



City of Rollingwood

**Request for Proposals:
Water and Wastewater
Operations, Maintenance, and
Emergency Response**



April 13, 2021



April 15, 2021

Ms. Amber Lewis
City Administrator
City of Rollingwood
403 Nixon Drive
Rollingwood, TX 78746

RE: Proposal for Utility Operations and Maintenance – City of Rollingwood

Dear Ms. Lewis,

Crossroads Utility Services, LLC is pleased to submit a proposal to provide water and wastewater utility operations and maintenance for the City of Rollingwood. Crossroads Utility Services offers full service general management, utility repair services, and licensed utility operations for 55 client utilities and special districts in the Austin area. We are the true local utility operational support team in the Austin area. Crossroads offers utility operations by licensed TCEQ operators, full time maintenance and repair crews, and a customer service center based in Round Rock, TX.

Within a services agreement, we would propose to offer the following services for City of Rollingwood:

- All necessary water distribution operations on a 7-day-per week schedule;
- All wastewater collection system and lift station inspection on a 5-day-per-week schedule;
- 24/7 utility emergency repair services;
- Grinder system repair services;
- All necessary routine and non-routine maintenance of the water and wastewater systems; and
- All necessary TCEQ regulatory compliance support.

We certainly appreciate the opportunity to propose our company to offer utility services for the Rollingwood community. If our proposal is agreeable, our next step is to submit a draft example of this arrangement within a contract to you for review and begin discussing our service plan. Should you have any questions about this proposal, please don't hesitate to contact me directly at 512-483-4136 or ahunt@crossroadsus.com.

Best Regards,

A handwritten signature in blue ink, appearing to read "Andrew Hunt", is positioned above the typed name.

Andrew Hunt
Executive Vice President

Main Office
2601 Forest Creek Drive
Round Rock, TX 78665
512-246-1400
sales@crossroadsus.com

South Office
1502 San Juan Drive
Austin, TX 78733

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Area with a
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**Water and
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**2601 Forest Creek Drive
Round Rock, TX 78665**

- 🔹 **Fax:** (512) 246-1900
- 🔹 **Phone:** (512) 246-1400
- 🔹 **sales@crossroadsus.com**





Executive Summary

Local and Proud

Crossroads Utility Services was founded in 2009, in response to an overwhelming call by many utility district board members, consultants, and Austin-area developers for a local utility operations company. Our company management and staff have over 150 years' combined experience serving the Austin utility market. This experience allows us to be both creative and flexible in responding to our client's unique challenges. We are proud to be a locally owned and operated utility company.

Better Customer Experience

Crossroads Utility Services has a call center based in Round Rock, TX, offering customer support 24-hours a day. To give our customers the best experience, we've integrated numerous software systems for added convenience. We currently provide utility billing and operations services to over 35,000 connections within 35 different utility districts in the Austin area. Our technology enables our customers to review their bills, water usage, and payment history and allows them to pay their bill online in a secure, confidential web environment.

Responsible and Capable

Our operational services provide you with TCEQ-certified water and wastewater operators at the required levels or higher. We take responsibility for your utility to meet or exceed all state and federal requirements. We also provide a full support team to respond to all emergency calls. This support team will diagnose and correct any problem that may arise within your utility system during regular business or after hours. Our expert field service crews are ready to assist in every facet of utility maintenance and construction. For any issue, they are well equipped to construct, repair, or replace any utility component.



Our Approach

THE CROSSROADS WAY

To satisfy the unique challenges that arise with every utility system, we establish a custom service plan for each community. **Our approach is built on three pillars:**

IDENTIFY YOUR UTILITY SERVICE NEEDS

We start all prospective opportunities by setting up a meeting with you and completing a short evaluation of your system. This is a no-cost, no-obligation meeting to review your system's details and community's needs. Then, we strategize how Crossroads can provide service that meets those requirements.

DEVELOP A CUSTOMIZED SERVICE PLAN

Our contract team of certified professionals develops a tailored plan that fits your community and utility system. Together, we review that plan, including proposed pricing and a terms of service agreement.

LAUNCH SERVICE

When both parties agree to a service plan, Crossroads assigns a regional contract team of operational professionals and a contract manager to finalize the commencement of services in your community.

Our Experience

TRUSTED BY MANY

Dozens of communities already trust Crossroads with their utility service. **We currently manage 51 utility contracts across the Greater Austin, TX area.** These contracts cover a variety of services including utility general management, utility billing services, maintenance and repair services, certified utility operations, and park and facility maintenance services.

At Crossroads, we believe that our strength lies in our team-based method. We rely on our skilled team when undertaking any operational issues.



Key Personnel

MEET OUR MANAGEMENT TEAM

Executive Team

- **Steve Held**
Founder/Managing Member
- **Shae Vaughan**
President
- **Andrew Hunt**
Executive Vice President/COO
- **Robert Anderson**
Vice President of Business Services
- **James Wills**
Vice President of Operations
- **Jorge Villarreal**
Vice President of Maintenance

Senior Management Team

- **Kristy Cunningham**
Office Manager
- **Darrell Winslett**
Regulatory Compliance Specialist
- **Dan Tatum**
Field Operations Manager
- **Jason Porter**
Wastewater Treatment Supervisor
- **Willie Childress**
North Field Supervisor
- **Ryan McCabe**
Maintenance Supervisor
- **Neal Grubert**
Master Electrician
- **Brittany Belvin**
Customer Service Supervisor
- **Cathy Ryan**
Billing Supervisor
- **Allen Teague**
Meter Reading Supervisor

Our Services

Customer Service and Utility Billing

- Customer service call center available 24/7
- Our agents handle payment processing, assist with diagnosing utility issues, and answer questions from your customers related to their utility bills
- Management team regularly analyzes call statistics to ensure that we are resolving customer service calls in an efficient manner
- Dedicated to a first-call resolution approach
- Billing team utilizes Continental Utility Solutions software and Uvision billing software to accurately calculate and process payments, and ensure each of our client utilities are receivable funds paid by their customers
- Billing team has partnered with DataProse and AVR, Inc. to print, mail, and deliver over 34,000 water bills every month

Meter Reading

- Our meter reading staff reads approximately 32,000 meters every month
- Real-time uploads of meter readings into our utility billing software
- Printed reports to guarantee meter reading accuracy
- Meter reading team completes quality assurance readings monthly
- Our team can set up and integrate with your utility's automatic meter reading software simply and efficiently

Builder Services

- Dedicated builder service representative to assist your development needs
- Builder services department processes water and wastewater taps, schedules inspections, and answers any unique tap questions
- Crossroads processes over 2,000 new service taps annually
- Committed to coordinating with your community's building professionals to ensure a successful building process within your utility



Our Services (CONTINUED)

Certified Utility Operations

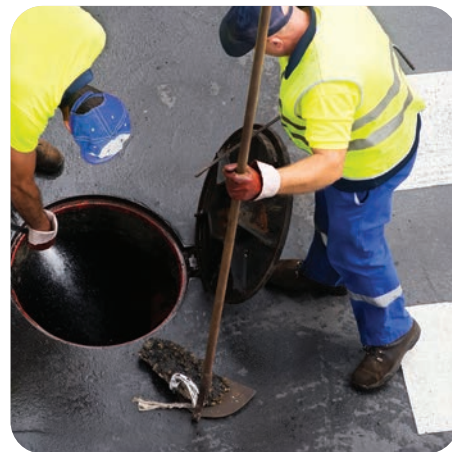
- Facilities and systems operations assistance with our TCEQ-licensed operational staff members
- Our staff will certify that your systems exceed all state and federal drinking water regulations
- To streamline services, water and wastewater operations are two separate divisions
- Our staff is regularly assisting customers, checking facilities, operating systems, and performing all necessary regulatory compliance checks so that your system is operating efficiently and within state and federal guidelines

Maintenance

- Dedicated maintenance professionals deployed to service and repair any water or wastewater issue within your system
- Crossroads utilizes in-house excavation equipment and repair crews to handle water and wastewater line maintenance
- Trained pump and motor repair professionals
- Master electrician on staff
- Crews are available 24/7 for assistance
- Our team is regularly trained on all aspects of safety equipment to make sure every job is efficient, successful, and safe
- Crews are certified in low-pressure sewer system operations and maintenance

Regulatory Compliance

- Regulatory compliance team ensures the health of our systems and operations
- Regulatory compliance specialist reviews and oversees the compliance activities of all of our utility systems and clients
- All levels of assistance, from a simple bacteriological sample to a complex regulatory issue
- Regulatory specialist and four of our lead operational management team members hold “AA” water and wastewater licenses
- Our regulatory compliance specialist is our lead contact with state or federal inspectors to achieve 100% compliance
- We are committed to delivering safe and clean water and wastewater to all of our permitted facilities





Locally Owned & Operated



OUR ADDRESS

**2601 Forest Creek Drive
Round Rock, TX 78665**

💧 **Fax:** (512) 246-1900

💧 **Phone:** (512) 246-1400

💧 **sales@crossroadsus.com**

Overview of Proposal

Crossroads Utility Services, LLC is pleased to submit a response to the request for proposals for operations and maintenance of the City of Rollingwood's water and wastewater utility systems. We believe our company is the most qualified operator in the Austin area as evidenced by our management teams' experience, service offering, and diversity of operational service contracts. Features of this enclosed statement are:

- Company information
- A brief scope of services contained in the RFP
- A full current client listing representing diversity of our contract portfolio serving over 35,000 connections in the Greater Austin-area
- Responses to Section IV of the RFP
- Schedule of Fees
- Bios of key personnel

Company Information

Crossroads Utility Services was created on February 18, 2009, in response to an overwhelming plea by many utility district board members, consultants and Austin-area developers for a local utility operations company. Our company management and staff have over 150 years' experience serving the Austin utility market. We are proud to be a locally-owned and operated utility company which allows our delivery of services to be both creative and flexible in responding to our client's unique needs. As a small business, we believe in investing our resources here in our Central Texas communities. In 2019 we celebrated our tenth year in business.



Crossroads Utility Services' customer service center, based in Round Rock, TX, offers a call center operating 24-hours a day. Crossroads Utility Services is dedicated to customer service by interfacing several software systems for added convenience to our clients' customers. We are currently providing utility billing and operations services to over 35,000 connections within 58 different utility contracts in the Austin area. Our technology enables our customers to review their bills, water usage and payment history and allows them to pay their bill online in a secure and confidential web environment.

Our operational services provide to your utility with TCEQ certified water and wastewater operators at required levels or higher. We take personal responsibility and accountability for your utility with a goal of meeting or exceeding all state and federal requirements. We also provide a full support team to respond to all emergency calls and diagnose and correct any problem that may arise in the District's system during regular or after hours. Our field service crews are experienced in every facet of utility maintenance and construction and are well equipped to construct, repair or replace any utility component.

Scope of Services

Crossroads has reviewed the background of the system, maps provided within the request for proposals and the standard and as-needed scope of services as outlined in Section II and III of the RFP. Specifically, Crossroads intends to offer the scope of services identified within the enclosed RFP for the amounts stated within Section IV(D).

RFP Reponses

Section A.

- 1) Legal status of Crossroads Utility Services, LLC:

Crossroads Utility Services, LLC is a limited liability company organized to do business in the State of Texas and founded in February 2009. Information on the managing members of Crossroads can be found in Exhibit A.

- 2) Years in business and providing utility operations in the Central Texas area:

12 years

- 3) Local offices that will manage the contract services:

- a. **Main office: 2601 Forest Creek Drive, Round Rock, TX 78665**
- b. **South office: 1502 San Juan Drive, Austin, TX 78733**

- 4) Current number of total staff: **85**
- a. Staff assigned to Main office: **69**
 - b. Staff assigned to South office: **16**
 - c. Number of TCEQ Licensed operators reporting to Main and South offices: **29**
 - d. Classifications of operators: **(Please see the enclosed list)**

- 5) Names and resumes of key staff members who would be involved providing utility services to the City

- a. James Wills, VP of Operations **(resume enclosed)**
- b. Dan Tatum, Field Operations Manager **(resume enclosed)**
- c. Darrell Winslett, Regulatory Compliance Specialist
- d. Jorge Villarreal, VP of Maintenance
- e. Jeff Dixon, Operator, B-Groundwater License
- f. John Kwiecinski, Wastewater Operator
- g. Mike Seaton, Operator Trainee
- h. Andrew Hunt, Contract Manager **(resume enclosed)**

- 6) Provide a list of all existing clients within the last 5 years – **See below**
Since the inception of the company in 2009, Crossroads Utility Services serves a wide base of utilities within the Greater Austin area. We pride ourselves on being able to offer unique services to each of our client communities in the Austin area. Crossroads was founded on a local approach to the utility service industry and so we intend to only represent clients within the Greater Austin area in order to be able to provide the best and most efficient service to our clients. The following is a complete listing of our current service contracts.

UTILITY	COMMUNITY	CONTRACT TYPE	CONNECTIONS
Amber Oaks Condos	Austin, TX	Lift Station Operations	---
Arbors at Lakeline Condos	Cedar Park, TX	Lift Station Operations	---
Barton Creek W.S.C.	Austin, TX	General Management/ Full Service Water / W/W Operations & Billing	216
Block House M.U.D.	Block House Creek, Leander, TX	General Management/ Full Service Water / W/W Operations & Billing	2,206
City of Westlake Hills	West Lake Hills, TX	Wastewater Collection	---
The Colony M.U.D. #1A	The Colony, Bastrop County, TX	Full Service Water/ W/W Operations & Billing	66
The Colony M.U.D. #1B	The Colony, Bastrop County, TX	Full Service Water/ W/W Operations & Billing	2
The Colony M.U.D. #1D	The Colony, Bastrop County, TX	Full Service Water/ W/W Operations & Billing	11
The Colony M.U.D. #1E	The Colony, Bastrop County, TX	Full Service Water/ W/W Operations & Billing	104
Cottonwood Creek MUD #1	Presidential Meadows, Manor, TX	Full Service Water/ W/W Operations & Billing	1,148
Crystal Mountain HOA	Crystal Mountain, West Travis County, TX	Full Service Water/ W/W Operations & Billing	53
Dimensional Place	West Lake Hills, TX	Wastewater treatment plant operations, OSSF operations	---
Enclave at Walnut Springs	Austin, TX	Lift Station Operations	---
Gardens at Verde Vista	Georgetown, TX	Lift Station Operations	---
Hays County MUD #5	Highpointe, Hays County, TX	General Management/ Full Service Water / W/W Operations & Billing	911
Headwaters MUD	Headwaters at Barton Creek, Dripping Springs, TX	Full Service Water/ W/W Operations & Billing	214
Lakeside WCID #2C	Trails at Blackhawk	Water and Wastewater System Operations	23
Lazy Nine M.U.D. #1A	Sweetwater, West Travis County, TX	General Management/ Full Service Water / W/W Operations & Billing	16

Lazy Nine M.U.D. #1B	Sweetwater, West Travis County, TX	General Management/ Full Service Water / W/W Operations & Billing	933
Lonestar Regional Water Authority	Jarrell, TX	Water Operations	5
North Austin M.U.D. #1	Rattan Creek, Austin, TX	General Management/ Full Service Water / W/W Operations & Billing	2,706
Northtown M.U.D.	Austn, TX	General Management/ Full Service Water / W/W Operations & Billing	3,090
Paloma Lake M.U.D. #1	Paloma Lake, Round Rock, TX	General Management/ Full Service Water / W/W Operations & Billing	1,055
Paloma Lake M.U.D. #2	Paloma Lake, Round Rock, TX	General Management/ Full Service Water / W/W Operations & Billing	811
RH LP of Texas (Rockwell Townhomes)	Round Rock, TX	Lift Station Operations	---
Round Rock Ranch PUD Utility Co.	Round Rock Ranch, Round Rock, TX	Water and Wastewater System Operations	97
The St. Mary Apartments	Austin, TX	Lift Station Operations	---
Sonterra M.U.D.	Sonterra, Jarrell, TX	General Management/ Full Service Water / W/W Operations & Billing	2,740
Springhollow M.U.D.	Dripping Springs, TX	Lift Station Operations, W/W Operations & Billing	63
South Buda WCID #1	Buda, TX	Water Operations, Management and Utility Billing Services	565
Travis County M.U.D. #2	Shadowglen, Manor, TX	General Management/ Full Service Water / W/W Operations & Billing	960
Travis County M.U.D. #3	Barton Creek, Austin, TX	General Management/ Full Service Water / W/W Operations & Billing	962
Travis County M.U.D. #4	Barton Creek, Austin, TX	General Management/ Full Service Water / W/W Operations & Billing	---
Travis County M.U.D. #5	Barton Creek, Austin, TX	General Management/ Full Service Water / W/W Operations & Billing	---
Travis County M.U.D. #6	Barton Creek, Austin, TX	General Management/ Full Service Water / W/W Operations & Billing	---
Travis County M.U.D. #7	Barton Creek, Austin, TX	General Management/ Full Service Water / W/W Operations & Billing	---
Travis County M.U.D. #8	Barton Creek, Austin, TX	General Management/ Full Service Water / W/W Operations & Billing	---
Travis County M.U.D. #9	Barton Creek, Austin, TX	General Management/ Full Service Water / W/W Operations & Billing	---

Travis County M.U.D. #11	Rough Hollow, Lakeway, TX	Full Service Water/ W/W Operations & Billing	521
Travis County M.U.D. #12	Rough Hollow, Lakeway, TX	Full Service Water/ W/W Operations & Billing	513
Travis County M.U.D. #13	Rough Hollow, Lakeway, TX	Full Service Water/ W/W Operations & Billing	289
Travis County M.U.D. #14	Elm Creek, Elgin, TX	General Management/ Full Service Water / W/W Operations & Billing	695
Travis County M.U.D. #15	Falcon Pointe, Pflugerville, TX	Water and W/W Collection System Maintenance	---
Travis County M.U.D. #18	Bella/Terra Colinas, Bee Caves, TX	Full Service Water/ W/W Operations & Billing	501
Travis County M.U.D. #21	Travisso, Leander, TX	Lift Station Operations	---
Travis County W.C.&I.D. #10	West Lake Hills, TX	Full Service Water/ W/W Operations & Billing	3,009
Travis County W.C.&I.D. #20	Rob Roy, Austin, TX	Full Service Water/ W/W Operations & Billing	371
Travis County W.C. &I. D. #18	West Lake Hills, TX	General Management/ Full Service Water / W/W Operations & Billing	1,909
Vista Oaks M.U.D.	Vista Oaks, Round Rock, TX	General Management/ Full Service Water / W/W Operations & Billing	908
Walsh Ranch	Walsh Ranch, Round Rock, TX	General Management/ Full Service Water / W/W Operations & Billing	247
Wells Branch M.U.D.	Well S Branch, TX	Full Service Water/ W/W Operations & Billing	2,924
Westlake Hills Presbyterian Church	West Lake Hills, TX	Wastewater Collection	---
Wilbarger Creek M.U.D. #1	Shadowglen, Manor, TX	General Management/ Full Service Water / W/W Operations & Billing	453
Wilbarger Creek M.U.D. #2	Shadowglen, Manor, TX	General Management & Wastewater Plant Operations	---
Williamson County M.U.D. #10	Teravista, Round Rock, TX	General Management/ Full Service Water / W/W Operations & Billing	1,173
Williamson County M.U.D. #11	Teravista, Round Rock, TX	General Management/ Full Service Water / W/W Operations & Billing	1,121
Williamson County M.U.D. #15	Teravista, Round Rock, TX	Pond Inspections and water well maintenance	---
Williamson County M.U.D. #22	Star Ranch, Hutto, TX	General Management/ Full Service Water / W/W Operations & Billing	447
Williamson County W. S. I. & D. District #3	Star Ranch, Hutto, TX	General Management/ Full Service Water / W/W Operations & Billing	1,584
		Connections	35,632

In addition, Crossroads operates many major water and wastewater facilities within the Austin area. Our operations department employs fully licensed staff members to serve a diversity of our client's facilities. We operate several large facilities 24/7 within our Districts as well as dozens of smaller facilities including booster stations, lift stations, and small package wastewater plants. The following is a list of our major facilities near the City:

FACILITY NAME	FACILITY TYPE
Colony M.U.D. #1A, Bastrop, TX	0.45 MGD WWTP (Extended membrane Aeration + UV Disinfection)
Lazy Nine MUD WWTP, Travis County, TX	0.40 MGD WWTP (Conventional)
Travis County WCID No. 18, Austin, TX	3.0 MGD Pall Microfiltration Membrane WTP (Membrane Filtration)
Hays County M.U.D. #5, Dripping Springs, TX	0.120 MGD WWTP (Extended Aeration)
Travis Co. M.U.D. #4, Austin, TX	4.0 MGD SWTP (Trident Microfloc)
Travis Co. M.U.D. #4, Austin, TX	2.0 MGD SWTP (Conventional)
Travis Co. M.U.D. #4, Austin, TX	0.5 MGD WWTP (Extended Aeration w/ Anoxic chamber)
Travis Co. W.C.I.D. #20, Austin, TX	2.0 MGD SWTP (Conventional & Trident Microfloc)
Wilbarger Creek M.U.D.#2, Manor TX	0.5 MGD WWTP (2 parallel train Membrane Biological Reactors)

WWTP- Wastewater Treatment Plant
 SWTP- Surface Water Treatment Plant

7) References:

- a. **Ms. Carla Orts**, General Manager, Travis County WCID #10, 512-327-2230, generalmanager@waterdistrict10.org
- b. **Mr. Don Conklin**, President, North Austin MUD #1, 7617 Elkhorn Mountain Trail, Austin, TX 78729, 512-965-6294, donald.conklin@flightsafety.com
- c. **Mr. Doug Connolly**, President, Travis County MUD #4, 3105 Hayden Bend, Austin, TX 78738, 512-423-6771, jdc@reagan.com

- 8) Provide information regarding any investigations or disciplinary proceedings regarding the Proposers licenses.
 - a. **TCEQ:** Crossroads has no violations against its company licenses
 - b. **OSHA:** Crossroads has one resolved OSHA violation on 6/5/2019. Crossroads resolved the violation satisfactorily with OSHA with additional training for excavation crews. Crossroads completed regular safety trainings on various health and safety topics.
- 9) Provide an example of a monthly O&M report that documents all O&M activities
See enclosed in Exhibit A
- 10) Provide an example of a service call report
See enclosed in Exhibit A

Section B. Water System Maintenance

- 1) Describe your typical/recommended water system maintenance program.

Crossroads maintains a unique monitoring plan for each of our water systems that defines the regulatory monitoring of each public water system. The assigned operator completes all of the required TCEQ testing and operational reporting for each public water system. In a typical purchase water system such as Rollingwood, Crossroads would utilize an operating procedure that includes the operator entering water quality parameters within our cloud-based log sheet to include 1) inspecting and logging chlorine residuals on a scheduled basis, 2) reading master meters and monitoring losses, 3) entering and completing quarterly DLQOR reports, 4) checking the overall quality of the water and investigating complaints, and 5) sampling and testing monthly bacteriological results within the system at defined points in accordance with the client's TCEQ RTRC, NAP and MOR plans. Finally, the operator of the system will regularly flush dead-end mains and check air release valves for proper operations. Our typical maintenance annually also includes testing fire hydrants on an annual basis and operating main line valves on an every-two-years basis.

- 2) Describe how you would respond to a water main break.

Crossroads maintains a local customer service center with agents in Round Rock, TX during regular business hours to receive water emergencies from customers and dispatch water main breaks to our operations and maintenance team. After business hours and during holidays, Crossroads has a subcontractor that receives emergency calls and dispatches them to a team of on-call operators. Crossroads maintains 5 - 6 licensed operators between 5PM and 8AM 365 days a year and one Crossroads excavation crew to be available to dispatch and address after-hour emergencies.

Process: Once a call is received, the agent contacts the lead operator of the area and maintenance foreman with details on the leak, location information, and any customer contact. An operator typically would arrive first to a reported leak to assess the issue and isolate the leak. The lead operator is in contact with the foreman and excavation crew to determine the degree of emergency and begin a plan to repair the water line. The excavation crew then contacts 811 and obtains emergency locates and repairs the line. The lead operator will typically be onsite during this process or within the system. The operator will then disinfect the repair, flush and obtain any samples. The lead operator communicates with supervisors and the contract manager and the call center on any necessary robocalls, door tags, and boil water instructions. A repair crew follows-up on the repair and finalizes any patches or site grading or landscaping. The Regulatory compliance specialist reviews the boil water information (if applicable) and files this information with TCEQ

Section C. Wastewater System Maintenance

- 1) Describe your typical/recommended wastewater maintenance program including gravity mains and lift stations

Our preventative maintenance program would begin with a visit to each lift station 5 days per week. The operator would record run times on the pumps and a visual inspection of the facility. The run times on the pumps will be examined to see that the pumps are only running in an amount of time expected based on system flows. Wet well levels will be inspected for any build up of grease or debris. The floats will be inspected daily to make sure they are working as designed. A log book would be kept at the site to record all activity since the last visit. Pumps will be maintained as per manufacturers specifications. Crossroads also recommends lift pumps are pulled 2x annually for visual inspection. Auto-dialers are tested on site to make sure that they are working as programmed. The dialers will be called from Crossroads staff off-site 2x daily to make sure they are working. We recommend all generators are maintained quarterly and load bank tested annually with oil analyzed. Gravity mains typically should be inspected every 5 years with a camera system. A maintenance crew would then prioritize and complete repairs found within the inspections.

- 2) Describe any experience with low pressure sewer systems with individual grinder pumps located at each property.

Crossroads maintains hundreds of low pressure grinder systems in the Lakeway and West Lake Hills area. Crossroads sends out a licensed operator to inspect grinder pump issues. The operator makes determinations on the source of the issue and coordinates with sludge haulers and an approved grinder subcontractor. A door tag is typically left onsite for the customer identifying the issue and a resolution and timeframe. Crossroads maintains a sludge transporter license (#25557) and a small vacuum trailer for small grinder tank cleanout needs. In addition, Crossroads works closely with Wastewater Transport Services, a licensed sludge hauler, for grinder sludge hauling after hours and Hydro Source for repairs and replacement to E-One grinder systems. Crossroads also maintains staff who can work on electrical and mechanicals components for these systems and separate contractors for repairs to Barnes grinder systems.

- 3) Describe how you would respond to a system overflow

The overflow would be identified by a Crossroads operator upon notice by the customer or City. The operator would take immediate corrective action to stop the spill, if possible. Crossroad's maintenance crews would be called upon to make repairs as needed. Licensed vector trucks would then be engaged to pull down wet well levels of a lift station or manhole if needed as well to help in the relief of the overflow. The area of the overflow would be disinfected after cleanup was completed. The operator, supervisor, and regulatory compliance specialist would notify the TCEQ and City personnel within 24 hours by phone based on the spill amount as well as complete written notification within 72 hours. Notification would include the reason for the spill, the action take to correct the spill, the a amount of sewage, and measures taken to clean up the spill area.

Section D. Monthly Budget

SERVICES	UNIT COST
Standard Water System O&M	\$6,750.00/month
Standard Wastewater System O&M	\$8,165.00/month
Rate Schedule for Personnel	See Exhibit A Enclosed (based on hourly rates)
Rate Schedule for Equipment	See Exhibit A Enclosed (based on hourly rates)
Rate Schedule for Maintenance Services	See Exhibit A Enclosed (based on hourly rates)
Rates for chemicals	5% surcharge
Rates for materials and subcontractors	15% surcharge
Proposed Multipliers for After Hour/Holiday work	See Exhibit A Enclosed (based on hourly rates)
Proposed Yearly Rate Escalation Method/Amount	Yearly rate escalation will be based on the Consumer Price Index – All Urban Consumers – United States Bureau of Labor Statistics, South Urban Area (“CPI-U”), and will be calculated using the following formula: Current Compensation x 1 + A = Adjusted Compensation, where A is equal to the percentage difference between the most recently available monthly CPI-U and the CPI-U for the same month in the previous year

Section E. Insurance

Upon the full execution of an operations contract and prior to providing any services under a contract, Crossroads will furnish District certificates of insurance and policies, including all endorsements, on forms acceptable to District naming District as an additional insured entitled to the full benefit of coverage. Crossroads will maintain for the duration of the contract insurance against claims for injuries to persons or damages to property, which may arise from or in conjunction with the performance of the work hereunder by the Proposer, its agents, representatives, employees, or subcontractors. The following minimum limits will be met:

Minimum Limits of Insurance:

Type Coverage	Per Occurrence Minimum	Aggregate Minimum
Workers Compensation	As required by law; shall cover all employees.	As required by law.
Comprehensive & General Public Liability	\$1,000,000	\$2,000,000
Property Damage	\$1,000,000	\$1,000,000
Comprehensive Auto - Bodily Injury	\$1,000,000	
Comprehensive Auto - Property Damage	\$1,000,000	

Section F. Sample Contract

A sample contract is enclosed. This draft contract is not specific to the City's utility system but is a representation of the common provisions within our utility service agreements in the Austin area.

Section G. Certification

I, Andrew Hunt, authorized representative for Crossroads Utility Services, LLC hereby certify that the answers provided in this proposal to Part IV, Sections A-F are true and complete and shall be used in determining whether my company is a qualified, responsible Proposer.

I also certify that my company has obtained all licenses and permits required to perform the work described in the City's RFP.

I also certify that my company is in good standing with the State and has paid all taxes required by any city or county, the State of Texas, and the United States.

Signed _____

Name: Andrew Hunt

Title: Executive Vice President, COO

State of Texas
County of Williamson

This instrument was acknowledged before me on _____ by

(name)

Notary Public's Signature

(Seal)

RFP Contact Information

Vice President, Operations:

James Wills
512-246-5905
jwills@crossroadsus.com

Executive Vice President

Andrew Hunt
512-483-4136
ahunt@crossroadsus.com

Rate Schedule for Additional Services

The following schedule of fees is presented for additional services as defined outside of the basic service of operation of the City's system

I. Personnel Rates

Personnel Rates

Classification	Regular Time (M-F 8am-5pm)	Overtime (M-F 5pm-8am, Sat- Sun, holidays, all hours)	Billing Time Interval
Administrative – Clerical	\$38.04	\$57.06	15 min.
Field Service Representative	\$39.54	\$59.33	15 min.
Field Operator	\$44.37	\$66.57	15 min.
Senior Field Operator	\$55.13	\$82.69	15 min.
Equipment Operator	\$46.79	\$70.19	15 min.
Foreman	\$58.26	\$87.40	15 min.
Supervisor	\$65.93	\$98.90	15 min.
Mechanical Technician	\$68.10	\$102.14	15 min.
Electrical Technician	\$71.40	\$107.10	15 min.
Master Electrician/SCADA Tech	\$102.64	\$153.96	15 min.
District Manager	\$108.68	\$108.68	15 min.
VP/President	\$125.00	\$125.00	15 min.

Version 2020

II. Equipment Rates

Classification	Rate Per Hour	Billing Time Interval
Service Truck	\$29.40	15 min.
HD Service Truck	\$38.17	2 Hr.
Back Hoe & Trailer	\$70.30	2 Hr.
HD/Small Crane Truck	\$65.97	2 Hr.
Utility Trailer	\$19.16	2 Hr.
Utility Dump Trailer	\$39.90	2 Hr.
Dump Truck (Crossroads)	\$100.00	2 hr.
Wastewater Vacuum Trailer (Crossroads)	\$95.00	2 hr.
Plate Compactor	\$11.50	1 hr.
Jetting Trailer	\$95.00	2 hr.
Arrow Board	\$20.00	1 hr.
Utility Line Locator	\$78.75	15 min.

Meg/Ohm Meter	\$8.40	15 min.
Air Compressor	\$24.15	15 min.
Air Compressor (Small)	\$9.19	15 min.
Pressure Washer	\$21.16	15 min.
Jumping Jack	\$12.08	15 min.
Metal Detector	\$28.98	15 min.
Cutting Torch	\$14.49	15 min.
Gas Generator – 110V	\$14.49	15 min.
Welding Machine	\$21.74	15 min.
Weed eater	\$6.04	15 min.
Shoring	\$35.00	1 hr.
Cutoff Saw (Plus cost of blades)	\$18.11	15 min.
Chain Saw	\$12.08	15 min.
Road Plate	\$18.90	15 min.
Jack Hammer	\$13.65	15 min.
12 Volt Pump	\$8.45	15 min.
Small camera (for televising)	\$84.00	1 hr.
3” Pump	\$18.11	15 min.
Light Tower (1,000 Watt)	\$6.04	15 min.
“A” Box Cleaner	\$3.15	15 min.
Tapping Tools	\$18.90	15 min.
Extension Ladder (20')	\$6.04	15 min.
Fresh Air Blower	\$14.70	15 min.
A-Frame Winch	\$14.70	15 min.
Electric Hammer	\$3.68	15 min.
Electric Drill	\$3.68	15 min.
Electric Grinder	\$3.68	15 min.

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Exhibit A

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OPERATOR LIST AND LICENSE LEVEL

	<u>WATER</u>	<u>WASTEWATER</u>	<u>CSI</u>	<u>OSSF</u>	<u>LANDS. IRRIGATOR</u>
JAMES WILLS	A	A			
DARRELL WINSLETT	A	A			YES
WILLIE CHILDRESS	A	A			
DONALD BOERNER	A	A		YES	
DANIEL TATUM	A	A	YES	YES	
MICHAEL GOLLIHAR	A	B			
TONY CHERRY	A				
BENJAMIN PRICE	B	B			
DENNIS HENDRIX	B	C			
JEFF DIXON	B	COLLECTION III			
DAVID MCGEE	B		YES		
CHRISTIAN DICKERSON	C	B			
JASON PORTER	C	C			
TYRONE ARNOLD	C	C			
RICHARD HODGSON	C	C			
JAVIER COLON	C				
MARCO CASTILLO	C	C			
DESTIN RAINEY	D	C			
BRANDON AUGUSTINE	C	C			
CHARLIE GARCIA		C			
ROBY SEXTON		C			
DYLLON RIPKOSKI	C				
ANDREW HUNT	C	CLASS I			
JOSH MOYER	D				
JEREMIAH YBARRA	D				
TRAVIS ADAMICK	D				
JUSTIN MORGAN	D				
Kyle Messelling	D	D			
John Kwiecinski	D	D			

Operator trainees

Michael Seaton
Jericho Sanklin

STATE OF TEXAS §

COUNTY OF TRAVIS §

A PROFESSIONAL SERVICE CONTRACT

This Professional Service Contract ("Contract") is entered into effective _____ by and between _____, a political subdivision of the State of Texas ("DISTRICT"), and **Crossroads Utility Services, L.L.C.**, a Texas Corporation ("CROSSROADS").

RECITALS

The DISTRICT owns, or plans to construct, and operates, or plans to operate, a water distribution and wastewater collection and treatment system, consisting of the facilities described in **Exhibit "A"** (the "Facilities"). The DISTRICT affirms to CROSSROADS that the Facilities:

- 1) Have been, or will be, built in accordance with all applicable local, state and federal regulations,
- 2) Are or will be in good working order,
- 3) Do not contain any known defective equipment, and
- 4) Are suitable and adequate for the reasonable need of the DISTRICT's present and/or expected future customers.

The DISTRICT desires to engage the services of CROSSROADS for the operation of the DISTRICT's water and wastewater systems and CROSSROADS desires to serve as the operator for the DISTRICT.

CROSSROADS warrants that all services performed by it pursuant to this Contract shall be of good quality and be performed in a professional manner. The standard of care for all professional and related services performed or furnished by CROSSROADS under this Contract will be the care and skill ordinarily used by members of CROSSROADS' profession practicing under similar conditions at the same time and in the same general locality. This contract provides for CROSSROADS to furnish to the DISTRICT certain services for the proper maintenance and operations of the Facilities; and to receive compensation from the DISTRICT for those services rendered, all in accordance with the following terms and conditions:

ARTICLE I.
BASE FEE SERVICES

Section 1.00 Base Fee Services. CROSSROADS will perform all of the services stated in this Article I. The cost for the services to be performed by CROSSROADS for the DISTRICT is included in the base operations fees to be paid by the DISTRICT to CROSSROADS in accordance with the fee schedule in **Exhibit “B”**.

Section 1.01 Certified Personnel. The Facilities will be operated only under the direct supervision of personnel who possess valid Operational Licenses' as required by the State of Texas, each of whom will maintain continuing education consistent with requirements of the State of Texas.

Section 1.02 Administrative Services

Section 1.02.01 Staffing. CROSSROADS will provide qualified administrative personnel to conduct the daily business of the DISTRICT.

Section 1.02.02 Coordination/Communication. CROSSROADS will coordinate with other DISTRICT advisors, municipalities and districts regarding DISTRICT activities, services and operations as necessary or as requested by the Board.

Section 1.02.03 Insurance Claims. CROSSROADS will file and monitor any insurance claims made by the DISTRICT as requested by the Board.

Section 1.02.04 Board Directives. CROSSROADS will carry out Board directives in a prompt manner and report to the Board on all actions taken in response to such directives.

Section 1.02.05 Billing. CROSSROADS will:

- A. Prepare and mail bills, with postage expense and expense for statement forms to be included in base fee.

- B. Provide for the collection and posting of utility service receipts, and all other fees, service charges and service deposits in accordance with DISTRICT policy and the DISTRICT's bookkeeper's and auditor's recommendations.
- C. Establish customer accounts in compliance with DISTRICT policies; disconnect, reconnect and transfer service in accordance with DISTRICT policy; and monitor any discontinued service to assure that service is not illegally reconnected. The cost for disconnection and reconnection in the field is listed in Section 1.17.
- D. Maintain customer accounts and prepare monthly and annual account summaries. Monitor all accounts for abnormal usage and report any abnormal usage to the Board, including implementation of the DISTRICT'S Identity Theft Prevention Program. Transfer water service from one customer to another upon request and in accordance with the policies and procedures established by the Board.
- E. Prepare and mail and/or deliver delinquency notices and terminate services to delinquent customers in accordance with the policies and procedures of the DISTRICT. Each delinquency notice shall advise the customer of the amount due, shall state the additional fees and deposits which will become due in the event service is terminated for nonpayment, and shall set forth all additional information prescribed by the DISTRICT's rate order. Delinquency Door Tags due to NSF checks shall be billed in accordance with the fees listed in **Exhibit "C"**.
- F. Collect customer service deposits, maintain deposits in a separate account, arrange for return of deposits in accordance with DISTRICT policy, and maintain a log book showing status of all deposits.
- G. Pursue collection of delinquent accounts in accordance with DISTRICT policy, including negotiating and recommending payment plans to the Board.
- H. Provide monthly reports on the status of all delinquent accounts, and make recommendations for write-offs in accordance with DISTRICT policy and the DISTRICT auditor's recommendations.
- I. Deposit each business day all money received from the DISTRICT's customers into an account designated as the DISTRICT's "Lock Box Account" at Compass Bank. Following execution of Agreement, the DISTRICT will open a lock box account for the purposes of deposit of all funds received from the DISTRICT's customers.

Section 1.03 Facilities Inspections. CROSSROADS will inspect and operate the Facilities as necessary to conform to regulatory requirements and standard industry operational practices, and will maintain a written log of each inspection as part of the DISTRICT's records.

Section 1.04 Routine Preventive Maintenance. CROSSROADS will perform, as required, routine preventive maintenance on equipment at the Facilities as specified by the respective equipment manufacturers to extend the useful life of the equipment. In the performance of such routine preventive maintenance, CROSSROADS will utilize its certified personnel as defined in Section 1.01 of this contract along with any tools and equipment in CROSSROADS' certified personnel's possession. The DISTRICT will pay CROSSROADS for such services based on the rates for personnel and equipment reflected in **Exhibit "C"**, and/or the materials and subcontract provisions reflected in **Exhibit "B"** as applicable. CROSSROADS will maintain records for the DISTRICT of the maintenance performed on the DISTRICT's equipment and facilities.

Section 1.05 24-Hours Service Center. CROSSROADS will maintain and operate a Service Center (the "Service Center"), 24 hours a day, every day of the year. The telephone number of the Service Center will be clearly displayed on each monthly bill sent to the DISTRICT's customers. The Service Center will provide a communications interface between the DISTRICT's customers and management and field personnel. The Service Center will maintain, to the extent reasonably possible, the ability to operate during natural disasters.

Section 1.06 Telemetric Monitoring. CROSSROADS will, at the DISTRICT's request, monitor telemetric signal devices installed at or in the Facilities. Installation of such devices will be at the DISTRICT's discretion and expense.

Section 1.07 Chemical Inventories. CROSSROADS will manage and maintain an inventory of chemicals routinely used in the operation of the Facilities. Chemical inventories will be stored at the Facilities in quantities sufficient to assure continuous operation of the Facilities.

Section 1.08 Board Meetings. In accordance with the rates outlined in **Exhibit "C"**, a representative of CROSSROADS, upon request by the Board of Directors, will attend all regularly scheduled meetings of the DISTRICT's Board of Directors and all special meetings that have an agenda item pertaining to the operations of the Facilities.

Section 1.09 Monthly Operations Report. CROSSROADS will submit to the DISTRICT a monthly operations report, which will include at least the following information:

1. Total service connections
2. Total water produced and/or purchased
3. Total water accounted
4. Total water usage as indicated by current customer billings
5. New tap installations
6. Customer complaints and inquiries
7. Current billings to customers
8. Current receivables from customer billings
9. Aged receivables from customer billings
10. Insurance claims filed or pending disposition
11. Summary of maintenance and repairs
12. The Texas Commission on Environmental Quality ("TCEQ") and the United States Environmental Protection Agency ("EPA") permit reports if applicable
13. Copies of all reports and correspondence made by CROSSROADS to or received from local, state or federal regulatory agencies on behalf of the DISTRICT.

A clear audit trail of all CROSSROADS' transactions on behalf of the DISTRICT will be maintained by CROSSROADS. Records of such transactions will be available to the DISTRICT's auditor during normal working hours. CROSSROADS will cooperate in and provide adequate working space for the conduct of audits.

Section 1.10 Operational Budgeting. CROSSROADS will coordinate with the DISTRICT's bookkeeper to provide input for items pertaining to the District's operations budget each year as part of the DISTRICT's annual budgeting process.

Section 1.11 Correspondence and Inquiries. CROSSROADS will respond to all correspondence and/or inquiries from the DISTRICT's directors, consultants or customers in a prompt and professional manner.

Section 1.12 Customer Relations. CROSSROADS will render to the DISTRICT all reasonable assistance in the promotion of good relations with the DISTRICT's customers.

Section 1.13 Billing and Collections Services. CROSSROADS will bill each DISTRICT customer in accordance with the DISTRICT's current rate order. Adjustments to billing are from time to time necessary and appropriate. The DISTRICT authorizes CROSSROADS to make billing adjustments up to \$100, without prior authorization from the DISTRICT's Board of Directors, for clerical errors, over or under registration by water meters, erroneous meter readings, sewer averaging adjustments, establishment of water usage during a time when the meter has been inoperative, and other similar situations. CROSSROADS will exercise due diligence and good business practice in making such adjustments. Adjustments in excess of \$100 will be referred to the DISTRICT for settlement.

Section 1.14 Deposit of DISTRICT Funds. CROSSROADS will deposit each business day all money received from the DISTRICT's customers into a BBVA Compass Bank Lock Box account designated as the DISTRICT's "Compass Lock Box Account" as opened and established by the DISTRICT. CROSSROADS will coordinate the opening of the Compass Lock Box Account with the DISTRICT's bookkeeper. All monies, which CROSSROADS collects on behalf of the DISTRICT, are public funds. CROSSROADS has no set-off, counterclaim, abatement, suspension or diminution rights against such money.

Section 1.15 Meter Reading. CROSSROADS will read water meters served by the DISTRICT's water system once each calendar month.

Section 1.16 Compliance Reports. CROSSROADS will promptly prepare and submit operational and compliance reports required by the TCEQ, the EPA, and any other local, state or federal agency in accordance with the filing deadlines and approved delivery methods for such agencies. Unless another method of submission is approved by the regulatory agency, said reports shall be submitted by certified mail, return receipt requested. CROSSROADS will ensure that all test results are handled in accordance with all applicable agency rules and will inform the DISTRICT immediately and also in the monthly operations report if any facilities are not in compliance with such agencies' rules. Consumer Confidence Reports as required by TCEQ will be compiled and distributed by CROSSROADS at actual cost to the District.

Section 1.17 Disconnects/Reconnects. CROSSROADS will terminate water service in accordance with delinquency policies stated in the DISTRICT's current rate order or upon order of the DISTRICT's Board of Directors. CROSSROADS will re-establish water service either when the customer pays all amounts required by the DISTRICT's rate order or when directed to do so by the DISTRICT's Board of Directors. The

field cost for wastewater disconnects and reconnects shall billed at \$100.00 per occurrence in accordance with **Exhibit “C”**.

ARTICLE II.

OPERATIONAL SERVICES TO BE PERFORMED BY CROSSROADS

Section 2.00 Operational Services. CROSSROADS will provide the operational services stated in this Article II. The DISTRICT will pay CROSSROADS for such services based on the rates for personnel and equipment reflected in **Exhibit “C”**, and the materials and sub-contract provisions reflected in paragraphs III and IV of **Exhibit “B”**, as applicable, unless otherwise noted in this Article II.

Section 2.01 Emergency Repairs. CROSSROADS will respond to any emergency (as hereinafter defined) throughout the year regardless of the day or the time of day. In all cases where, in the opinion of CROSSROADS, the estimated costs of repair will exceed \$5,000.00, CROSSROADS will contact the authorized DISTRICT representative as designated by the Board of Directors of the DISTRICT or, if unavailable, any other Board member to notify the DISTRICT of the particular situation. The fact that said notification cannot be made in a timely manner will neither relieve CROSSROADS of its responsibility to perform the required repair, nor limit the cost of repairs billed in accordance with the pricing covenants of this contract,

Emergencies are defined as, but are not limited to:

1. A hazardous condition;
2. A blockage of any type in the sewage collection system or treatment plant;
3. A loss of water pressure, or serious degradation of water quality at one or more customer locations; or
4. A condition, which, in the opinion of CROSSROADS, or any authorized DISTRICT representative, poses an immediate threat to develop into one of the three emergencies, listed above.

Section 2.02 Non-Emergency Repairs. CROSSROADS will, during its regular workday, perform repairs that are not emergencies as defined in Section 2.01 above. CROSSROADS will schedule such non-emergency repairs on a first-call, first-serve basis, unless specifically asked to accelerate its response to a particular item by an authorized DISTRICT representative prior to performing nonemergency repairs when, in CROSSROADS' opinion, the estimated cost of said repair will exceed \$5,000.00.

Section 2.03 Water or Wastewater Complaints. CROSSROADS will promptly investigate each water quality or wastewater complaint received from the DISTRICT's customers. CROSSROADS will take appropriate action to address such complaints. Service calls originated by DISTRICT customer's shall be billed in accordance with the rates set forth in **Exhibit "C"**.

Section 2.04 Other Laboratory Testing. CROSSROADS will perform, or have performed, all other sampling and laboratory analysis necessary to meet all state and federal water and wastewater monitoring rules and regulations. CROSSROADS will perform, or have performed, other tests, including but not limited to, those requested by the DISTRICT, the TCEQ, the EPA, or any other governmental agency with jurisdiction over the DISTRICT's facilities. The DISTRICT will pay lab fees directly for any sampling and laboratory analysis.

Section 2.05 Materials Purchasing. CROSSROADS will purchase and deliver materials required to provide services under this Contract, and will bill the DISTRICT for such materials at actual cost plus the administrative fee described in paragraph III of **Exhibit "B"**.

Section 2.06 Installation of Telemetric Equipment. The DISTRICT will pay CROSSROADS for the purchase and installation of telemetric equipment, if the same has been authorized by the DISTRICT, including the telephone lines. After such payment, the equipment and telephone lines so installed will be the sole property of the DISTRICT.

ARTICLE III.

INSPECTION SERVICES

Section 3.00 Inspections. Upon approval from the DISTRICT, CROSSROADS will perform water and sewer tap inspections prior to installing a water meter or authorizing a sewer connection. The DISTRICT will pay CROSSROADS for each such inspection in accordance with **Exhibit "C"**. CROSSROADS will not perform any of the non-emergency inspections described in Article III on an overtime basis without prior authorization by the DISTRICT. CROSSROADS will perform testing necessary to inspect the tap of the sewer wye connection and potable meter connection.

Section 3.01 Grease Traps. CROSSROADS will, at the DISTRICT's request, perform grease trap inspections in accordance with the DISTRICT's current rate order and the DISTRICT's rules and regulations governing sanitary sewer connections. Costs of each inspection will be reimbursed to CROSSROADS. Any violation will be reported to the violator and any governmental entity as required, and copies of such reports will be submitted to the DISTRICT and become part of the DISTRICT's records.

Section 3.02 Sanitary Sewer Manhole Inspection. CROSSROADS will, at the DISTRICT's request, perform an ongoing sanitary sewer manhole inspection program. This program shall include a visual inspection of the top of the sanitary sewer manhole and the surrounding area and a visual inspection of the inside of the sanitary sewer manhole as can be seen from the top without physically entering. Costs of the survey and any repairs noted shall be reimbursed to CROSSROADS. Each sanitary sewer manhole will be inspected once per year with subsequent repairs as defined by Section 2.02.

Section 3.03 Water Valve and Fire Hydrant Inspection. CROSSROADS will, at the DISTRICT's request, perform an ongoing valve and hydrant inspection program. This program shall include a visual inspection of the top of the water valve and body of the hydrant and the surrounding area and operational test of the function of the valve and hydrant. Costs of the survey and any repairs noted shall be reimbursed to CROSSROADS. Each valve and hydrant will be inspected once per year with subsequent repairs as defined by Section 2.02.

Section 3.04 Other Inspections. CROSSROADS will perform such other inspections as the DISTRICT may request, or which CROSSROADS, with prior approval by the DISTRICT, believes are necessary to protect the integrity of the Facilities and maintain the health and safety of the public or as required by local, state or federal regulations or laws. Costs of special inspections and any repairs noted shall be reimbursed to CROSSROADS.

ARTICLE IV.

BILLING AND COLLECTIONS SERVICES

Section 4.00 Billing and Collections. CROSSROADS will provide the billing and collection services described in this Article IV. The DISTRICT will pay CROSSROADS for these services in accordance with **Exhibit "B"**.

Section 4.01 Delinquency Notices. CROSSROADS will send delinquency notices to DISTRICT customers in accordance with the DISTRICT's current rate order. Postage for delinquency letters shall be billed to the District at the then current USPS available first class postage rate.

Section 4.02 Closing Customer Account. Upon proper request by a customer, CROSSROADS will close an account for a customer's sewer service at any given location in the DISTRICT. Upon termination of service, the final charge to the customer for sewer usage will be assessed in accordance with the DISTRICT's current rate order.

Section 4.03 Backcharge Damage. In accordance with the DISTRICT's rate order, CROSSROADS will back-charge appropriate parties for damaged incurred to the DISTRICT's water or wastewater facilities and send invoices with service order detail and photographs to each responsible party. Upon instruction from the DISTRICT, CROSSROADS will coordinate with the DISTRICT's designated collection attorney in an attempt to collect any outstanding back-charges and will terminate service if authorized by the DISTRICT in accordance with the rate order.

ARTICLE V
INSURANCE

CROSSROADS will have and maintain throughout the term of this Contract, and will deliver to the DISTRICT certificates of insurance evidencing the following insurance coverage:

- | | |
|--|-------------|
| 1. Workers Compensation as prescribed by law | Statutory |
| 2. Comprehensive General Liability | \$1,000,000 |
| 3. Completed Operations
(Coverage for worked performed) | \$1,000,000 |
| 4. Aggregate (combined) | \$2,000,000 |
| 5. Vehicle Liability/Excuses Liability | \$1,000,000 |

6. Crime	
(Covers criminal or fraudulent acts of our employees)	\$2,000,000
7. Umbrella	\$3,000,000
8. Pollution	\$3,000,000

Such policies of insurance shall name the DISTRICT as an additional insured, shall contain a waiver of subrogation in favor of the DISTRICT and shall provide that they may not be changed, terminated, or canceled without 30 days prior written notice being first given to the DISTRICT. Each such policy shall contain a primary endorsement stating "Such coverage as is afforded by this policy for the benefit of the additional insured(s) is primary and any other coverage maintained by such additional insured(s) shall be non-contributing with the coverage provided under this policy." CROSSROADS shall obtain such required insurance from companies licensed to transact business in Texas and having a Bests rating of B+/VII or better. If CROSSROADS does not maintain insurance policies in the amounts specified at any time during the term of this Contract, such failure shall constitute a default by CROSSROADS under this Contract and the DISTRICT shall have the right to immediately terminate this Contract by the giving of written notice to CROSSROADS.

ARTICLE VI.

GUARANTIES, INDEMNITY AND LIMITATIONS

Section 6.00 Guaranties. CROSSROADS will use generally accepted business practices in the water district industry related to procuring materials and equipment. CROSSROADS will be neither responsible nor liable for any guaranty or guaranties of or in connection with such materials or equipment. CROSSROADS will use reasonable efforts to obtain the standard guaranties applicable in the particular industry manufacturing such materials or equipment, and will assign same to the DISTRICT.

Section 6.01 Damage to Facilities. CROSSROADS will not be required to repair or replace any of the Facilities damaged due to flood, fire, explosion, riot, revolutions, civil disturbance, war, acts of God or due to the acts or omissions of any entity or person other than CROSSROADS, its employees, agents, representatives or subcontractors. CROSSROADS will notify the DISTRICT of such damage, both orally and in writing, as soon as possible after the damage occurs and make such repairs or replacements as the

DISTRICT may authorize. CROSSROADS will promptly submit claims to the DISTRICT's insurance carrier for covered losses and shall work with the DISTRICT's insurance carrier to provide additional information as requested.

Section 6.02 Indemnity.

AS PART OF THE CONSIDERATION FOR THE CONTRACT, CROSSROADS, FOR ITSELF AND ITS SUCCESSORS AND ASSIGNS, AGREE TO DEFEND, INDEMNIFY AND HOLD HARMLESS THE DISTRICT AND ITS OFFICERS, DIRECTORS, REPRESENTATIVES, AND AGENTS, FROM EVERY LOSS, DAMAGE, INJURY, COST, EXPENSE, CLAIM, JUDGMENT, OR LIABILITY OF EVERY KIND OR CHARACTER (INCLUDING ATTORNEY'S FEES), WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHICH ARISES DIRECTLY OR INDIRECTLY FROM CROSSROADS' WILLFUL, INTENTIONAL, RECKLESS, OR NEGLIGENT (WHETHER ACTIVE, PASSIVE, OR GROSS) ACTS OR OMISSIONS RELATED TO OR ARISING FROM THIS CONTRACT. THIS INDEMNITY AND HOLD HARMLESS AGREEMENT WILL APPLY WHETHER SUCH ACTS OR OMISSIONS ARE CONDUCTED BY CROSSROADS OR ANY SUBCONTRACTOR OR AGENT OF CROSSROADS.

Section 6.03 Reasonable Diligence. CROSSROADS agrees to use due diligence and good business practices in the operation of the DISTRICT's Facilities. CROSSROADS will be liable for any direct or indirect loss, injury or damages resulting from the diminution or interruption of service within the DISTRICT's Facilities that is caused by or results from either directly or indirectly the improper or inadequate operation of the Facilities by CROSSROADS or the willful misconduct, recklessness or negligence (whether active, passive or gross) of CROSSROADS, its employees, representatives, agents or subcontractors.

Section 6.04 Abnormal Conditions. If the DISTRICT's Facilities contain abnormal, toxic or other substances which cannot be removed or treated by the DISTRICT's existing Facilities and/or which results in or may result in violations of local, state or federal regulations, CROSSROADS will use its best efforts to clean-up or remove such substances. However, CROSSROADS will not be responsible for associated damages, fines, penalties or claims resulting there from unless due to the intentional, willful, reckless, or negligent (whether active, passive or gross) acts, omissions or other operations of CROSSROADS, its employees, representatives, agents or subcontractors. CROSSROADS will advise the DISTRICT of the abnormal situation and planned corrective action within forty-eight (48) hours of occurrence.

Section 6.05 Force Majeure. Neither the DISTRICT nor CROSSROADS will be in default if performance of their respective obligations under this Contract is delayed, disrupted or becomes

impossible because of any act of God, war, earthquake, fire, strike, accident, civil commotion, pandemic, epidemic, act of government, its agencies or offices, or any other cause beyond the control of the parties (collectively, "Force Majeure"). Upon occurrence of any such event, CROSSROADS will operate the Facilities to the best of its ability under the circumstances, and CROSSROADS will not be responsible for any damages, fines, penalties or claims resulting there from. If any additional expense is incurred by CROSSROADS in such operation, that expense will be deemed to be an extraordinary expense, which will be paid by the DISTRICT to CROSSROADS in accordance with the rates for personnel in **Exhibit "C"**.

Section 6.06 Compliance with Applicable Laws. CROSSROADS will operate the Facilities in compliance with all applicable local, state and federal laws, rules and regulations.

Section 6.07 Professional Services. CROSSROADS warrants that all services performed by it pursuant to this Contract shall be of good quality and be performed in a professional manner. The standard of care for all professional and related services performed or furnished by CROSSROADS under this Contract will be the care and skill ordinarily used by members of CROSSROADS' profession practicing under similar conditions at the same time and in the same general locality.

ARTICLE VII.

PAYMENT

The DISTRICT will pay CROSSROADS for services to be rendered under this Contract in accordance with the fee schedules contained in **Exhibits "B" and "C"**. CROSSROADS shall provide its invoices to the DISTRICT's bookkeeper at least five (5) business days prior to the next scheduled meeting of the Board of Directors of the DISTRICT. If said invoices are provided as set forth above and if the DISTRICT fails to issue a check to CROSSROADS to pay the undisputed invoiced amount at the first meeting of the Board of Directors held after receipt of the invoice, and no later than 60- days after issuance, the DISTRICT will pay to CROSSROADS, in addition to the amount owed, interest at a rate of the lesser of i) one percent (1%) per month or ii) the maximum amount allowed by law, which interest will accrue beginning the 10th day following the date of such meeting until payment is received by CROSSROADS or as otherwise provided by law. In the event any invoiced amount is disputed, interest shall only accrue, at the rate set forth above, beginning on the date on which the payment becomes delinquent following the meeting of the Board of Directors of the DISTRICT at which the dispute is resolved. In the event that the DISTRICT does not meet

within a three (3) month period to resolve the dispute, then after ninety (90) days past the invoiced date, interest will begin to accrue monthly,

ARTICLE VIII.

TERM, TERMINATION, AND RECORDS

Section 8.00 Term. This Contract commences on the date first set forth herein, and will remain in effect until _____, subject to the right of either party to terminate this Contract as set forth herein.

Section 8.01 Termination. In addition to other termination provisions specifically set forth herein, either party, without cause, may terminate this contract by the giving of thirty-day (30) written notice of such termination to the other party at its address of record (Section 10.06).

Section 8.02 DISTRICT Records. CROSSROADS will maintain records that CROSSROADS initiates and/or receives on behalf of the DISTRICT in compliance with the DISTRICT's Records Management Policy and adopted Records Retention Schedules. The DISTRICT will reimburse CROSSROADS for the actual costs, without markup, incurred by CROSSROADS in archiving these records. If this Contract is terminated, CROSSROADS will deliver to the DISTRICT or the DISTRICT's designated agent all of said records within 30 days following the termination date, but will deliver all records related to billing and other items necessary for the operation of the DISTRICT's Facilities at the termination date. CROSSROADS may make copies, at CROSSROADS' expense, of those records.

ARTICLE IX.

MISCELLANEOUS

Section 9.00 Record Drawings. The DISTRICT will provide CROSSROADS with a complete set of record drawings of the Facilities. CROSSROADS will maintain these drawings in a manner which allows their efficient and effective use in solving system problems.

Section 9.01 Identification. CROSSROADS employees will readily identify themselves when communicating within the DISTRICT and with DISTRICT customers. CROSSROADS maintenance and operating personnel will possess pictured I.D. cards and wear distinctive clothing bearing CROSSROADS' name. CROSSROADS vehicles will display CROSSROADS' name. All other employees of CROSSROADS will possess pictured I.D. cards.

Section 9.02 Modification. Modification of this Contract may be made only by a written document signed by CROSSROADS and the DISTRICT.

Section 9.03 Assignability. Neither CROSSROADS nor the DISTRICT may assign its interest in this Contract without prior written consent of the other party.

Section 9.04 Sub-Contract Repairs. CROSSROADS may sub-contract any repairs and/or services which CROSSROADS is to perform under this Contract as CROSSROADS deems appropriate, subject to the DISTRICT's rights as set forth below. However, such sub-contracting shall not relieve CROSSROADS of any of its obligations under this Contract, and sub-contractors shall be considered to be employees of CROSSROADS for the purposes of exercising those responsibilities. CROSSROADS shall supervise and inspect all sub-contracted repairs or services performed under the terms of this Contract. Fees for such supervision and inspection are identified and contained in **Exhibit "B"** attached hereto. The DISTRICT may, at its discretion, employ its own subcontractors for certain repair services. In that event, CROSSROADS shall waive its supervision and inspection fee and the DISTRICT agrees that CROSSROADS shall not be responsible for the quality or timeliness of those services.

Section 9.05 Independent Contractor. CROSSROADS is not the DISTRICT's employee. CROSSROADS serves the DISTRICT solely as an independent contractor.

Section 9.06 Notice. Any notice required under this Contract will be in writing and sent by registered mail, fax or hand delivery to the intended party's address of record. Notice will be deemed given upon receipt. The parties' addresses of record are as follows:

CROSSROADS

Crossroads Utility Services, L.L.C.
2601 Forest Creek Drive
Round Rock, Texas 78665-1232
Fax: 512-246-1900

DISTRICT

The parties shall have the right from time to time and at any time to change their respective addresses, and each shall have the right to specify any other address by giving at least fifteen (15) days' written notice to the other party.

Section 9.07 Texas Law; Venue. This Contract shall be governed by the applicable laws of the State of Texas and venue shall be in a court of appropriate jurisdiction in Williamson County, TX.

Section 9.08 Increase/Decrease in Service. In the event either CROSSROADS or the DISTRICT determines that any scope of services contemplated in this Contract should be modified as a result of governmental regulations, technological advances or the addition or subtraction of DISTRICT facilities, CROSSROADS and the DISTRICT agree to negotiate, in good faith, an appropriate change in the fees to be charged by CROSSROADS to the DISTRICT with respect to the proposed modification in services.

SIGNED AND AGREED TO this ____ Day of _____, 2020.

Crossroads Utility Services, L.L.C.

By: _____

Name

Title

DRAFT

SIGNED AND AGREED TO this ____ Day of _____, 2020.

By:

President

DRAFT

EXHIBIT 'A'

FACILITIES

The DISTRICT's water distribution and sanitary sewer collection and treatment systems consist of the following facilities:

WATER DISTRIBUTION

A water distribution system capable of carrying water at adequate volume and pressure to each of its customers up to a water meter for each customer.

WASTEWATER COLLECTION

A sanitary sewer collection system with collection lines capable of transporting domestic wastewater from each customer's location to an onsite wastewater treatment plant. The lift stations include:

1. Lift Station #1
2. Lift Station #2

EXHIBIT 'B'

FEE SCHEDULE

Phase 1 - Operational Services

1. _____ per month for water and wastewater operational services. This scope includes 5 visits per week for master meter reading, flushing (if necessary), and lift station system operations

Account Management and Billing Services

1. \$_____ per active and vacant wastewater account held with the District

2. \$_____ one-time fee per active account for establishment of an online billing profile (to be assessed for new accounts established after the Effective Date)

Subcontract Supervisory Fee

1. 15% of subcontract price

Chemicals/ Material Surcharge

1. 15% of actual cost of materials

EXHIBIT 'C'

ADD'L FEE SCHEDULE

1. Water Disconnections / Water Reconnections

- \$100.00 per disconnection between 8am and 4pm
- \$150.00 per occurrence between 4pm and 8am (after hours)
- \$15.00 per NSF delinquency door tag

2. Temporary construction meter installations

Billed at the current Rate Schedule

4. Sanitary Sewer and Water Tap and Inspection Fees

Water

Residential Meter Inspection and Installation	\$125.00 + the cost of the meter and materials
Commercial Meter Inspection and Installation	Based on the current Rate Schedule + cost of the meter/materials
Each Residential meter change-out	\$65.00 + the cost of the meter and materials
Each non-standard inspection or meter set	Based on the current Rate Schedule + cost of the meter/materials
Backflow/Cross Connection inspections	\$125.00

Sewer

Residential Sewer Inspection	\$75.00
Commercial Meter Inspection and Installation	Based on the current Rate Schedule

**Additional Inspections of the same connection will be performed for a fee of \$100.00, which shall be billed to the DISTRICT. CROSSROADS will back-bill the failed inspection to the responsible builder in accordance with the District Rate Order.*

EXHIBIT 'C' – con't

Personnel Rates

Crossroads Utility
Services, LLC

Classification	Regular Time (M-F 8am-5pm)	Overtime (M-F 5pm-8am, Sat-Sun, holidays, all hours)	Billing Time Interval
Administrative – Clerical	\$38.04	\$57.06	15 min.
Field Service Representative	\$39.54	\$59.33	15 min.
Field Operator	\$44.37	\$66.57	15 min.
Senior Field Operator	\$55.13	\$82.69	15 min.
Equipment Operator	\$46.79	\$70.19	15 min.
Foreman	\$58.26	\$87.40	15 min.
Supervisor	\$65.93	\$98.90	15 min.
Mechanical Technician	\$68.10	\$102.14	15 min.
Electrical Technician	\$71.40	\$107.10	15 min.
Master Electrician/SCADA Tech	\$102.64	\$153.96	15 min.
District Manager	\$108.68	\$108.68	15 min.
VP/President	\$125.00	\$125.00	15 min.

Version 2020

EXHIBIT "C" – con't

Equipment Rates

Classification	Rate Per Hour	Billing Time Interval
Service Truck	\$29.40	15 min.
HD Service Truck	\$38.17	2 Hr.
Back Hoe & Trailer	\$70.30	2 Hr.
HD/Small Crane Truck (Crossroads)	\$65.97	2 Hr.
Utility Trailer	\$19.16	2 Hr.
Utility Dump Trailer	\$39.90	2 Hr.
Dump Truck (Crossroads)	\$100.00	2 hr.
Wastewater Vacuum Trailer (Crossroads)	\$95.00	2 hr.
Plate Compactor	\$11.50	1 hr.
Jetting Trailer	\$95.00	2 hr.
Arrow Board	\$20.00	1 hr.
Utility Line Locator	\$78.75	15 min.
Meg/Ohm Meter	\$8.40	15 min.
Air Compressor	\$24.15	15 min.
Air Compressor (Small)	\$9.19	15 min.
Pressure Washer	\$21.16	15 min.
Jumping Jack	\$12.08	15 min.
Metal Detector	\$28.98	15 min.
Cutting Torch	\$14.49	15 min.
Gas Generator – 110V	\$14.49	15 min.
Welding Machine	\$21.74	15 min.
Weed eater	\$6.04	15 min.
Shoring	\$35.00	1 hr.
Cutoff Saw (Plus cost of blades)	\$18.11	15 min.
Chain Saw	\$12.08	15 min.
Road Plate	\$18.90	15 min.
Jack Hammer	\$13.65	15 min.
12 Volt Pump	\$8.45	15 min.
Small camera (for televising)	\$84.00	1 hr.
3" Pump	\$18.11	15 min.
Light Tower (1,000 Watt)	\$6.04	15 min.
"A" Box Cleaner	\$3.15	15 min.
Tapping Tools	\$18.90	15 min.
Extension Ladder (20')	\$6.04	15 min.
Fresh Air Blower	\$14.70	15 min.
A-Frame Winch	\$14.70	15 min.
Electric Hammer	\$3.68	15 min.
Electric Drill	\$3.68	15 min.

Version 2020

CITY OF ROLLINGWOOD - REQUEST FOR PROPOSALS: WATER AND WASTEWATER SYSTEM OPERATIONS & MAINTENANCE & EMERGENCY RESPONSE

I. BACKGROUND

The City of Rollingwood (“City”) is seeking Proposals to provide operations and maintenance (O&M) services and emergency response to ensure the continuous and efficient operation of all components of the City’s Water and Wastewater Systems (the “Systems”). The Systems are owned and operated by the City.

The water system generally consists of the following:

- No water treatment plants or water storage facilities
- 77,944 LF of 2 to 12-inch water mains; three (3) connections to the City of Austin water system
- 150 system valves
- 108 fire hydrants and hydrant valves
- Approximately 609 water accounts: 539 residential, 70 commercial

The wastewater system generally consists of the following:

- No Wastewater Treatment Plants – raw wastewater is delivered to the City of Austin collection system
- Seven (7) Lift Stations – lift stations are equipped with auto-dialers
 - LS A – Two pumps, three phase, 25 HP each, permanent generator installed
 - LS B – Two pumps, single phase, 5 HP each, no permanent generator
 - LS C – Two pumps, single phase, 5 HP each, no permanent generator
 - LS D – Two pumps, three phase, 23 HP each, no permanent generator
 - LS E – Two pumps, single phase, 2 HP each, no permanent generator
 - LS F – Two pumps, single phase, 2 HP each, no permanent generator
 - LS G – Two pumps, single phase, 2 HP each, no permanent generator
 - City owns 2 portable generators for temporary installation at Lift Stations B through G
- 47,529 LF of 8 to 12-inch diameter gravity mains and 9,692’ of 2 to 6-inch diameter pressure/force mains; one (1) point of entry into the City of Austin wastewater system
- 549 wastewater connections: 493 gravity and 56 low pressure
- The 56 low pressure connections include grinder pumps (E-One, Barnes, Myers) at each connection which are owned and maintained by the City

Each Proposer shall fully acquaint itself with conditions relating to the scope and restrictions attending the execution of the work. It is expected that the Proposer will obtain information concerning the conditions that may affect its work. The failure or omission of any Proposer to receive or examine any form, instrument, addendum or other document, or to acquaint itself with conditions existing, shall in no way relieve it of any obligations with respect to its Proposal or to the ultimate contract entered into with the City. The City shall make all such documents available to those submitting proposals.

This RFP includes the following attachments: A – Map of City Wastewater System; B – Map of City Water System;

II. STANDARD SCOPES OF WORK

The Contractor shall provide, in a good workmanlike manner, the services called for and described herein for the City to ensure the continuous and efficient operation of all components of the Systems. The City requests all required daily, weekly, monthly and annual water and wastewater operations, maintenance and upkeep activities in compliance with standards promulgated by the Texas Commission on Environmental Quality (TCEQ), the City of Austin Agreements for water/wastewater service, and City ordinances; and to perform as-needed repairs in a prompt and timely manner. Contractor shall provide 24-hour, 365 days per year communication/response to City water and wastewater system issues.

Standard Water System Activities include (items to be included in the standard monthly cost for water system operation and maintenance):

- 1) **General Water System:** Providing services and operation of the City's existing water system facilities in accordance with applicable regulatory permits and TCEQ regulations and as requested by the Director of Public Works (DPW) or City Administrator (Manager). Regular exercising of valves and recording of any issues with existing valves.
- 2) **Water System Daily Operations:** Conducting chlorine residual tests seven (7) days per week based on the City's Water System Sampling Plan in accordance with TCEQ. Maintain a daily log containing chlorine residual tests and locations and make the logs available to TCEQ during the annual water system inspection. Perform fire hydrant flushing, system valve exercising, and checking operation of air valves on an ongoing/as-needed basis for general system operation and maintenance. Communication of issues/concerns with the system and recommendations for needed improvements and ongoing maintenance. Assist in providing information for updating system mapping and equipment inventory.
- 3) **Water System Bacteriological Sample Testing:** Taking monthly bacteriological samples per the City's Water System Sampling Plan, delivering the samples to an independent lab, and receiving test results. In the event of a sample failure, coordinate with the DPW for resampling to meet the regulations of TCEQ regarding repeat sampling and customer notification if necessary. The City shall pay for the cost of independent lab analysis and resampling testing, if necessary, based on agreed upon rates.
- 4) **City of Austin Contract Compliance:** Compliance with City of Austin contract standards. The City has been granted limited capacity from the City of Austin. Companies are required to review the City of Austin contract.

- 5) **Monthly Reporting:** Monthly reports of system maintenance, individual customer service reports, and any other information relevant to efficient O&M.
- 6) **TCEQ Compliance:** Staffing to meet required TCEQ standards for licensed water operators, laborers, technicians and other personnel to ensure continuous operation and maintenance of the System for all services.
- 7) **Operator of Record:** Serving as the “Operator of Record” with the TCEQ.
- 8) **Third Party Utility Coordination:** Coordination with private utility companies and other contractors to mark mains and prevent line breaks. Documentation of damage and coordination with City to bill third parties for damage. Supervision of repairs by third parties to ensure that repairs meet System standards.
- 9) **Expenditure Coordination:** Coordination with City personnel on all expenditures.
- 10) **O&M Meeting Attendance:** Attendance at periodic O&M meetings with the City, as requested.

Standard Wastewater System Activities include (items to be included in the standard monthly cost for wastewater system operation and maintenance):

- 11) **Wastewater System Daily Operations:** Performing operations of the City of Rollingwood’s existing wastewater system facilities in accordance with applicable regulatory permits and TCEQ regulations five (5) days per week. Communication of issues/concerns with the system and recommendations for needed improvements and ongoing maintenance. Assist in providing information for updating system mapping and equipment inventory.
- 12) **Lift Station Daily Operations:** Daily operations checks at all City wastewater lift stations for proper functioning by qualified personnel five (5) days per week. Maintain a logbook of all lift station operations activities.
- 13) **Lift Station Monitoring:** Lift stations have auto-dialers for remote monitoring. Monitoring of odor control chemical treatment and ordering of chemicals as needed. Chemical purchases may be routed through this contract as an additional material cost.
- 14) **Gravity and Force Main Maintenance:** Standard gravity and force main maintenance including manholes and clean-outs, repair of city owned low pressure service lines and gravity sewer services in the right-of-way, as needed. Regular exercising of force main valves to ensure they are operational, checking of air valve operations, etc.
- 15) **Lift Station Maintenance:** Cleaning (removal of debris and grease) of each lift station wet well, typically twice per year. Report if additional cleanings are required based on visual inspection during daily operations for grease, debris, or other build-up which can adversely affect the lift station facilities. Must use a local license wastewater hauler for removal of wastewater.
- 16) **Monthly Reporting:** Monthly reports including LS operations and other System maintenance, individual customer service reports, and any other information relevant to

efficient O&M. Individual grinder pump work orders must provide sufficient documentation to determine cause of failure (manufacturer's defect or customer/customer contractor abuse) to enable the contractor to file warranty claims and to enable the City to bill customers for abuse.

- 17) **City of Austin Contract Compliance:** Compliance with City of Austin contract standards. The City has been granted limited capacity from the City of Austin with specific provisions limiting the amount and strength of sewage that can go into the Austin system. Companies applying to provide O&M are required to review the City of Austin contract.
- 18) **TCEQ Compliance:** Staffing to meet required TCEQ standards for licensed wastewater operators, laborers, technicians and other personnel to ensure continuous operation and maintenance of the System and rates for all services.
- 19) **Operator of Record:** Serving as the "Operator of Record" with the TCEQ.
- 20) **Third Party Utility Coordination:** Coordination with private utility companies and other contractors to mark mains and prevent line breaks. Documentation of damage and coordination with City to bill third parties for damage. Supervision of repairs by third parties to ensure that repairs meet System standards.
- 21) **Expenditure Coordination:** Coordination with City personnel on all expenditures.
- 22) **O&M Meeting Attendance:** Attendance at periodic O&M meetings with the City, as requested.

III. AS-NEEDED SCOPES OF WORK

Additional Services that the City anticipates will be required on an as-needed basis, with reimbursement based on actual hourly personnel and equipment effort, and other associated expenses. This list is provided as examples only and is not exhaustive of all types of work that will be requested of the Contractor to operate their systems:

- 1) **Portable Lift Station Generator Installation/Operation:** In the event of a power outage, Contractor shall monitor lift stations, and be able to move and install/operate the City's portable generators to operate lift stations as needed to prevent overflows. Contractor may be asked to provide additional generators as needed. Contractor to have vehicle(s) with the towing capacity to move the City's large generator (Baldor/John Deere TS80T), and which is able to be towed in winter/icy conditions. Response time shall be under 1.5 hours 24/7 for the tow vehicle to be at the City and ready to move generators as needed.
- 2) **Grinder Pump Services:** Grinder pump service calls and after-hours availability to respond to grinder pump emergencies 24 hours per day, 365 days per year. Coordinate with the certified manufacturers to perform grinder pump maintenance and repairs including filing warranty claims. Grinder pumps have 5-year warranties from date of installation. Maintenance of a database of grinder pump serial numbers by address, also noting at what address any spare parts were used for repairs. Assist City in determining cause of failures.

- 3) **Wastewater Line Inspection & Cleaning:** As-needed television inspection and cleaning of gravity sewer main issues.
- 4) **Water and Wastewater System Emergency Response:** 24/7, 365 days per year availability to respond to emergencies within 1 hour of notification during normal working hours and 1.5 hours during after-hours and holidays. In the event of a water or wastewater system emergency, notifying and consulting with the DPW to determine the proper course of action. In the event the DPW is unavailable, notifying the Manager. In an emergency, taking any actions necessary to sustain the water system, providing an update to the City's DPW or Manager as soon as information is available. In the case of an emergency when the DPW and Manager are unavailable and action is necessary to sustain the water or wastewater system, subcontracting any services needed to sustain the systems and purchasing needed materials.
- 5) **Customer Service:** Customer service from the point of entry (the clean-out at the property line for a gravity connection, and from the control panel/grinder pump unit for a low pressure connection). Responding to on-site to repair calls from residents or City staff within one (1) hour of receiving the call for service during normal working hours. Responding within one and one half (1.5) hours after hours or on holidays. Determining if repair is needed on City's system or if the issue is the property owner's responsibility.
 - a. If it is the property owner's responsibility, informing the property owner and providing an update to the City DPW via email.
 - b. When a City system repair is needed, consulting with the DPW to determine whether City or Contractor shall make the repair. If directed by the City to make the repair, taking all actions necessary to complete the repair and updating the DPW upon completion.
- 6) **Other Items:** Provide other items, as-required, vital to the operation of the City's water and wastewater systems.

The City will:

- 1) Coordinate with Proposer on purchase orders to ensure the continuous and adequate operation and maintenance of the System.
- 2) Provide information to the Proposer from historical O&M records, as requested.
- 3) Provide third party plumbing and electrical inspection services, and engineering consultation, as needed.
- 4) Maintain a final records depository for Systems transactions and documents.
- 5) Provide support for improved O&M by addressing operations and policy issues raised by the Proposer through City staff, the Utility Commission and the City Council. Promulgate ordinances and send out information to customers to improve System O&M.

IV. PREPARATION OF THE PROPOSAL

Formal proposals shall be received by the City on or before 4:00 p.m. on Thursday, April 15. Physical address is 403 Nixon Drive, Rollingwood, Texas 78746. Mailing address is 403 Nixon Drive, Rollingwood, Texas 78746. For information call 512.327.1838.

Only the services listed in this Request for Proposal and included in addenda will be considered.

All Proposals must be prepared and signed by the Proposer.

Four (4) hard copies and one (1) electronic copy (pdf format) of the Proposal must be submitted in a sealed envelope bearing on the outside the name of the Proposer, its address, and plainly marked "City of Rollingwood Water & Wastewater Operations and Maintenance." If forwarding by mail, the sealed envelope containing the Proposal must be enclosed in another envelope addressed as specified in the Proposal. The City shall consider informal any proposal not prepared and submitted in accordance with the provisions hereof.

Any Proposal may be withdrawn prior to the above-scheduled time for the opening of Proposals or authorized postponement thereof.

Any Proposal received after the time and date specified above shall not be considered.

Any questions regarding this proposal shall be directed to Carrie Caylor, Director of Development, via email at ccaylor@rollingwoodtx.gov. Questions received less than 48 hours prior to the submittal due date/time may not be answered.

IV. PROPOSAL REQUIREMENTS

Proposals shall include the following information:

Section A: Proposer Information and O&M Summary

- 1) The legal status of the Proposer, whether corporation, partnership, or individual, must be provided. A corporation shall execute the Proposal by its duly authorized officers in accordance with its corporate by-laws and shall also list the state in which it is incorporated. A partnership shall give full names and addresses of all partners. Partnership and individual Proposer will be required to state in the proposal the names of all persons interested therein. If the Contractor is a joint venture consisting of a combination of any or all of the above entities, each joint venture shall execute the Proposal.
- 2) List years in business as a company and years providing utility operations and maintenance in the Central Texas area.
- 3) Local address of the Office that will manage this Contract, and any other offices that will supply staff.
- 4) Current number of staff, and numbers of licensed operators with classifications, located in the local office(s).
- 5) Names and resumes of key staff members who would be involved with providing the services herein. Must include the overall Contract Manager and lead operators for water and wastewater systems (same person may serve multiple roles).
- 6) Provide a list of all existing and/or past O&M water and wastewater clients you have provided service to within the last five (5) years.

- 7) Submit references who have contracted with Proposer to provide O&M services for water and sewer systems. The Proposer is to submit at least three (3) references and may include additional clients if available. Reference information shall include the following: Entity name, contact person, address, telephone number, email address. Note: Failure to supply complete reference information may be grounds for Proposal disqualification.
- 8) Provide information regarding any investigations or disciplinary proceedings regarding the Proposer's license(s), and any safety or health concerns raised regarding the Proposer's operation of water and wastewater systems.
- 9) Provide an example of a monthly O&M report that documents all O&M activities.
- 10) Provide an example of a service call report.

Section B: Water System Maintenance (1 page max)

- 1) Describe your typical/recommended water system maintenance program.
- 2) Describe how you would respond to a water main break.

Section C: Wastewater System Maintenance (1 page max)

- 1) Describe your typical/recommended wastewater maintenance program including gravity mains and lift stations.
- 2) Describe any experience with low pressure sewer systems with individual grinder pumps located at each property.
- 3) Describe how you would respond to a system overflow.

Section D: Budget

Provide a monthly budget for Standard Water and Wastewater System Operations & Maintenance for all items as described in **Item II: Standard Scope of Work**. Break out the monthly costs for water and wastewater separately. Include standard rate schedules for personnel (broken down by title), standard equipment/vehicles proposed to be used, and proposed multipliers, markups, and yearly rate escalation. The required cost breakdown shall include the following items at a minimum:

SERVICES	UNIT COST
Standard Water System Maintenance & Operations	Monthly
Standard Wastewater System Maintenance & Operations	Monthly
Rate Schedule for Personnel	Hourly (include subcontractors as needed)
Rate Schedule for Equipment/Vehicles	Hourly (fully loaded, including fuel/mileage)
Proposed Multipliers for After Hours/Holiday Work	
Proposed Markup on Materials, Subcontracts, other outside services	
Proposed Yearly Rate Escalation Method/Amount	

Section E: Indemnity and Insurance

The Proposer will indemnify and hold harmless the City, its officers, and employees from and against any and all suits, actions, legal proceedings, claims, demands, damages, costs, expenses, and attorney’s fees arising out of a willful or negligent act or omission of the Proposer in the performance of this contract. City will not be responsible for negligence of Proposer, or any of its agents, employees, or customers.

The successful Proposer shall procure and maintain for the duration of the contract with the City, insurance against claims for injuries to persons or damages to property, which may arise from or in conjunction with the performance of the work hereunder by the Proposer, its agents, representatives, employees, or subcontractors. The cost of such insurance shall be borne by the Proposer and a Certificate of Insurance evidencing that such insurance has been procured and is in force will be forwarded to the City before commencement of work hereunder.

Minimum Limits of Insurance:

Type Coverage	Per Occurrence Minimum	Aggregate Minimum
Workers Compensation	As required by law; shall cover all employees.	As required by law.
Comprehensive & General Public Liability	\$1,000,000	\$2,000,000
Property Damage	\$1,000,000	\$1,000,000
Comprehensive Auto - Bodily Injury	\$1,000,000	
Comprehensive Auto - Property Damage	\$1,000,000	

Section F: Sample Contract.

Provide a sample contract.

Section G: Certification.

Include the following certification with the proposal, executed before a notary public:

I, _____, authorized representative for _____ hereby certify that the answers provided in this proposal to Part IV, Sections A-F are true and complete and shall be used in determining whether my company is a qualified, responsible Proposer.

I also certify that my company has obtained all licenses and permits required to perform the work described in the City’s RFP.

I also certify that my company is in good standing with the State and has paid all taxes required by any city or county, the State of Texas, and the United States.

V. START DATE AND TERM

The City anticipates commencing daily operations of the System under this O&M contract approximately by the date of June 7, 2021.

The term of service shall be one (1) year, with optional one (1) year renewals moving forward. Should either the City or Contractor elect not to renew and extend the contract for an additional one year period, notice must be given, by certified mail (return receipt requested) to the other party in writing not less than 180 days prior to the expiration of the Contract.

The agreement between the City and Contractor shall be terminable by the City at any time with sixty (60) days written notice to the Contractor. Notwithstanding the requirements set forth, the agreement may be terminated by the City at any time without notice for cause.

VI. SELECTION

The City will evaluate and rank all complete and timely submissions received in response to this RFP based on the information submitted. The City may require an interview of shortlisted Contractors prior to selection. The City strives to identify and enter into a contract for services with the most qualified Proposer at a competitive price. The City reserves the right to: 1) reject any and all proposals; 2) seek clarification of particular proposals; 3) request additional information from proposers; and 4) provide supplemental data to proposers in order to improve the pool of potential Proposers from which the City can select a candidate (or candidates) for award of a contract.



City of Rollingwood Wastewater System Map

July 2017



Legend

- Lift Station
- Manhole
- Gravity Sewer
- Force Main
- City Limits

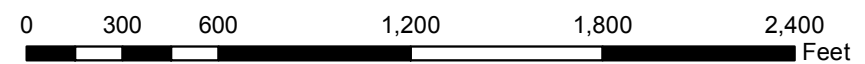
Rollingwood Parcels

- Rollingwood Parcels

Rollingwood Parcels Lift Station No.

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7

- = Residential
- = Commercial



1 inch = 600 feet



engineers | architects | contractors

City of Rollingwood



Water System Map Pipe Age

May 2020

Legend

- ◆ Fire Hydrants (2019)
- Valves
- COA Connection
- PRVs

Water Pipe Age and Linear Feet

- Unknown (61,572')
- 2009 (4,159')
- 2012 (6,592')
- 2014 (5,621')
- 10' Contours

- ▨ New Meters
- ▬ City Limits
- ▭ Parcel

Pressure Zone

- 1
- 2





James Wills

Vice President of Operations

**EXPERIENCE
SUMMARY**

James is currently employed as Vice President of Operations. He has over thirty-four (34) years of experience managing water and wastewater systems in the Austin area.

SPECIALTIES

- ❖ Wastewater Treatment
- ❖ Groundwater Treatment
- ❖ Plant Operation and Maintenance.
- ❖ Water and Wastewater Training

EXPERIENCE

*Director of Public Works, City of Pflugerville
March 1992-May 2018*

*Lead Water Plant Operator, City of Georgetown
October 1989-March 1992*

*Pump Dept. Foreman, City of Georgetown
1984-1987*

LICENSES

- ❖ Grade "A" Wastewater - TCEQ
- ❖ Grade "A" Water - TCEQ
- ❖ Certified Utility Instructor – TCEQ/TWUA 2002-2010

**SELECTED
ADDITIONAL
EXPERIENCE**

- ❖ Oversighted of eight branches of the City of Pflugerville public works department
- ❖ Oversight of regulatory programs for the public works departments
- ❖ Direct oversight of a public works budget totaling 35+ million dollars
- ❖ Contract management
- ❖ Oversight of capital improvement projects



Daniel Tatum

Field Operations Manager

EXPERIENCE SUMMARY

- ❖ Daniel is currently employed as a Field Operations Manager with Crossroads Utility Services. He has over fifteen (17) years of experience operating water and wastewater systems.

SPECIALTIES

- ❖ Wastewater Treatment
- ❖ Groundwater Treatment
- ❖ Plant Operation and Maintenance.
- ❖ Troubleshooting Systems.
- ❖ Managing and Motivating employees.

EDUCATION

- ❖ Texas A&M University
Texas Engineering Extension Service Courses
- ❖ Texas Rural Water Authority – Water/WW Courses
- ❖ Texas Water Utilities Association – Water/WW Courses

LICENSES

- ❖ Grade “A” Wastewater - TCEQ
- ❖ Grade “A” Water - TCEQ
- ❖ Customer Service Inspection License – TCEQ
- ❖ OSSF maintenance provider - TCEQ

SELECTED ADDITIONAL EXPERIENCE

- ❖ Assists in training of operators
- ❖ Heavy equipment operator.
- ❖ Distribution and collection system rehabilitation/repair.



ANDREW HUNT

Executive Vice President

EXPERIENCE SUMMARY

Mr. Hunt serves as Executive Vice President of Crossroads Utility Services, LLC. He has thirteen (13) years' experience in managing water, wastewater, and storm water systems, utility district management and regulatory compliance. In addition, he has three (3) years' experience in environmental consulting and as an employee working for the Texas Commission on Environmental Quality's Enforcement Division

SPECIALTIES

- ❖ Client/ Business Development
- ❖ Contract Administration
- ❖ Water and Wastewater Operations
- ❖ Regulatory Compliance

EDUCATION

Texas A&M University, College Station, TX
B.S., Renewable Natural Resources

AFFILIATIONS

- ❖ Capital Area Suburban Exchange
- ❖ American Water Works Association
- ❖ Mentor, TCEQ EnviornMentor Program

SELECTED ADDITIONAL EXPERIENCE

- ❖ Project Management
- ❖ Contract Negotiation
- ❖ 170+ hours of water and wastewater training
- ❖ Experience in working with State and Local Governmental Agencies and Utility Boards

CONTACT

Andrew Hunt
2601 Forest Creek Drive
Round Rock, TX 78665
(512) 246-1400
ahunt@crossroadsus.com

TEXAS SECRETARY of STATE
RUTH R. HUGHS

BUSINESS ORGANIZATIONS INQUIRY - VIEW ENTITY

Filing Number: 801088175 **Entity Type:** Domestic Limited Liability Company (LLC)
Original Date of Filing: February 18, 2009 **Entity Status:** In existence
Formation Date: N/A
Tax ID: 32038930213 **FEIN:**
Duration: Perpetual

Name: CROSSROADS UTILITY SERVICES LLC
Address: 2601 FOREST CREEK DRIVE
 ROUND ROCK, TX 78665 USA

REGISTERED AGENT	FILING HISTORY	NAMES	MANAGEMENT	ASSUMED NAMES	ASSOCIATED ENTITIES
Last Update	Name	Title	Address		
March 17, 2021	Stephen C Held	Governing Person	135 Vista Ln Georgetown, TX 78633 USA		
March 17, 2021	CROSS TRAVIS INVESTMENTS LL	Governing Person	5718 Westheimer Ste 1840 Houston, TX 77057 USA		

Instructions:

- To place an order for additional information about a filing press the 'Order' button.

Crossroads Utility Services

SvcOrd# 306872B

MARCH 2021

Service Date: 02/21/21 Department: METERS

Key Map

District: Travis County W.C. & I.D. NO. 10

Priority: SCHEDULED WORK

Zone: South

Location: XXX TORO CANYON RD

Work Type: WATER DISTRIBUTION

Reported By:

Telephone Number:

Description of Problem Reported: 6.13 REPLACE BROKEN CURBSTOP

Date Completed: 03/17/21

Completed By: VFORD

Description of Work Performed: REPLACED BROKEN ANGLE STOP

Meter Details:

Meter Reading: XXX.0

Labor	Description	Date	Hours	Rate/Hour	Amount
FOREMAN		02/21/21	2.00	58.26	116.52
FIELD SERVICE REP		02/21/21	2.00	39.50	79.00

Labor 195.59

Equipment	Description	Date	Hours	Rate/Hour	Amount
MAINTENANCE TRUCK		02/21/21	2.00	38.17	76.34

Equipment 76.34

Material	Description	Date	Qty	Price	Amount
2-3/4" X FEMALE	3707BA23342WNL	02/21/21	1.00	100.326	100.33
2-WASHERS		02/21/21	1.00	0.460	0.46

Material 100.79

Service Order Total: 372.72

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02/22/21 02:43 PM



GENERAL MANAGER'S REPORT

TRAVIS COUNTY WATER CONTROL & IMPROVEMENT DISTRICT # 18 Board of Directors Meeting



April 12, 2021

Travis County Water Control & Improvement District #18 Operations Report

For the Month of February 2021

GENERAL INFORMATION

Occupied Single Family Connections	1800	x 3 =	5400	Estimated Population
Vacant Single Family Connections	0			
Commercial Connections	49			
Vacant Commercial Connections	0			
District Meters	5			
Vacant District Meters	0			
Fire Hydrant	2			
 TOTAL CONNECTIONS	 1856			

BACTERIOLOGICAL ANALYSES

7 Water samples taken on 02/25/21 All bacterial samples were satisfactory

WATER ACCOUNTING

Pumped Through Finished WTP Meter				
from <u>01/07/21</u> to <u>02/05/21</u>			12,643,000	Gallons
System Flushing				
from <u>01/07/21</u> to <u>02/05/21</u>			12,000	Gallons
Total Gallons Billed				
from <u>01/07/21</u> to <u>02/05/21</u>			11,156,000	Gallons
Total Adjustments To Billing				
from <u>01/07/21</u> to <u>02/05/21</u>			_____	Gallons
Gallons gain/loss			(1,475,000)	Gallons
Percentage gain/loss			-11.67%	

**TRAVIS COUNTY
WATER CONTROL AND IMPROVEMENT DISTRICT #18 ACCOUNTABILITY
(BY FISCAL YEAR)**

DATE FROM	DATE TO	FINISHED METER	BILLED TO CUSTOMERS	BILLING ADJUSTMENTS	SYSTEM FLUSHING	GALLONS UNACCOUNTED	PERCENT GAIN/LOSS
10/13/16	11/12/16	26,000.0	14,381.0			-11,619.0	-44.69%
11/13/16	12/12/16	18,755.0	20,401.0			1,646.0	8.78%
12/13/16	01/11/17	17,422.0	10,076.0		45.0	-7,301.0	-41.91%
01/12/17	02/10/17	14,574.0	11,310.0		65.0	-3,199.0	-21.95%
02/11/17	03/10/17	13,450.0	10,857.0		35.0	-2,558.0	-19.02%
03/11/17	04/10/17	17,812.0	14,272.0		141.0	-3,399.0	-19.08%
04/11/17	05/10/17	23,397.0	20,099.0		393.4	-2,904.6	-12.41%
05/11/17	06/09/17	20,161.0	16,835.0		196.5	-3,129.5	-15.52%
06/10/17	07/09/17	28,977.0	28,283.0	0.00	86.5	-607.5	-2.10%
07/10/17	08/08/17	35,062.0	36,265.0	0.00	-	1,203.0	3.43%
08/09/17	09/07/17	27,671.0	25,108.8	760.00	46.5	-1,755.7	-6.34%
09/08/17	10/08/17	24,406.0	23,589.5	0.0	39.0	-777.5	-3.19%
TOTALS		267,687.0	231,477.3	760.0	1,047.9	(34,401.8)	---
AVERAGE		22,307.3	19,289.8	190.0	104.8	(2,866.8)	-12.85%

10/09/17	11/08/17	20,306.0	16,516.6	-2.0	139.0	-3,652.4	-17.99%
11/09/17	12/07/17	18,439.0	16,279.6	0.0	62.5	-2,096.9	-11.37%
12/08/17	01/09/18	16,492.0	13,074.5	0.0	25.5	-3,392.0	-20.57%
01/10/18	02/08/18	13,490.0	11,299.0	0.0	42.0	-2,149.0	-15.93%
02/09/18	03/08/18	12,100.0	9,886.0	0.0	42.0	-2,172.0	-17.95%
03/09/18	04/08/18	18,372.0	14,282.0	0.0	42.0	-4,048.0	-22.03%
04/09/18	05/08/18	20,381.0	19,798.0	0.0	42.0	-541.0	-2.65%
05/09/18	06/08/18	28,044.0	24,723.0	-10.0	42.0	-3,289.0	-11.73%
06/09/18	07/10/18	31,233.0	30,455.0	-72.0	42.0	-808.0	-2.59%
07/11/18	08/07/18	31,989.0	28,429.0	0.0	42.0	-3,518.0	-11.00%
08/08/18	09/07/18	32,780.0	31,403.0	0.0	12.0	-1,365.0	-4.16%
09/08/18	10/09/18	17,181.0	13,896.0	-31.0	42.0	-3,274.0	-19.06%
TOTALS		260,807.0	230,041.7	-115.0	575.0	-30,305.3	---
AVERAGE		21,733.9	19,170.1	-9.6	47.9	-2,525.4	-11.62%

10/10/18	11/09/18	13,077.0	14,316.0	-1,789.0	42.0	-508.0	-3.88%
11/10/18	12/10/18	12,573.0	10,125.0	0.0	60.0	-2,388.0	-18.99%
12/11/18	01/09/19	11,940.0	10,885.0	-34.0	24.0	-1,065.0	-8.92%
01/10/219	02/08/19	10,702.0	9,331.0	0.0	42.0	-1,329.0	-12.42%
02/09/19	03/08/19	11,423.0	9,337.0	0.0	42.0	-2,044.0	-17.89%
03/09/19	04/09/19	17,199.0	14,594.0	-21.0	42.0	-2,584.0	-15.02%
04/10/19	05/09/19	12,315.0	11,481.0	-9.0	42.0	-801.0	-6.50%
05/10/19	06/07/19	14,347.0	17,139.0	-4,263.0	42.0	-1,429.0	-9.96%
06/08/19	07/09/19	20,359.0	18,007.0	0.0	23.0	-2,329.0	-11.44%
07/10/19	08/09/19	30,723.0	29,649.0	-5.0	30.0	-1,049.0	-3.41%
08/10/19	09/09/19	36,995.0	34,436.0	0.0	11.5	-2,547.5	-6.89%
09/10/19	10/09/19	33,255.0	34,324.0	-500.0	20.0	589.0	1.77%
TOTALS		224,908.0	213,624.0	-6,621.0	420.5	-17,484.5	---
AVERAGE		18,742.3	17,802.0	-551.8	35.0	-1,457.0	-7.77%

10/10/19	11/08/19	20,596.0	29,009.0	-10,109.0	57.0	-1,639.0	-7.96%
11/09/19	12/09/19	15,161.0	13,553.0	0.0	42.0	-1,566.0	-10.33%
12/10/19	01/09/20	14,185.0	13,019.0	-16.0	32.5	-1,149.5	-8.10%
01/10/20	02/07/20	11,356.0	10,048.0	0.0	-	-1,308.0	-11.52%
02/08/20	03/06/20	11,675.0	10,315.0	0.0	10.7	-1,349.3	-11.56%
03/07/20	04/09/20	16,074.0	13,969.0	0.0	52.0	-2,053.0	-12.77%
04/10/20	05/08/20	18,283.0	16,577.0	0.0	27.5	-1,678.5	-9.18%
05/09/20	06/04/20	16,951.0	16,567.0	0.0	11.0	-373.0	-2.20%
06/05/20	07/07/20	31,069.0	29,645.0	0.0	15.0	-1,409.0	-4.54%
07/08/20	08/05/20	33,642.0	32,075.0	0.0	12.0	-1,555.0	-4.62%
08/06/20	09/03/20	35,632.0	35,698.0	0.0	14.7	80.7	0.23%
09/04/20	10/06/20	23,798.0	22,185.0	0.0	37.0	-1,576.0	-6.62%
TOTALS		248,422.0	242,660.0	(10,125.0)	311.4	(15,575.6)	---
AVERAGE		20,701.8	20,221.7	(843.8)	26.0	(1,298.0)	-6.27%

10/07/20	11/05/20	23,909.0	22,823.0	-48.0	62.0	-1,072.0	-4.48%
11/06/20	12/04/20	19,245.0	20,241.0	-1,421.0	16.5	-408.5	-2.12%
12/05/20	01/06/21	15,720.0	14,339.8	0.0	9.0	-1,371.2	-8.72%
01/07/21	02/05/21	12,643.0	11,156.0	0.0	12.0	-1,475.0	-11.67%
TOTALS		71,517.0	68,559.8	(1,469.0)	99.5	(4,326.7)	---
AVERAGE		17,879.3	17,140.0	(367.3)	24.9	(1,081.7)	-6.05%

**TRAVIS COUNTY
WATER CONTROL & IMPROVEMENT DISTRICT #18
ACCOUNT ADJUSTMENTS
February 2021**

DATE	NAME	TOTAL ADJUSTMENT	REASON FOR ADJUSTMENT
3/2/21	AUTUMN JOHNSON	-\$133.91	LEAK ADJUSTMENT
3/2/21	KRISTIN WEBSTER	-\$17.59	BILLING ADJUSTMENT
2/5/21	JACOB BURSON	-\$15.00	BILLING ADJUSTMENT
1/29/21	SARAH SIDDIQI	-\$230.25	LEAK ADJUSTMENT
3/2/21	JEREMY BERMAN	-\$17.59	BILLING ADJUSTMENT
3/2/21	STEVEN ELMENDORF	-\$453.33	LEAK ADJUSTMENT

WATER CONTROL & IMPROVEMENT DISTRICT #18

BACKCHARGES FOR INVOICE DATE February 2021

There are no backcharges for this period.

TRAVIS COUNTY WATER CONTROL & IMPROVEMENT DISTRICT #18
CUSTOMER BILLING REPORT
January 21, 2020 Through February 20, 2021

Current Billing

Water	\$6,583.95
Base	34,182.33
TCEQ	229.14
Out of District	4,466.81
Miscellaneous	1,355.00

Total Current Billing	\$46,817.23

Aged Receivables

30 Days	\$3,867.29
60 Days	2,787.95
90 Days	2,054.87
120 Days	7,081.04

Billed Arrears	15,791.15
Credit Bal Fwd	-4,541.71

Total Aged Receivables	\$11,249.44

Accounts Receivables

Penalty	\$0.00
Water	28,811.21
Base	33,269.54
TCEQ	291.73
Out of District	3,569.95
Deposit	2,825.00
Miscellaneous	255.00

Total Accounts Receivables	\$69,022.43

Deposit Recap

Balance As Of	01/21/21	\$224,837.00
Collections		2,825.00
Deposits Applied		-1,900.00

Balance As Of	02/20/21	\$225,762.00

**TRAVIS COUNTY
WATER CONTROL & IMPROVEMENT DISTRICT #18
Water Report
February 2021**

Monthly Operating Report

Month	Average Daily Flow	Maximum Daily Flow	Date Max Flow Occurred
January	0.419	0.587	1/24/21
February	0.478	0.795	2/17/21

Total Monthly Water Flow

Month	2017	2018	2019	2020	2021
January		16,438.0	11,605.0	12,754.0	12,982.0
February	13,726.0	11,890.0	11,133.0	11,937.0	13,395.0
March	16,473.0	16,989.0	14,736.0	14,601.0	
April	20,283.0	20,579.0	14,892.0	15,863.0	
May	22,948.0	24,808.0	13,528.0	20,260.0	
June	25,334.0	30,155.0	18,013.0	27,077.0	
July	35,797.0	32,608.0	26,820.0	34,914.0	
August	29,393.0	36,067.0	36,167.0	38,769.0	
September	25,383.0	17,702.0	34,833.0	21,372.0	
October	20,366.0	14,247.0	25,712.0	25,100.0	
November	19,422.0	12,162.0	14,927.0	20,944.0	
December	15,771.0	12,207.0	14,490.0	15,119.0	
Yearly Total	244,896.0	245,852.0	236,856.0	258,710.0	26,377.0

Bacteriological Report

6 Water sample taken on 1/14,26/2021 All bacterial samples were satisfactory.

7 Water sample taken on 2/25/2021 All bacterial samples were satisfactory.

Chlorine Residual

	January	February
Average	1.6	1.7
Maximum	2.5	2.5
Minimum (0.5)	0.7	0.8

TRAVIS COUNTY
WATER CONTROL & IMPROVEMENT DISTRICT #18
Water Usage Analysis

Billing Period	Residential (gallons)	Total Connect	Commercial (gallons)	Total Connect	District (gallons)	Total Connect	Fire Hydrant (gallons)	Total Connect	Monthly					
									Totals (gallons)	# Res Conn	# of Occupied	Average Usage	Letters	Terms
July 17	27,145,000	1,811	1,129,000	52	9,000	4		4	28,283,000	1,811	1,782	15.0	-	-
August 17	35,342,000	1,811	921,000	52	2,000	4		4	36,265,000	1,811	1,781	19.5	-	-
September 17	24,197,800	1,811	911,000	52	0	4		4	25,108,800	1,811	1,781	13.4	-	-
Cumulative Total	86,684,800		2,961,000		11,000		-		89,656,800					
October 17	22,652,500	1,811	936,000	52	1,000	4		4	23,589,500	1,811	1,781	12.5	-	-
November 2017	15,785,600	1,810	728,000	52	3,000	3		3	16,516,600	1,810	1,782	8.7	149	9
December 2017	15,683,600	1,809	592,000	52	4,000	2		2	16,279,600	1,809	1,778	8.7	88	2
January 2018	12,531,000	1,809	493,000	51	50,000	2		2	13,074,000	1,809	1,779	6.9	107	0
February 2018	10,897,000	1,810	401,000	51	1,000	2		2	11,299,000	1,810	1,778	6.0	81	0
March 2018	9,515,000	1,808	369,000	51	2,000	2		2	9,886,000	1,808	1,785	5.3	80	7
April 2018	13,741,000	1,809	540,000	51	1,000	2		2	14,282,000	1,809	1,781	7.6	46	10
May 2018	19,004,000	1,808	793,000	51	1,000	3		3	19,798,000	1,808	1,790	10.5	57	2
June 2018	23,940,000	1,811	771,000	51	12,000	3		3	24,723,000	1,811	1,791	13.2	60	0
July 2018	29,408,000	1,812	1,046,000	51	1,000	15	0	2	30,455,000	1,812	1,788	16.2	62	0
August 2018	27,457,000	1,815	971,000	51	1,000	19	0	1	28,429,000	1,815	1,792	15.1	55	0
September 2018	30,256,000	1,817	1,134,000	51	13,000	21	0	1	31,403,000	1,817	1,793	16.7	60	0
Cumulative Total	230,870,700		8,774,000		90,000		-		239,734,700					
October 18	13,021,000	1,820	873,000	51	1,000	17	1,000	2	13,896,000	1,820	1,793	7.2	77	0
November 18	13,672,000	1,819	643,000	51	1,000	7	0	2	14,316,000	1,819	1,792	7.5	64	10
December 18	9,794,000	1,823	317,000	51	6,000	6	8,000	1	10,125,000	1,823	1,799	5.4	48	0
January 19	10,428,000	1,823	457,000	51	0	6	0	1	10,885,000	1,823	1,800	5.7	57	0
February 19	9,045,000	1,823	284,000	51	1,000	6	1,000	1	9,331,000	1,823	1,800	5.0	57	0
March 19	9,003,000	1,823	292,000	51	6,000	6	36,000	1	9,337,000	1,823	1,800	4.9	53	4
April 19	13,948,000	1,825	547,000	51	4,000	6	95,000	1	14,594,000	1,825	1,802	7.6	49	6
May 19	10,987,000	1,828	488,000	51	1,000	6	5,000	1	11,481,000	1,828	1,801	6.0	43	5
June 19	16,800,000	1,828	335,000	51	0	6	4,000	1	17,139,000	1,828	1,801	9.2	54	2
July 19	17,311,000	1,829	606,000	51	1,000	6	89,000	1	18,007,000	1,829	1,801	9.5	49	0
August 19	28,677,000	1,835	847,000	51	2,000	6	123,000	1	29,649,000	1,835	1,802	15.6	55	0
September 19	33,023,000	1,836	1,301,000	51	4,000	6	108,000	1	34,436,000	1,836	1,806	18.0	50	3
Cumulative Total	185,709,000		6,990,000		27,000		470,000		193,196,000					
October 19	32,932,000	1,837	1,357,000	51	2,000	6	33,000	1	34,324,000	1,837	1,807	17.9	67	2
November 19	28,132,000	1,840	856,000	51	4,000	5	17,000	1	29,009,000	1,840	1,808	15.3	60	3
December 19	12,803,000	1,840	707,000	51	6,000	5	17,000	1	13,533,000	1,840	1,808	7.0	0	0
January 20	12,546,000	1,841	461,000	51	4,000	5	8,000	1	13,019,000	1,841	1,809	6.8	89	2
February 20	9,574,000	1,841	394,000	51	4,000	5	76,000	1	10,048,000	1,841	1,812	5.2	39	0
March 20	9,883,000	1,933	398,000	51	2,000	5	32,000	1	10,315,000	1,933	1,901	5.1	0	0
April 20	13,543,000	1,933	410,000	51	4,000	5	12,000	1	13,969,000	1,933	1,901	7.0	0	0
May 20	16,442,000	1,933	100,000	51	1,000	5	34,000	1	16,577,000	1,933	1,901	8.5	135	0
June 20	16,013,000	1,933	509,000	51	1,000	5	44,000	1	16,567,000	1,933	1,901	8.3	120	0
July 20	28,672,000	1,933	921,000	51	1,000	5	51,000	1	29,645,000	1,933	1,901	14.8	124	0
August 20	30,845,000	1,933	1,175,000	51	5,000	5	50,000	1	32,075,000	1,933	1,901	16.0	0	0
September 20	34,425,000	1,933	1,243,000	51	1,000	5	29,000	1	35,698,000	1,933	1,901	17.8	0	0
Cumulative Total	245,810,000		8,531,000		35,000		403,000		254,779,000					
October 20	21,483,000	1,820	681,000	52	0	2	21,000	1	22,185,000	1,820	1,797	11.8	200	0
November 20	21,965,010	1,820	762,000	52	3,000	2	45,000	1	22,775,010	1,820	1,793	12.1	0	0
December 20	19,226,000	1,820	993,000	52	1,000	2	21,000	1	20,241,000	1,820	1,793	10.6	147	0
January 21	13,793,642	1,820	539,124	52	2,000	2	5,000	1	14,339,766	1,820	1,793	7.6	147	0
February 21	10,914,000	1,820	237,000	52	2,000	2	3,000	1	11,156,000	1,820	1,793	6.0	147	0
Cumulative Total	87,381,652		3,212,124		8,000		95,000		90,696,776					

TRAVIS COUNTY
WATER CONTROL AND IMPROVEMENT DISTRICT #18
WRITE-OFF/COLLECTION TOTALS
(BY FISCAL YEAR)

	2018/19	2019/20	2020/21
OCTOBER	\$ 29.28	\$ -	\$ 118.99
COLLECTED	\$ -	\$ -	\$ -
NOVEMBER	\$ -	\$ 271.72	\$ 332.27
COLLECTED	\$ -	\$ -	\$ -
DECEMBER	\$ 546.78	\$ 150.02	\$ 34.94
COLLECTED	\$ -	\$ -	\$ -
JANUARY	\$ -	\$ -	\$ -
COLLECTED	\$ -	\$ -	\$ -
FEBRUARY	\$ -	\$ -	\$ -
COLLECTED	\$ -	\$ -	\$ -
MARCH	\$ -	\$ -	
COLLECTED	\$ -	\$ -	
APRIL	\$ -	\$ -	
COLLECTED	\$ -	\$ -	
MAY	\$ 92.02	\$ -	
COLLECTED	\$ -	\$ -	
JUNE	\$ -	\$ -	
COLLECTED	\$ -	\$ -	
JULY	\$ 115.51	\$ 667.96	
COLLECTED	\$ -	\$ -	
AUGUST	\$ -	\$ 76.97	
COLLECTED	\$ -	\$ -	
SEPTEMBER	\$ -	\$ 400.69	
COLLECTED	\$ -	\$ -	
TOTAL WO/COLLECTIONS:	\$ 783.59	\$ 1,567.36	\$ 486.20
TOTAL COLLECTED:	\$ -	\$ -	\$ -

SURFACE WATER MONTHLY OPERATING REPORT

FOR PUBLIC WATER SYSTEMS THAT ARE USING SURFACE WATER SOURCES
OR GROUND WATER SOURCES UNDER THE INFLUENCE OF SURFACE WATER
Summary Page

PUBLIC WATER SYSTEM NAME: <u>Travis County WC&ID</u>	PLANT NAME OR NUMBER: <u>Bal Harbor Water Treatment Plant</u>	I certify that I am familiar with the information contained in this report and that, to the best of my knowledge, the information is true, complete, and accurate.
PWS ID No.: <u>2270083</u>	Operator's Signature:	
Report for the Month of: <u>February 2021</u>	Certificate No. & Grade: <u>WO0043395, Class A</u>	Date: <u>March 1, 2021</u>

TREATMENT PLANT PERFORMANCE			
Total number of turbidity readings:	168	Number of 4-hour periods when plant was off-line:	0
Number of readings above 0.10 NTU:	0	Number of 4-hour periods when plant was on-line but turbidity data was not collected:	0
Number of readings above 0.3 NTU:	0	Number of days when plant was on-line but individual filter turbidity data was not collected:	0
Number of readings above 0.5 NTU:	0	Number of days with readings above 1.0 NTU:	0 (2)
Number of readings above 1.0 NTU:	0	Number of days with readings above 5.0 NTU:	0 (3)
Maximum allowable turbidity level:	0.3		
Percentage of readings above this limit:	0.0 % (1)		

Bin Class: <u>1</u>	Crypto Credit Required: <u>2.0 (7A)</u>	Crypto Credit Achieved: <u>3.0 (7B)</u>	Bin 3&4 Credits: <u>3.0 (7C)</u>
Watershed Protection: <u>0.0</u>	Conventional Treatment: <u>0.5</u>	Second Stage Filtration: <u>0.0</u>	
Bank Filtration: <u>0.0</u>	Enhanced Filter Performance: <u>0.0</u>	UV: <u>0.0</u>	
Presedimentation with Coagulation: <u>0.0</u>	Bag and Cartridge Filtration: <u>0.0</u>	Ozone, Chlorine Dioxide: <u>0.0</u>	
Two-Stage Lime Softening: <u>0.0</u>	Membrane Filtration: <u>3.0</u>	Perform. Demonstration: <u>0.0</u>	

Number of days with a low CT for no more than 4.0 consecutive hours:	0	Average log inactivation for Giardia:	0.30
Number of days with a low CT for more than 4.0 consecutive hours:	0 (4)	Average log inactivation for viruses:	8.68
		Number of days when profiling data was not collected:	0
		Number of days when CT data was not collected:	0

Minimum disinfectant residual required leaving the plant:	0.5 mg/L, measured as Total Chlorine		
Number of days with a low residual for no more than 4.0 consecutive hours:	0	Minimum pH in the last disinfection zone:	7.10
Number of days with a low residual for more than 4.0 consecutive hours:	0 (5)	Number of days with pH below 7.0 in the last disinfection zone:	0.00
		Number of days when disinfectant residual leaving the plant was not properly monitored:	0

DISTRIBUTION SYSTEM			
Minimum disinfectant residual required in distribution system:	0.5 mg/L, measured as Total Chlorine		
Total number of readings this month:	34 (at least 28 required) (8)	Percentage of readings with a low residual this month:	0.0 % (6A)
Average disinfectant residual value:	1.73	Percentage of readings with a low residual last month:	0.0 % (6B)
Number of readings with a low residual:	0		
Number of readings with no detectable residual:	0		

ADDITIONAL REPORTS & WORKSHEETS			
The Page 1 Addendum (Public Notices) is not required because there were no treatment technique or monitoring/reporting violations reported.			
Additional report(s) for individual filter monitoring required:	<input checked="" type="radio"/> NONE	<input type="radio"/> Filter Profile	<input type="radio"/> Filter Assessment
Additional report(s) for individual filter monitoring submitted:	<input checked="" type="radio"/> NONE	<input type="radio"/> Filter Profile (9)	<input type="radio"/> Filter Assessment (10)
No additional IFE Reports are required this month.			
<input type="radio"/> CPE	<input type="radio"/> CPE (11)		

P.2-Turbidity Data	P.4&5-Disinfection Data	P.6-TOCMOR
Alternate Technol. Membranes--PBT		

STATISTICAL ANALYSIS OF TURBIDITY DATA			
Settled Water Stastical Summary	Maximum turbidity reading: <u>NA</u> NTU Minimum turbidity reading: <u>NA</u> NTU 95 th percentile value: <u>NA</u> NTU	Average turbidity value: <u>NA</u> NTU Standard deviation: <u>NA</u> NTU	
IFE Stastical Summary	Maximum IFE turbidity reading: <u>0.00</u> NTU Minimum IFE turbidity reading: <u>NA</u> NTU 95 th percentile IFE value: <u>NA</u> NTU	Average IFE turbidity value: <u>NA</u> NTU Standard deviation: <u>NA</u> NTU	
CFE Stastical Summary	Maximum CFE turbidity reading: <u>0.02</u> NTU Minimum CFE turbidity reading: <u>0.02</u> NTU 95 th percentile CFE value: <u>0.02</u> NTU	Average CFE turbidity value: <u>0.02</u> NTU Standard deviation: <u>0.000</u> NTU	

STATISTICAL ANALYSIS OF pH DATA			
Last Zone pH Stastical Summary	Maximum pH reading: <u>7.60</u> pH Minimum pH reading: <u>7.10</u> pH 95 th percentile value: <u>7.40</u> pH	Average pH value: <u>7.27</u> pH Standard deviation: <u>0.094</u> pH	

SURFACE WATER MONTHLY OPERATING REPORT

FOR PUBLIC WATER SYSTEMS THAT ARE USING SURFACE WATER SOURCES
OR GROUND WATER SOURCES UNDER THE INFLUENCE OF SURFACE WATER (cont.)


Turbidity Data Page

PUBLIC WATER SYSTEM NAME: Travis County WC&ID PLANT NAME OR NUMBER: Bal Harbor Water Treatment Plant

PWS ID No.: 2270083 Plant ID No.: 2270083 Connections: 1,795

Month: February Year: 2021 Population: 4,982

PERFORMANCE DATA																			
Date	Raw Water Pumpage (MGD)	Treated Water Pumpage (MGD)	RAW WATER ANALYSES		SETTLED WATER TURBIDITY (Optional Data)						FINISHED WATER QUALITY								
			NTU	Alk.	Basin No.						Combined Filter Effluent Turbidity						Lowest Residual	Time	
					1	2	3	4	5	6	NTU1	NTU2	NTU3	NTU4	NTU5	NTU6			
1	0.672	0.576	10	163								0.02	0.02	0.02	0.02	0.02	0.02	1.9	
2	0.502	0.528	9	159								0.02	0.02	0.02	0.02	0.02	0.02	1.9	
3	0.518	0.502	12	154								0.02	0.02	0.02	0.02	0.02	0.02	1.9	
4	0.638	0.525	12	156								0.02	0.02	0.02	0.02	0.02	0.02	1.8	
5	0.199	0.186	12	158								0.02	0.02	0.02	0.02	0.02	0.02	0.6	
6	0.583	0.565	11	159								0.02	0.02	0.02	0.02	0.02	0.02	1.6	
7	0.537	0.508	12	163								0.02	0.02	0.02	0.02	0.02	0.02	2.0	
8	0.502	0.475	9	158								0.02	0.02	0.02	0.02	0.02	0.02	1.9	
9	0.572	0.607	11	154								0.02	0.02	0.02	0.02	0.02	0.02	2.1	
10	0.498	0.383	11	159								0.02	0.02	0.02	0.02	0.02	0.02	2.0	
11	0.518	0.491	11	162								0.02	0.02	0.02	0.02	0.02	0.02	2.0	
12	0.492	0.436	13	160								0.02	0.02	0.02	0.02	0.02	0.02	2.2	
13	0.576	0.545	12	155								0.02	0.02	0.02	0.02	0.02	0.02	2.2	
14	0.541	0.524	11	151								0.02	0.02	0.02	0.02	0.02	0.02	2.2	
15	0.918	0.683	10	153								0.02	0.02	0.02	0.02	0.02	0.02	2.1	
16	0.625	0.312	6	154								0.02	0.02	0.02	0.02	0.02	0.02	0.8	
17	1.213	0.795	7	156								0.02	0.02	0.02	0.02	0.02	0.02	0.9	
18	1.485	0.317	9	158								0.02	0.02	0.02	0.02	0.02	0.02	1.0	
19	1.016	0.547	10	153								0.02	0.02	0.02	0.02	0.02	0.02	1.0	
20	0.769	0.349	10	149								0.02	0.02	0.02	0.02	0.02	0.02	1.0	
21	0.769	0.558	8	151								0.02	0.02	0.02	0.02	0.02	0.02	1.1	
22	0.754	0.625	7	157								0.02	0.02	0.02	0.02	0.02	0.02	1.2	
23	0.305	0.298	7	158								0.02	0.02	0.02	0.02	0.02	0.02	2.4	
24	0.487	0.453	9	144								0.02	0.02	0.02	0.02	0.02	0.02	2.5	
25	0.457	0.366	9	159								0.02	0.02	0.02	0.02	0.02	0.02	2.3	
26	0.454	0.361	6	153								0.02	0.02	0.02	0.02	0.02	0.02	0.6	
27	0.432	0.392	7	151								0.02	0.02	0.02	0.02	0.02	0.02	2.4	
28	0.583	0.488	8	156								0.02	0.02	0.02	0.02	0.02	0.02	2.4	
29																			
30																			
31																			
Total	17.615	13.395			Max	ND	ND												
Avg	0.629	0.478			Avg	ND	ND												
Max	1.485	0.795			95th %	ND	ND												
Min	0.199	0.186			Min	ND	ND												
											NOTE: ONLY use the "Time" column to show the length of time that the disinfectant residual entering the distribution system fell below the acceptable level.								
											95th percentile based on data from all basins						ND		

SUBMITTED BY:  Certificate No. and Grade: WO0043395, Class A Date: March 1, 2021

SURFACE WATER MONTHLY OPERATING REPORT

FOR PUBLIC WATER SYSTEMS THAT ARE USING SURFACE WATER SOURCES
OR GROUND WATER SOURCES UNDER THE INFLUENCE OF SURFACE WATER (cont.)
Disinfection Data Page

PUBLIC WATER SYSTEM NAME: Travis County WC&ID
PLANT ID No.: 2270083

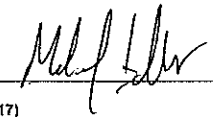
PLANT NAME OR NUMBER: Bal Harbor Water Treatment Plant
Month: February Year: 2021

DISINFECTION PROCESS PARAMETERS									
APPROVED CT STUDY PARAMETERS					PERFORMANCE STANDARDS				
Parameters	Disinfection Zones					Log Inactivations			
	D1	D2	D3	D4	D5	Giardia lamblia Cysts		Viruses	
Flow Rate (MGD)	1.500	0.300	3.000	3.000	3.000	0.0		3.0	
T ₁₀ (minutes)	5.3	8.7	1.2	0.9	6.6				

PERFORMANCE DATA									
DISINFECTION PROCESS DATA									
Date	Disinfectant	C (mg/L)	Flow (MGD)	Temp (°C)	pH	Giardia Log	Virus Log	Inact. Ratio	Time (min)
1	NA D1								
	NA D2								
	FCL D3	2.4	1.872	15.9	7.3	0.34	9.53	3.18	
	FCL D4	2.6	1.872	16.2	7.2			(V)	
	CLA D5	2.5	1.872	16.1	7.2				
2	NA D1								
	NA D2								
	FCL D3	2.3	1.872	16.3	7.4	0.32	9.04	3.01	
	FCL D4	2.3	1.872	16.5	7.3			(V)	
	CLA D5	2.5	1.872	16.4	7.3				
3	NA D1								
	NA D2								
	FCL D3	2.6	1.872	16.6	7.5	0.33	9.95	3.32	
	FCL D4	2.4	1.872	16.4	7.3			(V)	
	CLA D5	2.3	1.872	16.5	7.4				
4	NA D1								
	NA D2								
	FCL D3	2.7	1.872	16.3	7.4	0.36	10.75	3.58	
	FCL D4	2.8	1.872	16.5	7.2			(V)	
	CLA D5	2.4	1.872	16.5	7.2				
5	NA D1								
	NA D2								
	FCL D3	2.3	1.872	16.8	7.3	0.35	9.75	3.25	
	FCL D4	2.6	1.872	16.6	7.2			(V)	
	CLA D5	2.4	1.872	16.6	7.2				
6	NA D1								
	NA D2								
	FCL D3	2.4	1.872	16.5	7.1	0.35	9.35	3.12	
	FCL D4	2.3	1.872	16.6	7.2			(V)	
	CLA D5	2.3	1.872	16.4	7.1				
7	NA D1								
	NA D2								
	FCL D3	2.7	1.872	16.3	7.3	0.36	10.26	3.42	
	FCL D4	2.5	1.872	16.5	7.2			(V)	
	CLA D5	2.6	1.872	16.6	7.3				
8	NA D1								
	NA D2								
	FCL D3	2.6	1.872	16.8	7.2	0.38	10.48	3.49	
	FCL D4	2.6	1.872	16.7	7.2			(V)	
	CLA D5	2.6	1.872	16.9	7.2				

PERFORMANCE DATA									
DISINFECTION PROCESS DATA									
Date	Disinfectant	C (mg/L)	Flow (MGD)	Temp (°C)	pH	Giardia Log	Virus Log	Inact. Ratio	Time (min)
9	NA D1								
	NA D2								
	FCL D3	2.3	1.872	16.3	7.4	0.31	8.59	2.86	
	FCL D4	2.1	1.872	16.1	7.2			(V)	
	CLA D5	2.2	1.872	16.4	7.2				
10	NA D1								
	NA D2								
	FCL D3	2.3	1.872	15.5	7.3	0.29	7.98	2.66	
	FCL D4	2.0	1.872	15.3	7.3			(V)	
	CLA D5	2.2	1.872	15.5	7.2				
11	NA D1								
	NA D2								
	FCL D3	2.6	1.872	14.9	7.3	0.32	8.93	2.98	
	FCL D4	2.4	1.872	15.0	7.3			(V)	
	CLA D5	2.5	1.872	15.0	7.2				
12	NA D1								
	NA D2								
	FCL D3	2.3	1.872	13.9	7.3	0.28	7.93	2.64	
	FCL D4	2.5	1.872	14.1	7.3			(V)	
	CLA D5	2.3	1.872	14.0	7.3				
13	NA D1								
	NA D2								
	FCL D3	2.5	1.872	13.1	7.4	0.27	7.72	2.57	
	FCL D4	2.4	1.872	13.3	7.2			(V)	
	CLA D5	2.3	1.872	13.3	7.2				
14	NA D1								
	NA D2								
	FCL D3	2.2	1.872	12.8	7.3	0.25	6.82	2.27	
	FCL D4	2.3	1.872	12.6	7.3			(V)	
	CLA D5	2.1	1.872	12.6	7.2				
15	NA D1								
	NA D2								
	FCL D3	2.1	1.872	15.2	7.7	0.27	7.94	2.65	
	FCL D4	2.3	1.872	15.3	7.5			(V)	
	CLA D5	2.4	1.872	15.1	7.4				
16	NA D1								
	NA D2								
	FCL D3	2.2	1.872	14.1	7.6	0.25	7.45	2.48	
	FCL D4	2.3	1.872	13.8	7.5			(V)	
	CLA D5	2.4	1.872	13.7	7.5				

NOTE: = ONLY use the "Time=" column to show the length of time that the total inactivation ratio was less than 1.00.

SUBMITTED BY: 

Certificate No. and Grade: WO0043395, Class A Date: March 1, 2021

SURFACE WATER MONTHLY OPERATING REPORT

FOR PUBLIC WATER SYSTEMS THAT ARE USING SURFACE WATER SOURCES
OR GROUND WATER SOURCES UNDER THE INFLUENCE OF SURFACE WATER (cont.)
Disinfection Data Page

PUBLIC WATER SYSTEM NAME: Travis County WC&ID
PWS ID No.: 2270083 Plant ID No.: 2270083

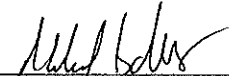
PLANT NAME OR NUMBER: Bal Harbor Water Treatment Plant
Month: February Year: 2021

DISINFECTION PROCESS PARAMETERS									
APPROVED CT STUDY PARAMETERS						PERFORMANCE STANDARDS			
Parameters	Disinfection Zones					Log Inactivations			
	D6	D7	D8	D9	D10	Giardia lamblia Cysts		Virus	
Flow Rate (MGD)	3.000					0.0		3.0	
T ₁₀ (minutes)	0.3								

PERFORMANCE DATA									
DISINFECTION PROCESS DATA									
Date	Disinfectant	C (mg/L)	Flow (MGD)	Temp (°C)	pH	Giardia Log	Virus Log	Inact. Ratio	Time
1	CLA D6	2.6	1.872	16.0	7.2				
	D7								
	D8								
	D9								
	D10								
2	CLA D6	2.4	1.872	16.6	7.3				
	D7								
	D8								
	D9								
	D10								
3	CLA D6	2.5	1.872	16.4	7.2				
	D7								
	D8								
	D9								
	D10								
4	CLA D6	2.7	1.872	16.6	7.2				
	D7								
	D8								
	D9								
	D10								
5	CLA D6	2.4	1.872	16.4	7.1				
	D7								
	D8								
	D9								
	D10								
6	CLA D6	2.1	1.872	16.4	7.2				
	D7								
	D8								
	D9								
	D10								
7	CLA D6	2.5	1.872	16.3	7.3				
	D7								
	D8								
	D9								
	D10								
8	CLA D6	2.4	1.872	16.8	7.2				
	D7								
	D8								
	D9								
	D10								

PERFORMANCE DATA									
DISINFECTION PROCESS DATA									
Date	Disinfectant	C (mg/L)	Flow (MGD)	Temp (°C)	pH	Giardia Log	Virus Log	Inact. Ratio	Time
9	CLA D6	2.3	1.872	16.4	7.2				
	D7								
	D8								
	D9								
	D10								
10	CLA D6	2.4	1.872	15.6	7.3				
	D7								
	D8								
	D9								
	D10								
11	CLA D6	2.4	1.872	15.1	7.2				
	D7								
	D8								
	D9								
	D10								
12	CLA D6	2.5	1.872	14.2	7.3				
	D7								
	D8								
	D9								
	D10								
13	CLA D6	2.3	1.872	13.0	7.2				
	D7								
	D8								
	D9								
	D10								
14	CLA D6	2.2	1.872	12.1	7.2				
	D7								
	D8								
	D9								
	D10								
15	CLA D6	2.5	1.872	15.1	7.6				
	D7								
	D8								
	D9								
	D10								
16	CLA D6	2.3	1.872	14.0	7.4				
	D7								
	D8								
	D9								
	D10								

NOTE: = ONLY use the "Time=" column to show the length of time that the total inactivation ratio was less than 1.00.

SUBMITTED BY:  Certificate No. and Grade: WO0043395, Class A Date: March 1, 2021

SURFACE WATER MONTHLY OPERATING REPORT

FOR PUBLIC WATER SYSTEMS THAT ARE USING SURFACE WATER SOURCES
OR GROUND WATER SOURCES UNDER THE INFLUENCE OF SURFACE WATER (cont.)
Disinfection Data Page (cont.)

PUBLIC WATER SYSTEM NAME: Travis County WC&ID
PWS ID No.: 2270083 Plant ID No.: 2270083

PLANT NAME OR NUMBER: Bal Harbor Water Treatment Plant
Month: February Year: 2021

DISINFECTION PROCESS PARAMETERS									
APPROVED CT STUDY PARAMETERS						PERFORMANCE STANDARDS			
Parameters	Disinfection Zones					Log Inactivations			
	D1	D2	D3	D4	D5	Giardia lamblia Cysts		Virus	
Flow Rate (MGD)	1.50	0.30	3.00	3.00	3.00	0.0		3.0	
T ₁₀ (minutes)	5.30	8.70	1.20	0.90	6.60				

PERFORMANCE DATA									
DISINFECTION PROCESS DATA									
Date	Disinfectant	C (mg/L)	Flow (MGD)	Temp (°C)	pH	Giardia Log	Virus Log	Inact. Ratio	Time
17	NA D1								
	NA D2								
	FCL D3	2.4	1.872	13.5	7.4	0.26	7.58	2.53	
	FCL D4	2.3	1.872	13.8	7.4			(V)	
	CLA D5	2.0	1.872	13.3	7.3				
18	NA D1								
	NA D2								
	FCL D3	2.5	1.872	13.1	7.4	0.27	7.72	2.57	
	FCL D4	2.4	1.872	13.3	7.4			(V)	
	CLA D5	2.3	1.872	13.2	7.4				
19	NA D1								
	NA D2								
	FCL D3	2.2	1.872	12.8	7.5	0.23	6.78	2.26	
	FCL D4	2.3	1.872	12.7	7.4			(V)	
	CLA D5	2.0	1.872	12.6	7.4				
20	NA D1								
	NA D2								
	FCL D3	2.3	1.872	13.1	7.6	0.24	7.16	2.39	
	FCL D4	2.3	1.872	13.0	7.4			(V)	
	CLA D5	2.1	1.872	13.0	7.4				
21	NA D1								
	NA D2								
	FCL D3	2.4	1.872	13.3	7.4	0.27	7.51	2.50	
	FCL D4	2.3	1.872	13.5	7.3			(V)	
	CLA D5	2.3	1.872	13.5	7.3				
22	NA D1								
	NA D2								
	FCL D3	2.5	1.872	13.6	7.5	0.27	8.00	2.67	
	FCL D4	2.4	1.872	13.8	7.4			(V)	
	CLA D5	2.4	1.872	13.7	7.4				
23	NA D1								
	NA D2								
	FCL D3	2.3	1.872	13.9	7.4	0.28	8.00	2.67	
	FCL D4	2.6	1.872	13.8	7.4			(V)	
	CLA D5	2.4	1.872	14.0	7.4				
24	NA D1								
	NA D2								
	FCL D3	2.4	1.872	15.0	7.5	0.30	8.66	2.89	
	FCL D4	2.5	1.872	14.8	7.3			(V)	
	CLA D5	2.4	1.872	14.8	7.3				

PERFORMANCE DATA									
DISINFECTION PROCESS DATA									
Date	Disinfectant	C (mg/L)	Flow (MGD)	Temp (°C)	pH	Giardia Log	Virus Log	Inact. Ratio	Time
25	NA D1								
	NA D2								
	FCL D3	2.8	1.872	14.6	7.4	0.32	9.65	3.22	
	FCL D4	2.7	1.872	14.9	7.4			(V)	
	CLA D5	2.7	1.872	14.8	7.4				
26	NA D1								
	NA D2								
	FCL D3	2.9	1.872	15.3	7.3	0.35	10.12	3.37	
	FCL D4	2.6	1.872	15.4	7.3			(V)	
	CLA D5	2.8	1.872	15.4	7.3				
27	NA D1								
	NA D2								
	FCL D3	2.7	1.872	15.0	7.5	0.32	9.30	3.10	
	FCL D4	2.4	1.872	15.5	7.3			(V)	
	CLA D5	2.6	1.872	15.3	7.4				
28	NA D1								
	NA D2								
	FCL D3	2.9	1.872	15.8	7.4	0.35	10.21	3.40	
	FCL D4	2.5	1.872	15.5	7.3			(V)	
	CLA D5	2.7	1.872	16.1	7.4				
29	D1								
	D2								
	D3								
	D4								
	D5								
30	D1								
	D2								
	D3								
	D4								
	D5								
31	D1								
	D2								
	D3								
	D4								
	D5								

Max	0.38	10.75	3.58
Min	0.23	6.78	2.26
Avg	0.30	8.68	2.89
SD	0.04	1.16	0.39

NOTE: = ONLY use the "Time=" column to show the length of time that the total inactivation ratio was less than 1.00.

SUBMITTED BY:

Certificate No. and Grade: WO0043395, Class A Date: March 1, 2021

SURFACE WATER MONTHLY OPERATING REPORT

FOR PUBLIC WATER SYSTEMS THAT ARE USING SURFACE WATER SOURCES
OR GROUND WATER SOURCES UNDER THE INFLUENCE OF SURFACE WATER (cont.)
Disinfection Data Page (cont.)

PUBLIC WATER SYSTEM NAME: Travis County WC&ID
PLANT ID No.: 2270083 Plant ID No.: 2270083

PLANT NAME OR NUMBER: Bal Harbor Water Treatment Plant
Month: February Year: 2021

DISINFECTION PROCESS PARAMETERS							
APPROVED CT STUDY PARAMETERS					PERFORMANCE STANDARDS		
Parameters	Disinfection Zones					Log Inactivations	
	D6	D7	D8	D9	D10	Giardia lamblia Cysts	Virus
Flow Rate (MGD)	3.000					0.0	3.0
T ₁₀ (minutes)	0.3						

PERFORMANCE DATA									
DISINFECTION PROCESS DATA									
Date	Disinfectant	C (mg/L)	Flow (MGD)	Temp (°C)	pH	Giardia Log	Virus Log	Inact. Ratio	Time
17	CLA D6	2.2	1.872	13.5	7.3				
	D7								
	D8								
	D9								
	D10								
18	CLA D6	2.5	1.872	13.2	7.3				
	D7								
	D8								
	D9								
	D10								
19	CLA D6	2.1	1.872	13.0	7.2				
	D7								
	D8								
	D9								
	D10								
20	CLA D6	2.2	1.872	12.8	7.3				
	D7								
	D8								
	D9								
	D10								
21	CLA D6	2.3	1.872	12.7	7.2				
	D7								
	D8								
	D9								
	D10								
22	CLA D6	2.4	1.872	12.9	7.3				
	D7								
	D8								
	D9								
	D10								
23	CLA D6	2.5	1.872	13.6	7.2				
	D7								
	D8								
	D9								
	D10								
24	CLA D6	2.4	1.872	13.4	7.3				
	D7								
	D8								
	D9								
	D10								

PERFORMANCE DATA									
DISINFECTION PROCESS DATA									
Date	Disinfectant	C (mg/L)	Flow (MGD)	Temp (°C)	pH	Giardia Log	Virus Log	Inact. Ratio	Time
25	CLA D6	2.9	1.872	14.5	7.3				
	D7								
	D8								
	D9								
	D10								
26	CLA D6	2.8	1.872	15.4	7.3				
	D7								
	D8								
	D9								
	D10								
27	CLA D6	2.7	1.872	15.3	7.3				
	D7								
	D8								
	D9								
	D10								
28	CLA D6	2.8	1.872	15.7	7.4				
	D7								
	D8								
	D9								
	D10								
29	D6								
	D7								
	D8								
	D9								
	D10								
30	D6								
	D7								
	D8								
	D9								
	D10								
31	D6								
	D7								
	D8								
	D9								
	D10								

Max		
Min		
Avg		
SD		

NOTE: = ONLY use the "Time=" column to show the length of time that the total inactivation ratio was less than 1.00.

SUBMITTED BY:

Certificate No. and Grade: W00043395, Class A

Date: March 1, 2021

MONTHLY TOTAL ORGANIC CARBON REMOVAL REPORT (TOCMOR) FOR SURFACE WATER OR GROUND WATER UNDER THE INFLUENCE OF SURFACE WATER SYSTEMS

PUBLIC WATER SYSTEM NAME: Travis County WC&ID
PWS ID No.: 2270083

PLANT NAME OR NUMBER: Bal Harbor Water Treatment Plant
Month: February Year: 2021

Plant ID No.: 2270083

Type of treatment: Conventional

Unconventional explain: Pall Membrane Microfiltration

Note: Systems are required to run one TOC Sample Set every month. Additional space is provided for those systems that do additional sampling

Test No.	Test Date	Monthly TOC Sample Set			Actual % TOC Removed	Step 1 Required Removal %	Step 1 Removal Ratio	Optional data		INDIVIDUAL SAMPLE COMPLIANCE REMOVAL RATIO
		Raw Alkalinity	Raw TOC	Treated TOC				Step 2 Required % Removal	Step 2 Removal Ratio	
		Enter the Sample Set results						<i>calculated</i>	<i>calculated from matrix</i>	
1	2/22	155	5.41	4.95	8.5	NA	NA	NA	NA	NA
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
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25										
26										
27										
28										
29										
30										
31										
Avg		155.00	5.41	4.95	8.50		NA			NA
Max		155.00	5.41	4.95	8.50		NA			NA
Min		155.00	5.41	4.95	8.50		NA			NA

TOTAL ORGANIC CARBON (TOC) REMOVAL SUMMARY

TOC Summary					Monthly Compliance Ratio
Raw Water Alkalinity	Raw Water TOC	Treated Water TOC	TOC % Removal	ACC # used	
155	5.41	4.95	8.5	NA	NA

I certify that I am familiar with the information contained in this report and that, to the best of my knowledge, the information is true, complete, and accurate.

Operator's Signature: _____

Certificate No. and Grade: WO0043395, Class A

Date: March 1, 2021

Submit the report by the 10th of the month following the reporting period to:
TEXAS COMMISSION ON ENVIRONMENTAL QUALITY
WATER SUPPLY DIVISION/PUBLIC DRINKING WATER SECTION (MC-155)
P.O. BOX 13087, AUSTIN, TEXAS 78711-3087

MEMBRANE MONTHLY OPERATING REPORT
 FOR PUBLIC WATER SYSTEMS THAT ARE USING SURFACE WATER SOURCES
 OR GROUND WATER SOURCES UNDER THE INFLUENCE OF SURFACE WATER
 Pressure Decay Rate Direct Integrity Tests

PUBLIC WATER SYSTEM NAME: Travis County WC&ID

PLANT NAME OR NUMBER: Bal Harbor Water Treatment Plant

PWS ID No.: 2270083

Plant ID No.: 2270083

Month: February

Year: 2021

TEST PARAMETERS & ADDITIONAL DATA																		
DIT CONDITIONS & ADDITIONAL DATA	Unit No. 1									Unit No. 2								
	DIT Cond'n's	P _{test} psi	LRC	UCL		Prev. Month Data	DIT _{last} date	Pass? Yes/No	C/A Success?	DIT Cond'n's	P _{test} psi	LRC	UCL		Prev. Month	DIT _{last} date	Pass? Yes/No	C/A Success?
		17.5	3.0	0.630			1/28/21	yes	na		17.5	3.0	0.630			1/28/21	yes	na
Optional Data	Flt.Fluc gfd	TMP psi							Optional Data	Flt.Fluc gfd	TMP psi							

PERFORMANCE DATA																				
Date	Unit No. 1										Unit No. 2									
	Operational Data					DIT Data					Operational Data					DIT Data				
	Daily Pump. MG	Norm. Flt.Fluc gfd	TMP psi	Norm. Spc.Fluc gfd/psi	Daily Max. mNTU	CIP done?	P _{initial} psi	ΔP _{test} /Δt psi/min	DIT pass?	C/A success?	Daily Pump. MG	Norm. Flt.Fluc gfd	TMP psi	Norm. Spc.Fluc gfd/psi	Daily Max. mNTU	CIP done?	P _{initial} psi	ΔP _{test} /Δt psi/min	DIT pass?	C/A success?
1	0.231	21.3	10.7	1.99	60					0.238	22.4	11.6	1.93	70						
2	0.244	20.4	10.2	2.00	40		28.7	0.570	YES	na	0.253	20.9	10.1	2.07	60		29.1	0.420	YES	na
3	0.339	18.5	9.5	1.95	50					0.343	22.6	8.3	2.72	60						
4	0.321	12.8	16.8	0.76	30		29.3	0.560	YES	na	0.334	42.7	15.1	2.83	40		29.3	0.440	YES	na
5	0.104	30.6	16.9	1.81	30					0.112	31.3	16.4	1.91	50						
6	0.301	24.8	11.8	2.10	30					0.306	25.9	11.8	2.19	60						
7	0.308	26.6	13.1	2.03	20					0.310	25.1	10.9	2.30	70						
8	0.290	23.2	14.0	1.66	20					0.299	11.5	5.3	2.17	60						
9	0.277	35.3	20.7	1.71	20		29.1	0.590	YES	na	0.282	31.8	10.1	3.15	60		28.8	0.540	YES	na
10	0.287	3.1	0.8	3.84	20					0.294	4.5	0.8	5.63	60						
11	0.261	25.6	15.6	1.64	20		29.7	0.550	YES	na	0.277	24.9	15.6	1.60	50		29.6	0.530	YES	na
12	0.233	18.9	9.8	1.93	20					0.241	20.3	11.9	1.71	50						
13	0.323	29.3	16.8	1.74	20					0.347	30.4	19.3	1.58	50						
14	0.289	16.9	12.4	1.35	20					0.290	18.6	12.1	1.54	40						
15	0.266	20.1	11.9	1.69	30					0.281	19.4	13.3	1.46	40						
16	0.454	22.9	13.9	1.65	30		28.6	0.580	YES	na	0.466	21.6	16.5	1.31	30		28.6	0.490	YES	na
17	0.312	28.4	16.7	1.70	30					0.321	18.4	12.1	1.52	30						
18	0.683	26.6	18.6	1.43	20		29.5	0.570	YES	na	0.704	16.4	13.6	1.21	30		29.5	0.500	YES	na
19	0.812	22.4	16.7	1.34	40					0.822	17.3	14.5	1.19	50						
20	0.521	18.9	11.9	1.59	40					0.533	19.1	15.6	1.22	40						
21	0.373	12.3	9.5	1.29	50					0.394	13.3	9.3	1.43	40						
22	0.366	29.3	19.3	1.52	30					0.383	30.5	20.9	1.46	40						
23	0.371	30.7	20.7	1.48	20		29.4	0.550	YES	na	0.388	29.7	22.6	1.31	50		29.7	0.490	YES	na
24	0.155	31.3	26.5	1.18	20					0.166	30.8	23.8	1.29	20						
25	0.244	29.4	21.7	1.35	20		28.6	0.560	YES	na	0.258	28.6	28.8	1.07	20		29.3	0.510	YES	na
26	0.267	26.5	19.6	1.35	30					0.329	26.6	25.9	1.03	30						
27	0.236	7.2	1.0	7.20	30					0.278	8.1	8.0	1.01	30						
28	0.261	21.0	23.7	0.89	50					0.288	22.3	19.3	1.16	30						
29																				
30																				
31																				

SUMMARY	Unit No. 1			Unit No. 2			
	IIT	Number of days with DIT triggered by high turbidity or particle count		0		0	
		Number of days with a monitoring violation		0		0	
	DIT	Number of days with failure to pass a DIT		0		0	
		Number of days with a treatment technique violation		0		0	
Comments	General Remarks		Additional Comments		Additional Comments		

SUBMITTED BY:



Certificate No. and Grade: WO0043395, Class A

Date: March 1, 2021

MEMBRANE MONTHLY OPERATING REPORT
 FOR PUBLIC WATER SYSTEMS THAT ARE USING SURFACE WATER SOURCES
 OR GROUND WATER SOURCES UNDER THE INFLUENCE OF SURFACE WATER (cont.)
 Pressure Decay Rate Direct Integrity Tests (cont.)

PUBLIC WATER SYSTEM NAME: Travis County WC&ID

PLANT NAME OR NUMBER: Bal Harbor Water Treatment Plant

PWS ID No.: 2270083

Plant ID No.: 2270083

Month: February

Year: 2021

TEST PARAMETERS & ADDITIONAL DATA																				
DIT CONDITIONS & ADDITIONAL DATA	Unit No. 3									Unit No. 4										
	DIT Cond'ns	P _{test} psi	LRC	UCL psi/min		Prev. Month	DIT _{test} date	Pass? Yes/No	C/A Success?		DIT Cond'ns	P _{test} psi	LRC	UCL psi/min		Prev. Month	DIT _{test} date	Pass? Yes/No	C/A Success?	
		17.5	3.0	0.630			1/28/21	yes	na											
Optional Data	Filt. Flux gfd	TMP psi								Optional Data	Filt. Flux gfd	TMP psi								

PERFORMANCE DATA																				
Date	Unit No. 3										Unit No. 4									
	Operational Data					DIT Data					Operational Data					DIT Data				
	Daily Pump. MG	Norm. Filt. Flux gfd	TMP psi	Norm. Spc. Flux gfd/psi	Daily Max. mNTU	CIP done?	P _{initial} psi	ΔP _{test} /Δt psi/min	DIT pass?	C/A success?	Daily Pump. MG	Norm. Filt. Flux gfd	TMP psi	Norm. Spc. Flux gfd/psi	Daily Max. mNTU	CIP done?	P _{initial} psi	ΔP _{test} /Δt psi/min	DIT pass?	C/A success?
1	0.104	20.3	24.6	0.83	80															
2	0.100	19.9	23.6	0.84	90		29.6	0.350	YES	na										
3	0.000	X	X	X	X															
4	0.000	X	X	X	X															
5	0.000	X	X	X	X															
6	0.000	X	X	X	X															
7	0.000	X	X	X	X															
8	0.000	X	X	X	X															
9	0.000	X	X	X	X															
10	0.000	X	X	X	X															
11	0.000	X	X	X	X															
12	0.000	X	X	X	X															
13	0.000	X	X	X	X															
14	0.000	X	X	X	X															
15	0.000	X	X	X	X															
16	0.000	X	X	X	X															
17	0.000	X	X	X	X															
18	0.000	X	X	X	X															
19	0.000	X	X	X	X															
20	0.000	X	X	X	X															
21	0.000	X	X	X	X															
22	0.000	X	X	X	X															
23	0.000	X	X	X	X															
24	0.000	X	X	X	X															
25	0.000	X	X	X	X															
26	0.000	X	X	X	X															
27	0.000	X	X	X	X															
28	0.000	X	X	X	X															
29																				
30																				
31																				

SUMMARY	Unit No. 3										Unit No. 4										
	IIT	Number of days with DIT triggered by high turbidity or particle count										0									
		Number of days with a monitoring violation										0									
	DIT	Number of days with failure to pass a DIT										0									
		Number of days with a treatment technique violation										0									
Comments	General Remarks										Additional Comments										

SUBMITTED BY: 

Certificate No. and Grade: WO0043395, Class A

Date: March 1, 2021