



Bill Date: January 31, 2025 (for 12/23/2024 - 01/23/2025)

|                                                                                    |             |
|------------------------------------------------------------------------------------|-------------|
| Billed Amount                                                                      | \$15,932.31 |
| Expected Bill                                                                      | \$115.31    |
| Repair Cost                                                                        | \$225.00    |
| Relief Originally Requested = (Billed Amount) -<br>(Expected Bill) + (Repair cost) | \$16,042.00 |
| Relief Given on June 23, 2025                                                      | \$11,255.14 |
| Relief Requested Today                                                             | \$4,786.86  |

**From:** Andrew Van Winkle <avw@braidx.com>  
**Date:** Wednesday, October 8, 2025 at 19:15  
**To:** Veronica Hernandez <vhernandez@rollingwoodtx.gov>  
**Cc:** Michelle Van Winkle <mvw@braidx.com>  
**Subject:** Re: Van Winkle, Water Bill. FW: Clarification on Appeals Process

Veronica,

It was nice to meet you at the Utility Commission meeting. Thanks for your continued work on our appeal.

I'd like to add the following to our appeal. Will you please confirm that you will add it to our appeal; or, advise me on other steps I need to take to add it to our appeal.

1. Attached are the materials I printed and handed to the Utility Commission Members at the meeting tonight.
  - Original Adjustment Request which was submitted February 6, 2025.
  - Photo showing the location of the leak relative to the water meter and the trench dug by RW's Utility Contractor to connect the new water line to our meter.
  - Water Bill dated January 31, 2025
  - My calculations dollar amounts related to our adjustment request.

2. As discussed at the Utility Commission meeting tonight ...

The Utility Commission's information packet regarding our appeal includes a picture which clearly shows a smooth groove ground deep into the outer wall of our water line and shows a fracture through the full wall of the pipe that is connected to and perpendicular that smooth groove.

- Clearly, this groove was made by a circular cutting/grinding tool, and not by something like a sign, shovel, pick axe or other landscaping tool striking our water line.
- A groove ground deeply into the outer wall of a PVC pipe substantially weakens that pipe – making it highly susceptible to developing a fracture anytime thereafter. This is further corroborated by the fact that the volume of leak increased over time. Therefore, if the water utility contractors ground the groove into our pipe anytime (days or many weeks) before the leak began then it is reasonable to assign responsibility for the ensuing fracture connected to that groove to the utility contractor.

Cheers,  
Andrew Van Winkle  
Founder  
[Braidco](http://Braidco)  
[www.braidco.net](http://www.braidco.net)

[Better living through holistic, self-sovereign AI.](#)