



WATER PAYMENT APPEAL FORM

Name on Account: Andrew and Michelle Van Winkle

Service Address: 104 Kristi Dr

Account Number: [REDACTED]

Amount Due: \$3,080.90 (amount requested)

Telephone Number: [REDACTED]

Email Address: avw@braidx.com

Reason for Appeal to the Rollingwood Utility Commission: 1) Please identify the months that you are contesting. 2) Please provide the reason for dispute. 3) Please provide 12 months of history. 4) Provide any other information to support appeal.

1) Month contested: December 2024

2) On February 6, 2025, we submitted a water leak adjustment request for the amount of \$16,200.
The months contested in our adjustment request included December 2024 and January 2025.

3) On June 23, 2025, we received a credit against our Feb 6 adjustment request as follows
Credit for December 2024: \$0.00. Credit for January 2025: \$11,255.14

The purpose of this appeal is to pursue credit for the full amount requested - including our cost (\$225) to repair our line which was damaged by RW utility contractors. Our case that RW contractors damaged the line and caused the leak is included in the materials we presented to City Council on Feb 19.

For easy reference, the break in our line occurred within the trench RW contractors dug to install a new meter and/or supply line to our meter.

4) We are requesting to meet with the Utility Commission and/or whomever else is appropriate to review our appeal.

NOTE: on June 23 we also received credits for a separate leak adjustment request we submitted in October 2024.

The October 24 leak adjustment request is not part of the leak adjustment request we submitted in Feb 2025, nor is it part of this appeal.

Signature: [Signature]

Date: 20250709



By signing this form, you are promising to appear before the next Utility Commission meeting.



Rollingwood Utility Department

Leak Adjustment Request Form

Name on Account: Andrew Van Winkle

Service Address: 104 Kristi Dr Rollingwood, TX 78746

Account Number: [REDACTED]

Phone Number: [REDACTED]

Email Address: avw@braidx.com

Total Contested Amount: TBD ~ \$16,200 see details

Description:

There are many details to this situation.

Please see email from avw@braidx.com to vhernandez@rollingwoodtx.gov
on Feb 6, 2025 for those details.

Consumption Months for which an adjustment is being requested: 12/24 and 01/25

Exact dates: 20241220 - 202501

☒ Seeking adjustment to Winter Average? (Months of November through March)

Date of Repair: _____

Explanation of Repair: Fixed pipe broken by City RW or contractors
of City RW

☒ Proof of repair attached

Note: if there is no proof of leak and subsequent repair, an Appeal for a bill adjustment will have to be made to the Utility Commission.

**City of Rollingwood
Water Billing Adjustment**

Date: 6/23/2025
Customer: Michelle Van Winkle
Address: 104 Kristi Drive

Billing Period: 6/23/2024 - 7/23/2024
Total Gallons Billed: 87
3 Yr. Avg. for Billing Period: 10

Gallons Used		Tiered Rate
0	2,000	\$2.00
2,000	8,000	\$5.00
8,001	13,000	\$7.00
13,001	25,000	\$10.00
25,001	35,000	\$15.00
35,001	50,000	\$21.00
50,001	+	\$28.00

	Gallons Billed	Amount Charged
2	2	\$ 4.00
6	6	\$ 30.00
5	5	\$ 35.00
12	12	\$ 120.00
10	10	\$ 150.00
15	15	\$ 315.00
	37	\$ 1,036.00
Total:	87	\$ 1,690.00

Gallons Used		Tiered Rate
0	2,000	\$2.00
2,000	8,000	\$5.00
8,001	13,000	\$7.00
13,001	25,000	\$10.00
25,001	35,000	\$15.00
35,001	50,000	\$21.00
50,001	+	\$28.00

	Prior Year / 3 Year Avg. Gallons	Amount Charged
(2)	2	\$ 4.00
(6)	6	\$ 30.00
(5)	2	\$ 14.00
(12)		\$ -
(10)		\$ -
(15)		\$ -
		\$ -
Total:	10	\$ 48.00

Gallons Used	WS Rate
0	+
	\$5.67

Wholesale Gallons	Amount Charged
77.0	\$436.59

Billed Amount	\$1,690.00
- Prior Yr Usage	\$48.00
- Wholesale Amount	\$436.59
Adjustment Credit	\$1,205.41
- 10% Admin Fee	\$120.54
Posted to account	\$1,084.87

Authorized by: approved by
Mayor Massengill
6/23/25
VW

Calculation of Prior Year / 3 Year Average:

	July			
Year	2023	2022	2021	Last 3 year avg
Gallons Used	12	12	8	11

**City of Rollingwood
Water Billing Adjustment**

Date: 6/23/2025
Customer: Michelle Van Winkle
Address: 104 Kristi Drive

Billing Period: 7/23/2024 -8/23/2024
Total Gallons Billed: 51
3 Yr. Avg. for Billing Period: 11

Gallons Used		Tiered Rate
0	2,000	\$2.00
2,000	8,000	\$5.00
8,001	13,000	\$7.00
13,001	25,000	\$10.00
25,001	35,000	\$15.00
35,001	50,000	\$21.00
50,001	+	\$28.00

	Gallons Billed	Amount Charged
2	2	\$ 4.00
6	6	\$ 30.00
5	5	\$ 35.00
12	12	\$ 120.00
10	10	\$ 150.00
15	15	\$ 315.00
	1	\$ 28.00
Total:	51	\$ 682.00

Gallons Used		Tiered Rate
0	2,000	\$2.00
2,000	8,000	\$5.00
8,001	13,000	\$7.00
13,001	25,000	\$10.00
25,001	35,000	\$15.00
35,001	50,000	\$21.00
50,001	+	\$28.00

	Prior Year/ 3 Year Avg. Gallons	Amount Charged
(2)	2	\$ 4.00
(6)	6	\$ 30.00
(5)	3	\$ 21.00
(12)		\$ -
(10)		\$ -
(15)		\$ -
		\$ -
Total:	11	\$ 55.00

Gallons Used		WS Rate
0	+	\$5.67

Wholesale Gallons	Amount Charged
40.0	\$226.80

Billed Amount	\$682.00
- Prior Yr Usage	\$55.00
- Wholesale Amount	\$226.80
Adjustment Credit	\$400.20
- 10% Admin Fee	\$40.02
Posted to account	\$360.18

Authorized by: Approved by
Mayor Massingale
6/23/25
VH

Calculation of Prior Year / 3 Year Average:

	August			
Year	2023	2022	2021	Last 3 year avg
Gallons Used	12	12	8	11

**City of Rollingwood
Water Billing Adjustment**

Date: 1/31/2025
Customer: MICHELLE VANWINKLE
Address: 104 KRISTY DR

Billing Period: 12/23/2024 - 01/23/2024
Total Gallons Billed: 593
3 Yr. Avg. for Billing Period: 6

Gallons Used		Tiered Rate
0	2,000	\$2.00
2,000	8,000	\$5.00
8,001	13,000	\$7.00
13,001	25,000	\$10.00
25,001	35,000	\$15.00
35,001	50,000	\$21.00
50,001	+	\$28.00

	Gallons Billed	Amount Charged
2	2	\$ 4.00
6	6	\$ 30.00
5	5	\$ 35.00
12	12	\$ 120.00
10	10	\$ 150.00
15	15	\$ 315.00
	543	\$ 15,204.00
Total:	593	\$ 15,858.00

Gallons Used		Tiered Rate
0	2,000	\$2.00
2,000	8,000	\$5.00
8,001	13,000	\$7.00
13,001	25,000	\$10.00
25,001	35,000	\$15.00
35,001	50,000	\$21.00
50,001	+	\$28.00

	Prior Year/ 3 Year Avg. Gallons	Amount Charged
(2)	2	\$ 4.00
(6)	4	\$ 20.00
(5)		\$ -
(12)		\$ -
(10)		\$ -
(15)		\$ -
		\$ -
Total:	6	\$ 24.00

Gallons Used		WS Rate
0	+	\$5.67

Wholesale Gallons	Amount Charged
587.0	\$3,328.29

Billed Amount	\$15,858.00
- Prior Yr Usage	\$24.00
- Wholesale Amount	\$3,328.29
Adjustment Credit	\$12,505.71
- 10% Admin Fee	\$1,250.57
Posted to account	\$11,255.14

Authorized by: *Approved by*
Mayor Masinguel
6/23/25
AA

Calculation of Prior Year / 3 Year Average:

	JANUARY			
Year	2024	2023	2022	Last 2 year avg
Gallons Used	6	7	6	6

* Signed up for EyeOn Water on Nov. 5, 2024

**City of Rollingwood
Water Billing Adjustment**

Date: 6/23/2025
Customer: Michelle Van Winkle
Address: 104 Kristi Drive

Billing Period: 9/23/2024 -10/23/2024
Total Gallons Billed: 45
3 Yr. Avg. for Billing Period: 10

Gallons Used		Tiered Rate
0	2,000	\$2.00
2,000	8,000	\$5.00
8,001	13,000	\$7.00
13,001	25,000	\$10.00
25,001	35,000	\$15.00
35,001	50,000	\$21.00
50,001	+	\$28.00

	Gallons Billed	Amount Charged
2	2	\$ 4.00
6	6	\$ 30.00
5	5	\$ 35.00
12	12	\$ 120.00
10	10	\$ 150.00
15	10	\$ 210.00
		\$ -
Total:	45	\$ 549.00

Gallons Used		Tiered Rate
0	2,000	\$2.00
2,000	8,000	\$5.00
8,001	13,000	\$7.00
13,001	25,000	\$10.00
25,001	35,000	\$15.00
35,001	50,000	\$21.00
50,001	+	\$28.00

	Prior Year/ 3 Year Avg. Gallons	Amount Charged
(2)	2	\$ 4.00
(6)	6	\$ 30.00
(5)	2	\$ 14.00
(12)		\$ -
(10)		\$ -
(15)		\$ -
		\$ -
Total:	10	\$ 48.00

Gallons Used		WS Rate
0	+	\$5.67

Wholesale Gallons	Amount Charged
35.0	\$198.45

Billed Amount	\$549.00
- Prior Yr Usage	\$48.00
- Wholesale Amount	\$198.45
Adjustment Credit	\$302.55
- 10% Admin Fee	\$30.26
Posted to account	\$272.30

Authorized by: Approved by
Mayor Messing

Calculation of Prior Year / 3 Year Average:

	October			
Year	2023	2022	2021	Last 3 year avg
Gallons Used	14	11	4	10



11/15/25
I sent an email
still constant usage.
VA

Leak Adjustment Request Form

Name on Account: Andrew Van Winkle
Service Address: 104 Kristi Dr Rollingwood, TX 78746
Account Number: [REDACTED]
Phone Number: [REDACTED]
Email Address: avw@braidx.com

Leak Description:

On October 11, 2024 we identified and fixed a broken pipe in our irrigation system.

Based upon consumption history (on <https://rollingwoodtx.municipalonlinepayments.com>)

I think the pipe broke in June 2024. I think this is when the pipe broke because June is when the report shows our consumption more than doubled compared to the previous year.

	daily watering				evening watering
	↓	↓	X		
Contested Month(s) of Consumption:	2024, June	July	August	September	October
	25	87	51	38	45

Date of Repair: October 11

Explanation of Repair: broken pipe in irrigation system



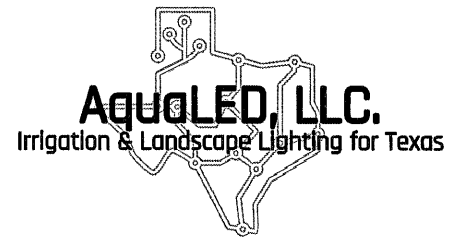
Proof of Repair Attached

An adjustment will not be considered if proof is not provided. Adjustment requests made without proof will have to be made to the Utility Commission.

INVOICE

AquaLED, LLC.
LI#0022379, TX

martin@aqualedllc.com
+1 (512) 921-5913



Bill to

Andrew Van Winkle
104 Kristy Dr
Austin, TX 78746

Ship to

Andrew Van Winkle
104 Kristy Dr
Austin, TX 78746

Invoice details

Invoice no.: 1802
Terms: Due on receipt
Invoice date: 10/17/2024
Due date: 10/25/2024

#	Date	Product or service	Description	Qty	Rate	Amount
1.	10/11/2024	Services	-Irrigation Service Call Check system to make sure all irrigation is working properly and diagnose any problems in system.	1	\$0.00	\$0.00
2.	10/11/2024	Services	-Repairs Added 1 head with an MP nozzle to back right of the property on zone 4. Trenched 20' for new head Repaired 2 breaks in 1" pipe. Main line Repaired broken drip in back rock beds Added 1 head with an MP nozzle to front yard zone 3 Added 6 emitters to new plants Includes Labor and Material	1	\$795.00	\$795.00

Subtotal \$795.00

Sales tax \$65.59

Total \$860.59

Venmo: @martin-torres-49
Zelle: martin@aqualedllc.com



Magic Matt's Home Solutions

Matthew Bond
6708 Piedras Blanco Dr
Austin, TX
78747
512-534-7578
matthewbond117@gmail.com

INVOICE- 104 KRISTY DR

INV0373

DATE

Jan 20, 2025

DUE

On Receipt

BALANCE DUE

USD \$225.00

BILL TO

Andrew VanWinkle

512-584-6441

avw@braidx.com

DESCRIPTION	RATE	QTY	AMOUNT
Labor	\$100.00	2	\$200.00
Materials	\$25.00	1	\$25.00

TOTAL \$225.00

Payment Info

BALANCE DUE USD \$225.00

PAYPAL

matthewbond117@gmail.com

PAYMENT INSTRUCTIONS

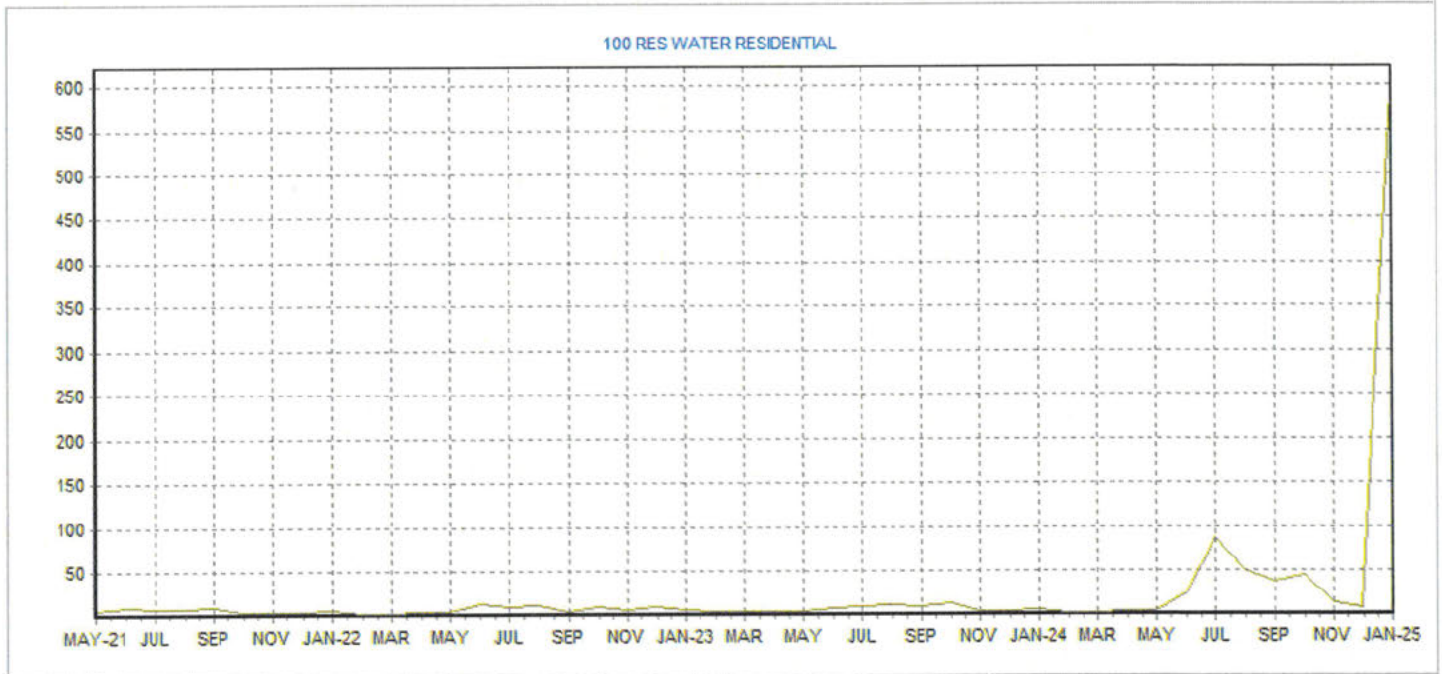
Venmo: Matt-Bond-5 (validation code/last 4 of cell #: 1531)

Zelle: 512-534-7578

Services Performed: Repaired damaged water main. Procured 1" PVC pipe and applicable fittings. Installed fittings accordingly and ensured proper function.

Account Name [REDACTED]
MICHELLE VANWINKLE

Service Address 104 KRISTY DR



YEAR MONTH	READ DATE	PREVIOUS READ	CURRENT READ	TOTAL CONSUMPTION	DEMAND READ	DEMAND CONSUMPTION	READING FLAG	READING SOURCE	OCCUPANT
2025 Jan	1/23/25	244	837	593			Regular	Hand Held	00
2024 Dec	12/23/24	235	244	9			Regular	Hand Held	00
	Nov 11/23/24	221	235	14			Regular	Hand Held	00
	Oct 10/23/24	176	221	45			Regular	Hand Held	00
	Sep 9/23/24	138	176	38			Regular	Hand Held	00
	Aug 8/23/24	87	138	51			Regular	Hand Held	00
	Jul 7/23/24	0	87	87			Regular	Hand Held	00
	Jun 6/23/24	0	0	25			Regular	Manual Read	00
	May 5/23/24	1565	1570	5			Regular	Meter Reading Input	00
	Apr 4/23/24	1560	1565	5			Regular	Meter Reading Input	00
	Mar 3/23/24	1557	1560	3			Regular	Meter Reading Input	00
	Feb 2/23/24	1555	1557	2			Regular	Meter Reading Input	00
	Jan 1/23/24	1549	1555	6			Regular	Meter Reading Input	00
2023 Dec	12/23/23	1544	1549	5			Regular	Meter Reading Input	00
	Nov 11/23/23	1540	1544	4			Regular	Manual Read	00
	Oct 10/23/23	1526	1540	14			Regular	Meter Reading Input	00
	Sep 9/23/23	1515	1526	11			Regular	Meter Reading Input	00
	Aug 8/23/23	1503	1515	12			Regular	Meter Reading Input	00
	Jul 7/23/23	1493	1503	10			Regular	Meter Reading Input	00
	Jun 6/23/23	1484	1493	9			Regular	Meter Reading Input	00
	May 5/23/23	1479	1484	5			Regular	Meter Reading Input	00
	Apr 4/23/23	1475	1479	4			Regular	Meter Reading Input	00
	Mar 3/23/23	1470	1475	5			Regular	Meter Reading Input	00
	Feb 2/23/23	1466	1470	4			Regular	Meter Reading Input	00
	Jan 1/23/23	1459	1466	7			Regular	Meter Reading Input	00
2022 Dec	12/23/22	1448	1459	11			Regular	Meter Reading Input	00
	Nov 11/23/22	1442	1448	6			Regular	Meter Reading Input	00
	Oct 10/23/22	1431	1442	11			Regular	Meter Reading Input	00
	Sep 9/23/22	1427	1431	4			Regular	Meter Reading Input	00
	Aug 8/23/22	1415	1427	12			Regular	Meter Reading Input	00
	Jul 7/23/22	1405	1415	10			Regular	Meter Reading Input	00

Consumption History

YEAR	MONTH	READ	PREVIOUS	CURRENT	TOTAL	DEMAND	DEMAND	READING	READING	OCCUPANT
		DATE	READ	READ	CONSUMPTION	READ	CONSUMPTION	FLAG	SOURCE	
2021	Jun	6/23/22	1392	1405	13			Regular	Meter Reading Input	00
	May	5/23/22	1388	1392	4			Regular	Meter Reading Input	00
	Apr	4/23/22	1383	1388	5			Regular	Meter Reading Input	00
	Mar	3/23/22	1380	1383	3			Regular	Manual Read	00
	Feb	2/23/22	1378	1380	2			Regular	Manual Read	00
	Jan	1/23/22	1372	1378	6			Regular	Manual Read	00
	Dec	12/23/21	1368	1372	4			Regular	Manual Read	00
	Nov	11/23/21	1363	1368	5			Regular	Manual Read	00
	Oct	10/23/21	1359	1363	4			Regular	Manual Read	00
	Sep	9/23/21	1349	1359	10			Regular	Manual Read	00
	Aug	8/23/21	1341	1349	8			Regular	Manual Read	00
	Jul	7/23/21	1332	1341	9			Regular	Manual Read	00
	Jun	6/23/21	1321	1332	11			Regular	Manual Read	00
	May	5/23/21	1315	1321	6			Regular	Manual Read	00

Consumption History

YEAR	MONTH	READ DATE	PREVIOUS READ	CURRENT READ	TOTAL CONSUMPTION	DEMAND READ	DEMAND CONSUMPTION	READING FLAG	READING SOURCE	OCCUPANT
	Apr	4/23/22	1383	1388	5			Regular	Meter Reading Input	00
	Mar	3/23/22	1380	1383	3			Regular	Manual Read	00
	Feb	2/23/22	1378	1380	2			Regular	Manual Read	00
	Jan	1/23/22	1372	1378	6			Regular	Manual Read	00
2021	Dec	12/23/21	1368	1372	4			Regular	Manual Read	00
	Nov	11/23/21	1363	1368	5			Regular	Manual Read	00
	Oct	10/23/21	1359	1363	4			Regular	Manual Read	00
	Sep	9/23/21	1349	1359	10			Regular	Manual Read	00
	Aug	8/23/21	1341	1349	8			Regular	Manual Read	00
	Jul	7/23/21	1332	1341	9			Regular	Manual Read	00
	Jun	6/23/21	1321	1332	11			Regular	Manual Read	00
	May	5/23/21	1315	1321	6			Regular	Manual Read	00

Andrew & Michelle Van Winkle

104 Kristy Dr. Rollingwood, TX, 78746

██████████ | andrew@braidx.com

Rollingwood City Council

February 19, 2025

Dear Council Members.

On Feb 6, we submitted a Water Leak Adjustment Request to Veronica Hernandez for > \$16,000. Because of the dollar amount, our request might require support of City Council. Therefore, this letter presents the merits of our request.

In November and December 2024, City of Rollingwood's utility contractors ran new water line through our street and into our yard up to our meter. Our main water line exits the meter and runs through that segment of yard trenched by RW contractors. As identified by Johnny Coronado on 01/20/2025, our line was gauged by some tool in the section of yard that was trenched by RW's contractors. The pink flag in the included photos show the location where our pipe was damaged. Notably, that pink flag is within the path trenched by RW's contractors.

We (Van Winkles) and our neighbors (Harringtons) who share that water meter box certify that we did not nor did any contractor of ours dig or otherwise work at that location in December when our line was damaged.

We contend that RW's contractor damaged the line and caused the leak. Therefore, we requested full relief of excess water fees (~\$16k), plus \$225 we paid to repair the line, plus adjustment for winter averaging.

Request: Please ...

- Visit with Johnny Coronado to validate the location and nature of the damaged pipe.
- Evaluate this information and support our request for full relief and reimbursement.
- Advise us on how we can best advocate for ourselves on this issue.

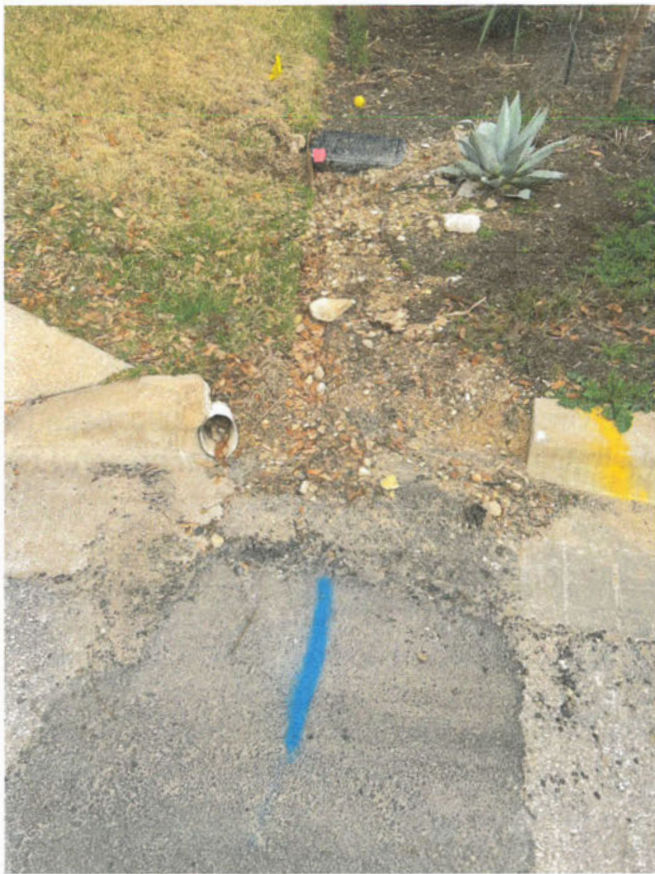
Attachments

- 3 photographs.
- Water Leak Adjustment Request submitted via email on February 6, 2025.
 - o Supporting details in the body of the email to Veronica Hernandez on Feb 6, 2025.

Sincerely,



Andrew & Michelle Van Winkle



SERVICE ORDER

JOB DATE: 1/17/2025 8:45 AM
JOB CODE: LEAK -LEAK
GROUP: CS
STAFF: IZZY

SERVICE ORDER #: 002669
JOB ACTION: METER INFO
ISSUED BY: aaahw.vherna
REQUESTED BY: VANWINKLE, MICHELLE

LOCATION: 104 KRISTY DR

ACCT NO#: [REDACTED] VANWINKLE, MICHELLE

*Completed
1/22/25
VA*

SERVICE	ACTION	NEW STATE	CURRENT METER #	LAST READ	READING	NEW METER #	SET READING
WATER SERIAL #:	INFO	N/A	241065569 METER LOCATION:	244	<u>836</u>		

ORDER NOTES:

HIGH WATER USAGE. PLEASE CONFIRM ON HIGH CONSTANT WATER USAGE. I HAVE TRIED COMMUNICATING WITH THE RESIDENT AND THEY ARE NOT RESPONDING. NOT SURE IF THEY ARE OUT OF TOWN.

COMPLETION NOTES:

I was able to locate the water leak, and
notified the resident since the break was
on the customer side.
I left the curbside off at the
resident's request.

SUPERVISOR NOTES:

DISPATCHED TO: Johnny DATE: 01/20/25 TIME: 1:34 pm

COMPLETION DATE: 01/20/25

WORKED BY: Johnny

APPROVED BY: _____

S E R V I C E O R D E R

JOB DATE: 1/17/2025 9:14 AM
 JOB CODE: LEAK -LEAK
 GROUP: CS
 STAFF: IZZY

SERVICE ORDER #: 002669
 JOB ACTION: METER INFO
 ISSUED BY: aaahw.vherna
 REQUESTED BY: VANWINKLE, MICHELLE

LOCATION: 104 KRISTY DR

ACCT NO#: [REDACTED] VANWINKLE, MICHELLE

SERVICE	ACTION	NEW STATE	CURRENT METER #	LAST READ	READING	NEW METER #	SET READING
WATER SERIAL #:	INFO	N/A	241065569 METER LOCATION:	837			

ORDER NOTES: HIGH WATER USAGE. PLEASE CONFIRM ON HIGH CONSTANT WATER USAGE. I HAVE TRIED COMMUNICATING WITH THE RESIDENT AND THEY ARE NOT RESPONDING. NOT SURE IF THEY ARE OUT OF TOWN.

COMPLETION NOTES: JOHNNY 01.20.25 1:34 READ 836
 I WAS ABLE TO LOCATE THE WATER LEAKAND NOTICED THE RESIDENT SINCE THE BREAK WAS ON THE CUSTOMER SIDE. I LEFT THE CURBSTOP OFF AT THE RESIDENTS REQUEST.

SUPERVISOR NOTES:

Per Johnny
both meters under water -
water line was punctured with a sign.

DISPATCHED TO: _____ DATE: _____ TIME: _____

COMPLETION DATE: _____

WORKED BY: _____

APPROVED BY: _____

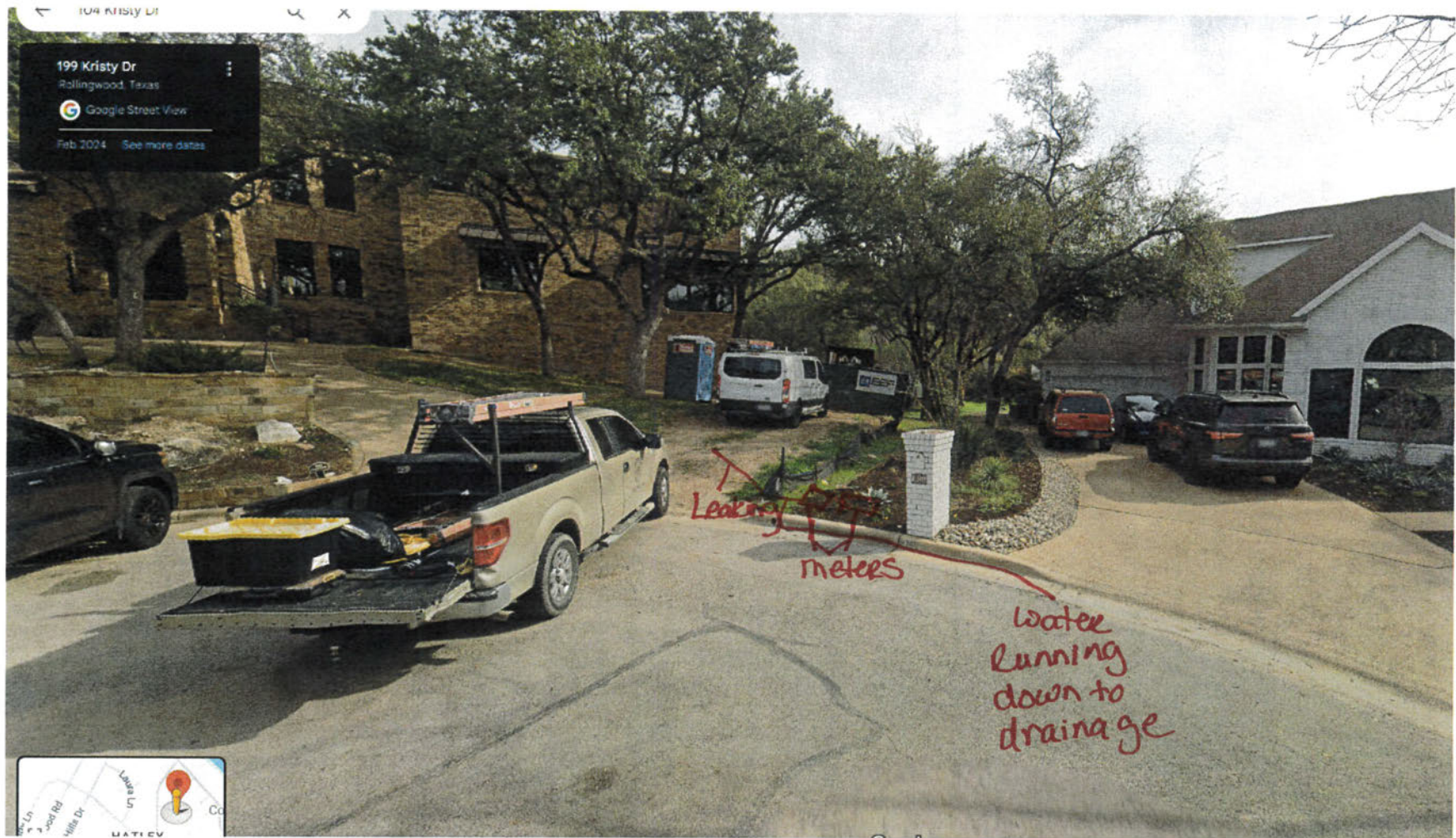


⑤

6



Sent from my iPhone



per Johnny: there was a lot of water running



③

A



Veronica Hernandez

From: Veronica Hernandez
Sent: Wednesday, February 19, 2025 11:19 AM
To: Veronica Hernandez
Subject: 104 Kristi

①



2



Makayla Rodriguez

From: Ryan Gaddy <ryan@ao-tx.com>
Sent: Wednesday, February 19, 2025 5:12 PM
To: Makayla Rodriguez; Ismael Parra
Subject: Rollingwood - Kristy Work

Hello,

Kristy construction schedule was as follows:

Water Install Pipe: 9/23-24 to 10/4/25 (Hydro Test)

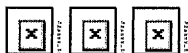
Tie-In : 11/19/24

Black Base : 11/26/24 – 11/27/24



Ryan Gaddy
Project Manager, AO Services

[512-592-8047](tel:512-592-8047) | ao-tx.com | ryan@ao-tx.com
[25565 Ronald Reagan Blvd. Georgetown, TX 78633](#)



ACCOUNT NUMBER	CURRENT SERVICE PERIOD	BILLING DATE
██████████	5/23/2024 - 6/23/2024	7/09/2024
LAST PAYMENT	DATE/AMOUNT	SERVICE ADDRESS
0/00/0000	0.00	104 KRISTY DR



METER #	CURRENT	PREVIOUS	USAGE	SERVICE DESCRIPTION	AMOUNT
██████████	1595	1570	6/22 0		
	0	0	25	WATER RESIDENTIAL	189.00
				SEWER RESIDENTIAL	31.24
				WTR BAS 1 "	30.00
				SEWER RES BASE	13.07

RESIDENTIAL: IT'S WINTER AVERAGING TIME AGAIN!
FOR MORE INFO: <https://bit.ly/49AKny1>



MICHELLE VANWINKLE
104 KRISTY DR
ROLLINGWOOD TX 78746

DUE DATE: 7/23/2024

TOTAL DUE: 133.32
AMOUNT DUE AFTER
07/26/2024 139.98



City of Rollingwood
403 Nixon Drive
Rollingwood TX 78746



SERVICE ADDRESS:
104 KRISTY DR

ACCOUNT NUMBER: ██████████

MICHELLE VANWINKLE
104 KRISTY DR
ROLLINGWOOD TX 78746

DUE DATE: 7/23/2024

TOTAL DUE: 133.32
AMOUNT DUE AFTER
07/26/2024 139.98

ACCOUNT NUMBER	CURRENT SERVICE PERIOD	BILLING DATE
[REDACTED]	6/23/2024 - 7/23/2024	8/07/2024
LAST PAYMENT	DATE/AMOUNT	SERVICE ADDRESS
0/00/0000	0.00	104 KRISTY DR



METER #	CURRENT	PREVIOUS	USAGE	SERVICE DESCRIPTION	AMOUNT
[REDACTED]	87	0	87	WATER RESIDENTIAL	1,690.00
				SEWER RESIDENTIAL	31.24
				WTR BAS 1 "	30.00
				SEWER RES BASE	13.07
PAST DUE AMOUNT:					139.98
PROJECTED PENALTY					6.66

RESIDENTIAL: IT'S WINTER AVERAGING TIME AGAIN!
 FOR MORE INFO: <https://bit.ly/49AKnYl>



MICHELLE VANWINKLE
 104 KRISTY DR
 ROLLINGWOOD TX 78746

DUE DATE: 8/23/2024

TOTAL DUE: 1,904.29
 AMOUNT DUE AFTER
 08/28/2024 1,992.51



City of Rollingwood
 403 Nixon Drive
 Rollingwood TX 78746



SERVICE ADDRESS:
 104 KRISTY DR

ACCOUNT NUMBER: [REDACTED]

MICHELLE VANWINKLE
 104 KRISTY DR
 ROLLINGWOOD TX 78746

DUE DATE: 8/23/2024

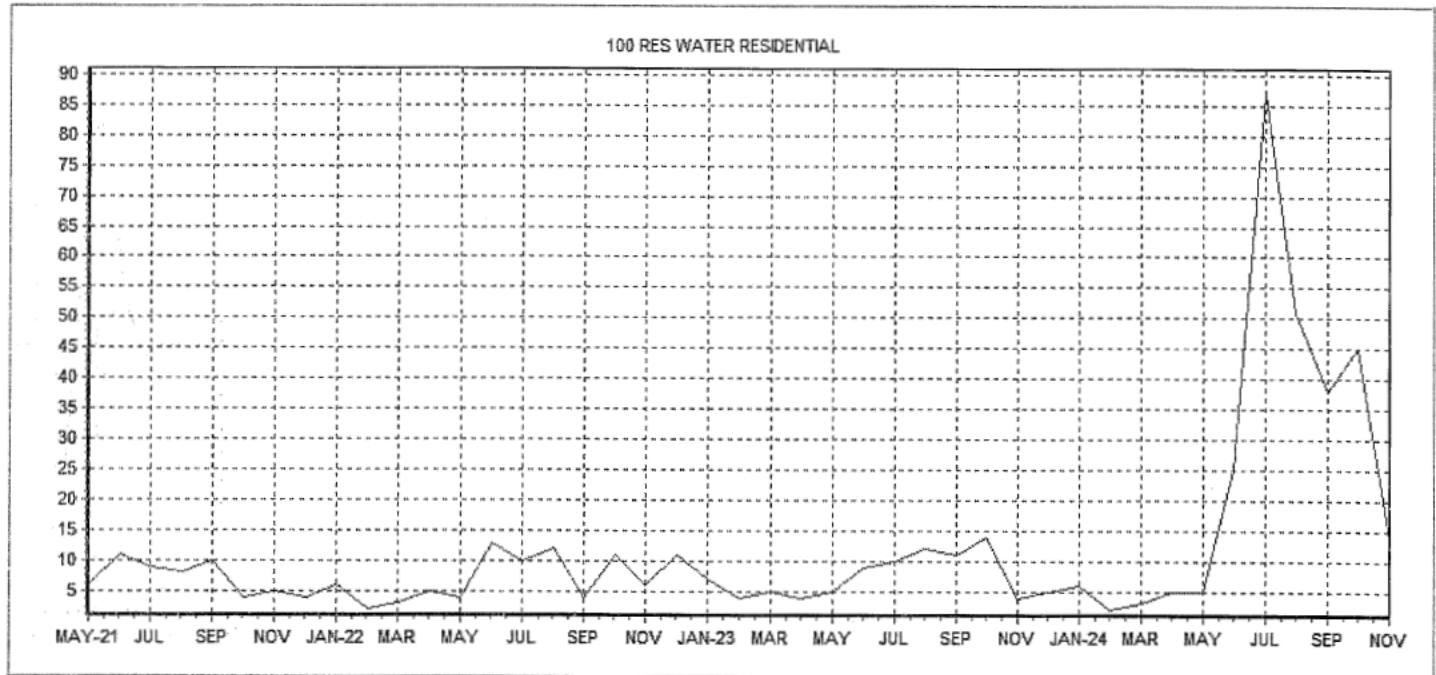
TOTAL DUE: 1,904.29
 AMOUNT DUE AFTER
 08/28/2024 1,992.51

Account
Name

MICHELLE VANWINKLE

Service Address

104 KRISTY DR



YEAR	MONTH	READ DATE	PREVIOUS READ	CURRENT READ	TOTAL CONSUMPTION	DEMAND READ	DEMAND CONSUMPTION	READING FLAG	READING SOURCE	OCCUPANT
2024	Nov	11/23/24	221	235	14			Regular	Hand Held	00
	Oct	10/23/24	176	221	45			Regular	Hand Held	00
	Sep	9/23/24	138	176	38			Regular	Hand Held	00
	Aug	8/23/24	87	138	51			Regular	Hand Held	00
	Jul	7/23/24	0	87	87			Regular	Hand Held	00
	Jun	6/23/24	0	0	25			Regular	Manual Read	00
	May	5/23/24	1565	1570	5			Regular	Meter Reading Input	00
	Apr	4/23/24	1560	1565	5			Regular	Meter Reading Input	00
	Mar	3/23/24	1557	1560	3			Regular	Meter Reading Input	00
	Feb	2/23/24	1555	1557	2			Regular	Meter Reading Input	00
	Jan	1/23/24	1549	1555	6			Regular	Meter Reading Input	00
2023	Dec	12/23/23	1544	1549	5			Regular	Meter Reading Input	00
	Nov	11/23/23	1540	1544	4			Regular	Manual Read	00
	Oct	10/23/23	1526	1540	14			Regular	Meter Reading Input	00
	Sep	9/23/23	1515	1526	11			Regular	Meter Reading Input	00
	Aug	8/23/23	1503	1515	12			Regular	Meter Reading Input	00
	Jul	7/23/23	1493	1503	10			Regular	Meter Reading Input	00
	Jun	6/23/23	1484	1493	9			Regular	Meter Reading Input	00
	May	5/23/23	1479	1484	5			Regular	Meter Reading Input	00
	Apr	4/23/23	1475	1479	4			Regular	Meter Reading Input	00
	Mar	3/23/23	1470	1475	5			Regular	Meter Reading Input	00
	Feb	2/23/23	1466	1470	4			Regular	Meter Reading Input	00
	Jan	1/23/23	1459	1466	7			Regular	Meter Reading Input	00
2022	Dec	12/23/22	1448	1459	11			Regular	Meter Reading Input	00
	Nov	11/23/22	1442	1448	6			Regular	Meter Reading Input	00
	Oct	10/23/22	1431	1442	11			Regular	Meter Reading Input	00
	Sep	9/23/22	1427	1431	4			Regular	Meter Reading Input	00
	Aug	8/23/22	1415	1427	12			Regular	Meter Reading Input	00
	Jul	7/23/22	1405	1415	10			Regular	Meter Reading Input	00
	Jun	6/23/22	1392	1405	13			Regular	Meter Reading Input	00
	May	5/23/22	1388	1392	4			Regular	Meter Reading Input	00

Veronica Hernandez

From: Andrew Van Winkle <avw@braidx.com>
Sent: Monday, January 20, 2025 10:17 AM
To: Veronica Hernandez
Subject: Re: Water leak adjustment request, 104 Kristi Drive Rollingwood, TX
Attachments: Irrigation work Invoice aqualed martin torres Andrew Van Winkle 10.11.24.pdf; rollingwood water leak_adjustment_request_form_f_4.13.23.pdf; 104 kristi dr (van winkle) usage report fr municipalonlinepayments.pdf

Hi, Veronica.

1.) water leak adjustment report.

I think you might have sent that email to the wrong person. You sent usage reports you sent for dates in December 2024 and January 2025. My adjustment request was for a leak that was repaired in October 2024. Therefore, usage reports of days in December and January are not relevant to my request. For easy reference, I attached the following to this email.

- water leak adjustment request form (nothing new here. This is the same form I sent on Dec 9, 2024.)
- invoice showing leak repair (again ... nothing new here. This is the same form I sent on Dec 9, 2024.)
- usage report from rollingwoodtx.municipalpaymentsonline.com

2.) EyeOneWater

eyeonewater shows that we are using ~ 1,100+ gallons of water every hour of every day. that is not correct. I need help addressing this.

Cheers,
Andrew Van Winkle
Founder
[Braidco](#)
www.braidco.net

[Braidway Prime delivers richer data, more powerful AI, and greater AI safety than is possible by other means.](#)

From: Veronica Hernandez <vhernandez@rollingwoodtx.gov>
Date: Wednesday, January 15, 2025 at 10:48
To: Andrew Van Winkle <avw@braidx.com>
Subject: RE: Water leak adjustment request, 104 Kristi Drive Rollingwood, TX

Hello Mr. Van Winkle,

I hope this message finds you well.

I am reviewing the leak adjustment you submitted. I checked EyeOnWater, and it still indicates constant water usage. I have attached the charts from EyeOnWater for your reference. I noticed you are registered for EyeOnWater, and you can view your constant water usage. Currently, we are not able to approve the leak adjustment.

I would like to add that the Council and Utility Commission is considering changing the adjustment period from three months to one month, as residents can now detect leaks sooner through EyeOnWater.

Thank you for your attention to this matter.

Best regards,

Veronica Hernandez
Utility Billing Manager
City of Rollingwood
(512) 327-1838
www.rollingwoodtx.gov

With gratitude,
Veronica Hernandez
Utility Billing Manager
City of Rollingwood
(512) 327-1838
www.rollingwoodtx.gov

From: Andrew Van Winkle <avw@braidx.com>
Sent: Monday, December 9, 2024 12:15 PM
To: Veronica Hernandez <vhernandez@rollingwoodtx.gov>
Cc: Michelle Van Winkle <mvw@braidx.com>
Subject: Water leak adjustment request, 104 Kristi Drive Rollingwood, TX

Hi, Veronica. Thanks for your help via phone. Attached, please find the adjustment request form and the repair bill.

Please let me know if I have submitted all materials you need to assess the request. And, if possible, please let me know when to expect responses to the request.

Cheers,
Andrew Van Winkle
Founder
Braidco
www.braidco.net

[Braidway Prime delivers richer data, more powerful AI, and greater AI safety than is possible by other means.](#)

Veronica Hernandez

Last

③

From: Veronica Hernandez
Sent: Tuesday, January 28, 2025 4:00 PM
To: avw@braidx.com
Subject: 104 KRISTY DR / Leak Adjustment Average Request form
Attachments: Leak Adjustment Avg Request Form (F).pdf
Importance: High

Hello, Mr. Vanwiinkle,

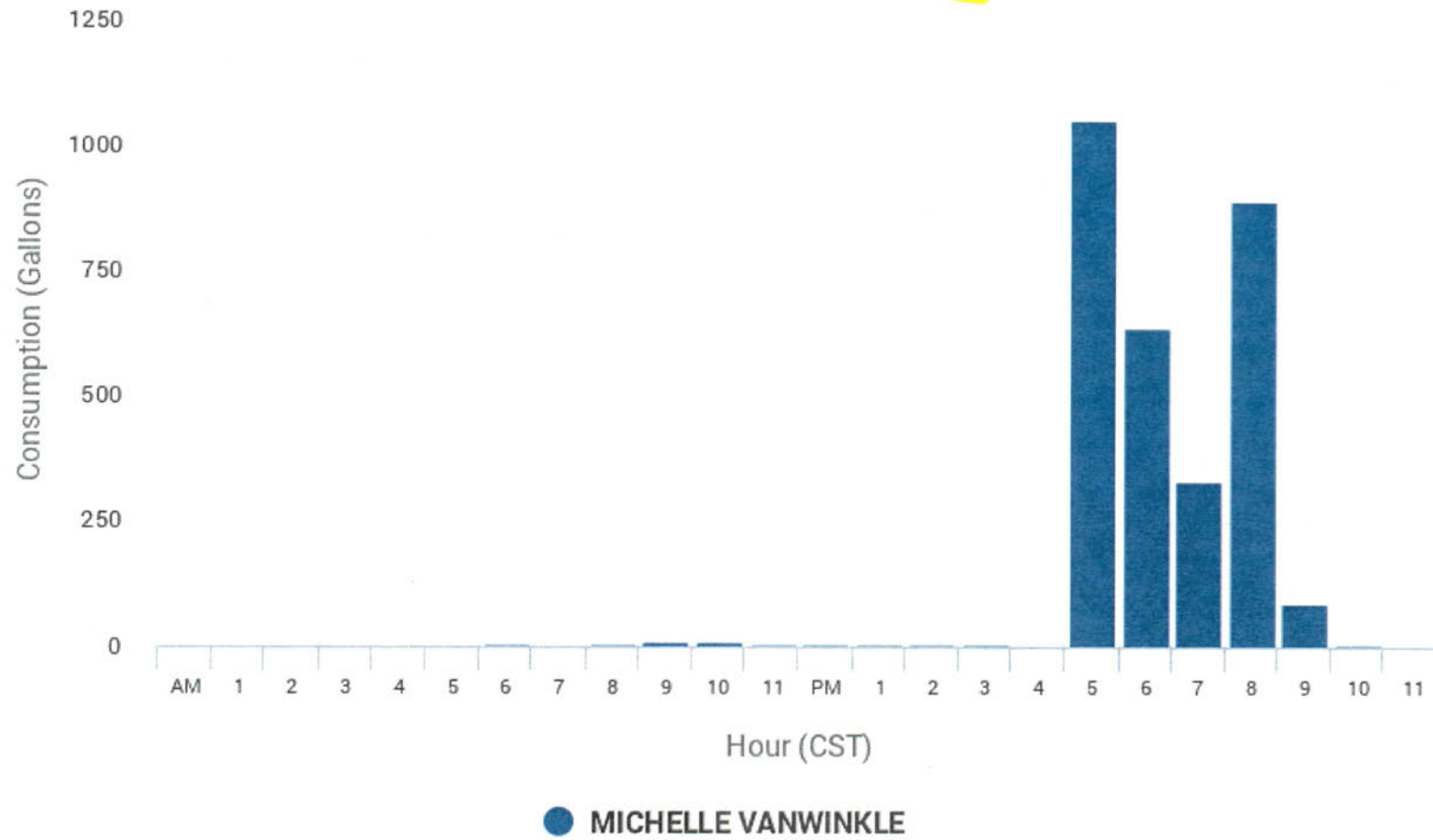
I have attached a copy of the leak adjustment average request form for your review. It appears that the leak has been successfully repaired. Please submit the completed form along with any invoices, receipts, or work orders related to the leak repair.

Thank you for your attention to this matter.

With gratitude,
Veronica Hernandez
Utility Billing Manager
City of Rollingwood
(512) 327-1838
www.rollingwoodtx.gov

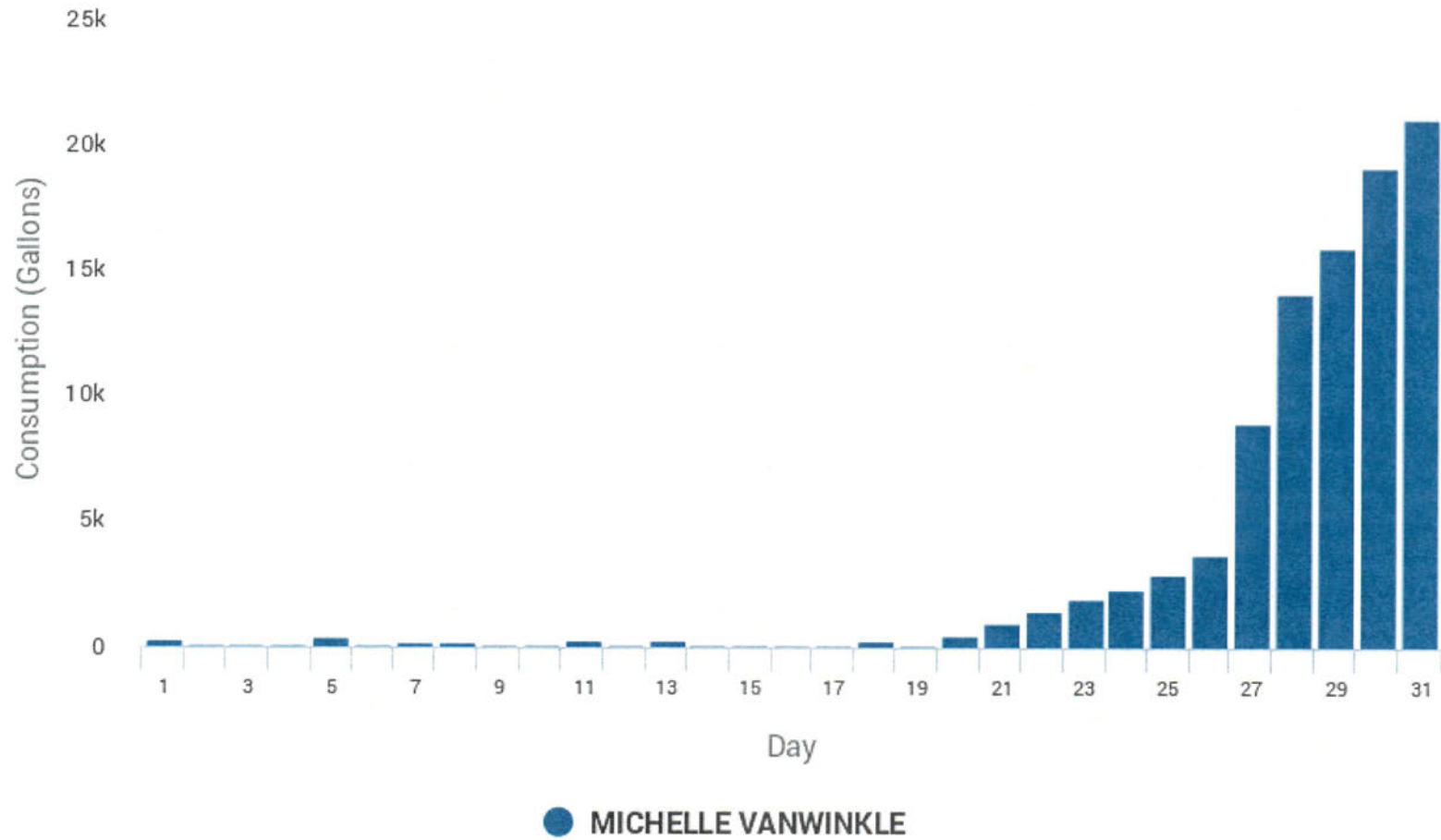
3,076 Gallons

Sunday, November 10, 2024



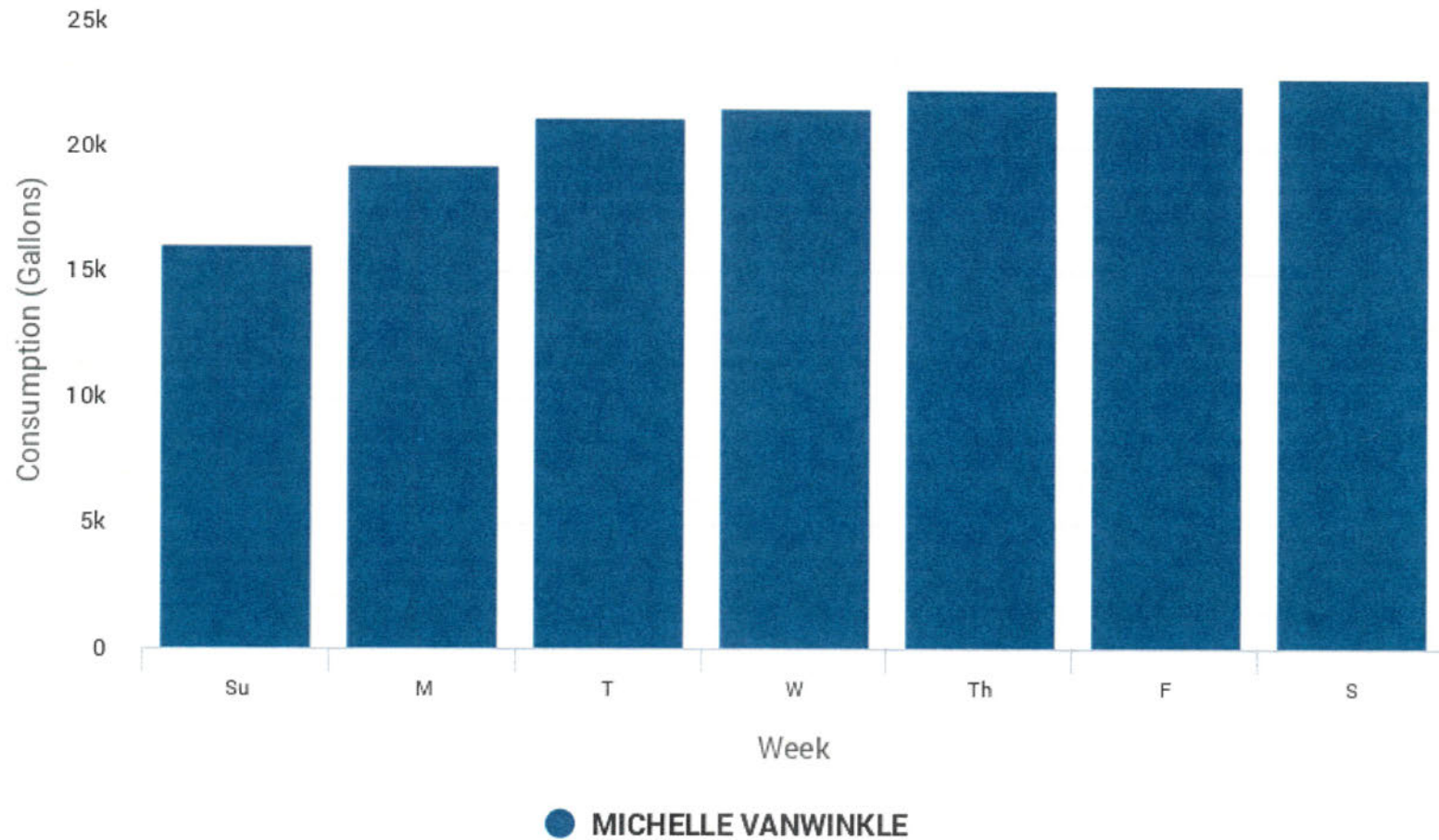
96,636 Gallons

Daily for December 2024

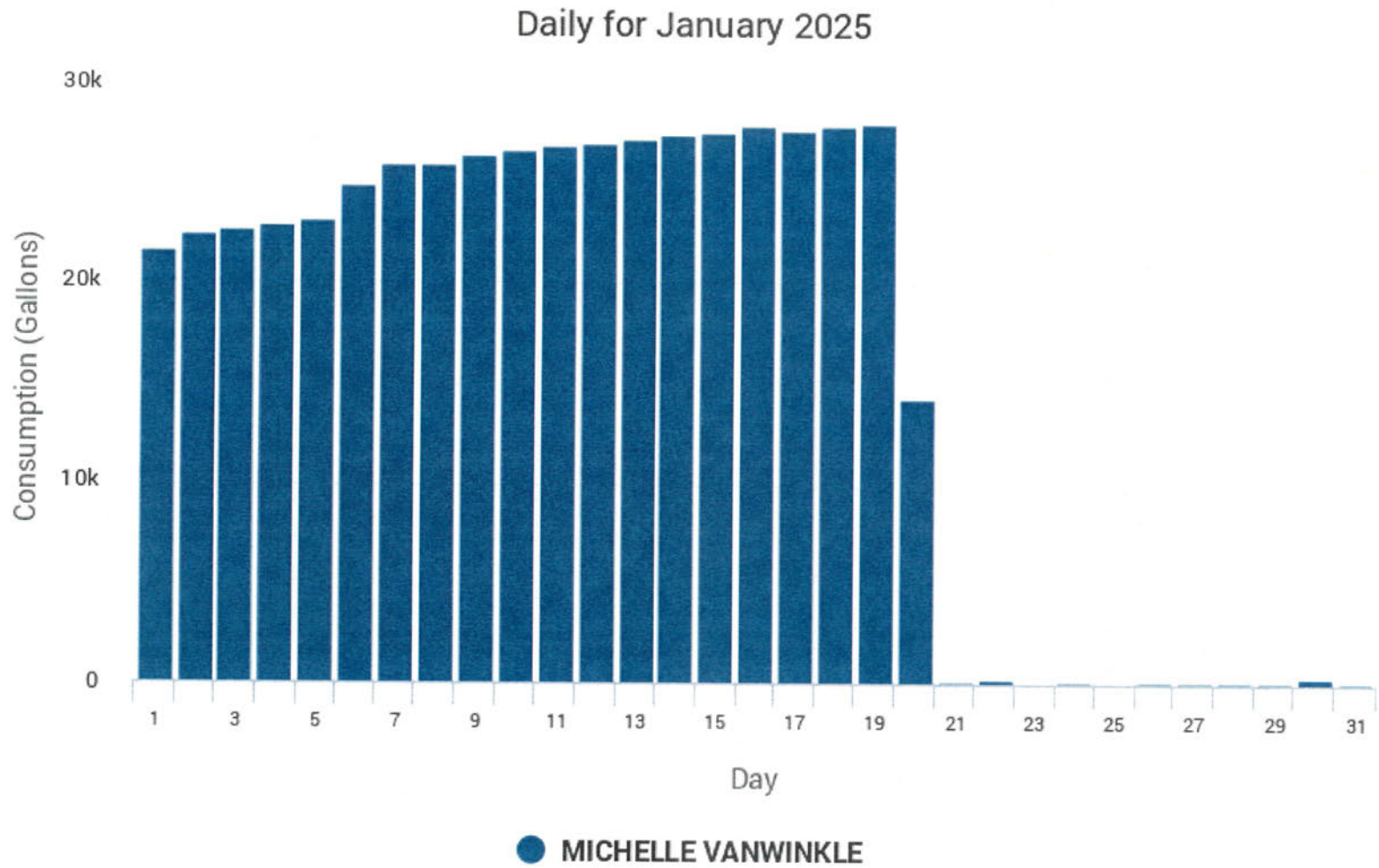


145,815 Gallons

Weekly beginning Sunday, December 29, 2024



505,252 Gallons



Veronica Hernandez

From: Andrew Van Winkle <avw@braidx.com>
Sent: Thursday, February 6, 2025 6:01 PM
To: Veronica Hernandez
Cc: Michelle Van Winkle
Subject: FW: 104 KRISTY DR / Leak Adjustment Average Request form
Attachments: van winkle 20250206 RW Water Leak Adjustment Req.pdf; Matt Bond water main repair 20250120 INV0373.pdf

Hi, Veronica.

Thanks for your help with this. Leak Adjustment Form and repair invoice are attached.

As I noted in the attached form, please use the body of this email for the details and merit of our request. As you will see, this detail does not fit into the form.

We contend that City of RW gauged our main water line immediately adjacent our water meter and that this caused a leak. We are requesting relief in water fees charged to us by City of RW and repair fees as follows.

Leak period: 32 days (12/20/2024 – 01/20/2025).

Leak dates determine by flow on eyeonwater.com.

My contractor fixed the leak on 01/20/2025. Repair Fees: \$225.

Daily average use for the 30 days surrounding the leak dates = 136.7.

This is what I suggest we use as our estimated 'real water usage' per day for the 32 days ((12/20/2024 – 01/20/2025) if our line had not been gauged.

Estimated total "real water use" = 32 days x 136.7 per day = 4,374.4

Gallons billed during "Leak Period": 597,361.2

Gallon billed due to leak caused by City of RW = 592,986.80

Relief requested, please:

1. Water fees associated with 592,986.80 gallons billed during 'Leak Period'
NOTE: I can't state this as USD bc I do not have a rate schedule to convert gallons to USD.
2. Repair fees: \$225
3. Please update our account so that the correct values are used for 'winter averaging.'

Additional Comments

As identified by Johnny Coronado on Jan 20, 2025, a tool or similar object gauged our main water line immediately adjacent to our meter. I have the damaged pipe segment available for inspection.

City of RW (or its contractors) was working at the location of this leak on many days in October, November, and December, 2024. We contend that City RW (or its contractors) damaged our water line during that work. We expect that you can confirm that City RW (or its contractors) was performing work at this location of the leak on or about the date the leak started. Also, since you can see in the eye on water data that the leak flow gradually increased, please recognize that this implies that damage to the line might have preceded the exact date (12/20/2024) when water broke through the line.

We certify that we (including any contractor or other party associated with us) was not in the location of the damaged pipe at any time in November or December.

Cheers,
Andrew Van Winkle
Founder
Braidco
www.braidco.net

Braidway Prime delivers richer data, more powerful AI, and greater AI safety than is possible by other means.

From: Veronica Hernandez <vhernandez@rollingwoodtx.gov>
Date: Tuesday, January 28, 2025 at 15:59
To: Andrew Van Winkle <avw@braidx.com>
Subject: 104 KRISTY DR / Leak Adjustment Average Request form

Hello, Mr. Vanwiinkle,

I have attached a copy of the leak adjustment average request form for your review. It appears that the leak has been successfully repaired. Please submit the completed form along with any invoices, receipts, or work orders related to the leak repair.

Thank you for your attention to this matter.

With gratitude,
Verónica Hernandez
Utility Billing Manager
City of Rollingwood
(512) 327-1838
www.rollingwoodtx.gov

7,305 gallons

Daily for November 2024

