



Utility Management
& Operations

Windermere Oaks WSC

Operator’s Report

December 17, 2024

Outstanding Invoices

As of December 13, we have the following invoices still outstanding and are requesting payment.

Inv Date	Invoice #	Amount	Emailed to District
8/31/2024	20015	\$33,902.71	10/1/2024
9/30/2024	20032	\$20,377.94	11/14/2024
10/31/2024	20048	\$23,312.68	11/20/2024
	TOTAL	\$77,593.33	

Drought Update

As of December 13, the combined storage level of Lake Travis and Lake Buchanan is 1,057,260 acre-feet which is 53% capacity. Lake Travis is 499,966 acre-feet, which is 45% capacity.

One acre-foot equals 43,560 cubic feet, or 325,851 gallons.

2024 Summary

- Winter Freeze** – A number of leaks resulted from the January freeze this year. During the freeze **our operators worked around the clock** to keep customers in service with water. They were onsite **long hours and through freezing temperatures** making sure customers had water. After the freeze, when the pipes began to thaw, many customers became aware of their own broken pipes and leaks. Our staff responded to numerous customer calls requesting help in shutting off their water so they could call plumbers to make the repairs. In addition, the corporation had three leaks throughout the distribution lines. All the leaks were happening at the same time for several days. **Our operators and repair techs were onsite working around the clock** to help identify and repair the corporation leaks, as well as answering and taking care of customer emergencies.
- Boil Water Notices** – TCEQ (Texas Commission on Environmental Quality) requires all public water supplies to notify their customers when there is a loss of water pressure below 20 psi. We have **always followed the TCEQ guidelines and rules** so when pressure dropped below 20 psi, or water had to be temporarily turned off to make a water line repair, we issued the boil water notices.

Some customers do not like receiving boil water notices, but we are here to serve potable water under the TCEQ rules.

Leaks this year were caused by the freeze, natural ground shifting, and damages caused by contractors (not associated with the corporation), possible vehicles (knocked over flush valve) and homeowners. In addition, **the current distribution system has 12 isolation valves, but only 4 are operational**. This means when there is a leak, we are not able to isolate or reduce the amount of homes that are affected by temporary water disruption. We had recommended the board authorize us to exercise the rest, but due to funds this cannot be done at this time.

Additional note: The corporation's current alert system is only set up to notify all customers, or just those customers inside the airport, making it more difficult to isolate communication. Why communicate to all customers if it only affects a handful?

- **Turbidity** - The Corporation's water plant regularly has difficulty producing continuous water due to **errant Turbidity readings requiring operators to return to the plant**. The plant alarms at the water plant are numerous day and night. Overtime and after-hour response costs for the Corporation are high. Specifically, the old, outdated turbidity and chlorine monitors (which the manufacturer will no longer work on) are reading incorrectly regularly and are creating many of the alarms and overtime. **They need to be replaced immediately and were mentioned as a possible future violation in the June TCEQ inspection if not replaced**. The cost received at the beginning of the year to do this was currently \$18,804. Pricing may have increased by now and would need to be requoted.
- **Barge** - Releases of water by LCRA have moved the raw water intake barge downstream and it will require relocation by a commercial barge company. We do not know what damage has been done to the anchors, the electrical line to the barge, the supply line, nor the cost of the repairs yet, but it will be a significant expense to the corporation. We know one anchor needs to be relocated for certain.
- **Clarifier** - The most pressing capital improvement is the need for a raw water clarifier. The clarifier in a water system removes particular matter (turbidity) in the raw water and enables the water plant to better filter and remove the majority of the remainder particulate matter. Currently, the raw water is going through several old tanks and the particulate matter in the raw water reaching the water plant is varied and again requires constant adjustments by the operators. A "guesstimate" price of a new clarifier will approach \$350,000, maybe more. An engineer needs to price a new clarifier and piping, as costs have been rising.
- **Engineering** - There is a pressing need for a full engineering evaluation of the water plant, wastewater plant, and system to identify any components/facilities that are worn and could fail in the near future, or are at their useful lifespan, plus a phased plan for facilities needed for buildout

of homes/businesses. Major items that could be amortized are the integrity of piping in the distribution system and the determination of major problem areas and associated costs.

An engineering firm is needed to respond to TCEQ's recent request (#2001845) for a capital improvement plan (CIP), and a planning report addressing the pressure tank and service pump capacity issue. **Engineers are responsible for identifying when a public water supply needs to begin plans to build additional capacity. They also work with the Board to set a CIP plan once they have done a thorough evaluation of the facilities and prioritize the required improvements.**

- **TCEQ 2022 Violation Resolved** - There have been questions around a TCEQ wastewater violation (1811241) that was documented in 2022 (previous GM and operator). The violation was for a failure to provide an air gap or backflow prevention assembly for protection at two of the system's lift stations. During the June 2024 inspection, TCEQ informed us of this previous violation. Our operator was able to prove that the previous operator had completed the work needed to satisfy the violation but for some reason TCEQ did not have this on record. Once our operator sent the proof, TCEQ responded this violation had been satisfied. See documentation and letter from TCEQ attached.
- **Auto Dialers** – All facilities including lift stations should be set up with an auto-dialer system that will send an alarm to the operators when in distress. As communicated previously, there are three lift stations today without this service.

Current Projects In Progress

As previously communicated:

- a. The contractor has received the materials to complete the bray valve replacement and plans to complete the installation before the end of the year.
- b. We are still waiting for the new transfer pump for the clear well. Once it arrives, the contractor will schedule the installation.

Termination Notice

Per the attached letter, AWR Services, Inc. hereby gives our sixty (60) day notice under the termination without cause provision of the Professional Services Agreement between the Windermere Oaks WSC and AWR Services, Inc.

Jon Niermann, *Chairman*
Bobby Janecka, *Commissioner*
Catarina R. Gonzales, *Commissioner*
Kelly Keel, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

November 6, 2024

Mr. Richard Schaeffer, President
Windermere Oaks Water Supply Corporation
P.O. Box 610
Spicewood, TX 78669

Re: Notice of Compliance with Notice of Violation (NOV) dated August 28, 2024
Windermere Oaks WSC Public Water System, Burnet County, Texas
Regulated Entity RN101276236, PWS ID No.: 0270035, Investigation No.: 2022890

Dear Mr. Schaeffer:

This letter is to inform you that the Texas Commission on Environmental Quality (TCEQ) Austin Regional Office has received adequate compliance documentation on September 4, 2024 to resolve the alleged violation(s) documented during the investigation of the above-referenced regulated entity conducted on April 7, 2022. TCEQ records indicate that compliance with the above-reference NOV has been achieved.

The Texas Commission on Environmental Quality appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions, please feel free to contact Mr. Michael Cameron in the Austin Region Office at (512) 239-7076.

Sincerely,

A handwritten signature in black ink, appearing to read "Chad Ahlgren".

Chad Ahlgren
Water Program Work Leader
Austin Region Office

CA/mc

Enclosure: Summary of Investigation Findings

cc: Mr. Mike Bamer, 500 N Capital of TX Hwy. Bldg. 1 Ste. 125, Austin, TX 78746-3334

WINDERMERE OAKS WSC

Investigation # 2022890

, BURNET COUNTY,

Investigation Date: 11/04/2024

Additional ID(s): 0270035

ALLEGED VIOLATION(S) NOTED AND RESOLVED

Track No: 812509

30 TAC Chapter 290.44(h)(1)(A)

30 TAC Chapter 290.44(h)(4)

30 TAC Chapter 290.47(f)

Alleged Violation:

Investigation: 1811241

Comment Date: 05/24/2022

Failed to provide an Air Gap or the backflow prevention assembly required by 30 Texas Administrative Code (TAC), Chapter 290.47(f) at the meter for a residence or establishment where an actual or potential contamination hazard exists. Specially, potable water from the Windermere Oaks Water Supply Corporation's (WSC's) Public Water Supply was being supplied to the Airport and Tennis Court lift stations, which are in the wastewater collection system for the WSC's wastewater treatment facility. Neither an Air Gap or a Reduced-Pressure Backflow Assembly (RPBA) was provided on the potable water lines. Water hoses were connected to the water spigots at the lift stations. The water lines were active.

Investigation: 2001845

Comment Date: 08/28/2024

Failed to provide an Air Gap or the backflow prevention assembly required by 30 Texas Administrative Code (TAC), Chapter 290.47(f) at the meter for a residence or establishment where an actual or potential contamination hazard exists. Specially, potable water from the Windermere Oaks Water Supply Corporation's (WSC's) Public Water Supply was being supplied to the Airport and Tennis Court lift stations, which are in the wastewater collection system for the WSC's wastewater treatment facility. Neither an Air Gap or a Reduced-Pressure Backflow Assembly (RPBA) was provided on the potable water lines. Water hoses were connected to the water spigots at the lift stations.

The compliance status of this violation was unable to be determined during the CCI. No compliance documentation has been provided at this time.

Investigation: 2022890

Comment Date: 11/05/2024

This violation was evaluated for compliance during the current investigation.

Recommended Corrective Action: Submit documentation demonstrating that either an Air Gap or a RPBA has been installed at the water meter for the potable water lines going to the lift stations.

If RPBA's are installed in lieu of Air Gaps, submit documentation demonstrating that upon installation, the RPBA's have been tested and certified to be operating within specifications by a TCEQ licensed backflow prevention assembly tester.

Resolution: On September 4, 2024, Mr. Mike Bamer emailed photographs of two backflow prevention devices that had been installed at the lift stations. This was sufficient to resolve the alleged violation.