



AWR Services, Inc.

Utility Management
& Operations

AWR Monthly Operating Report
City of Rollingwood
February 19, 2019

AWR Water & Wastewater Services Summary

Lift Station Monitoring

AWR personnel made site visits and monitored the City of Rollingwood's lift stations five (5) days per week for the month of January 2020. In addition, AWR responded to emergency calls 24 hours per day/7 days per week.

Billing & Collection

AWR billed 596 active customers during the month of January 2020. All amounts collected were deposited in the City's depository bank. Delinquent accounts and high user notices were processed based upon the City's approved policies, and once approved, were mailed to customers.

- *Uncollected Arrears Accounts* – Please note the utility billing uncollected arrears accounts as of August 2019 have reached the following, including uncollected final accounts (Please also see attached Arrears Listing Report):
 - **60-Days Delinquent** \$3,144.44
 - **90-Days Delinquent** \$2,442.97
 - **Excess of 120-Days Delinquent** \$20,966.05 (includes payment plans)

Water System

1. *3225 Park Hills Drive (Service Line Repair)* – AWR responded to an after-hours emergency call from a customer for high amount of water in the road and actively flowing. Upon arrival, we determined excavation and emergency line locates were required.



Following excavation, we found a broken section of the PVC service line and made the necessary replacement and placed the customer back in service; a total of 4-foot of flex hose was utilized to complete the repair.

2. *1002 Ewing Circle (Possible Main Leak)* – AWR responded to an after-hours call for a possible water leak. Upon arrival, we determined there was some moisture near a crack in the pavement but not enough to obtain a chlorine residual for testing. Since the area appeared to not be running, we updated the customer and City to monitor the area and report if moisture emerges.
3. *404 Inwood (irrigation Leak)* – AWR responded to an after-hours customer call for a possible water leak in the yard. Upon arrival, we determined this to be an issue with the irrigation system and recommended the customer to call a licensed irrigator to inspect and repair.

Lift Station Repairs & Maintenance

1. *Lift Station #1 – Dellana (High Level Alarm)* – AWR responded to multiple high-level alarms from the station. The floats needed repair, as they were not operating properly, and were placed back in service.
2. *Wastewater Emergency Generator Preventative Maintenance Plans* – AWR coordinated with HoltCat and provided recommended plans to minimize failures/downtime with the City's backup generators. We will relay the proposals to the PWD upon receipt.

Grinder Pumps

1. *4801 Rollingwood Drive (Western Hills Athletic Center)* – AWR, at the request of the PWD, performed inspection and cleaning of the athletic center grinder pump system.
2. *2406 Rollingwood Drive* – AWR responded to two (2) after-hours customer calls during the month. The first visit we determined the pump had failed and required replacement. Ten (10) days later, the replacement pump had failed as well. We installed a new pump and returned the rebuilt pump to the manufacture for warranty and repair, we are currently awaiting a response.



Drought Contingency Plan

Current combined storage level in Lakes Travis and Buchanan is 1.751 million acre-feet, or 87% of total capacity. Lake Travis is currently at 83% of total capacity, or 946,523 thousand acre-feet.

"Stage I Watering Restrictions", commonly referred to as once-per-week yard watering in accordance with the City of Austin's watering restrictions, are currently in effect in the City.

Water Loss

January 2020 Estimated Water Loss – 1%

City of Rollingwood

Water Accountability

January 2020

<u>BILLING PERIOD 1/1/2020 - 1/31/2020</u>	<u>Gallons:</u>
Water Purchase from City of Austin: 01/02/2020 - 02/03/2020	8,118,200
Master Meter Daily Log: January	7,484,300
Usage Difference COA & Rollingwood	633,900
Gallons Billed for Billing Cycle: 12/20/2019 - 01/23/2020	
Total usage	7,403,000
Tracking Gallons - City Usage	(125,000)
Residential Usage	7,278,000
Line Flushings: (regular line & Muzzel flushing)	0
Fire Hydrant Flushings: Standard Operations	4,000
Main Breaks:	0
Service Line Leaks:	0
gallons are estimated - Leaks are not metered	
Total Consumption	<u>7,407,000</u>
Master Meter Water:	7,484,300
Total Usage	<u>7,407,000</u>
Water Loss (Gallons)	77,300
<u>Water Loss Percentage:</u>	<u>1%</u>

Number of Connection Accounts:

Residential:	537
Residential Irrigation:	0
Commercial:	39
Commercial Irrigation:	17
City Meters	<u>22</u>
Total:	615

City of Rollingwood
Monthly Billing & Collections Report
January 2020

1/01/2020 - 0/31/2020

Penalty:	\$	370.05
Water Collections:	\$	51,404.55
Wastewater Collections:	\$	45,563.35
Water Demand Fee	\$	16,957.08
Residential Irrigation	\$	4.13
Park Donation	\$	-
Deposits Collected	\$	1,500.00
Misc./Returned Check Fee	\$	152.00
Undistributed Overpayments	\$	1,677.05

<u>Total Collections:</u>	\$	<u>117,628.21</u>
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Current Month Billing Period: Janaury 2020

Penalty	\$	312.04
Water:	\$	52,026.33
Wastewater:	\$	46,966.42
Water Demand Fee:	\$	16,870.00
Residential Irrigation:	\$	12.39
Park Donation	\$	-
Deposits/Misc	\$	40.00

<u>Total Current Billing:</u>	\$	<u>116,227.18</u>
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Security Deposit:

Balance Forward:	\$	146,870.00
Deposits Billed	\$	1,500.00
Deposits Applied/Billed	\$	<u>(550.00)</u>

<u>Current Balance:</u>	\$	147,820.00
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City of Rollingwood

Arrears Listing Totals

January 2020

<u>*60 Days</u>	\$	3,144.44	
<u>*90 Days</u>	\$	2,442.97	
<u>*120 Days+</u>	\$	<u>20,966.05</u>	Payment Plans/Pending Adjustments
	\$	26,553.46	
Overpayments/Credit Balances:	\$	(14,042.81)	

*Note: Total arrears include balances from uncollected final accounts.