



OPERATOR'S REPORT

City of Rollingwood



April 19, 2023



MEMORANDUM

To: Ms. Ashley Wayman, City Administrator, City of Rollingwood
From: Andrew Hunt, Crossroads Utility Services LLC
Subject: Monthly Report
Date: 4/11/23

Previous Directives

- *No directives*

Current Operations Report

- I. **Utility Operations Report**
 - A. **Billing Report/ Water Accountability** – Please see enclosed water operations report
 - a. One Bac-t sample out of two was pulled for March 2022 – See enclosed memo concerning a violation
 - B. **Water System Operations and Maintenance** – No major issues
 - C. **Wastewater Collection System Operations and Maintenance** – We troubleshot a minor sewer issue at 2805 Bee Caves Rd
 - D. **Lift Station Maintenance** – *See enclosed report*
- II. **Customer Service Issues** – No reported issues
- III. **Emergency Response Items** – No new items. We are awaiting the plan for generator installations at the lift stations.
- IV. **Drought Contingency Plan / Watering Restrictions**
 - a. Lake Travis Level – 638.57 – Current Storage 505,359 acre-feet (44.5% full)
 - b. The City of Austin is currently in Stage 1 watering restrictions – (twice per week watering)

City of Austin Stage 1 Restrictions – effective June 6, 2022

As a result of the combined storage in Lake Travis and Lake Buchanan falling below 1.4 million acre-feet, the City of Austin has implemented Drought Stage One Regulations of its Drought Contingency Plan effective June 6, 2022.

The City of Austin is currently in **Stage 1 Drought Water Use Restrictions**.

- Residential
 - **Hose-end Sprinklers** - two days per week - midnight to 8 a.m. and/or 7 p.m. to midnight
 - **Even address** - Thursday, Sunday
 - **Odd address** - Wednesday, Saturday
 - **Automatic Irrigation** -one day per week - midnight to 8 a.m. and/or 7 p.m. to midnight (*Residential customers may also water a second day with a hose-end sprinkler*)
 - **Even address** - Thursday
 - **Odd address** - Wednesday
- **Commercial / Multi-family / Public Schools**
 - **Hose-end Sprinklers or Automatic Irrigation** - one day per week - midnight to 8 a.m. and/or 7 p.m. to midnight
 - **Even address** - Tuesday
 - **Odd address** - Friday
- **Wasting water** is prohibited
- Washing vehicles at home is permitted with an auto shut-off hose or bucket
- Charity car washes may only be held at a commercial car wash
- Fountains must recirculate water
- Restaurants may not serve water unless requested by a customer
- Patio misters at commercial properties (*including restaurants and bars*) may only operate between 4 p.m. and midnight
- **Commercial power/pressure washing equipment** must meet efficiency requirements



MEMORANDUM

To: Ashley Wayman, City of Rollingwood
From: Andrew Hunt, Dan Tatum; Crossroads Utility Services, LLC
Subject: Bacteriological Sample Issue – Feb 2023
Date: 4/10/23

Ashley,

This memo is intended to notify you that Crossroads staff failed to collect the minimum amount of drinking water bacteriological samples for the month of March. The City is required to have two bacteriological samples pulled each month based on population. One of the samples our technician collected in March was rejected by the lab due to the sample having a high chlorine residual measured at the time the lab began analyzing the sample. The sealed sample bottles that we receive from the lab for monthly sampling purposes have a neutralizer called sodium thiosulfate within them. This powder is used to neutralize chlorine in the sample by 10 ppm. We believe that the sealed sample bottle received from the lab did not have the proper amount of sodium thiosulfate to completely neutralize the amount of chlorine in the sample. As a result of the chlorine residual found in one of the two submitted samples, the lab rejected one of our two samples submitted. The operator assigned to your system pulled a special bacteriological sample earlier in the month, but it was marked as a special sample that does not count towards the two regulatory samples required for the system each month. Our operator incorrectly interpreted that the special sample collected earlier in the month counted towards the required two samples each month and as a result did not pull a 3rd sample after being notified of the rejected sample. All of the samples we collected were clean of any bacteria; however, due to the operator not collecting a total of two samples, the City will be cited with a minor violation for failing to collect a total of two regulatory samples for the month of March 2023.

We apologize for this error. Going forward we will monitor all samples pulled by our operators to ensure that the proper number of regulatory samples are collected each month despite special samples pulled from the system within the same month. We will also reinforce with our operators the difference between the classification of samples to ensure they understand the difference and how they affect compliance.

This is classified as a minor violation with TCEQ with the resolution being a public notification by way of the annual Consumer Confidence Report (CCR). The notification will be included on the back of the 2023 CCR (sent out in April/May 2024) as required by the Texas Commission of Environmental Quality (TCEQ). Again, I would like to stress that at no time did the lab find any bacteria in these samples. Please let me know if you or the Utility Commission or City Council members have any questions at ahunt@crossroadsus.com or 512-246-5921.

AWH



MEMORANDUM

To: Ms. Ashley Wayman, City of Rollingwood
From: Andrew Hunt, Crossroads Utility Services LLC
Subject: Lift Station Report Detail
Date: 4/11/23

1. Lift Station 1 – Dellana Ln.
 - Troubleshoot issues related to power fluctuations

1. Lift Station 2 – Hatley Dr.
 - Installed back-up auto-dialer

1. Lift Station 3 – Almarion Way
 - Pump #2 was cleaned out and re-installed for service.

1. Lift Station 4- Rockway Cv.
 - No issues

2. Lift Station 5 – Vale Dr.
 - Cleaned lift station

3. Lift Station 6 – Pleasant Cv.
 - Cleaned lift station

4. Lift Station 7 – Nixon Dr.
 - Troubleshoot issues with power and ATT issues with the backup dialer

Monthly Operational Report For Public Water Systems Purchasing Treated Water From Another System
 Which Uses Surface Water Sources or Groundwater Sources Under The Influence of Surface Water

PUBLIC WATER SYSTEM NAME: **City of Rollingwood**

System I.D. #: 2270016

Month: **March 2023**

Submitted by:

Date:

No. of Connections: **537**

License #:

Grade:

TREATED WATER PURCHASED FROM A WHOLESALE SUPPLIER				
Date	Quantity (mgd)	Date	Quantity (mgd)	Monthly Summary (mgd)
1	0.256	16	0.202	Total
2	0.254	17	0.260	Monthly
3	0.267	18	0.260	Purchase: 9.109
4	0.267	19	0.261	
5	0.269	20	0.305	Average
6	0.305	21	0.373	Daily: 0.294
7	0.377	22	0.195	
8	0.288	23	0.402	Maximum
9	0.376	24	0.292	Daily: 0.402
10	0.293	25	0.294	
11	0.293	26	0.296	Minimum
12	0.293	27	0.308	Daily: 0.177
13	0.259	28	0.342	
14	0.325	29	0.357	
15	0.349	30	0.325	
		31	0.177	

DISTRIBUTION SYSTEM (DISINFECTANT RESIDUAL MONITORING)			
Minimum allowable disinfectant residual:	<u>0.5</u> mg/L	Percentage of the measurements below the limit this month:	
Total no. of measurements this month:	<u>34</u>	<input type="text" value="0%"/>	(1A)
No. of measurements below the limit:	<u>0</u>		
Percentage of the measurements below the limit last month:		<input type="text" value="0%"/>	(1B)

PUBLIC NOTIFICATION			
TREATMENT TECHNIQUE VIOLATION	Yes/No	If YES, Date when Notice was Given to the:	
		TCEQ	Customers*
More than 5.0% of the disinfectant residuals in the distribution system below acceptable levels for two consecutive months? - see (1A) and (1B)	NO		

* A sample copy of the Notice to the customers must accompany this report.

MASTER METER REPORT

DISTRICT: **City of Rollingwood**

MONTH: **March 2023**

LOCATION: **Bee Cave Woods**

I.D. #: **2270016**

		METER #07914810	SIZE 6"	METER #18713312	SIZE 3"	TOTAL FLOW	TOTAL GAL PURCHASED	CHLORINE RESIDUAL
DAY	DATE	A	TH GAL	B	TH GAL	TH GAL	MG	mg/L
Wed	1	913493	102.0	114336	117.0	219.0	0.256	2.6
Thu	2	913595	71.0	114453	153.0	224.0	0.254	2.6
Fri	3	913666	84.0	114606	147.0	231.0	0.267	2.9
Sat	4	913750	84.0	114753	147.0	231.0	0.267	2.6
Sun	5	913834	84.0	114900	148.0	232.0	0.269	2.6
Mon	6	913918	120.0	115048	151.0	271.0	0.305	2.9
Tue	7	914038	148.0	115199	190.0	338.0	0.377	2.9
Wed	8	914186	120.0	115389	127.0	247.0	0.288	2.9
Thu	9	914306	180.0	115516	155.0	335.0	0.376	2.2
Fri	10	914486	106.0	115671	150.0	256.0	0.293	2.6
Sat	11	914592	106.0	115821	150.0	256.0	0.293	2.6
Sun	12	914698	106.0	115971	150.0	256.0	0.293	2.7
Mon	13	914804	120.0	116121	105.0	225.0	0.259	2.9
Tue	14	914924	104.0	116226	188.0	292.0	0.325	2.5
Wed	15	915028	121.0	116414	192.0	313.0	0.349	2.6
Thu	16	915149	72.0	116606	100.0	172.0	0.202	2.6
Fri	17	915221	81.0	116706	146.0	227.0	0.260	2.6
Sat	18	915302	81.0	116852	146.0	227.0	0.260	2.7
Sun	19	915383	82.0	116998	146.0	228.0	0.261	2.0
Mon	20	915465	113.0	117144	156.0	269.0	0.305	2.2
Tue	21	915578	194.0	117300	148.0	342.0	0.373	2.4
Wed	22	915772	0.0	117448	155.0	155.0	0.195	2.6
Thu	23	915772	175.0	117603	190.0	365.0	0.402	2.2
Fri	24	915947	114.0	117793	143.0	257.0	0.292	2.6
Sat	25	916061	115.0	117936	144.0	259.0	0.294	2.5
Sun	26	916176	115.0	118080	144.0	259.0	0.296	2.9
Mon	27	916291	116.0	118224	158.0	274.0	0.308	2.8
Tue	28	916407	139.0	118382	161.0	300.0	0.334	2.6
Wed	29	916546	162.0	118543	159.0	321.0	0.355	2.6
Thu	30	916708	143.0	118702	147.0	290.0	0.324	2.9
Fri	31	916851	141.0	118849	0.0	141.0	0.177	2.6
Sat	1	916992		118849				
Total			3499.0		4513.0	8012.0	9.1	
Avg.			112.9		145.6	258.5	0.294	2.6
Max.			194.0		192.0	365.0	0.402	2.9
Min.			0.0		0.0	141.0	0.177	2.0

Operator: _____

MASTER METER REPORT

DISTRICT: **City of Rollingwood**

MONTH: **March 2023**

LOCATION: **Riley MM**

I.D. #: **2270016**

		METER No S/N	SIZE 6"	METER No S/N	SIZE 3"	TOTAL FLOW
DAY	DATE	A	TH GAL	B	TH GAL	TH GAL
Wed	1	481	0.0	7424	37.0	37.0
Thu	2	481	0.0	7461	30.0	30.0
Fri	3	481	0.0	7491	36.0	36.0
Sat	4	481	0.0	7527	36.0	36.0
Sun	5	481	1.0	7563	36.0	37.0
Mon	6	482	0.0	7599	34.0	34.0
Tue	7	482	2.0	7633	37.0	39.0
Wed	8	484	1.0	7670	40.0	41.0
Thu	9	485	0.0	7710	41.0	41.0
Fri	10	485	2.0	7751	35.0	37.0
Sat	11	487	2.0	7786	35.0	37.0
Sun	12	489	2.0	7821	35.0	37.0
Mon	13	491	0.0	7856	34.0	34.0
Tue	14	491	0.0	7890	33.0	33.0
Wed	15	491	1.0	7923	35.0	36.0
Thu	16	492	0.0	7958	30.0	30.0
Fri	17	492	1.0	7988	32.0	33.0
Sat	18	493	1.0	8020	32.0	33.0
Sun	19	494	1.0	8052	32.0	33.0
Mon	20	495	0.0	8084	36.0	36.0
Tue	21	495	0.0	8120	31.0	31.0
Wed	22	495	1.0	8151	39.0	40.0
Thu	23	496	0.0	8190	37.0	37.0
Fri	24	496	0.0	8227	35.0	35.0
Sat	25	496	0.0	8262	35.0	35.0
Sun	26	496	1.0	8297	36.0	37.0
Mon	27	497	0.0	8333	34.0	34.0
Tue	28	497	0.0	8367	42.0	42.0
Wed	29	497	0.0	8409	36.0	36.0
Thu	30	497	0.0	8445	35.0	35.0
Fri	31	497	0.0	8480	36.0	36.0
Sat	1	497		8516		
Total			16.0		1092.0	1108.0
Avg.			0.5		35.2	35.7
Max.			2.0		42.0	42.0
Min.			0.0		30.0	30.0

Operator: _____

MASTER METER REPORT

DISTRICT: **City of Rollingwood**

MONTH: **March 2023**

LOCATION: **Hatley MM**

I.D. #: **2270016**

DAY	DATE	METER	SIZE	METER	SIZE	TOTAL
		No S/n	6"	#151074A	3"	FLOW
		A	TH GAL	B	TH GAL	TH GAL
Wed	1	81	0.0	6852	0.0	0.0
Thu	2	81	0.0	6852	0.0	0.0
Fri	3	81	0.0	6852	0.0	0.0
Sat	4	81	0.0	6852	0.0	0.0
Sun	5	81	0.0	6852	0.0	0.0
Mon	6	81	0.0	6852	0.0	0.0
Tue	7	81	0.0	6852	0.0	0.0
Wed	8	81	0.0	6852	0.0	0.0
Thu	9	81	0.0	6852	0.0	0.0
Fri	10	81	0.0	6852	0.0	0.0
Sat	11	81	0.0	6852	0.0	0.0
Sun	12	81	0.0	6852	0.0	0.0
Mon	13	81	0.0	6852	0.0	0.0
Tue	14	81	0.0	6852	0.0	0.0
Wed	15	81	0.0	6852	0.0	0.0
Thu	16	81	0.0	6852	0.0	0.0
Fri	17	81	0.0	6852	0.0	0.0
Sat	18	81	0.0	6852	0.0	0.0
Sun	19	81	0.0	6852	0.0	0.0
Mon	20	81	0.0	6852	0.0	0.0
Tue	21	81	0.0	6852	0.0	0.0
Wed	22	81	0.0	6852	0.0	0.0
Thu	23	81	0.0	6852	0.0	0.0
Fri	24	81	0.0	6852	0.0	0.0
Sat	25	81	0.0	6852	0.0	0.0
Sun	26	81	0.0	6852	0.0	0.0
Mon	27	81	0.0	6852	0.0	0.0
Tue	28	81	0.0	6852	0.0	0.0
Wed	29	81	0.0	6852	0.0	0.0
Thu	30	81	0.0	6852	0.0	0.0
Fri	31	81	0.0	6852	0.0	0.0
Sat	1	81		6852		
Total			0.0		0.0	0.0
Avg.			0.0		0.0	0.0
Max.			0.0		0.0	0.0
Min.			0.0		0.0	0.0

Operator: _____