



Utility Management  
& Operations

## Windermere Oaks WSC

Operator's Report

October 15, 2024

### AWR Acquired by Si Environmental

As communicated previously, all AWR employees have made the transition to Si Environmental. AWR has combined with Capital Area Utilities, which creates a larger company, Si Environmental (Central Texas) which has greater capability to respond to our customers and emergencies. Si Environmental operates 130 utility districts in the Houston area primarily made up of family own companies that have been acquired in the Houston area. Si has the same philosophy as AWR, good customer service, respect for employees, and managed growth.

We respectfully request the Board approve the assignment of the contract from AWR Services, Inc to Si Environmental that is included with the packet. There is no change in contract or pricing.

### Drought Update

The Corporation is currently allowing once per week irrigation under the previous DCP. Since the combined storage levels have maintained over 1.0 million acre-feet for the past four months, we recommend the Board consider moving back up to Stage 1. This would allow customers to irrigate twice per week irrigation following the assigned days and hours within the plan.

Windermere Oaks WSC Irrigate outdoors using automatic or manual irrigation systems or hose-end sprinklers no more than **Twice per week** for up to **15 hours** only during scheduled days and times as indicated below:

**Residential- automatic irrigation systems**

Odd number addresses: Wednesdays and Saturdays

Even number addresses: Thursdays and Sundays

**Commercial/Schools/HOAs** (including large landscapes such as HOA common areas and public schools)

Tuesdays and Fridays

**Watering Hours**

Midnight to 10 a.m. and 7 p.m. to midnight

As of October 9, the combined storage level of Lake Travis and Lake Buchanan is 1,094,300 acre-feet which is 55% full (down 1% from September). Lake Travis is at 516,902 acre-feet which is 46% capacity (down 3% from September). The LCRA continues to manage water levels by releasing water from upstream dams, while also releasing the Lake Travis dam. One a-f equals 43,560 cubic feet, or 325,851 gallons.

## Water System – Plant

1. One of the clear well transfer pumps failed and requires replacement. It is obsolete and parts are not available for repair. We placed the order for \$1,681 as it has a 4-6 week lead time.
2. The contractor is still waiting for the parts to make the following repairs listed in our previous report.
  - a. Repair the motor of the clarifier \$4,650
  - b. Replace the 2” Bray Valve with EMO for air scouring \$5,575

### **Immediate needs:**

- Turbidity and Chlorine malfunctioning monitors continue to be a serious issue for the operators. Alarms, mostly false, are creating many hours of overtime and expense for the Corporation. We are seeking immediate Board approval for in the amount of \$18,804 to install new Hach turbidity meters, chlorine analyzers and controllers. As a reminder, these are also listed in the TCEQ exit interview as items that should be addressed to avoid a violation.
- The most important capital improvement immediate need is the construction of a new raw water clarifier. The current process of using old tanks to clarify the raw water just doesn’t remove enough particulate matter in the raw water and is inconsistent. Constant plant adjustments are required.
- When the LCRA releases water from upstream, the issue is magnified - our operators have to work overtime day and night to keep the debris and dirt (turbidity) removed from the raw and prefilter water. Numerous chemical adjustments are required during that time, creating overtime costs until the turbidity lowers in the Lake.
- An Engineering study of the immediate needs in the water system/plant and wastewater system/plant is badly needed. That study can identify issues within the current systems and provide a plan for system capacity increases as the subdivision builds out.

## Water System – Barge

We assisted the contractor with trying to move the barge further into the deeper part of the lake. The divers were able to untangle the lines, however, it was discovered that one of the anchors is no longer in its original position. We are awaiting the report from the contractor to share with the Board and options for next steps.

## Auto Dialers

We are recommending that alarm dialers be installed at the 3 lift stations. With out the auto dialers, the operators will not be notified that an overflow/spill is about to occur or is occurring. Overflows can result in TCEQ actions and fines. We will provide a proposal for the installation of 3 alarm dialers and a new phone connection at the airport lift station.

## Tap Fees

We submitted recommendations for raising the builder tap fees for water and sewer. If a tap installation involves heavy equipment and excavation, the current fees will likely not cover the cost. When the board is ready, we can revisit the fees and costs associated with taps.



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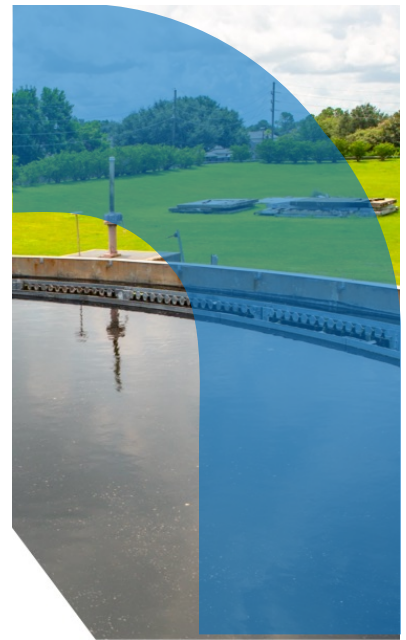
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# Our Services for Water & Wastewater Facility Operations & Maintenance

Since 2012, our unwavering commitment to delivering a superior service has made us a leader in water and wastewater facility operations and maintenance. Our leadership team of seasoned veterans leads a highly trained staff of almost 400 dedicated professionals working to achieve exceptional results for every client as though they were our only client.

## Operations

- › 24/7/365 day a year facility operations.
- › TCEQ licensed water & wastewater operators.
- › Skilled in ground and surface water with facility experience up to 11 MGD.

## Maintenance

- › Concrete / landscape, tv / vactor, electrical, chlorine, diesel, pump & motor. Preventive maintenance & asset management programs.

## Regulatory & Compliance

- › Exceptional compliance record that's earned the respect & recognition of TCEQ and local municipal officials.

## Disaster Response

- › NIMS Certified Staff with proven record of uptime during major winter storms such as Uri & Mara.
- › Registered First Responders to OEM's for various counties
- › Rolling stock, personnel and supplies to respond to any emergency.

## Customer Support & Billing

- › Fast & efficient service via phone, chat, email and web self-service.
- › 24/7 emergency service & customer service billing hotlines.
- › Full service, in-house customer billing & collections solution.

## Account Management

- › Dedicated account manager.
- › Monthly reports to board officials.
- › Regular follow up with major customers.





27 August 2024

Windermere Oaks Water Supply Corporation  
c/o SiEnvironmental 500 N. Capital of Texas Hwy  
Bldg. 1 Suite 125  
Austin, Texas 78746

**Re: Request for Consent to Assign Agreement for Operating Services to SiEnvironmental, LLC**  
**MUD Location: Burnet County, TX**

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Dear Board of Directors:

We write to advise you that SiEnvironmental, LLC (“SiEnvironmental”) has purchased AWR Services, Inc. (“AWR”). As such, SiEnvironmental will carry out the operations currently performed by AWR. In order to do so, we request your approval to assign the Agreement for Operating Services dated as of March 1, 2024 (the “Windermere Oaks WSC Agreement”) and AWR (“Agreement”).

Section VII.C of the Agreement requires your consent for SiEnvironmental to carry out the operations under the Agreement be obtained. As a result, we request that Windermere Oaks WSC execute the Assignment of Agreement for Operating Services (“Assignment”), included with this letter. Please return the executed Assignment to SiEnvironmental by email at [jschultz@sienviro.com](mailto:jschultz@sienviro.com).

The purchase of AWR by SiEnvironmental will not have any impact on the quality of services that you are accustomed to under the Agreement. Business will continue as usual, and SiEnvironmental looks forward to continuing to work with Windermere Oaks WSC.

If you have any questions or need any additional information in connection with the Assignment or this letter, please do not hesitate to contact us.

Sincerely,

Jeff Schultz  
Chief Financial Officer  
Si Environmental, LLC

Tammy Hargett  
Director  
Si Environmental, LLC

Enclosure

6420 Reading Road  
Rosenberg, TX 77471  
Main: 832-490-1500 | Fax: 832-490-1501  
[www.sienviro.com](http://www.sienviro.com)

500 N. Capital of Texas Hwy. Ste 125  
Austin, TX 78750  
Main: 512-402-1990  
[www.awrservices.net](http://www.awrservices.net)

*“The Customer is the Most Important Person in our Business”*



**ASSIGNMENT OF AGREEMENT FOR OPERATING SERVICES**

The parties hereby consent to, authorize, and approve, the assignment of the Agreement for Operating Services dated as of March 1, 2024 (the “Windermere Oaks WSC Agreement”) and AWR (“Agreement”) from AWR to SiEnvironmental, LLC. Further, the parties confirm that the Agreement remains effective. The person executing this Assignment on behalf of Windermere Oaks WSC represents and warrants that it has the authority to do so and bind Windermere Oaks WSC.

**Agreed:**

**Si Environmental, LLC**

*William Abshire*

\_\_\_\_\_  
Signature

William Abshire

Print Name

Vice President

Title

August 27, 2024

Date

**Windermere Oaks WSC**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

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