant, Two Water Plants and Elevated storage.
47. Montgomery County MUD No. 88. Single Family residential community on Rayford Road east of I-45 in southern Montgomery County. Wastewater Plant. Currently 639 connections.
48. White Oak Water Supply Corporation - Single family, Multi-family, Commercial and Retail development. Currently 350 connections.
49. Montgomery County MUD No. 113- New residential development in The Woodlands Area. Currently 2,400 connections.

Client List – Katy Office

1. Fort Bend County WC&ID No. 8 – Development on FM 359 near Richmond, Texas. One Water Plant. Approximately 42 connections.
2. Fort Bend County WC&ID No. 3 – Single Family residential development on FM 359 near Richmond, Texas. Two Water Plants. Approximately 250 connections.
3. Fort Bend County MUD No. 145 – Residential and commercial development, approximately 240 connections.
4. Fort Bend County MUD No. 144 – Residential and commercial development.
5. Fort Bend County MUD No. 19 – 181 single family connections adjacent to the City of Richmond. City water and sewer service.

6. Fort Bend County WCID No. 2 - Operations of a 3.0 MGD Membrane surface water treatment facility
7. Fort Bend MUD No. 5 – Single Family residential development in the Pleak community south of Rosenberg, Texas. 3,000 acres for future development. Approximately 250 connections.
8. Fort Bend County MUD No. 34 – Single Family and Multi-Family development near FM 1093 and SH 99. 1.0 MGD Wastewater Plant. Water Plant. Approximately 980 connections.
9. Fort Bend County MUD No. 141 – Single Family development on FM 521 south of SH 6. Water Plant. 3000 ultimate connections.
10. Fort Bend County MUD No. 41 – Single Family development in the New Territory Master Planned Community on US 90-A near SH 99. Approximately 1200 connections.
11. Harris County MUD No. 432 – Residential development in Katy area. Currently 102 connections.
12. Harris County MUD No. 65 (Williamsburg Parish) 1,100 connections.
13. Harris County MUD No. 64 (Williamsburg Hamlet) 1,290 connections, 1 water treatment plant
14. West Harris County MUD No. 2 (Williamsburg Colony) 1,246 connections, 1 water treatment plant
15. West Harris County MUD No. 5 – Residential development in Katy area, currently has approximately 222 connections
16. West Harris County MUD No. 14 – 950 residential development, shared water and sewer facilities.
17. West Harris County MUD No. 15 – 250 connections: commercial / residential.
Shared water and sewer facilities.
Williamsburg Regional Sewage Authority - Major Facility. 3.0 MGD regional wastewater treatment facility.
18. Tower Oak Bend WSC – 125 connection in developed single family residential subdivision.
19. Brazoria County MUD No. 25 – 760 residential connections, commercial and multi-family development in Brazoria County.

20. Harris County MUD No. 130 (Copperbrook and Hanover) – 590 Connections, multi-use development of single family, multi-family, commercial and industrial sites near the Jersey Village area of northwest Houston.
21. Harris County MUD No. 144 – Single Family residential development in West Houston in the FM 529 and Barker Cypress vicinity. Also includes apartments and light commercial. One Water Plant. Approximately 800 connections.
22. Harris County MUD No. 158 – Single Family residential development in West Houston in the Eldridge Road and Bellaire Blvd. vicinity. Also includes townhomes and light commercial. Lift Station and pump stations. Approximately 2,165 connections.
23. Harris County MUD No. 105 – Single Family residential and commercial development in the Katy vicinity near Fry Road and FM 529. Water Plant, Wastewater Plant and Lift Stations. (Major Facility) Approximately 2,300 connections.
24. Brazoria County MUD No. 29 – Single Family residential development located on SH 288. 760 Connections. 2 water plants – 1 wastewater plant.
25. Northwest Harris County MUD No. 12 – Single Family residential development located on Fry Road in West Harris County. Water Plant. Approximately 760 connections.
26. Harris County MUD No. 364 – Single Family residential development north of U.S. 290 at Barker Cypress Road. Water Plant. Approximately 1,800 connections.
27. Harris County MUD No. 61 – Single Family residential development near Mason Road north of I-10. Water Plant. Approximately 620 connections.
28. Harris County MUD No. 62 – Single Family, Commercial and Multi-Family development near Mason Road north of I-10. Approximately 220 connections.
29. Harris County MUD No. 136 – Single Family development on Clay Road east of Barker Cypress. Water Plant. Approximately 1300 connections.
30. City of Arcola, Texas – Contract Operations of 0.5 MGD wastewater plant and collection system. Billing and collection services. Approximately 250 connections.

Section 2.3

Vendor List

Vendor	Type of Vendor	Primary Contact	Phone
Backflow Services A	Backflow		
GCS Backflow Services Inc.	Backflow		(281) 895-7875
Cla-Val	CHCRWA		(713) 540-4524
DXI	Chemicals		(281) 457-4848
Leslie's Poolmart, Inc	Chemicals	Amy Harrison	(602) 366-3999
LiquiTech, Inc	Chemicals		
NAPCO Chemical Company, Inc.	Chemicals	Jud Rodriguez	(281) 651-6800
Purify (Poolsure)	Chemicals		(800) 858-7665
Fred's Concrete Contractors LLC	Concrete		(832) 330-1519
National Trench Safety	Construction	Maria Bennett	(832) 200-0988
R & A Road Boring LLC	Construction		(281) 590-1516
Tackle Construction Co., Inc.	Construction		(281) 391-3232
4REFUEL US, LLC	Diesel Fuel		(844) 473-3835
Oil Purification Specialists, Inc.	Diesel Fuel		(936) 273-5529
Sun Coast Resources, Inc	Diesel Fuel		(713) 844-9600
Imperial Fencing	Fence		(832) 641-9096
Southland Fence & Supply Co	Fence		(281) 355-0707
Texas Fence & Iron Co.	Fence		(281) 955-2050
Cathco	Fire Hydrant	Fran	(281) 578-1426
Texas Hydrant Services	Fire Hydrant		(281) 385-1112
Outfield Enterprises	Grease Traps	Lester Springer	(281) 787-9130
A&B Environmental Services	Lab		(713) 453-6060
Bio-Aquatic Testing, Inc.	Lab		(972) 242-7750
Environmental Laboratory Services	Lab		(281) 530-5656
NWDLS	Lab	Deena McDaniel	(936) 321-6060
Third Coast Environmental	Lab		(713) 780-3730
Water Utility Services, Inc.	Lab	Steve G	(281) 290-0704
Accurate Utility Supply, LLC	Materials	Dayne Burson	(281) 391-8100
Buffalo Seal and Gasket Company	Materials		(713) 694-9003
Fastenal	Materials		(281) 292-6895
Gulf Coast Materials, Inc.	Materials		(713) 882-6958
MDN Enterprises	Materials		(281) 354-9621
Morrison Supply Company	Materials	Rebecca	(713) 865-7770
Ditch Witch of Houston	Rentals		(713) 462-8866
Mickie Service Company	Rentals		(713) 682-7454
Sunbelt Rentals	Rentals		(713) 462-4662

Total Rental Center	Rentals		(281) 821-2682
United Rentals	Rentals		(713) 292-1723
Accurate Meter & Backflow	Service	Caleb Burson	(281) 391-8100
All American Mechanical	Service		(281) 440-8852
All-Pump & Equip. Co.	Service		(713) 868-1434
Alsay Incorporated	Service		(281) 444-6960
AUC Group	Service		(713) 983-3255
CFI Services, Inc.	Service		(281) 353-0663
Chlorinator Maintenance Co., Inc.	Service		(713) 472-1201
Enviro Services	Service		(281) 723-6256
G&S Environmental Services	Service		(281) 447-9911
G-M Inspection Services, Inc.	Service	Gary McMurrey	(281) 894-8971
Hildrebrandt's Water Wells	Service		(281) 350-3168
Kennedy Contracting Inc.	Service	Kevin Kennedy	(281) 356-8555
Lake Pro, Inc.	Service		(281) 391-3688
Moore's Tank Construction	Service	Eddie Moore	(936) 967-4606
Mud Instruments	Service		(281) 421-1864
NTS	Service		(713) 991-9800
Pinnacle Pumping Services LLC	Service		(936) 321-7700
Preventive Services, LP	Service	Kevin Cullins	
Pumps of Houston, Inc.	Service		(281) 448-1352
R & C Joy Inc.	Service		(281) 858-5988
SAMCO Leak Detection Services, Inc.	Service		(512) 263-7043
Seaback Maintenance, Inc.	Service	Greg	(713) 398-6356
Source Point Solutions, LLC.	Service	MARK MOORE	(281) 370-9135
Southern Flowmeter, Inc.	Service		(281) 997-5544
STP	Service	Jerry Kocian	(713) 672-1447
Superior Tank	Service		(281) 342-0750
Water Works Construction	Service	Jon Twilla	(281) 355-6333
Worldwide Power Products	Service		(713) 434-2300
BMI - Biosolids Management	Sludge	Chad Minter	(281) 585-2817
Magna Flow Environmental, Inc.	Sludge		(281) 448-8585
McNorton Dewatering, Inc.	Sludge		(281) 432-2097
Trinity Wastewater Solutions Company	Sludge		(281) 541-2222
Alpha Lawn Care & Sprinkler Systems	Sod/Yard	Joe E. Castro	(281) 435-2380
Champions Hydro-Lawn, Inc.	Sod/Yard		(281) 445-2614
I.M.S. Landscape Services, Inc.	Sod/Yard		(281) 351-5202
Jon Monroe Landscape	Sod/Yard		(281) 351-7992
Texas Mowing & Landscaping	Sod/Yard		(713) 705-4574

Section 2.4

Experience and Background of Assigned Management Personnel

Lonnie & Beth Wright – Owners

Beth and I started Municipal Operations & Consulting in early 2002. I am a second generation in the operations business. I spent many years working at S & W Water Maintenance, Inc. I graduated from Texas A & M University in 1988 with a BBA in Business Management. Beth directly oversees the accounts payables as well as the client billing for all of our clients as well as a host of other areas within MOC.

Since 2002 our business has experienced exponential growth beyond anything we ever imagined. The first year we were in business we opened up a second office in the Katy area to serve our clients and potential clients on the west side of town.

I personally am the Board rep for several of our clients. When we have a new client I commit to being the Board rep for the first 12 months of the new contract. This allows me to stay heavily involved during the transition stage and ensure that all of our clients expectations and concerns are met.

Beth and I have surrounded ourselves with key individuals that have helped us build this business and implement the ideas and values that have been the core of our business since we began.

Municipal Operations & Consulting, Inc. currently serves some 100 plus clients in the Harris, Montgomery, Fort Bend and Brazoria counties in the greater Houston area. We stay closely tied to the day-to-day operations and issues that go on with our business.

Municipal Operations and Consulting has put together a team of people that are capable of handling all of the requirements of your District. We are ready to meet the local, state and federal requirements that are required, and equally important, we are focused on meeting the Board of Director's expectations and standards that you have come to expect when a privately owned Operations Company is taking care of your District.

Scott Shelnett – Board Representative/Area Supervisor

Here at Municipal Operations & Consulting, Inc. I've been blessed to have joined the team in June 2009. I bring a diversified degree of experience and knowledge in the Municipal Utility District industry with over 30 years of experience in the water & wastewater industry. Experience includes hands-on field proficiency in utility construction, repairs, operations, water production, wastewater treatment, regulatory compliance and reporting, utility planning, managing, directorship in municipal operations, and managing MOC's backflow and cross connection program.

My career started in the Greater Houston Metropolitan area surveying for local engineering firms. Surveying included boundary surveys, aerial panels, street paving, underground utilities, including water and wastewater plants construction, and utility infrastructure inspections. Afterwards, I moved into utility repairs and maintenance, plant operations and treatment, customer service, to managing, and regulatory compliance. Consequently, I became an elected Water Board of Director, HOA Board member, AWBD water smart committee member, an elected Board member on the Sam Houston Water Utility Association and I serve on the Scholarship Committee.

My portfolio includes a wide array of experience in water operations from ground water production to a 120 MGD surface water purification facility, wastewater treatment includes minor to major facilities up to 5 MGD, rehabilitation in collection and distribution systems of all shapes and sizes, managing MUD's to City of Houston contracts. My professional qualifications include:

Certifications:

- ✓ Class "A" TCEQ certified in Water operations
- ✓ Class "A" TCEQ certified in Wastewater operations
- ✓ Double "A" TWUA Club Member
- ✓ Certified TCEQ "Customer Service Inspector"
- ✓ Certified "Backflow Prevention Assembly Tester" with TCEQ
- ✓ Backflow Prevention Tester with the City of Houston Cross Connection Control Dept.

Experience and Recognitions:

- ✓ Operations Manager for the Forest Cove M.U.D. and liaison to the City of Houston Public Works Depts.
- ✓ Operations Manager for the Port of Houston, Halliburton, Cameron Iron Works, and Compaq facilities
- ✓ Company M.U.D. Board Representative submitting detailed monthly reports
- ✓ 13 years as an elected MUD Board of Director for Harris County MUD 43
- ✓ 11 years as an appointed alternate Board of Director for a TJPB Regional Wastewater Treatment facility
- ✓ Currently serving as an elected MUD Board of Director for Spring West MUD in Harris County
- ✓ Recognized by the City of Houston Department of Public Works Depts. for outstanding performance and accomplishments in 2002
- ✓ AWBD Water Smart Committee Member

John Taylor – Board Representative/Operations Manager/TCEQ Instructor

Personal Profile

- Organized time manager; astute; detail-oriented
- Reliable leader; assumes ownership of responsibility
- Excellent written and oral communication; good listener
- Enthusiastic teacher, fast learner
- Pleasant demeanor, perceptive, easily establishes trust and rapport
- Broad-minded and open to change, tolerant and flexible
- Superior work ethic: diligent, available, loyal and punctual

Certifications/Licensure

- T.C.E.Q. Class “A” Wastewater Treatment Operator License Number WW0051815
- T.C.E.Q. Class “A” Surface Water Treatment Operator License Number WO0035581
- T.C.E.Q. Customer Service Inspector License Number CI0009758
- T.C.E.Q. Certified Course Instructor

Education

Master of Business Administration, Southwest University, Kenner, LA, 2008

- Graduated with High Honors
- Member of Southwest University Honor Society

Bachelor of Science, Sam Houston State University, Huntsville, TX, 1997

Experience

Operations Manager/Supervisor/Consultant/Operator
Municipal Operations and Consulting, Inc., Spring, TX
April 2013 - present

- Instruct TEEEX courses and assist employees in acquisition of T.C.E.Q. licensing.
- Represent the company at M.U.D. Board Meetings.
- Supervise, manage, and operate numerous municipal utility districts.
- Ensure all districts meet or exceed permit and regulatory requirements.
- Supervise supervisors, operators and, utility personnel promoting quality performance and ensuring adherence to company policies.
- Interview prospective employees, process new hire paperwork, and oversee disciplinary action up to and including terminations.
- Consultant to other districts as needed.

Wastewater Treatment Course Vocational Instructor

Coastal Bend College, Department of Justice, FBOP, Three Rivers, TX
February 2012 - February 2013

- Instructed students in difficult aspects of wastewater treatment and water utility math
- Assisted in the revision of course curriculum and syllabi so that they followed the new texts more closely
- Revised filing system so that it paralleled the policies of the FBOP

- Graded course assignments, recorded grades, and calculated semester averages
- Created course manuals, lessons, and exams for various classes

Surface Water Treatment Operator
 Texas Parks and Wildlife, Calliham, TX
May 2011 – February 2012

- Operated and maintained all aspects of a surface water treatment plant and park distribution system
- Duties included process control, sample collection, meter calibration, laboratory analysis, general plant maintenance, and distribution system maintenance
- Initiated and completed several major improvement projects in and around the plant
- Consistently exceeded water quality standards set by the TCEQ
- Tutored other employees in their preparation for the TCEQ state exam

Treatment Plant Operator
 Department of Justice, FBOP, Three Rivers, TX
February 2009 - February 2013

- Operated and maintained all aspects of a .3MGD activated sludge wastewater treatment plant
- Duties included process control, sewage treatment, sludge processing, sample collection, laboratory analysis, and plant maintenance.
- Consistently exceeded the TCEQ permit requirements and management goals

Owner/General Manager
 Taylor Powersports, Angleton, TX
March 2000 – October 2008

- Franchise dealer selling new and pre-owned motorcycles, ATV's, parts, accessories and services
- Sold to customers via in-store contact, telephone sales and online sales
- Managed all aspects of dealership including staff, budget, finance, training, licensing, and customer satisfaction.
- Trained and managed all employees to achieve significant improvements in their productivity.
- Delivered oral and written presentations to employees regarding sales forecasts and to banks and investors regarding financial statements.

Process Operator
 Equistar Chemical, Wadsworth, TX
June 1998 – September 2002

- Produced polyethylene through thermal and catalytic polymerization
- Controlled process manually and via SCADA
- Held a lead operator position during a multi-million-dollar expansion
- Trained other operators while bringing the expansion online

- Member of the plant fire brigade, confined space rescue team, and an emergency medical technician.
- Member of the plant fire brigade, confined space rescue team, and an emergency medical technician.

Parole Officer

Texas Department of Criminal Justice – Parole Division, Austin, TX

January 1997 – June 1998

- Trained and Supervised offenders after their release from prison via the parole divisions DRC (Day Resource Center)
- Ensured offenders' adherence to the law while assisting in their reintegration into society
- Made referrals and recommendations to needed programs such as Mental Health/Mental Retardation and Substance Abuse counseling
- Operated as a Super-Intensive Supervision Parole (SISP) Surveillance office, conducting contact visits in the office, at the offender's home, and in the Community.

Correctional Officer

Texas Department of Criminal Justice – Institutional Division, Huntsville, TX

April 1994 – January 1997

- Maintained custody and control of inmate population
- Worked Administrative Segregation at the Eastham Unit and general population at the Wynne Unit
- Supervised the “Prison for A Day” program, exposing young probation violators to the prison environment through a controlled “shock treatment”
- Promoted to Parole Officer after college graduation

Organizations/Volunteer Activities

- Texas Water Utilities Association
- Living Water International
- National M.S. Society - MS150
- Avon 39.3 Walk for the Cure

Keith E. Arrant– Board Representative/Compliance

Upon graduating from Colorado Christian University in 2010 with a Bachelors in Business Administration and Marketing I returned to Texas to work for an oil and gas contractor. During my time in the oil in gas industry I spent the majority of my time working on a forty-seven-mile HDPE pipeline intended to address water needs throughout the production area. Additionally, I assisted in managing the daily activities of two crews that installed Fiberspar spoolable pipe from well heads to Central Production Facilities.

In June of 2011, I was hired by Municipal Operations and Consulting, Inc. My experience and responsibilities have grown to include the following:

- TCEQ “B” Groundwater License
- TCEQ “B” Wastewater License
- Manage a portfolio of 16 Municipal Utility Districts
- Work alongside Board of Directors and Consultants in District Management
- Manage all permitting and reporting to Water Authorities and Subsidence Districts
- Manage insurance claims on behalf of all clients
- Perform in depth rate analysis, evaluations and recommendations
- Worked with City of Houston and the City of Conroe on wholesale water supply agreements for current clients

Since beginning with Municipal Operations and Consulting, I have become aware of the fact that each Municipal Utility District typically carries with it its own unique challenges. I have learned that in order to best manage and work through these challenges, alongside Directors and Consultants, it requires personal attention and communication. I intend to work diligently at becoming aware of the make-up of your District and paying it the attention that is expected within the operations community.

Mike Williams - Board Representative/Area Supervisor

Most recently I have been responsible for the operations of two major water districts with a total connection count of over 5,000 connections. Both of these districts have major wastewater facilities and multiple water treatment facilities. I am responsible for coordinating operations, repairs and maintenance at all of the facilities as well as overseeing the maintenance activities within the Districts.

Before coming to work for Municipal Operations & Consulting, Inc., I worked for American Water Services (formerly Azurix North America, formerly S & W Water Maintenance, Inc.). While there, I was responsible for Operations in Rayford Road MUD and Hunters Glen MUD.

Both of the Districts listed above have received a “Superior Rating” from the State of Texas.

My recent duties included:

- ✓ Interaction with the District’s Consultants
- ✓ Security assessments of facilities
- ✓ Municipal Utility District (MUD) board representative for 10 MUD’s.
- ✓ Supervision of repairs and maintenance
- ✓ All aspects of Customer Care and Customer Service

TCEQ Certifications:

- ✓ “C” Groundwater
- ✓ “B” Wastewater

I am looking forward to continuing to provide you with quality service.

Section 2.5

Proposed District Manager/Board Rep and Accompanying Staff

Both Keith Arrant and Mike Williams are the proposed Board Representatives for The City of Hilshire Village. Both Keith and Mike oversee several Districts near The City of Hilshire Village. Mike would absorb The City of Hilshire Village into his emergency response area as well. Additional information about both Keith and Mike is provided in Section 2.4 above.

Mike is the proposed area manager for The City of Hilshire Village. Mike is a Double B operator and has extensive experience. He oversees the day to day operations of several Districts minutes from The City of Hilshire Village.

Keith and Mike will be joined by Roland Leal and Sam Maldonado. Their licensing information is provided in Section 2.6 below.

Section 2.6

Licensed Operators

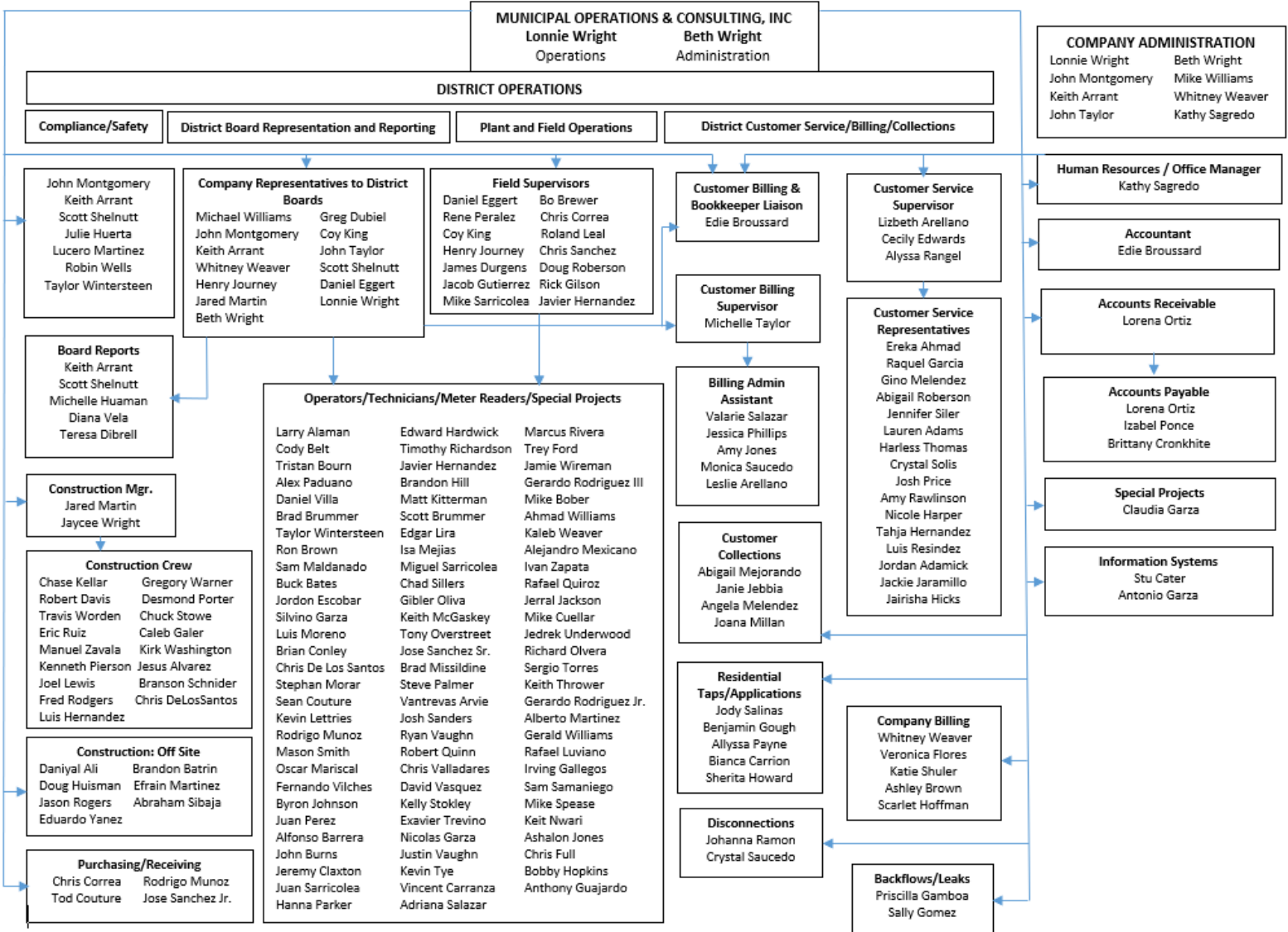
Last Name	First Name	Title	Water Cert	Exp.	Waste Cert	Exp.	Cust Svc Insp.	Exp.	Backflow Prev. Ass. Tester	Exp.	Landscape Irrigator	Exp.
Wright	Lonnie	O'WNER	WG0009156	C	10/18/22	W'W0027245	B	08/18/22				
Montgomery	John	COMPLIANCE OFFICER	W'00005831	A	10/21/24	W'W0004154	A	12/22/23	CI0005480	03/08/24	BP0019743	07/31/23
Williams	Mike	MANAGER - KATY	WG0015304	B	01/31/23	W'W0055059	B	01/31/23				
Arrant	Keith	MANAGER - OAK RIDGE	WG0016261	B	02/13/23	W'W0056553	B	02/13/23				
Taylor	John	MANAGER - OAK RIDGE	W'00035581	A	12/11/23	W'W0051815	A	01/21/24	CI0003758	10/05/24		
KATY OFFICE												
Arvic	Vantrevas	OPERATOR - KATY	W'00046741	D	03/22/23	W'W0067485	D	06/16/24	CI0011433	07/30/24		
Brunner	Brad	OPERATOR - KATY	WG0016500	C	04/14/23	W'W0069235	A	05/16/25				
Brunner	Scott	OPERATOR - KATY	W'00043784	A	05/30/25	W'W0058805	A	03/25/24				
Couture	Sean	OPERATOR - KATY	WG0018790	C	05/05/24	W'W0067471	C	06/03/24	CI0011567	07/30/24		
De Los Santos	Chris	SUPERVISOR - KATY	WG0017987	B	07/08/22	W'W0063143	B	07/12/24	CI0010560	07/17/24		
Durgenz	James	SUPERVISOR - KATY	WG0017762	B	08/08/22	W'W0061603	B	02/15/25	CI0010311	03/23/23		
Gallegos	Irving	OPERATOR - KATY	WG0046148	D	08/13/23	W'W0065903	D	12/17/23				
Gutierrez	Jacob	SUPERVISOR - KATY	WG0017749	B	03/23/25	W'W0060159	B	07/13/24	CI0008353	03/05/24		
Hernandez	Javier	OPERATOR - KATY	WG0017093	C	04/16/24	W'W0067861	B	10/27/24	CI0010962	04/17/25		
Johnson	Byron	OPERATOR - KATY	W'00045416	D	12/12/22							
Kitterman	Matt	OPERATOR - KATY	WG0018057	C	01/16/25	W'W0070129	B	05/27/25	CI0011389	12/10/23		
Leal	Roland	SUPERVISOR - KATY	WG0008876	C	02/24/23	W'W0067640	B	07/02/24				
Lee	Hojin	OPERATOR - KATY	WG0009526	C	05/24/23	W'W0026525	C	04/01/25				
Luviano	Rafael	OPERATOR - KATY	W'00047773	D	05/13/24	W'W0067481	D	06/03/24				
Maldonado	Sam	OPERATOR - KATY	WG0017319	C	07/18/24	W'W0067647	B	06/30/24				
Mariscal	Oscar	OPERATOR - KATY	W'00046073	D	10/23/23	W'W0066897	D	03/26/24				
Moreno	Luis	OPERATOR - KATY	WG0018353	C	10/28/23							
Martinez	Alberto	OPERATOR - KATY	W'00046149	D	03/04/23	W'W0065872	D	12/03/23				
Mcgaskey	Keith	OPERATOR - KATY	WG0018788	B	03/31/24	W'W0052548	B	02/05/24				
Mejias	Iza	OPERATOR - KATY	WG0018593	C	12/18/23	W'W0066938	C	05/14/24				
Oliva	Gilber	SUPERVISOR - KATY	WG0018399	B	07/17/23	W'W0064237	B	03/04/23	CI0010690	08/17/24		
Overstreet	Tony	OPERATOR - KATY	WG0017425	B	03/21/24	W'W0052846	B	03/12/24	CI0003756	03/16/24		
Quiroz	Rafael	OPERATOR - KATY	W'00043600	D	03/11/25	W'W0062751	D	12/13/22				
Ruiz	Eric	CONSTRUCTION-KATY	W'00047924	D	06/04/24	W'W0067577	D	07/03/24				
Samaniego	Sam	OPERATOR - KATY	WG0018816	C	07/13/24	W'W0030178	C	03/15/23				
Sanchez	Chris	OPERATOR - KATY	WG0018082	B	08/07/24	W'W0059670	B	08/02/24	CI0010564	08/03/24		
Stowe	Chuck	MAINTENANCE - KATY	W'00044050	D	03/01/25	W'W0062697	D	05/06/25				
Torres	Sergio	OPERATOR - KATY	WG0017076	C	04/13/24	W'W0065686	C	07/13/24				
Vazquez	David	OPERATOR - KATY	W'0004776	D	07/30/24							
Vilchis	Fernando	OPERATOR - KATY	W'00045263	D	12/11/22							
Valladares	Chris	OPERATOR - KATY	W'00046074	D	10/23/23	W'W0066061	D	05/03/24				
Williams	Ahmad	OPERATOR - KATY	WG0018379	B	03/04/24	W'W0051648	B	02/03/24	CI0011774	12/16/24		
OAK RIDGE OFFICE												
Alaman	Larry	OPERATOR - OAK RIDGE				W'W0065250	D	10/21/22	CI0010797	03/11/22		
Bates	Buck	CONSTRUCTION - OAK RIDGE	W'00013179	C	09/13/22	W'W0059668	B	02/20/24	CI0010770	03/05/24		
Belt	Cody	OPERATOR - OAK RIDGE	WG0018796	B	03/07/24	W'W0049912	B	10/21/22	CI0010797	03/11/22		
Bober	Mike	OPERATOR - OAK RIDGE	WG0018698	C	06/30/24	W'W0068335	C	05/06/25	CI0011289	03/03/23		
Brewer	Bo	SUPERVISOR - OAK RIDGE	WG0015260	B	11/10/23	W'W0051916	B	10/13/23	CI0003751	02/11/24		
Brown	Ron	OPERATOR - OAK RIDGE	WG0015346	C	03/26/24	W'W0058970	C	11/30/23				
Butler	Michael	OPERATOR - OAK RIDGE	WG0017673	B	06/27/22	W'W0061491	B	01/17/25				

Licensed Operators - Continued

Conley	Brian	OPERATOR - OAK RIDGE	WG0019311	C	07/25/24	W/W0053041	B	07/30/24	CI0009786	08/01/24				
Correa	Chris	SUPERVISOR - OAK RIDGE	WG0018171	B	02/28/23	W/W0063198	B	02/28/23	CI0010651	12/06/22				
Cuellar	Mike	OPERATOR - OAK RIDGE	W00044792	D	10/02/22	W/W0063591	D	01/09/23	CI0011371	10/23/23				
Dubiel	Greg	MANAGER-OAK RIDGE	WG0001487	B	08/31/22	W/W0017751	B	04/24/23						
Eggert	Daniel	SUPERVISOR - OAK RIDGE	WG0007942	B	03/29/23	W/W0007378	B	01/11/23	CI0004034	03/29/23	BP0012014	03/17/21	LI0007868	03/31/21
Escobar	Jordan	OPERATOR - OAK RIDGE	WG0018125	C	03/13/23	W/W0066246	C	02/10/24	CI0010933	02/26/23				
Ford	Traybeon	OPERATOR - OAK RIDGE	WG0017456	C	10/19/24	W/W0059266	B	11/20/23	CI0010953	04/12/25				
Full	Chris	CONSTRUCTION - OAK RIDGE	WG0017714	C	06/21/25	W/W0063821	CI	05/17/25						
Garza	Antonio	INFORMATION SYSTEMS	W00046114	D	07/30/23	W/W0064696	D	03/12/23	CI0011312	08/17/23				
Gilson	Rick	SUPERVISOR - OAK RIDGE	WG0017531	B	01/13/23	W/W0052431	B	12/08/23	CI0009771	05/29/24				
Hardwick	Ed	OPERATOR - OAK RIDGE	WG0005755	C	08/07/24	W/W0027834	B	01/13/23						
Hill	Brandon	OPERATOR - OAK RIDGE	WG0017804	C	06/13/22	W/W0050753	C	12/05/22						
Journey	Henry	SUPERVISOR - OAK RIDGE	WG0015228	B	02/18/24	W/W0052300	B	06/10/24	CI0008614	07/15/23				
Kebodeaux	Kirk	FACILITY INSPECTOR	W00001283	A	05/18/24	W/W0015397	A	12/22/23	CI0008250	01/24/25	BP0014182	09/18/23		
King	Coy	SUPERVISOR - OAK RIDGE	WG0003856	B	12/11/23	W/W0006336	B	02/08/23						
Lettrics	Kevin	OPERATOR - OAK RIDGE	W/W0045262	D	11/03/22									
Lira	Edgar	OPERATOR - OAK RIDGE	WG0018912	C	03/09/25	W/W0067356	C	05/18/25	CI0011266	03/13/23				
Longoria	Edward	OPERATOR - OAK RIDGE	W00041343	D	03/29/25	W/W0067348	D	03/23/25						
Misildine	Brad	OPERATOR - OAK RIDGE	WG0012797	B	05/26/25	W/W0027481	B	10/08/22	CI0004627	07/19/22				
Padusano	Alex	OPERATOR - OAK RIDGE	W00044251	D	04/10/25	W/W0062843	D	08/29/22	CI0011268	11/18/23				
Palmer	Steven	OPERATOR - OAK RIDGE				W/W0045675	D	11/22/23						
Peralez	Rene	SUPERVISOR - OAK RIDGE	W00040025	A	02/20/23	W/W0056326	A	10/31/23	CI0009757	06/22/24	BP0019630	02/24/23		
Quinn	Robert	VALVE SURVEY SUPERVISOR	W00046903	D	12/08/23	W/W0068028	D	09/07/24						
Richardson	Tim	OPERATOR - OAK RIDGE	W00044385	D	06/19/22	W/W0064721	D	03/06/23						
Rivera	Marcus	OPERATOR - OAK RIDGE	WG0017503	C	01/25/25	W/W0062191	C	03/29/25						
Roberson	Doug	SUPERVISOR - OAK RIDGE	WG0017426	C	10/26/24	W/W0062230	C	03/23/25	CI0011253	02/19/23				
Roberts	Rich	OPERATOR - OAK RIDGE	W00047440	D	03/24/24	W/W0066759	D	03/26/24						
Rodriguez III	Gerardo	OPERATOR - OAK RIDGE				W/W0064076	D	03/05/23						
Sala	Trevor	OPERATOR - OAK RIDGE	W00046174	D	01/08/24	W/W0066425	D	02/08/24						
Sanchez	Jose	OPERATOR - OAK RIDGE	W00046176	D	09/29/23	W/W0032469	B	09/21/24						
Sanders	Josh	OPERATOR - OAK RIDGE	W/W0047647	D	05/10/24									
Sarricolea	Miguel	SUPERVISOR - OAK RIDGE	WG0018863	B	05/19/24	W/W0061807	A	03/21/25	CI0010573	08/14/24				
Shelnett	Scott	OPERATOR - OAK RIDGE	W00014214	A	06/28/23	W/W0016611	A	09/15/23	CI0003972	09/26/23	BP0007631	04/01/23		
Sillers	Chadwick	OPERATOR - OAK RIDGE	W00030564	A	01/19/24	W/W0045469	A	09/18/24						
Thrower	Keith	OPERATOR - OAK RIDGE	WG0015996	C	05/20/25	W/W0056036	C	10/25/22	CI0009775	03/17/24				
Underwood	Jedrek	OPERATOR - OAK RIDGE	WG0017406	C	10/19/24	W/W0062270	B	03/21/25	CI0010942	04/12/25				
Vaughan	Ryan	SAFETY COORDINATOR	WG0019431	C	04/11/25	W/W0069699	C	04/04/25	CI0011866	03/28/25				
Villa	Daniel	OPERATOR - OAK RIDGE	WG0017409	C	03/19/25	W/W0061010	C	04/04/25	CI0010562	02/22/25				
Weaver	Kaleb	OPERATOR - OAK RIDGE	WG0017984	C	08/26/22	W/W0063714	C	12/06/22						
Williams	Gerald	ELECTRICAL TECHNICIAN	WG0019309	C	01/19/25	W/W0069057	C	01/19/25	CI0011775	01/19/25				
Wireman	Jamie	OPERATOR - OAK RIDGE	WG0017079	C	03/27/24	W/W0059767	C	04/04/24						
Wintersteen	Taylor	CONFORMANCE - OAK RIDGE	W00042696	A	01/25/25	W/W0066459	A	04/06/24	CI0009601	02/23/24	BP0020775	10/27/24		
Zapata	Ivan	OPERATOR - OAK RIDGE	WG0013829	C	06/27/24	W/W0050044	B	05/20/23						

Section 2.7

Organizational Chart



Section 3.0

Technical Proposal

- 3.1 – Customer Service/Call Center Experience
- 3.2 – Regulatory Compliance
- 3.3 – Standard Operating Procedure for Emergency Management of District
- 3.4 – Procedures for Following Operations and Maintenance (O&M) Manuals
- 3.5 – Standard Process for Reporting Work Orders
- 3.6 – Subcontractor and Mark-up Invoices

Section 3.1

Customer Service/Call Center Experience

Municipal Operations and Consulting, Inc. has 24 friendly, courteous, live representatives available to answer any and all customer service inquiries. We have 3 live dedicated phone operators that will direct each individual call to the correct department and or live Customer Service Representative in our call center.

Our office hours are 8:00AM thru 5:00PM Monday through Friday. We also have two locations available to all our customers. However, we realize not all customers can conduct their business between our business hours. We also have a live after-hours service available. The answering service will take a message in regards to the call and then dispatch based on priority to one of our after-hours representatives who are available Monday thru Friday from 5:00PM-10:00PM. After 10:00PM Monday thru Friday, and on Saturday and Sunday the answering service dispatches all emergency calls to our on-call operator who will assist the customer as necessary.

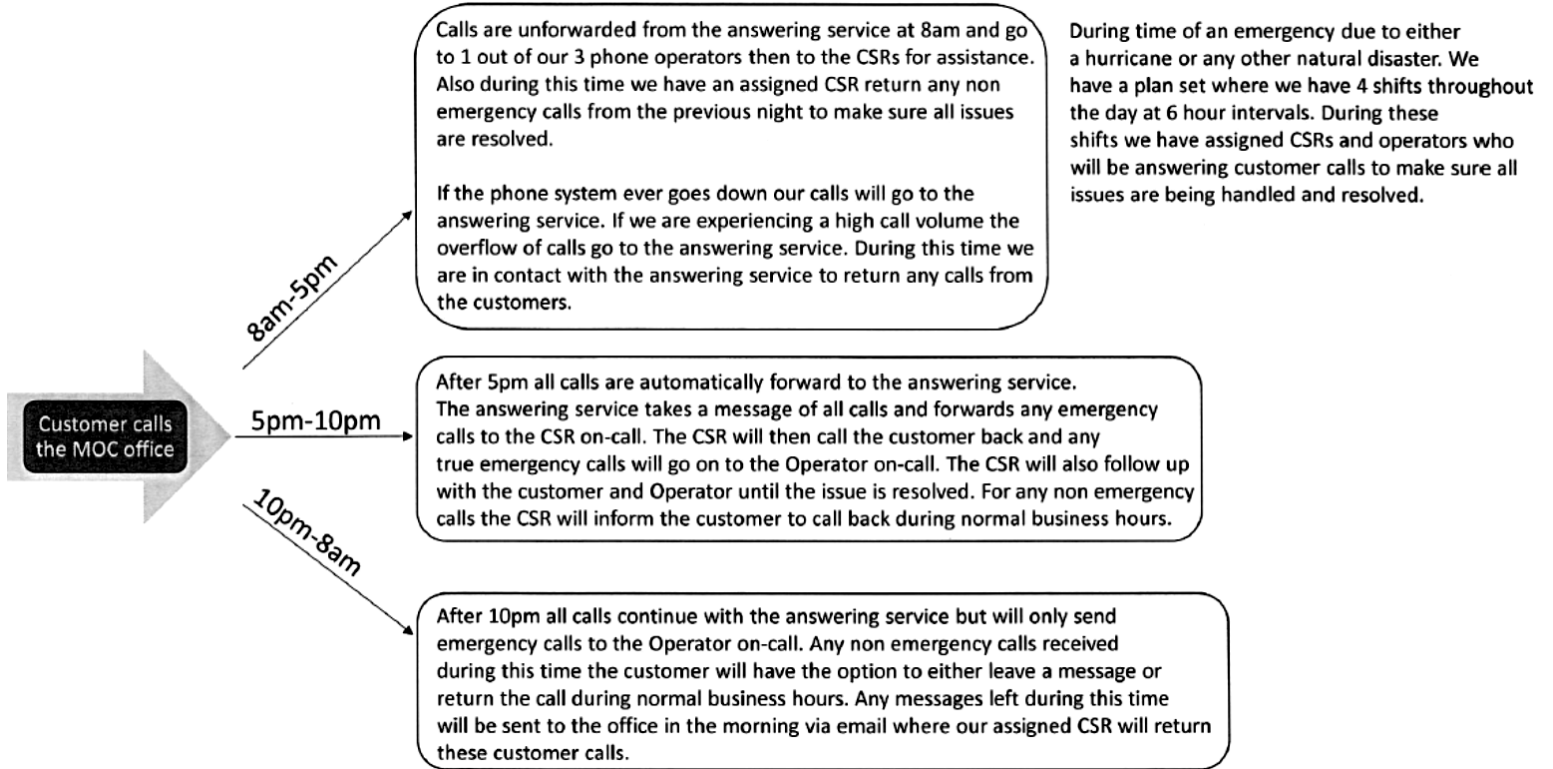
In our call center we have Bilingual (English and Spanish) representatives available for our customer's convenience. We have 23 lines available for incoming and outgoing customer calls. Our main office number takes care of all of our customer's needs. All of our trained Customer Service Representatives are able to assist our customers with any and all information needed, such as, but not limited to: billing, service inquiries, reporting leaks, sewer back up's or odors complaints, processing payments, etc.

Our Customer Service Operations is led by Kathy Sagredo, Office Manager, 17 years of experience, Lizbeth Arellano, Customer Service Supervisor, 18 years of experience, Cecily Edwards, Customer Service Supervisor, 11 years of experience, and Abigail Mejorado, Customer Service Supervisor, 10 years of experience.

At MOC, we use the Starnik Billing Program for our customers. Our dedicated Customer Service Representatives have extended experience and are very knowledgeable on working and maneuvering through the Starnik program. From adding customer notes, updating customer information, and reading customer usage history, we have the training and tools necessary to provide our customers to provide excellent service.

Our Billing Department takes great pride in providing excellent customer service. The Billing Department works alongside our in-house meter reading team to make sure that all districts are read in a timely manner. Using our meter readers report generated through our billing software we make sure that all accounts, residential and commercial, all have correct information before closeout. We close the districts when they are due to make sure the bills go out to our customers on time.

Customer Service/Call Center Flow Chart



Section 3.2

Regulatory Compliance

Regulatory compliance is not a department at MOC. Regulatory compliance is the culture of our company and it is performed at every level. From facility operations all the way to the construction crews and our CSR's everyone is involved in Regulatory Compliance.

John Montgomery heads up compliance for MOC. John is one of the most respected Compliance experts in the water utility industry in the area. He has excellent working relationships with local and state regulators. They know and respect the fact that John is truthful, diligent, and hard-nosed regarding compliance issues. John's credentials and direct staff follow.

MOC takes daily compliance of our managed facilities seriously, we employed a dedicated operator whose only job is to review facilities and create reports detailing all areas of note. This operator, Kirk Kebodeaux, holds a Class A Water Treatment Operator license, a Class A Wastewater Treatment Operator license, a Customer Service Inspector license, and a Backflow Protection Assembly Tester license through the TCEQ. His resume is included below, as is a sample report generated after his inspection. These reports are reviewed by managers and discussed with operators before being filed in the operator's employee file. They are also considered during the operator's performance review. The owners of MOC also review each of these reports as well. A recent inspection report is included beginning on page 30.

John Montgomery – Regulatory Compliance/ Board Representative

Currently, I manage all water and wastewater regulatory compliance for Municipal Operations and Consulting, Inc. and have since the inception of the company.

My most recent position was as the City Manager/Public Works Director for the City of Llano, Texas. My primary responsibility was overseeing the 3.3 MGD conventional surface water plant. This plant received water from the Llano River that has seen a daily fluctuation in turbidity from 2 NTU to 2000 NTU. The plant utilized a fully automated SCADA system, which was integrated to operate level controls, turbidity monitors, chlorine analyzers and filter systems.

Prior employment includes: General Manager for Sunbelt Freshwater Supply District of Harris County, Water and Wastewater Supervisor with The City of College Station, and Plant Operations Supervisor for Eco Resources. Duties included:

- Managed seven ground water treatment plants and six activated sludge plants.
- Maintained pump stations, distribution systems and collection systems.
- Operated 10 MGD wastewater treatment plants.
- Operated five different surface water plants on the Highland Lakes in and around Austin, Texas.

I have extensive experience with SCADA systems and remote monitoring systems for plant operations. I am qualified to perform numerous plant inspections on all types of water and wastewater plant construction.

My certifications and awards include:

- “A” license in wastewater in the State of Texas
- “A” license in water in the State of Texas
- “A” license in customer service in the State of Texas
- Licensed Customer Service Inspector in the State of Texas
- Double “A” Club Member
- Certified Flood Plain Manager in the State of Texas
- 1996 Region VI EPA Public Drinking Water Excellence Award, COCS.
- 1997 Region VI EPA Wellhead Protection Award, COCS.
- 1997 TWUA Community Improvement Award, Galveston County
- 1999 Dickinson Citizen of the Year (North Galveston County Chamber of Commerce)

2007 Chamber of Commerce Citizen Excellence Award Operator Qualifications

Taylor Wintersteen – Regulatory Compliance

Water and Wastewater Compliance Coordinator

Professional with eleven plus years of experience in the water utility field. Decisive, strategic, and performance driven with strengths in environmental policy, data analysis and compliance program implementation. Established track record of maintaining current compliance requirements while putting into practice new federal, state, and local mandates. Advanced problem-solving skills with proven ability to clarify and resolve complicated issues and situations. Well Acquainted with various types of clients in the water utility industry including Municipal Utility Districts, Investor-Owned Utility, Public Owned Utility and Government operated utilities like the City of Houston.

Expertise areas include:

Federal and State Mandated Reporting	Electronic Data Management and Organization	Water and Wastewater System Operation
Rate Order and Contract Analysis	Development and Implementation of Policy	Employee Training and Coaching
Strong ability to multi-task in fast-paced environment	Problem Resolution and Decision-Making	Laboratory Data Assessment
Environmental Compliance Audit	Project Management and Development	Philomath
Cross-Connection Control Program	Risk Evaluation and Mitigation	Client Focus

PROFESSIONAL EXPERIENCE

Municipal Operations and Consulting Inc., Oak Ridge North, Texas 2018 – Present

Water Utility District Management, Operation and Consulting

Compliance Officer – Environmental Compliance Team

Selected accomplishments:

Working with a compliance team to create and implement AWIA Risk and Resiliency Assessments for municipalities. Automating compliance tasks and reports with a focus in electronic data management and bulk data upload. Creating an extensive compliance data base, simplifying the state audits process. I work closely with engineers on design projects and specialized reports required by the TCEQ. Designing and modifying industrial rate orders to better protect the collection system and WWTP. Piloting the Net Bio program that is used for annual sludge reporting to the EPA. Moving closer to paperless reporting and operations. Performing a 5-year water loss audit on over 100 municipalities. I am a consistent resource to operators and supervisors in the company.

- Monthly Discharge Monitoring Reports to the EPA
- Managing the Company’s sludge program
- Onsite inspections of the facilities
- Resolving and preventing TCEQ Violations
- Administrative manager for the electronic operation log system Bird Nest for the company
- Preparing reports and presentations for board reports
- Participating in and organizing Water Smart events
- Creating personal and team goals to ensure compliance in operations and record management
- Designing compliance schedules for the area supervisors to follow
- Scheduling water and wastewater sampling
- Working with Bookkeepers on billing formulas for industrial pretreatment program
- Maintaining Sanitary Sewer Overflow program
- Annual water use survey
- Quarterly Disinfection Reports
- Storm Water Sampling and SWPPP implementation
- Continuing the hazardous pollution control program for Harris County
- Subsidence District Reporting
- Aiding in the implementation of the Cross Control Program for commercial customers
- Develop strong relationships with clients by providing precise and timely services
- Provide support for internal and external audits.
- Putting all district facilities on the critical load list for local power companies
- Creating site monitoring plans, standard operating procedures, and emergency response plans
- Perform other job-related duties as assigned or apparent

Aggregate Water Utility Services, The Woodlands, Texas, 77380 2010 – Present
Private Operations and Consulting Company

Compliance Coordinator & Consultant

Selected accomplishments:

I started with this Company when I started in the industry as an operator and as I progressed through my career, I transitioned into a consulting capacity for the past 9 years. I have helped them acquire new clients and grow as a company. Through them I have consulted with companies like Enterprise Refinery, City of Tomball, City of Houston, and various privately owned water systems in Harris and Montgomery County. I have helped triple the annual revenue of the company in the past three years.

- Asset Management
- Create cross connection control programs
- Obtain new clients and negotiate contracts
- Manage and oversee special projects in district
- Aid in compliance reporting
- Outsourced to various companies to aid in bringing them into compliance
- Resolving TCEQ Violations for clients

TNG Utility, Spring, Texas, 77388 2017 – 2018
Private Operations and Consulting Company
Lead Operator

- Operator of several MUD districts in Montgomery County
- Training of new operators
- Running Customer Service Inspection Department

San Jacinto River Authority, The Woodlands, Texas, 77380 2015 – 2017
Private Operations and Consulting Company
Operations and Maintenance

- Operator of 2 WWTP rated for 7.8 MGD and one rated for .6 MGD
- Training of new operators
- Assisting Water operations of the production wells throughout The Woodlands

Southwest Water Company, Magnolia Office, Texas, 77354 2013 – 2015
Investor-Owned Utility Company
Field Technician and Operator

- Operated and maintained water and wastewater systems throughout Willis, Magnolia, and Baytown Texas
- Ran the sewer line jetting preventative maintenance program

North Water District Laboratory Services, The Woodlands, Texas, 77385 2012 – 2013
Water and Wastewater Laboratory
Field Technician

- Sampled a weekly route of 100+ facilities around Harris and Montgomery County
- Consulted with operators on lab sample data
- Trained technicians on sample protocol for grease traps and wastewater systems

CERTIFICATION:

A Wastewater Operator License
A Water Operator License
Backflow Prevention Assembly Tester License
Customer Service Inspector License
OSHA 30 License

Kirk Kebodeaux – Regulatory Compliance/Facility Inspector

Ability Summary

Hard working team player understands water system operations, employee management, customer service, and safety.

Employment History

- 2022-Present **Municipal Operations & Consulting** – Oak Ridge North, TX
Facility Inspector
Conducts pre-inspection surveys of plants
- 2015-2021 **Southwest Water Company** - Sugar Land, TX
Area Manager
Oversaw water and wastewater operations in multiple locations.
- 2008-2015 **City of Athens** – Athens, TX
Utility Superintendent
Oversaw water, wastewater, and line maintenance departments.
- 2004-2008 **Insurance Services Office** – Jersey City, NJ
Field Representative
Graded fire suppression capabilities of communities.
- 2000-2004 **City of Star Harbor** – Star Harbor, TX
Operations Manager
Oversaw operation of water and wastewater systems and golf course.
- 1991-2000 **Jefferson County WCID #10** – Nederland, TX
Chief Operator
Operated surface water system and wastewater system. Inspected plumbing.

Occupational Licenses

- Class A Water License
- Class A Wastewater License
- Customer Service Inspector License
- Backflow Prevention Assembly Tester License

Education

Lamar University at Beaumont
Studied Environmental Science
University of Texas at Austin
Studied Engineering

HC WCID 113 Wastewater Facility Inspection



Facility Supervisor: Scott Shelnett
Facility Operator: Doug Roberson
Facility Inspector: Kirk Kebodeaux

Positive

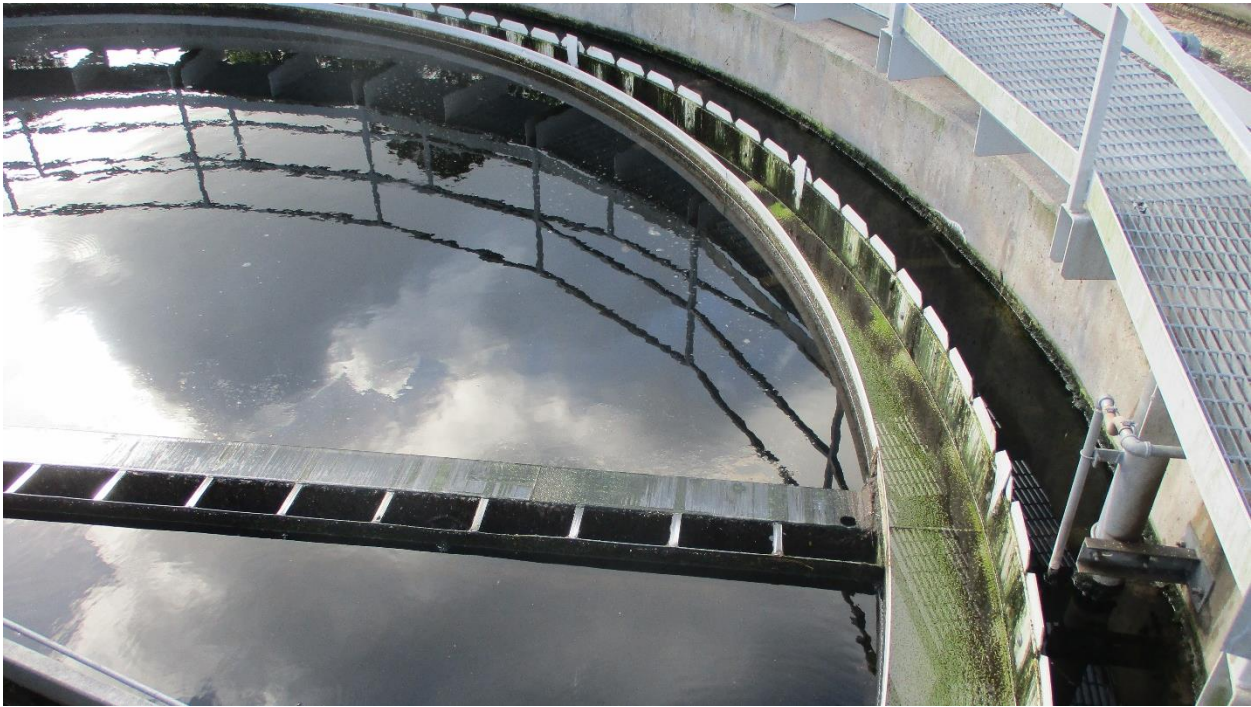
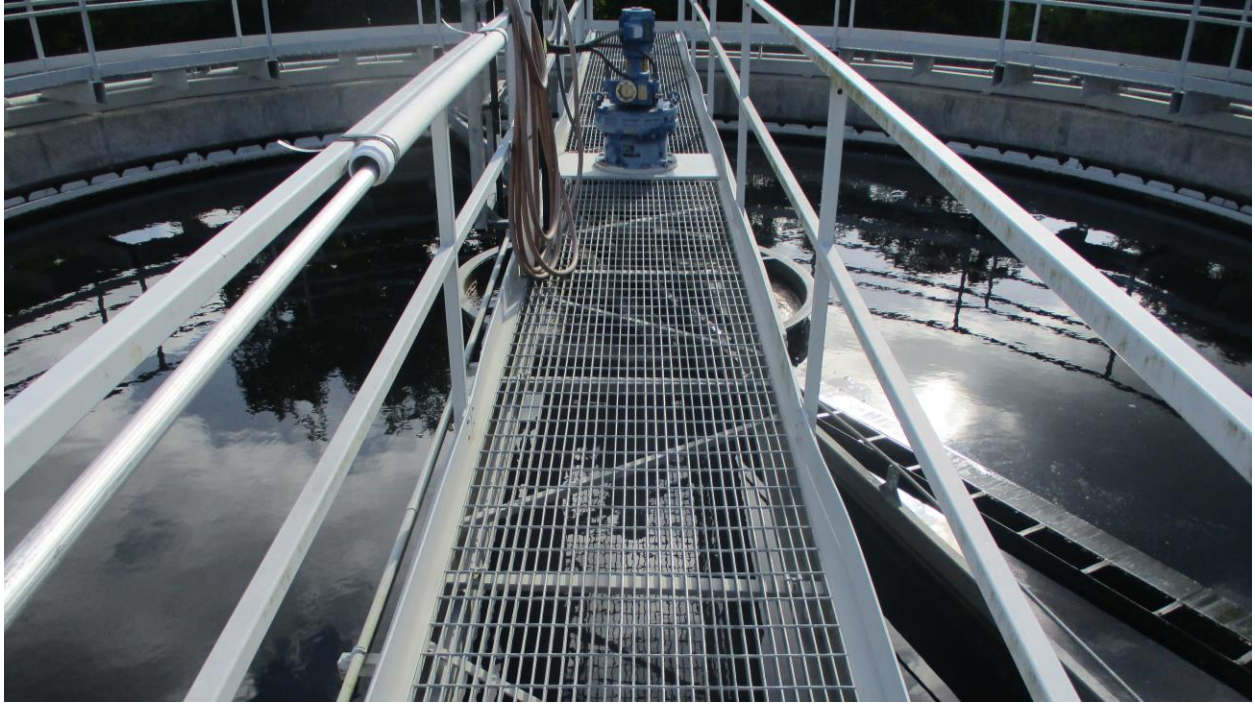
- Effluent is clear
- Sludge blanket at 1'
- Ammonia levels < .5
- Settable solids are at 35%
- Clarifier is brushed
- Generator has been tested
- Fuel tank for generator is full
- Blowers have been maintained
- Fence line is clear of growth
- No trash at facility
- Backflow device tested and up to date
- Cl2 levels are good

Negative

- Some debris on top of lift station; cleaning has been scheduled
- Blower and yard piping in need of painting (Engineer)
- Stilling well in center of clarifier had some debris



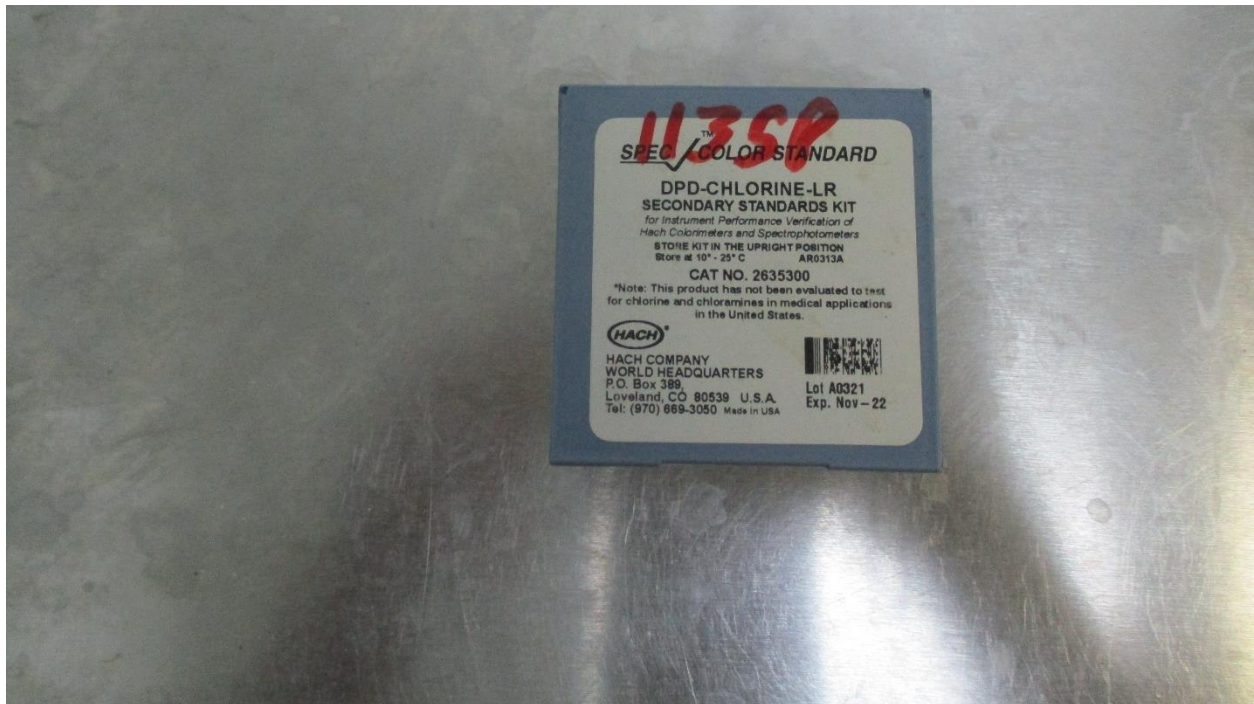
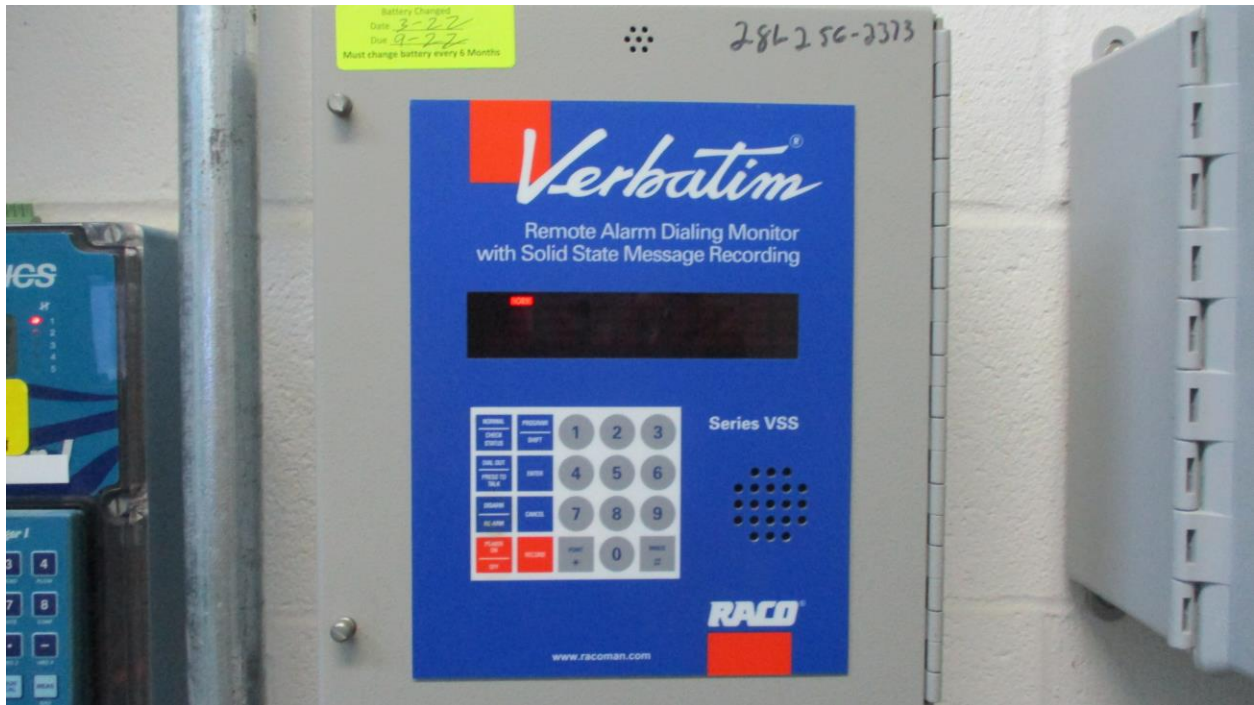












Compliance Investigation History

Facility compliance inspections are considered the “report card” from the TCEQ for each of our facilities. These inspections are our “report cards” to the Boards on the conditions of their facilities, we take these very seriously and strive to keep every facility inspection ready.

In the last 12 months, we’ve received 8 letters of full compliance from the TCEQ on the wastewater side and 9 letters of full compliance for our drinking water systems

In the past 5 years we’ve had two Districts sent into enforcement by the TCEQ: one was on a drinking water system related to lead and copper constituents and the second was on a wastewater facility related to a single weather event. We worked diligently to get both of these matters back into compliance and both were quickly resolved.

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janecka, *Commissioner*
Toby Baker, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

May 20, 2022

Mr. Vince Deangelis
President
Harris County Municipal Utility District 364
2929 Allen Parkway, Suite 3450
Houston, Texas 77019-7120

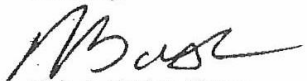
Re: General Compliance Letter for Modified Comprehensive Compliance Investigation at:
Harris County MUD 364, 13610 Telge Road, Cypress, Harris County, Texas
Regulated Entity No.: 103163457, TCEQ ID No.: 1013132, Investigation ID No.: 1765884

Dear Mr. Deangelis:

On November 3, 2021, Ms. Josephine Garcia and Ms. Nicole Gentry of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply. No violations are being alleged as a result of the investigation; however, please see the enclosed Additional Issue. At this time, your public water supply continues to merit recognition as a Superior system.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Ms. Garcia in the Houston Region Office at (713) 767-3776.

Sincerely,


Nichole Batista Nunes
Water Section Team Leader
Houston Region Office

NBN/JG/es

cc: Harris County Public Health and Environmental Services
101 South Richey Street, Suite G, Pasadena, Texas 77506-1023

Mr. John Montgomery, Compliance Coordinator, Municipal Operations and Consulting,
Inc., 27316 Spectrum Way, Conroe, Texas 77385-2100

Enclosure: Summary of Investigation Findings

TCEQ Region 12 • 5425 Polk St., Ste. H • Houston, Texas 77023-1452 • 713-767-3500 • Fax 713-767-3520

Austin Headquarters: 512-239-1000 • tceq.texas.gov • How is our customer service? tceq.texas.gov/customer survey
printed on recycled paper

Section 3.3

Standard Operating Procedure for Emergency Management of District

MOC has a Disaster Response Plan in place that is updated annually and consists of every District and the placement of every employee. MOC sets itself apart in their Disaster Response because we do not wait for the disaster to hit, we are in place hours before the disaster, so if it floods or if moving around is difficult, we already have boots on the ground prepared to handle any issues. During reported upcoming natural disasters, emergency procedures are covered in meetings with office staff and field staff.

In addition to having a well-defined Disaster Response Plan for field personnel, we recognize the need of having a similar plan that will allow our regular Customer Service Representatives to receive calls from customers to provided necessary information related to the public water/sanitary sewer systems as well as dispatching requested service work that will inevitably arise during an emergency. Instead of forwarding calls to our answering service during an emergency, our office staff is assigned to three different teams that answer calls 24 hours per day until the emergency has ended. MOC also has a 300-kw generator with auto transfer switch and 500 gallons reserve fuel on site at the Oak Ridge office. The generator allows our office staff to assist customers when there are power outages in the area along with keeping ourselves running. We have all experienced the frustration of needing immediate help during an emergency from various utility providers and have worked diligently to establish a plan that allows for customers voice their needs to a knowledgeable Customer Service Representative expeditiously and to have the requested work routed to field staff assigned to given area.

Example Portion of Disaster Response

MAIN CONTACT PERSONNEL	DISTRICT(S)	PERSON(S) RESPONSIBLE	NOTES	PREDISASTER PREPARATION	POST DISASTER PLANS
James Durgens	FB5	Sam S	1. I/C with City of Rosenberg at Band Rd.. and Amber Point Rd closest one to meter vault	1. Fill Generators 2. Check Chemical supply	1. Monitor System pressure 2. Monitor Lift Stations wet well levels
James Durgens	FB141	Keith M Fernando	1. I/C with City of Arcola is being installed.	1. Check Chemical supply	1. Monitor System pressure 2. Monitor Lift Stations wet well levels
James Durgens	ARCOLA	Keith M Fernando	1. District supplied by EDP Fresh Water 1 2. I/C with FB141	1. Fill Generators 2. Check Chemical supply	1. Monitor Lift Stations wet well levels.
James Durgens	BC25	James D. Fernando **Crane truck**	1. Portable generator at WP1 2. I/C with BC39 on Kirby Dr, south of Southfork Parkway. 3. I/C with BC 6 at Gas Station with Lift station number 2, Operator SIEnviro	1. Fill Generators 2. Check Chemical supply	1. Monitor System pressure 2. Monitor Lift Stations wet well levels
James Durgens	BC29	Ahmad	1. I/C with BC21 and County Rd 48 and West Port Rd. SIEnviro	1. Fill Generators 2. Check Chemical supply	1. Monitor System pressure 2. Monitor Lift Stations wet well levels

Section 3.4

Procedures for Following Operations and Maintenance ("O&M") Manuals and MOC's Philosophy and Approach to System Management, Operation & Maintenance

MOC uses a work order software called Adjutant. This software allows MOC to create a task and assign it to any field employee instantly. Each field employee has a tablet in which they can create, view, and complete all assigned tasks. As tasks are completed, anyone in the company can see that it is complete, what was done and read any notes associated with the job. All field work is done in this way from daily tasks such as inspections and preventive maintenance to emergency jobs such as main breaks and sewer backups.

Adjutant also allows MOC to create reoccurring tasks that are automatically created on a specific time frame. There are numerous options for the desired creation of the task including weekly, monthly, quarterly, annually, day of week, day of the month, first Monday of each month, third Wednesday of each month, etc. Usually, the reoccurring tasks are made for numerous years so that the preventive maintenance is completed as required without having to reference the O&M manuals often.

For instance, if an O&M manual specifies a schedule of blower bearing greasing of every 90 days, using a specific type of grease, an automatically reoccurring task can be created that will generate every 90 days. In this case, every 90 days for the next 5 years, for instance, a "Sewer Plant Maintenance" task would be automatically generated, and the notes would explain to grease all blower bearings with the specified type of grease. The operator would see the task on his tablet, would grease the blower bearings, and then complete the task by inputting his time and any additional notes. The same is done for annual GST and HPT external inspections and internal inspections every 5 years.

Section 3.5

Standard Procedure for Reporting Work Orders

MOC uses, Adjutant, a cloud-based work order system, that allows field technicians and office staff to work hand-in-hand to provide quality and quick response to our customers and consultants.

Our field staff is able to create and close work orders, in the field, with detailed description of work completed, meter reads, materials used and labor and equipment needed for the job. All field technicians and operators are provided with tablets to keep track of daily work orders.

Adjutant allows custom reporting from creation of a work order through final invoice of the work order. Our staff will be able to assist any consultants, or board members, with required materials regarding open and closed work orders.

Section 4.0

Liability Insurance Certification

4.1 – Certificate of Insurance

Section 4.1



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
2/1/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Arthur J. Gallagher & Co. 1900 West Loop South, Suite 1600 Houston TX 77027	CONTACT NAME: PHONE (A/C, No, Ext): 713-623-2330 FAX (A/C, No): E-MAIL: ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
INSURED Municipal Operations & Consulting, Inc. 27316 Spectrum Way Oak Ridge, TX 77385	MUNIOPE-01 INSURER A: Philadelphia Indemnity Insurance Company NAIC # 18058 INSURER B: AmTrust Insurance Company NAIC # 15954 INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** 3668509 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:		PHPK2286630	6/16/2021	6/16/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 Pollution \$ 1,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		PHPK2286630	6/16/2021	6/16/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		PHUB771935	6/16/2021	6/16/2022	EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ 4,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	KWC1275338	1/10/2022	1/10/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Certificate Holder is an Additional Insured as respects Package, Auto & Excess policies, pursuant to and subject to the policy's terms, definitions, conditions and exclusions.
 Waiver of Subrogation applies to certificate holder, as respects Package, Auto, Workers' Compensation & Excess policies pursuant to and subject to the policy's terms, definitions, conditions and exclusions.
 30 day notice of cancellation applies except for non payment of premium which is 10 days notice.
 Certificate Holder is Named as an Additional Insured with a Waiver of Subrogation in their favor and coverage is primary and non-Contributory as designated in the contract, written agreement and or permit with regards to General Liability, Auto Liability and Excess Liability.

CERTIFICATE HOLDER For Insurance Verification Only	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
--	--

Section 5.0

Sample Documents

- 5.1 – Sample Board Report
- 5.2 – Sample 1295 Form
- 5.3 – Sample Bill to District
- 5.4 – Sample Water Bill

Section 5.1

Sample Operations Report

MUNICIPAL OPERATIONS & CONSULTING, INC.
 27316 Spectrum Way
 Oak Ridge, Texas 77385
 (281) 367-5511

MONTHLY OPERATIONS REPORT FOR HARRIS COUNTY MUD No. 26

April, 2022

Water / Sewer	Penalty	Garbage	Misc.	RWA	Insp.	Sewer Sur.	Tap fee	TOTAL
\$179,485.07	\$9,087.50	\$57,910.42	\$17,098.78	\$121,061.44	\$1,655.00	\$4,169.69	\$0.00	\$390,467.90

Total Connections: 4,530
 Vacant: 58

WATER - billing cycle

03/15/22 - 04/14/22

Gallons pumped from Well No. 1:	4,789,000
Gallons pumped from Well No. 2:	624,000
Gallons pumped from Well No. 3:	29,349,000
Total Pumpage:	34,762,000
Total amount billed out:	28,007,000
Hunter Glen I/C	0
Loss-leaks/flushing:	4,200,000
Pumped versus accounted water:	93%
Pumped versus accounted water annual average:	93%
Meter leaks repaired in district:	0
Service line leaks repaired in district:	16
Fire hydrants repaired:	0

HGCSO - monthly cycle

Permit number:	142966, 142967, 142968
Permitted withdrawal	400,000,000
April withdrawal	34,872,000
YTD - withdrawal	236,070,000
Amount remaining	163,930,000
RWA pumpage fee	\$148,206.00

Uncollectable Accounts-		Penalty Revenue-	
Month -	\$1,682.02	Month -	\$9,087.50
YTD Total	\$7,587.64	YTD Total	\$ 36,588.50

	# Taken	Results
Bacteriological samples:	16	Good

WASTEWATER TREATMENT PLANT AND LIFT STATIONS

TPDES Permit Number:	WQ0011406001		
Permit expiration date:	May 9, 2023		
Average daily flow	805,433	Permitted daily flow	1,500,000 gal.per day
Average CBOD	2.6	Permitted CBOD	10 mg/l
Average Total Suspended Solids	2.53	Permitted Total Suspended Solids	15 mg/l
Average Ammonia Nitrogen	0.115		3 mg/l
Average PH	6.83	Permitted PH	6.00 - 9.00 STD UNIT
Aluminum	0.0182	Permitted Aluminum	5.00 mg/l
Maximum Chlorine Residual	3.87	Permitted Chlorine Maximum	4.0 mg/l
Minimum Chlorine Residual	2.27	Permitted Chlorine Minimum	1.0 mg/l
Average Dissolved Oxygen	6.17	Permitted Dissolved Oxygen	4.0 mg/l
E. coli	1	Permitted E. coli	63.0 mpn/100 ml
Rainfall	1.0"		

Wastewater Treatment plant is currently operating at 54% of the permitted capacity
 Annual Average as of March 2022 is 61%

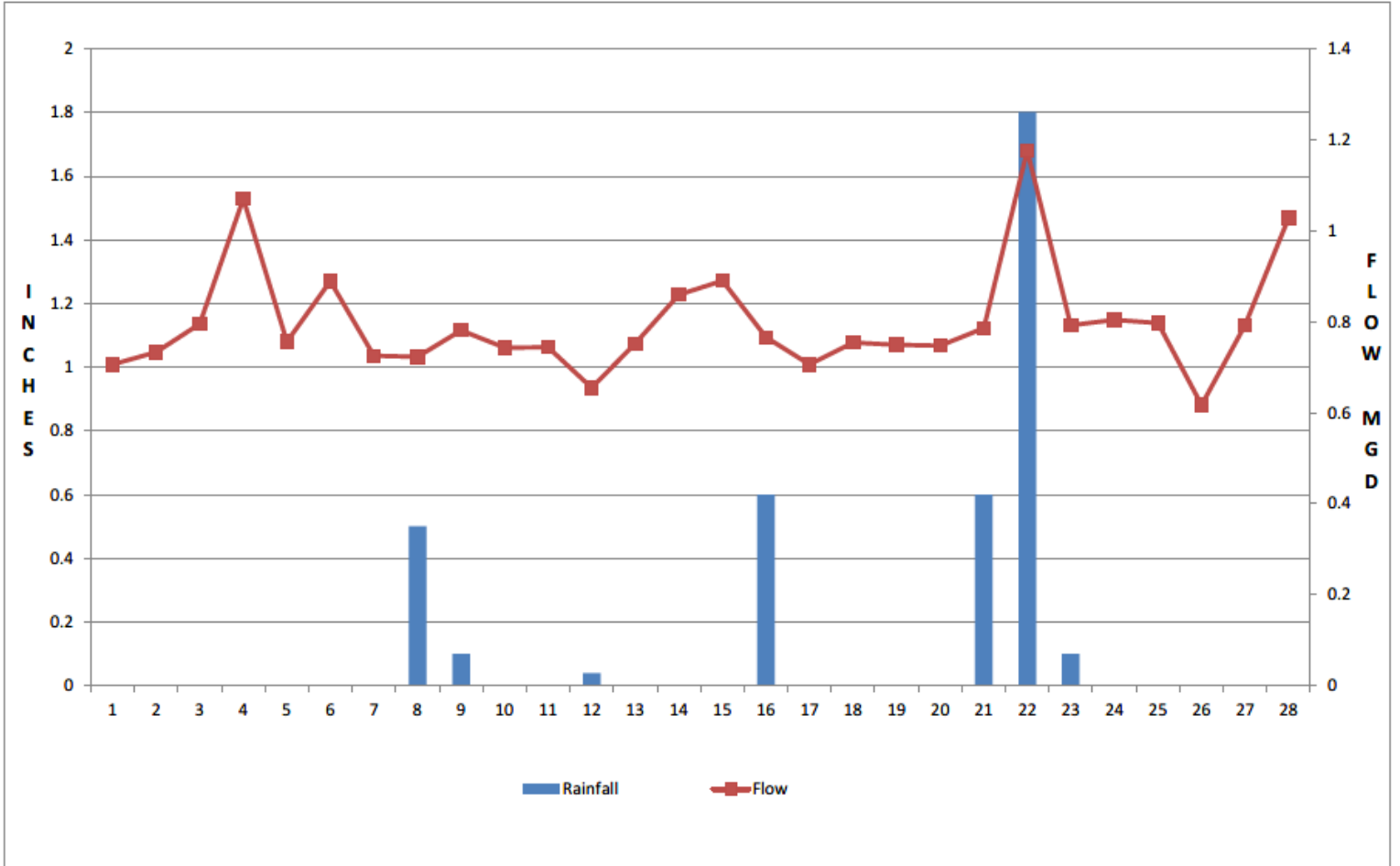
TAP AND CONNECTION COUNT

	Y.T.D.	
Total New Tap Connections for Res. Homes	0	0
Total New Tap Connections for Sprinklers	0	0
Total New Connections for Commercial	0	0
Total New Connections for Commercial (Old Secs)	0	0
Total New Connections for Lift Station/WWTP	0	0
Total New Connections for Civic Assoc.	0	0
Tap Credits	0	0
Total Connections	4,530	0
Total connection count for Republic Waste	4,355	

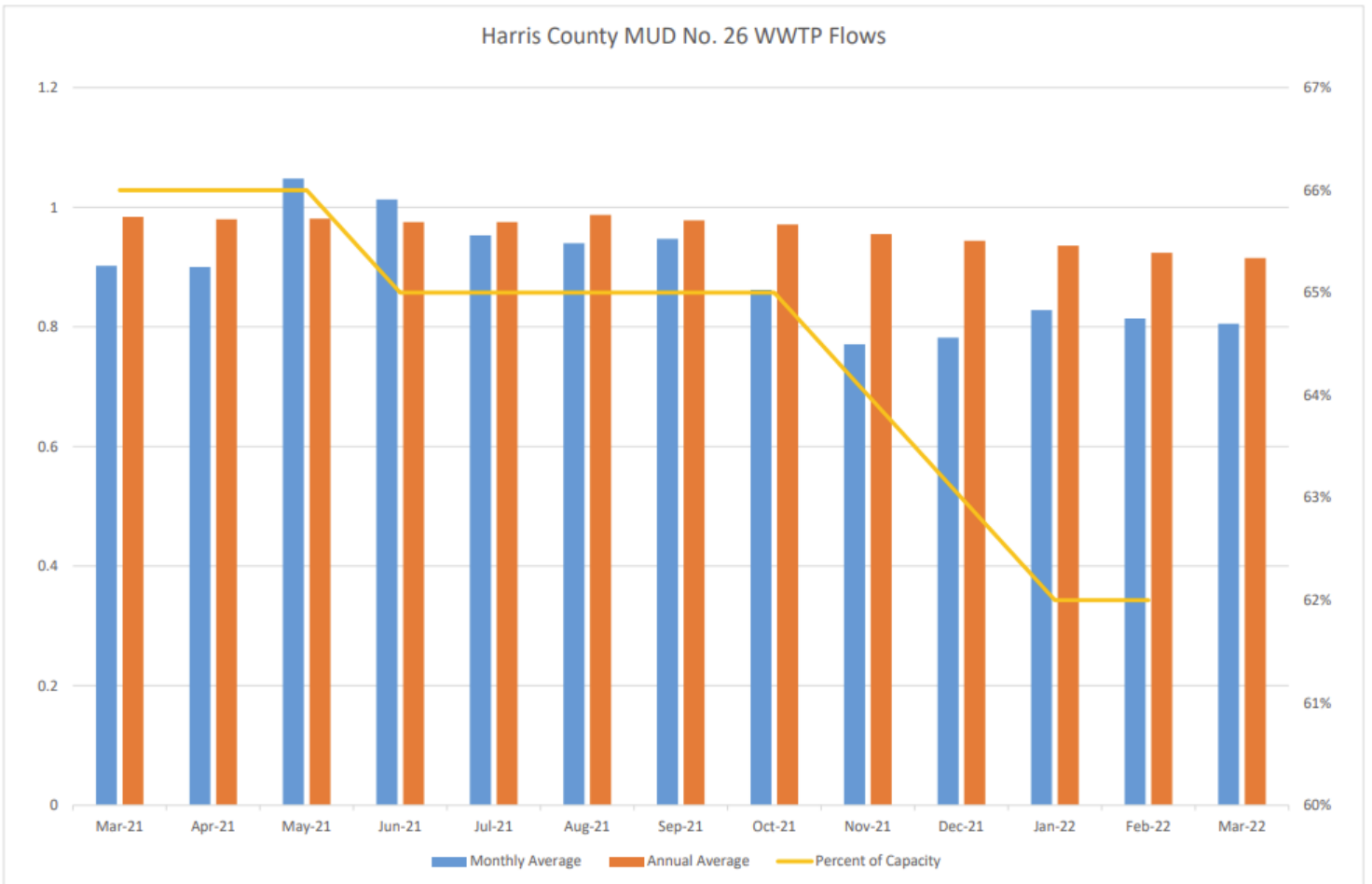
SEWER SURCHARGE C = (Q/1,000) [(\$0.45 (BOD - 200) + \$0.48 (SS - 200) + \$2.34 (NH3N - 25) + \$0.11 (G-100)) * 8.34

Customer	Account No.	November	December	January	February	March	April	BOD	SS	NH3N	O & G	Usage x 1000
Jack-in-the-Box	1-01-00045-01	\$ 275.98	\$ 125.61	\$ 131.43	\$ 138.33	\$ 127.14	\$ 125.48	200	200	25	131	17
Sonic Drive-in	1-01-00048-00	\$ 502.74	\$ 273.51	\$ 155.05	\$ 261.23	\$ 490.21	\$ 188.55	698	200	25	100	34
Whataburger	1-01-00053-00	\$ 529.21	\$ 646.13	\$ 1,356.55	\$ 1,272.95	\$ 715.65	\$ 278.55	897	200	25	100	86
McDonald's	1-01-00080-01	\$ 234.79	\$ 320.58	\$ 374.09	\$ 366.18	\$ 366.95	\$ 324.47	2010	612	25	351	23
Donald's Donuts	2-22-22220-00	\$ 166.36	\$ 125.00	\$ 135.74	\$ 167.56	\$ 135.00	\$ 132.99	626	200	25	100	5
Subway Sandwiches	2-22-22221-00	\$ 298.53	\$ 147.76	\$ 139.97	\$ 167.03	\$ 130.20	\$ 133.67	662	200	25	100	5
Little Caesars	2-22-22222-00	\$ 125.00	\$ 127.80	\$ 126.23	\$ 131.23	\$ 126.44	\$ 126.44	434	200	25	100	2
Mo's Barbeque	1-01-00060-00	\$ 477.50	\$ 281.58	\$ 227.40	\$ 154.57	\$ 154.57	\$ 154.57	2170	200	25	100	4
Valero	1-01-00086-01	\$ 771.84	\$ 168.64	\$ 573.18	\$ 306.25	\$ 221.52	\$ 842.43	465	3210	25	100	55
Popeyes	1-01-00061-02	\$ 417.28	\$ 293.34	\$ 260.99	\$ 450.08	\$ 232.58	\$ 200.55	530	200	25	100	61
Starbucks	1-01-00063-01	\$ 466.60	\$ 320.41	\$ 473.04	\$ 593.63	\$ 593.63	\$ 431.68	1830	413	25	100	44
Slim Chicken	1-01-00016-03	\$ 279.92	\$ 132.12	\$ 280.21	\$ 313.33	\$ 185.61	\$ 307.62	1170	200	25	113	50
Palace Inn	1-01-00088-00	\$ 236.34	\$ 194.30	\$ 162.32	\$ 125.00	\$ 140.67	\$ 132.77	230	200	25	100	69
Krispy Kreme	1-01-00074-01	\$ 392.00	\$ 368.69	\$ 373.15	\$ 408.65	\$ 393.11	\$ 226.93	596	328	25	100	51
Scottish Inn & Suites	1-01-98700-00	\$ 356.04	\$ 174.61	\$ 148.64	\$ 142.09	\$ 160.47	\$ 352.08	909	200	25	140	72
7-Eleven	1-01-00065-02	\$ 163.89	\$ 125.00	\$ 152.09	\$ 256.61	\$ 184.11	\$ 186.57	1660	359	25	145	10
Grand Total		\$ 5,694.02	\$ 3,825.08	\$ 5,070.08	\$ 5,254.72	\$ 4,357.86	\$ 4,145.35					

Harris County MUD No. 26 Wastewater Treatment Plant Daily Flow/Rainfall



Harris County MUD No. 26 WWTP Flows




HARRIS COUNT MUD # 26

Uncollectable accounts to be presented at the May, 2022 meeting.

No.	Account No.	Amount	Final Date	Comment	Owner
1)	1-10-01170-02	\$61.37	1/5/2022	Del notice sent, Nvr paid final bill Bal after Dep applied	No
2)	1-04-20235-12	\$342.80	1/14/2022	Del notice sent, C/O non pymt Nvr pd final bill, Bal after Dep applied	No
3)	1-04-00540-03	\$201.34	1/11/2022	Del notice sent, Nvr paid final bill Bal after Dep applied	No
4)	1-03-37025-08	\$160.12	1/5/2022	Del notice sent, Nvr paid final bill Bal after Dep applied	No
5)	1-02-33469-05	238.99	1/12/2022	Del notice sent, C/O non pymt Nvr pd final bill, Bal after Dep applied	No
6)	1-01-84920-09	\$97.00	8/28/2021	Del notice sent, Nvr paid final bill Bal after Dep applied	Yes Used to be owner as of 6/18/21
7)	1-01-51715-02	\$143.61	1/14/2022	Del notice sent, C/O non pymt Nvr pd final bill, Bal after Dep applied	Yes Used to be owner as of 1/19/22
8)	1-01-12030-21	\$218.39	1/14/2022	Del notice sent, C/O non pymt Nvr pd final bill, Bal after Dep applied	No
9)	1-01-05000-08	\$218.40	1/11/2022	Del notice sent, Nvr paid final bill Bal after Dep applied	No
Total		\$1,682.02			

Section 5.2

Sample 1295 Form

CERTIFICATE OF INTERESTED PARTIES		FORM 1295	
		1 of 1	
Complete Nos. 1 - 4 and 6 if there are interested parties. Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.		OFFICE USE ONLY	
1 Name of business entity filing form, and the city, state and country of the business entity's place of business. Municipal Operations & Consulting, Inc. Spring, TX United States		Certificate Number: 2022-898217	
2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed. Timber Lane Utility District		Date Filed: 06/13/2022	
3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract. 2022-042 Request for Proposal		Date Acknowledged:	
4		Nature of interest (check applicable)	
Name of Interested Party	City, State, Country (place of business)	Controlling	Intermediary
Wright, Lonnie	Oak Ridge North, TX United States	X	
Wright, Beverly	Oak Ridge North, TX United States	X	
5 Check only if there is NO Interested Party. <input type="checkbox"/>			
6 UNSWORN DECLARATION			
My name is <u>Lonnie Wright</u> , and my date of birth is <u>9/8/64</u>			
My address is <u>27316 spectrum way</u> , <u>Oak Ridge</u> , <u>Tx</u> , <u>77385</u> , <u>US</u> <small>(street) (city) (state) (zip code) (country)</small>			
I declare under penalty of perjury that the foregoing is true and correct.			
Executed in <u>Montgomery</u> County, State of <u>Texas</u> , on the <u>13</u> day of <u>June</u> , 20 <u>22</u> <small>(month) (year)</small>			
 _____ Signature of authorized agent of contracting business entity <small>(Declarant)</small>			

Section 5.3

Sample Bill to District



27316 Spectrum Way
Oak Ridge, TX 77385
Phone: (281) 367-5511
Fax: (281) 367-5517

1825 N Mason Rd
Katy, TX 77449
Phone: (281) 347-8686

Invoice: IN-10500
District: Harris County MUD 26
Billing Period: APRIL 2022

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
		Operations					
Apr		Residential Connection		4386	\$ 2.50	\$ 10,965.00	\$ 10,965.00
		Multi-Family and Commercial Connections		489	\$ 3.75	\$ 1,833.75	\$ 1,833.75
		Customer Service Agreement		49	\$ 5.00	\$ 245.00	\$ 245.00
		Door Tags		143	\$ 5.00	\$ 715.00	\$ 715.00
		Disconnects/Reconnects for Del Accts		24	\$ 25.00	\$ 600.00	\$ 600.00
		Total Operations				\$14,358.50	
		Administration					
Apr		Postage		1	\$ 2,077.88	\$ 2,077.88	\$ 2,077.88
		Facsimiles		772	\$ 2.00	\$ 1,544.00	\$ 1,544.00
		Photocopies		3172	\$ 0.15	\$ 475.80	\$ 475.80
		One Page Billing Stationary		3660	\$ 0.80	\$ 2,928.00	\$ 2,928.00
		Messenger Service		1	\$ 3.80	\$ 3.80	\$ 3.80
		Record Storage		1	\$ 64.00	\$ 64.00	\$ 64.00
		Paperless Billing		938	\$ 0.80	\$ 750.40	\$ 750.40
		Online Access (Customer access to bill view, bill print & bill pay)		1	\$ 275.00	\$ 275.00	\$ 275.00
Mar		Test call to auto dialer.	Supervisor	2.0	\$ 55.00	\$ 110.00	\$ 110.00
Mar		Per TCEQ compliance, created new district dead end mains inspection points which includes interconnect locations.	Plant Operator Level II	1.0	\$ 51.00	\$ 51.00	\$ 51.00
Mar	8143 Tassel Field Lane 8318 Carmelwood Ln 8523 Old Maple Ln 8611 Pinemill Rd 9010 Snapping Turtle Dr	Closed account for non-payment and created possible write off list.	Clerical	2.5	\$ 55.00	\$ 137.50	\$ 137.50

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
Mar		Prepared delinquent letters to customers.	Clerical	1.0	\$ 55.00	\$ 55.00	\$ 55.00
Mar	20419 Beigewood Ln 20618 Oak Limb Lane 20926 Brannon Hill Lane 8106 Sanders Glen Lane 8218 Swan Meadow Ln 8414 Vistadale Drive 8422 Forest Point Dr 8519 Old Maple Ln 8931 Aurora Park Ln	Responded to after hours calls.	Clerical-OT	4.5	\$ 82.50	\$ 371.25	\$ 371.25
03/07		Prepared and submitted Tier II on behalf of district.	Clerical	2.0	\$ 55.00	\$ 110.00	
			CO Officer	1.0	\$ 78.00	\$ 78.00	
			Contractor	1.0	\$ 0.00	\$ 55.00	\$ 243.00
03/21		Prepared and submitted Water Conservation Plan on behalf of district.	Plant Operator Level III	6.0	\$ 55.00	\$ 330.00	\$ 330.00
03/21		Prepared and submitted Water Loss Audit on behalf of district.	CO Officer	3.0	\$ 78.00	\$ 234.00	
			Plant Operator Level III	3.0	\$ 55.00	\$ 165.00	\$ 399.00
03/25	8106 Arrington Forest Ln	Additional time spent with customers regarding billing.	Clerical	0.5	\$ 55.00	\$ 27.50	\$ 27.50
03/28		Downloaded and filed dead end flushing report for the month of March 2022 per TCEQ compliance.	Plant Operator Level II	0.5	\$ 51.00	\$ 25.50	\$ 25.50
04/01		Submitted line locate request to TX one-call center calls & online submissions.	Clerical	15.0	\$ 55.00	\$ 825.00	\$ 825.00
04/01		Time spent balancing bank statements and getting account ready for transfers.	Clerical	2.0	\$ 55.00	\$ 110.00	\$ 110.00
04/04	8919 Sweet Blue Jasmine Lane	Additional time spent with customers regarding billing.	Clerical-OT	0.5	\$ 82.50	\$ 41.25	\$ 41.25
04/05		Inserts- * Washing machine*	Clerical	0.5	\$ 55.00	\$ 27.50	
			Inserts	3660.0	\$ 0.10	\$ 366.00	\$ 393.50

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
04/07		Prepared monthly pumpage invoice for NHCRWA and submitted to bookkeeper.	Clerical	0.5	\$ 55.00	\$ 27.50	\$ 27.50
04/10		Prepared and submitted 2022 1st Qtr DLQOR on behalf of district.	Clerical	2.0	\$ 55.00	\$ 110.00	
			CO Officer	1.0	\$ 78.00	\$ 78.00	\$ 188.00
04/20		Prepared and submitted April DMR on behalf of district.	Clerical	1.0	\$ 0.00	\$ 0.00	
		BASIC SERVICE	CO Officer	0.5	\$ 0.00	\$ 0.00	\$ 0.00
		Total Administration					\$11,453.88
		Chemicals					
03/28	20590 1/2 Bishops Gate	DXI Chlorine	Contractor	1.0	\$ 0.00	\$ 171.80	\$ 171.80
03/28	20790 Lee Road	DXI Chlorine	Contractor	1.0	\$ 0.00	\$ 687.17	\$ 687.17
03/29	20590 1/2 Bishops Gate	Scheduled chemical delivery to facility; chlorine.	Contractor	1.0	\$ 0.00	\$ 1,404.61	
			Supervisor	0.5	\$ 55.00	\$ 27.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 1,443.11
03/31		DXI Chlorine cylinder rental and fittings. Sulfur Dioxide	Contractor	1.0	\$ 0.00	\$ 297.00	\$ 297.00
		Total Chemicals					\$2,599.08
		Conn/Disconnect					
Apr		Finals and Connects		96	\$ 10.00	\$ 960.00	\$ 960.00
		Total Conn/Disconnect					\$960.00
		General					
03/26		March Mowing Services	Contractor	1.0	\$ 0.00	\$ 1,397.00	\$ 1,397.00
		Total General					\$1,397.00
		Laboratory Fees					

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
Apr		TCEQ Monitoring Plan Compliance		30	\$ 17.50	\$ 525.00	\$ 525.00
03/29		Water Utility Services, Inc. Bact. Sampling & Analysis Bacteriological Analysis	Contractor	1.0	\$ 0.00	\$ 620.40	\$ 620.40
03/30	20590 1/2 Bishops Gate	R&C JOY INC. Site Visit/Sampling Fee Microscopic Examination: Includes wet mount only Microscopic Examination: Includes wet mount and 1 stain	Contractor	1.0	\$ 0.00	\$ 271.70	\$ 271.70
04/05		NWDLS Lab Fees	Contractor	1.0	\$ 0.00	\$ 2,811.60	\$ 2,811.60
04/05		NWDLS Lab Fees	Contractor	1.0	\$ 0.00	\$ 2,268.75	\$ 2,268.75
04/11		NWDLS Lab Fees	Contractor	1.0	\$ 0.00	\$ 721.60	\$ 721.60
		Total Laboratory Fees				\$7,219.05	
		Lift Station					
02/28	8050 Forest Point	Top cleaned lift station.	Chase Truck LS	8.0	\$ 125.00	\$ 1,000.00	
			Vactor Crew LS	8.0	\$ 195.00	\$ 1,560.00	\$ 2,560.00
03/14	20587 Bishops Gate	Tested generator. BASIC SERVICE	Plant Operator Level I	0.5	\$ 0.00	\$ 0.00	
			Utility Truck	0.5	\$ 0.00	\$ 0.00	\$ 0.00
03/15	19835 Kenswick Dr.	Top cleaned lift station.	Chase Truck LS	4.0	\$ 125.00	\$ 500.00	
			Dump Fee	1.0	\$ 0.00	\$ 550.00	
			Vactor Crew LS	4.0	\$ 195.00	\$ 780.00	
			Materials			\$ 44.00	\$ 1,874.00
03/16	7716 1/2 Kenswick Forest	Top cleaned lift station.	Chase Truck LS	3.0	\$ 125.00	\$ 375.00	
			Chase Truck LS-OT	1.0	\$ 187.50	\$ 187.50	
			Dump Fee	1.0	\$ 0.00	\$ 550.00	
			Vactor Crew LS	3.0	\$ 195.00	\$ 585.00	
			Vactor Crew LS-OT	1.0	\$ 292.50	\$ 292.50	

Date	Service Location	Work Description	Material/Labor Cost				Job Total	
			Labor/Equip	Qty	Rate	Amount		
03/17	20250 1/2 Deerbrook Park	Top cleaned lift station.	Materials			\$ 44.00	\$ 2,034.00	
			Chase Truck LS	4.0	\$ 125.00	\$ 500.00		
			Dump Fee	1.0	\$ 0.00	\$ 550.00		
			Vactor Crew LS	4.0	\$ 195.00	\$ 780.00		
			Materials			\$ 44.00		\$ 1,874.00
03/21	19829 1/2 Kenswick Dr	Top cleaned lift station.	Chase Truck LS	4.0	\$ 125.00	\$ 500.00	\$ 1,874.00	
			Dump Fee	1.0	\$ 0.00	\$ 550.00		
			Vactor Crew LS	4.0	\$ 195.00	\$ 780.00		
			Materials			\$ 44.00		\$ 1,874.00
03/22	20587 Bishops Gate	Responded to call out for high level; upon arrival all 3 pumps were on due to heavy rain. Reset alarm and auto dialer.	Plant Operator Level I	2.0	\$ 47.00	\$ 94.00		
03/22	20587 Bishops Gate	Top cleaned lift station and cleaned around lift station.	Utility Truck	2.0	\$ 22.00	\$ 44.00	\$ 138.00	
			Chase Truck LS	8.0	\$ 125.00	\$ 1,000.00		
			Chase Truck LS-OT	1.0	\$ 187.50	\$ 187.50		
			Vactor Crew LS	8.0	\$ 195.00	\$ 1,560.00		
			Vactor Crew LS-OT	1.0	\$ 292.50	\$ 292.50		\$ 3,040.00
03/24	20250 1/2 Deerbrook Park	Ran generator. BASIC SERVICE	Plant Operator Level I	1.0	\$ 0.00	\$ 0.00		
			Utility Truck	1.0	\$ 0.00	\$ 0.00	\$ 0.00	
03/25	8050 Forest Point	Responded to call out for phase failure; upon arrival everything was normal. Reset alarm and auto dialer.	Plant Operator Level I	1.0	\$ 47.00	\$ 47.00		
			Utility Truck	1.0	\$ 22.00	\$ 22.00	\$ 69.00	
04/01	8050 Forest Point	Monthly auto dialer service.	Rate	1.0	\$ 32.00	\$ 32.00	\$ 32.00	
04/01	7716 1/2 Kenswick Forest	Monthly auto dialer service.	Rate	1.0	\$ 32.00	\$ 32.00	\$ 32.00	
04/05	20587 Bishops Gate	Contacted and met contractor for bottom clean.	Contractor	1.0	\$ 0.00	\$ 6,206.89	\$ 6,348.89	
			Plant Operator Level I	1.5	\$ 47.00	\$ 70.50		
			Supervisor	0.5	\$ 55.00	\$ 27.50		
			Utility Truck	2.0	\$ 22.00	\$ 44.00		\$ 6,348.89

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
04/05	20587 Bishops Gate	Cleaned debris inside lift station area.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 34.50
04/05	20250 1/2 Deerbrook Park	Replaced ETM on lift pump #1.	Contractor	1.0	\$ 0.00	\$ 473.00	\$ 473.00
04/09	8050 Forest Point	Responded to call out for high level; upon arrival found everything normal. Reset alarm and auto dialer.	Plant Operator Level II-OT	1.0	\$ 76.50	\$ 76.50	
			Utility Truck	1.0	\$ 22.00	\$ 22.00	\$ 98.50
04/11	20587 Bishops Gate	Purchased materials for facility use; signs.	Plant Operator Level III	0.5	\$ 55.00	\$ 27.50	
			Utility Truck Materials	0.5	\$ 22.00	\$ 11.00	
						\$ 203.34	\$ 241.84
		Total Lift Station					\$20,723.73
		<u>Residential Inspections</u>					
Apr		Pre Lot Inspection		1	\$ 30.00	\$ 30.00	\$ 30.00
Apr		Post Lot Inspection		1	\$ 30.00	\$ 30.00	\$ 30.00
Apr		Sewer Tap Inspections		1	\$ 40.00	\$ 40.00	\$ 40.00
		Total Residential Inspections					\$100.00
		<u>Sewer Collection</u>					
Apr		Grease Trap Inspections		20	\$ 50.00	\$ 1,000.00	\$ 1,000.00
03/25	20435 Oak Lodge Meadow Dr	Investigated sink holes; no issues found. Made customer contact.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 34.50
03/28	20226 Bridgedale Ln	Investigated sink holes; located sinkhole on storm sewer. Left door tag to advise customer to contact the county for repairs.	Plant Operator Level I	1.0	\$ 47.00	\$ 47.00	
			Utility Truck	1.0	\$ 22.00	\$ 22.00	\$ 69.00

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
03/29	8114 Tassel Field Lane	Investigated sewer back up; upon arrival located issue on district sewer line. Contacted contractor to jet line and relieve blockage.	Contractor	2.0	\$ 0.00	\$ 1,817.17	\$ 1,886.17
			Plant Operator Level I	1.0	\$ 47.00	\$ 47.00	
			Utility Truck	1.0	\$ 22.00	\$ 22.00	
03/29	8414 Vistadale Drive	Investigated sewer back up; upon arrival located issue on district sewer line. Contacted contractors to schedule blockage relief and repairs.	Contractor	2.0	\$ 0.00	\$ 5,048.93	\$ 5,233.93
			Plant Operator Level I-OT	2.0	\$ 70.50	\$ 141.00	
			Utility Truck	2.0	\$ 22.00	\$ 44.00	
03/30	8111 Tassel Field Lane	Used backhoe to make repairs to sewer line.	Rental	11.0	\$ 14.00	\$ 154.00	\$ 4,085.25
			Backhoe Crew	8.0	\$ 200.00	\$ 1,600.00	
			Backhoe Crew-OT	3.0	\$ 300.00	\$ 900.00	
			Skid Steer & Dump Trailer	1.0	\$ 1,216.60	\$ 1,216.60	
			Materials			\$ 214.65	
04/04	20427 Canton Trace	Investigated customer concerns regarding standing water; upon arrival found no issues. Made customer contact.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/07	19803 Kenswick Drive	Used backhoe to make repairs to sewer line.	Backhoe Crew	11.0	\$ 200.00	\$ 2,200.00	\$ 4,650.67
			Backhoe Crew-OT	4.0	\$ 300.00	\$ 1,200.00	
			Barrels & Lights	1.0	\$ 125.18	\$ 125.18	
			Foreman	3.0	\$ 51.00	\$ 153.00	
			Utility Truck	3.0	\$ 22.00	\$ 66.00	
			Materials			\$ 906.49	
04/21	19803 Kenswick Drive	Investigated sewer back up; found air relief broken on 14" force main. Valved off air relief temporarily. Contacted contractors to retap new air relief and isolate current air relief. Met with contractors to assist and turn off all lift stations to relieve pressure on force main. Verified if manhole was overflowing; it was not. Assisted contractor depressurize force main and replace valves and air reliefs. Monitored wet well and put lift stations back to normal. 04/06 & 04/07	Backhoe Crew	6.5	\$ 200.00	\$ 1,300.00	\$ 6,679.12
			Backhoe Crew-OT	2.5	\$ 300.00	\$ 750.00	
			Contractor	1.0	\$ 0.00	\$ 6,679.12	
			Plant Operator Level I	8.5	\$ 47.00	\$ 399.50	
			Plant Operator Level I-OT	5.5	\$ 70.50	\$ 387.75	

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
			Supervisor	11.0	\$ 55.00	\$ 605.00	
			Supervisor-OT	3.0	\$ 82.50	\$ 247.50	
			Utility Truck	28.0	\$ 22.00	\$ 616.00	
			1-Ton Utility Truck	9.0	\$ 33.00	\$ 297.00	
			Materials			\$ 5,858.80	\$17,140.67
		Total Sewer Collection				\$34,134.69	
		Wastewater Plant					
Mar		Operated belt press. 03/14 - 03/17, 03/21 - 03/23, 03/28, 03/30, 04/04 - 04/07	Plant Operator Level I	86.5	\$ 47.00	\$ 4,065.50	
			Utility Truck	86.5	\$ 22.00	\$ 1,903.00	\$ 5,968.50
03/02	20590 1/2 Bishops Gate	Formulated response to Harris County Pollution Control and sent response.	Plant Operator Level III	0.5	\$ 55.00	\$ 27.50	
			Plant Operator Level III-OT	0.5	\$ 82.50	\$ 41.25	
			Utility Truck	1.0	\$ 22.00	\$ 22.00	\$ 90.75
03/09	20590 1/2 Bishops Gate	Met with contractor regarding quote.	Supervisor	1.5	\$ 55.00	\$ 82.50	
			Utility Truck	1.5	\$ 22.00	\$ 33.00	\$ 115.50
03/16	20590 1/2 Bishops Gate	Contacted contractor to press solids at plant while belt press was not operational.	Supervisor	0.5	\$ 55.00	\$ 27.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 38.50
03/17	20590 1/2 Bishops Gate	Checked for water in gear boxes; no water found.	Supervisor	0.5	\$ 55.00	\$ 27.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 38.50
03/18	20590 1/2 Bishops Gate	Purchased materials for facility use; HTH.	Supervisor	0.5	\$ 55.00	\$ 27.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
			Materials			\$ 668.77	\$ 707.27
03/18	20590 1/2 Bishops Gate	Cleaned parshall flume. Cleaned rags from stilling well and disposed of rags.	Supervisor	1.0	\$ 55.00	\$ 55.00	
			Utility Truck	1.0	\$ 22.00	\$ 22.00	\$ 77.00
03/18	20590 1/2 Bishops Gate	Cleaned clarifier #3. BASIC SERVICE	Plant Operator Level I	3.0	\$ 0.00	\$ 0.00	
			Utility Truck	3.0	\$ 0.00	\$ 0.00	\$ 207.00

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
03/21	20590 1/2 Bishops Gate	Installed new boards and resecured previous boards.	Plant Operator Level I	3.0	\$ 47.00	\$ 141.00	\$ 217.97
			Utility Truck Materials	3.0	\$ 22.00	\$ 66.00 \$ 10.97	
03/22	20590 1/2 Bishops Gate	Cleaned clarifier #2 and #3. BASIC SERVICE	Plant Operator Level I	3.0	\$ 47.00	\$ 141.00	\$ 207.00
			Utility Truck	3.0	\$ 22.00	\$ 66.00	
03/24	20590 1/2 Bishops Gate	Drained excess water from gear box after rain event.	Supervisor	0.5	\$ 55.00	\$ 27.50	\$ 38.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
03/26	20590 1/2 Bishops Gate	Trimmed tree limbs and brush off of fence line.	Contractor	1.0	\$ 0.00	\$ 440.00	\$ 440.00
03/29	20590 1/2 Bishops Gate	Cleaned clarifiers. BASIC SERVICE	Plant Operator Level I	1.0	\$ 0.00	\$ 0.00	\$ 0.00
			Utility Truck	1.0	\$ 0.00	\$ 0.00	
03/29	20590 1/2 Bishops Gate	Cleaned clarifiers. BASIC SERVICE	Plant Operator Level I	1.5	\$ 0.00	\$ 0.00	\$ 0.00
			Utility Truck	1.5	\$ 0.00	\$ 0.00	
03/30	20590 1/2 Bishops Gate	Drained excess water from clarifier gear boxes.	Supervisor	0.5	\$ 55.00	\$ 27.50	\$ 38.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/01	20590 1/2 Bishops Gate	Adjusted air to digester, decanted digester, and cleaned rags from stilling wells.	Supervisor	1.0	\$ 55.00	\$ 55.00	\$ 77.00
			Utility Truck	1.0	\$ 22.00	\$ 22.00	
04/01	20590 1/2 Bishops Gate	Cleaned clarifiers. Picked up and disposed of trash. BASIC SERVICE	Plant Operator Level I	4.0	\$ 0.00	\$ 0.00	\$ 0.00
			Utility Truck	4.0	\$ 0.00	\$ 0.00	
04/01	20590 1/2 Bishops Gate	Monthly auto dialer service.	Rate	1.0	\$ 32.00	\$ 32.00	\$ 32.00
04/08	20590 1/2 Bishops Gate	Drained oil from clarifier gear box and cleaned rags from stilling well.	Supervisor	0.5	\$ 55.00	\$ 27.50	\$ 38.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
04/11	20590 1/2 Bishops Gate	Purchased materials for facility use; signs.	Supervisor	0.5	\$ 55.00	\$ 27.50	\$ 176.00
			Utility Truck Materials	0.5	\$ 22.00	\$ 11.00 \$ 137.50	
04/12		Performed Bio Monitoring of Cerio and Pime required by TCEQ.	CO Officer	1.0	\$ 78.00	\$ 78.00	\$ 1,645.23
			Contractor	1.0	\$ 0.00	\$ 1,122.00	
			Utility Truck Materials	1.0	\$ 22.00	\$ 22.00 \$ 423.23	
		Total Wastewater Plant				\$9,739.72	
		Water Distribution					
Mar		Flushed dead end mains throughout district. 03/15 - 03/18	Plant Operator Level I	15.5	\$ 47.00	\$ 728.50	\$ 1,162.00
			Plant Operator Level I-OT	1.0	\$ 70.50	\$ 70.50	
			Utility Truck	16.5	\$ 22.00	\$ 363.00	
Mar	21122 Escala Drive 9002 Golden Foliage Trail	Verified meter information for billing purposes.	Plant Operator Level I	1.0	\$ 47.00	\$ 47.00	\$ 69.00
			Utility Truck	1.0	\$ 22.00	\$ 22.00	
Mar	19807 Woodhall Court 19915 Blue Mist Ct 20006 Woodhall Ln 20031 Rustlewood Dr 20106 Chipplegate Ln 20138 Chipplegate Ln 20419 Everhart Key Lane 20910 Brannon Hill Lane 20934 Roxette Court 21011 Noelle Court 21239 Wortham Oaks Drive 21303 Maple Harvest Lane 7918 Atwood Hills Ln 7926 Atwood Hills Ln 7934 Atwood Hills Ln 8146 Chancewood Lane 8227 Lone Bridge Ln	Verified proper operation of meter.	Plant Operator Level I	4.5	\$ 47.00	\$ 211.50	\$ 310.50
			Utility Truck	4.5	\$ 22.00	\$ 99.00	
Mar	19911 Rustlewood Dr 19915 Blue Mist Ct 20006 Woodhall Ln 20031 Rustlewood Dr 20106 Chipplegate Ln 20138 Chipplegate Ln 20419 Everhart Key Lane 20910 Brannon Hill Lane 20934 Roxette Court 21011 Noelle Court 21239 Wortham Oaks Drive 21303 Maple Harvest Lane 7918 Atwood Hills Ln 7926 Atwood Hills Ln 7934 Atwood Hills Ln 8146 Chancewood Lane 8227 Lone Bridge Ln	Replaced meter box lid.	Plant Operator Level I	9.5	\$ 47.00	\$ 446.50	

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
	8742 Orchard Ridge Ln 9020 Elm Drake Ln				\$		
			Utility Truck	9.5	\$ 22.00	\$ 209.00	
			Materials			\$ 167.20	\$ 822.70
Mar	19726 Bellaw Woods Dr 19911 Lions Gate Dr 19930 Blue Mist Ct 20010 Shumaring Drive 20410 Beigewood Ln 20414 Oak Lodge Meadow Dr 20430 Oak Limb Ct 20502 Kenswick Drive 20538 Kenswick Drive 20703 Beigewood Dr 20703 Jasperwood Ln 20922 Noelle Court 21107 Wickton Lane 21146 Kenswick Meadow Court 21606 Rain Leaf Court 8039 Branson Park Lane 8127 Chancewood Lane 8207 Burnt Ash Dr 8211 Swan Meadow Ln 8307 Opalwood Ln 8726 Old Maple Ln 8902 Aurora Park Ln 9004 Elm Drake Ln 9007 Farm Ridge Ln 9011 Farm Ridge Ln 9016 Elm Drake Ln	Replaced 5/8" x 3/4" meter.	Rate	26.0	\$ 104.50	\$ 2,717.00	
			Utility Truck	26.0	\$ 22.00	\$ 572.00	\$ 3,289.00
Mar	8106 Sanders Glen Lane 8318 Carmelwood Ln	Verified water was still off at the meter after previous month's cut off. Pulled meters if necessary.	Plant Operator Level I	1.0	\$ 47.00	\$ 47.00	
			Utility Truck	1.0	\$ 22.00	\$ 22.00	\$ 69.00
Apr		Contacted engineer for overall water and sewer print.	Supervisor	0.5	\$ 55.00	\$ 27.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 38.50
01/25		Query backflow data system, check billing system for accuracy, print letters, add needed attachments and mail, reply to needed emails/calls, enter collected info for TCEQ compliance and file for annual audit.	Clerical	13.0	\$ 55.00	\$ 715.00	\$ 715.00
02/27	20110 Chipplegate Ln	Turned water on after houseline repairs, per customer request.	Plant Operator Level I-OT	1.5	\$ 70.50	\$ 105.75	
			Utility Truck	1.5	\$ 22.00	\$ 33.00	\$ 138.75

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
03/14	8806 River Dale Canyon Ln	Used backhoe to repair service line leak.	Backhoe Crew	4.0	\$ 200.00	\$ 800.00	\$ 1,108.72
			Materials			\$ 308.72	
03/14	21134 Kenswick Meadow Court	Re-installed meter from delinquency.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
03/14	8019 Arbury Glen Ln	Investigated no water call reported by customer; upon arrival found service line leak. Scheduled repairs.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
03/15	8223 Swan Meadow Ln	Used backhoe to repair service line leak.	Backhoe Crew	7.0	\$ 200.00	\$ 1,400.00	\$ 1,892.89
			Mole & Compressor	1.0	\$ 236.04	\$ 236.04	
			Materials			\$ 256.85	
03/17	8310 Lone Bridge Ln	Responded to water quality complaint; found normal.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
03/17	20922 Noelle Court	Responded to call out for low pressure and water quality issues reported by customer; upon arrival flushed lines. Confirmed with customer pressure restored to normal and water quality was restored.	Plant Operator Level I-OT	3.0	\$ 70.50	\$ 211.50	\$ 277.50
			Utility Truck	3.0	\$ 22.00	\$ 66.00	
03/18	8102 Forest Point Dr	Investigated reported leak and re-read meter; service line leak found. Scheduled repairs.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
03/18	8914 Elm Drake Ln	Investigated reported leak and re-read meter; service line leak found. Scheduled repairs.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
03/18	8310 Lone Bridge Ln	Responded to water quality complaint; found normal.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
03/18	8730 Indian Maple Dr	Investigated reported leak and re-read meter; service line leak found. Scheduled repairs.	Plant Operator Level I	1.0	\$ 47.00	\$ 47.00	\$ 69.00
			Utility Truck	1.0	\$ 22.00	\$ 22.00	

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
03/18	8726 Indian Maple Dr	Used backhoe to repair service line leak.	Backhoe Crew	2.0	\$ 200.00	\$ 400.00	\$ 1,089.82
			Backhoe Crew-OT	2.0	\$ 300.00	\$ 600.00	
			Materials			\$ 89.82	
03/21	8118 Tattershall Cir	Used backhoe to repair service line leak.	Backhoe Crew	2.0	\$ 200.00	\$ 400.00	\$ 1,647.15
			Backhoe Crew-OT	3.0	\$ 300.00	\$ 900.00	
			Materials			\$ 347.15	
03/21	8702 Forest Point Dr (pool)	Used backhoe to repair service line leak.	Backhoe Crew	3.0	\$ 200.00	\$ 600.00	\$ 697.92
			Materials			\$ 97.92	
03/21	8515 Stagewood Drive	Used backhoe to repair service line leak.	Backhoe Crew	4.0	\$ 200.00	\$ 800.00	\$ 1,147.15
			Materials			\$ 347.15	
03/22	20835 Bonham Park Lane	Used backhoe to repair service line leak.	Backhoe Crew	5.0	\$ 200.00	\$ 1,000.00	\$ 1,224.09
			Materials			\$ 224.09	
03/22	8019 Arbury Glen Ln	Used backhoe to repair service line leak.	Backhoe Crew	5.0	\$ 200.00	\$ 1,000.00	\$ 1,362.55
			Materials			\$ 362.55	
03/22	8102 Forest Point Dr	Used backhoe to repair service line leak.	Backhoe Crew	4.0	\$ 200.00	\$ 800.00	\$ 1,762.55
			Backhoe Crew-OT	2.0	\$ 300.00	\$ 600.00	
			Materials			\$ 362.55	
03/22	8202 Tattershall Cir	Investigated reported leak and re-read meter; no leak found. Made customer contact.	Plant Operator Level I	1.0	\$ 47.00	\$ 47.00	\$ 69.00
			Utility Truck	1.0	\$ 22.00	\$ 22.00	
03/22	21231 Ambergris Ct	Used backhoe to repair service line leak.	Backhoe Crew	4.0	\$ 200.00	\$ 800.00	\$ 1,445.25
			Backhoe Crew-OT	1.0	\$ 300.00	\$ 300.00	
			Materials			\$ 345.25	
03/24	8515 Stagewood Drive	Investigated customer concerns regarding severity of leak; confirmed repairs were scheduled and informed customer they are on the list of upcoming repairs.	Plant Operator Level I	1.0	\$ 47.00	\$ 47.00	\$ 69.00
			Utility Truck	1.0	\$ 22.00	\$ 22.00	

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
03/24	21219 Linden House Court	Investigated customer concerns regarding repairs needed; upon arrival found sod and sidewalk repairs needed. Made customer contact.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 34.50
03/25	20102 Bolton Bridge	Investigated reported leak and re-read meter; service line leak found. Scheduled repairs.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 34.50
03/25	20419 Beigewood Ln	Investigated reported leak and re-read meter; service line leak found. Scheduled repairs.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 34.50
03/25	21122 Normand Meadows Lane	Investigated reported leak and re-read meter; no leak found. Left door tag.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 34.50
03/25	21331 Maple Harvest Lane	Investigated reported leak and re-read meter; service line leak found. Scheduled repairs.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 34.50
03/25	20022 Lions Gate Dr	Investigated reported leak and re-read meter; no leak found. Made customer contact.	Supervisor	1.0	\$ 55.00	\$ 55.00	
			Utility Truck	1.0	\$ 22.00	\$ 22.00	\$ 77.00
03/25	8211 Swan Meadow Ln	Repaired shallow service line leak.	Rate	1.0	\$ 325.00	\$ 325.00	
			Materials			\$ 45.93	\$ 370.93
03/26	8003 Arrington Forest Ln	Responded to call out for leak reported by customer; upon arrival found no leak. Possible leak on neighbors house line. Left door tag at 8007 Arrington Forest Ln.	Plant Operator Level II-OT	1.5	\$ 76.50	\$ 114.75	
			Utility Truck	1.5	\$ 22.00	\$ 33.00	\$ 147.75
03/28	8914 Aurora Park Ln	Investigated reported leak and re-read meter; no leak found. Left door tag.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 34.50
03/28	20619 Leafdale Ct	Investigated reported leak and re-read meter; no leak found. Left door tag.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	\$ 34.50

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
03/28	8106 Sanders Glen Lane	Responded to call out for no water; upon arrival turned on water at meter. Left door tag.	Plant Operator Level I-OT	1.0	\$ 70.50	\$ 70.50	\$ 92.50
			Utility Truck	1.0	\$ 22.00	\$ 22.00	
03/29	8914 Elm Drake Ln	Used backhoe to repair service line leak.	Backhoe Crew	4.0	\$ 200.00	\$ 800.00	\$ 1,151.41
			Materials			\$ 351.41	
03/29	20419 Beigewood Ln	Used backhoe to repair service line leak.	Backhoe Crew	5.0	\$ 200.00	\$ 1,000.00	\$ 1,651.41
			Backhoe Crew-OT	1.0	\$ 300.00	\$ 300.00	
			Materials			\$ 351.41	
03/29	8106 Old Maple Ln	Investigated reported leak and re-read meter; service line leak found. Scheduled repairs.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 76.85
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
			Materials			\$ 42.35	
03/30	20507 Jasperwood Ln	Investigated reported leak and re-read meter; no leak found. Left door tag.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
03/30	8211 Stagewood Drive	Investigated reported leak and re-read meter; no leak found. Left door tag.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
03/31	20102 Bolton Bridge	Used backhoe to repair service line leak.	Backhoe Crew	5.0	\$ 200.00	\$ 1,000.00	\$ 1,362.55
			Materials			\$ 362.55	
03/31	8106 Old Maple Ln	Used backhoe to repair service line leak.	Backhoe Crew	8.0	\$ 200.00	\$ 1,600.00	\$ 2,079.19
			Backhoe Crew-OT	1.0	\$ 300.00	\$ 300.00	
			Materials			\$ 179.19	
03/31	21150 Grandin Wood Court	Investigated reported leak and re-read meter; no leak found. Left door tag.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
03/31	7514 Deloache Avenue	Investigated no water call reported by customer; upon arrival customer had water. Made customer contact.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
04/01	21331 Maple Harvest Lane	Used backhoe to repair service line leak.	Backhoe Crew	4.0	\$ 200.00	\$ 800.00	\$ 1,147.15
			Materials			\$ 347.15	
04/01	20738 Bishops Gate Ln	Investigated reported leak and re-read meter; no leak found. Left door tag.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/01	20107 Chippegate Ln	Investigated no water call reported by customer; upon arrival found water off due to ongoing repairs. Left water off until repairs were completed.	Plant Operator Level I	1.0	\$ 47.00	\$ 47.00	\$ 69.00
			Utility Truck	1.0	\$ 22.00	\$ 22.00	
04/01	21331 Maple Harvest Lane	Investigated no water call reported by customer; upon arrival restored water to customer. Made customer contact.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/02	8111 Tassel Field Lane	Met with contractor regarding driveway replacement.	Supervisor-OT	0.5	\$ 82.50	\$ 41.25	\$ 52.25
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/03	8115 Sanders Forest Court	Investigated reported leak and re-read meter; service line leak found. Scheduled repairs.	Plant Operator Level I-OT	2.0	\$ 70.50	\$ 141.00	\$ 185.00
			Utility Truck	2.0	\$ 22.00	\$ 44.00	
04/04	8107 Tassel Field Lane	Pulled meter for consumption after cut off.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/04	20131 Chippegate Ln	Responded to water quality complaint; found normal.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/05	8510 Old Maple Ln	Investigated reported leak and re-read meter; no leak found. Left door tag.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/05	20926 Neva Court	Investigated reported leak and re-read meter; service line leak found. Scheduled repairs.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
04/05	8107 Tassel Field Lane	Re-installed meter from delinquency.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/05	9031 Elm Drake Ln	Responded to call out for no water; upon arrival turned water on at meter. Left door tag.	Plant Operator Level I-OT	1.5	\$ 70.50	\$ 105.75	\$ 138.75
			Utility Truck	1.5	\$ 22.00	\$ 33.00	
04/06	8910 Waterpine Drive	Turned on from delinquency. (Extra Attempt)	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/08	8015 Arbury Glen Ln	Investigated reported leak and re-read meter; service line leak found. Scheduled repairs.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/08	8110 Kirkham Ln	Turned water on from connect. (Extra Attempt)	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 34.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
Total Water Distribution						\$30,010.28	
<u>Sod Repairs</u>							
Mar	19914 Brightstone Dr 20419 Belgewood Ln 20835 Bonham Park Lane 21231 Ambergris Ct 8014 Arbury Glen Ln 8019 Arbury Glen Ln 8102 Forest Point Dr 8106 Old Maple Ln 8111 Tassel Field Lane 8223 Swan Meadow Ln 8515 Stagewood Drive 8726 Indian Maple Dr 8818 River Dale Canyon Ln	Sod repairs due to previous excavations.	Foreman	42.0	\$ 51.00	\$ 2,142.00	\$ 5,901.92
			Laborer	42.0	\$ 35.00	\$ 1,470.00	
			Utility Truck	42.0	\$ 22.00	\$ 924.00	
			Materials			\$ 1,365.92	
Total Sod Repairs						\$5,901.92	
<u>Water Plant</u>							
03/21	19903 Kenswick Drive	Checked voltage on batteries; 13.71 volts.	Plant Operator Level I	2.0	\$ 47.00	\$ 94.00	\$ 138.00
			Utility Truck	2.0	\$ 22.00	\$ 44.00	

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
03/22	8631 Stagewood	Met contractor to adjust setpoints to booster pumps and to adjust alarms on auto dialer.	Supervisor	0.5	\$ 55.00	\$ 27.50	\$ 38.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
03/22	8631 Stagewood	Rewind one 50 HP VHS booster pump motor and replaced bearings.	Contractor	1.0	\$ 0.00	\$ 4,961.00	\$ 4,961.00
03/23	20790 Lee Road	Installed windsock.	Plant Operator Level I	0.5	\$ 47.00	\$ 23.50	\$ 45.12
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
			Materials			\$ 10.62	
03/25	19903 Kenswick Drive	Checked onsite generator. Checked fuel capacity on secondary and primary fuel tanks. Reviewed all fluid levels, filters, and sizes. Logged all information for readiness preparedness plan.	Plant Operator Level I	1.0	\$ 47.00	\$ 47.00	\$ 107.50
			Supervisor	0.5	\$ 55.00	\$ 27.50	
			Utility Truck	1.5	\$ 22.00	\$ 33.00	
03/25	19903 Kenswick Drive	Met with sewer bursting supervisor to show him where to store equipment during project.	Plant Operator Level I	1.5	\$ 47.00	\$ 70.50	\$ 103.50
			Utility Truck	1.5	\$ 22.00	\$ 33.00	
03/27	20790 Lee Road	Responded to call out for elevated storage tank; upon arrival adjusted EST mercoid setting. Reset alarm and auto dialer.	Plant Operator Level II-OT	2.5	\$ 76.50	\$ 191.25	\$ 246.25
			Utility Truck	2.5	\$ 22.00	\$ 55.00	
03/31	8631 Stagewood	Met with contractor regarding issue with chlorine feed. Assisted contractor repair fitting at GST.	Supervisor	0.5	\$ 55.00	\$ 27.50	\$ 38.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
03/31	19903 Kenswick Drive	Met with board members regarding new back up portable generator at plant.	Supervisor-OT	1.0	\$ 82.50	\$ 82.50	\$ 104.50
			Utility Truck	1.0	\$ 22.00	\$ 22.00	
04/01	8631 Stagewood	Monthly auto dialer service.	Rate	1.0	\$ 32.00	\$ 32.00	\$ 32.00
04/05	20790 Lee Road	Contacted contractor to schedule repairs on alternator	Contractor	1.0	\$ 0.00	\$ 1,105.50	\$ 1,144.00
			Supervisor	0.5	\$ 55.00	\$ 27.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
04/05	19903 Kenswick Drive	Collected bacteriological samples and delivered to the lab.	Supervisor	0.5	\$ 55.00	\$ 27.50	\$ 38.50
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/06	19903 Kenswick Drive	Contacted contractor to schedule repairs on coupling at pump #3.	Contractor	1.0	\$ 0.00	\$ 892.10	\$ 930.60
			Supervisor	0.5	\$ 55.00	\$ 27.50	
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
04/06	8631 Stagewood	Met with engineer, project supervisor, and contractor for walkthrough of ongoing rehab of MCC.	Supervisor	1.0	\$ 55.00	\$ 55.00	\$ 77.00
			Utility Truck	1.0	\$ 22.00	\$ 22.00	
04/06	8631 Stagewood	Responded to call out for low GST alarm; upon arrival turned booster pumps and well off. Scheduled engineers to follow up due to being under warranty.	Plant Operator Level II-OT	2.0	\$ 76.50	\$ 153.00	\$ 197.00
			Utility Truck	2.0	\$ 22.00	\$ 44.00	
04/08	20790 Lee Road	Purchased materials for facility use; drip oil well.	Supervisor	0.5	\$ 55.00	\$ 27.50	\$ 130.21
			Utility Truck	0.5	\$ 22.00	\$ 11.00	
			Materials			\$ 91.71	
04/11	8631 Stagewood	Met with engineer, contractor, and board member regarding generator start up and load/bank test at plant.	Electrical Technician	8.0	\$ 63.00	\$ 504.00	\$ 1,713.61
			Electrical Technician-OT	0.5	\$ 94.50	\$ 47.25	
			Supervisor	5.5	\$ 55.00	\$ 302.50	
			Utility Truck	5.5	\$ 22.00	\$ 121.00	
			1-Ton Utility Truck	8.5	\$ 33.00	\$ 280.50	
			Materials			\$ 458.36	
Total Water Plant					\$10,045.79		
Concrete Repairs							
03/17	19914 Brightstone Dr	Concrete work completed; 4x7 Sidewalk.	Materials			\$ 495.00	\$ 495.00
03/17	8219 Swan Meadow Ln	4X7 sidewalk	Materials			\$ 495.00	\$ 495.00
03/18		Used backhoe to empty and return concrete box.	Backhoe Crew	1.0	\$ 200.00	\$ 200.00	\$ 1,015.96
			Materials			\$ 815.96	

Date	Service Location	Work Description	Material/Labor Cost				Job Total
			Labor/Equip	Qty	Rate	Amount	
04/08	21331 Maple Harvest Lane	4x6 sidewalk	Materials			\$ 495.00	\$ 495.00
04/08	8515 Stagewood Drive	4x5 sidewalk	Materials			\$ 495.00	\$ 495.00
04/08	20419 Beigewood Ln	Used backhoe to break out, haul off, and repair 4x9 sidewalk.	Backhoe Crew	2.0	\$ 200.00	\$ 400.00	
			Materials			\$ 495.00	\$ 895.00
04/08	8111 Tassel Field Lane	Used backhoe to break out, haul off, and repair 30X41.6 @ 8" driveway (1248 sq ft)	Backhoe Crew	4.0	\$ 200.00	\$ 800.00	
			Steel Plates	1.0	\$ 1,133.40	\$ 1,133.40	
			Materials			\$ 22,822.80	\$24,756.20
		Total Concrete Repairs					\$28,647.16
		Detention Pond					
03/31		Cleaned trash rack.	Plant Operator Level I	2.0	\$ 47.00	\$ 94.00	
			Utility Truck	2.0	\$ 22.00	\$ 44.00	\$ 138.00
04/08		Cleaned trash rack.	Plant Operator Level I	4.0	\$ 47.00	\$ 188.00	
			Plant Operator Level III	1.5	\$ 55.00	\$ 82.50	
			Utility Truck	5.5	\$ 22.00	\$ 121.00	\$ 391.50
		Total Detention Pond					\$529.50
						Total:	\$177,820.30

Section 5.4

Sample Water Bill

Monthly Water Bill Statement

Please Make Checks Payable to:

Charleston MUD

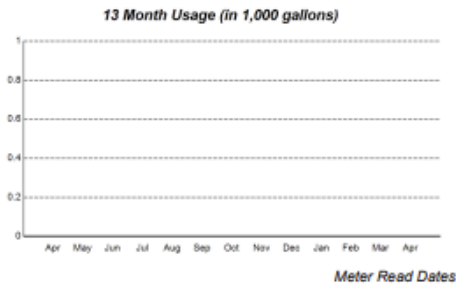
REGULAR BILL

For Assistance Call: 281-367-5511

Website: <https://municipalops.com/>

ACCOUNT NAME	LEGEND HOME CORPORATION
ACCOUNT NUMBER	58973
STATEMENT DATE	04/28/22
BILLING PERIOD	04/06/22 - 04/18/22
SECURITY CODE	9-58973-FWY6
BILL PAY ID	70123-0000058973

METER NO.	SERVICE ADDRESS	PRIOR READ	CURRENT READ	TOTAL USAGE	READ DATE
87907212	5502 BRIANA DEE DR	1,164	1,164	0 KGAL	04/18/22



ACCOUNT SUMMARY

Description	Amount
Builder Deposit	\$150.00
Payment - Thank You!	(\$2,230.00)
Tap Fee	\$2,080.00
Balance	\$0.00
Current Billing	
Water Charges	\$8.67
Sewer Charges	\$16.25
Total Current Billing Charges	\$24.92
Due date applies to current charges only.	TOTAL DUE BY 05/24/22 \$24.92
	TOTAL DUE AFTER 05/24/22 \$27.41

MESSAGES

PLEASE HELP CONSERVE WATER.
MAKE CREDIT CARD PAYMENTS @ www.municipalops.com

GENERAL INFORMATION

The due date applies to current charges only.
NOTE: Past due balances are due immediately.

27316 Spectrum Way
Oak Ridge North, TX 77385
Ph: 281-367-5511 Fax: 281-367-5517
Hours: Mon-Thurs 8:00 AM - 5:00 PM -- Friday 8:30 AM - 5:00 PM

*****SEPARATE AND RETURN BELOW STUB WITH PAYMENT*****

Charleston MUD
PO BOX 1689
SPRING, TX 77383
281-367-5511

NAME	LEGEND HOME CORPORATION
SERVICE ADDRESS	5502 BRIANA DEE DR
ACCOUNT NUMBER	58973
Statement Due Date <small>**Prev. Balance Due Immediately</small>	05/24/22
TOTAL DUE BY 05/24/22	\$24.92
TOTAL DUE AFTER 05/24/22	\$27.41
Amount Paid	\$

PLEASE MAIL CHECK OR MONEY ORDER ONLY. DO NOT SEND CASH.

LEGEND HOME CORPORATION
10410 WINDERMERE LAKES BLVD
HOUSTON, TX 77065 4996

Charleston MUD
PO BOX 1689
SPRING, TX 77383

70123000005897300000274100000249200000249202

Back of Bill

CHARLESTON MUD NOTICE ABOUT CONFIDENTIALITY OF CUSTOMER INFORMATION

Chapter 182 of the Texas Utilities Code as amended in 2021 by House Bill 872 provides that a government operated utility such as Charleston MUD ("District") may not disclose personal information (customer's address, telephone number, and social security number) in a customer's account, or any information related to the volume or units of utility usage or amounts billed or collected for such utility usage, unless the customer elects to allow such information to be disclosed.

The Utilities Code requires the District to provide notice of the customer's right to allow disclosure of his or her information. Therefore, if you wish to allow disclosure of your personal information, please check the box below and return this form to the District.

NOTE: The District is allowed to disclose information in a customer's account record to federal, state or local government officials; to District employees, officials and operations personnel; to consumer reporting agencies; to a contractor or subcontractor approved by and providing services to the District, the state, a political subdivision of the state, or the United States; or to any other provider of utility services.

Authorization to Disclose Customer Information

PLEASE CHECK BOX IF ALLOWING DISCLOSURE OF PERSONAL INFORMATION

The undersigned customer of Charleston MUD allows the District to disclose the customer's account information and personal information as identified by Texas Utilities Code.

By: _____ Date _____
Signature Date

Printed name and Address

RETURN THIS FORM TO:
If allowing disclosure,

Charleston MUD
C/o Municipal Operations & Consulting, Inc.