

## Section 7: Water Production & Consumption

A What is the total amount of water produced/pumped?	30,953 M	gallons
B What is the total amount of water sold/billed?	30,084 M	gallons
C How much water was lost?	869K	gallons
What is the total percent of water loss?	3	%

To calculate the above, please reference the attached document Water and Wastewater Utilities Annual Report Instructions. Comments?

## Section 8: Wastewater Treated

What is the total amount of wastewater treated?	60,975M	gallons
Comments?		

SUGARBERRY PLACE PHASE I 37,890 M  
SUGARBERRYPLACE PHASE II 30,084M

## Section 9: Utility Management & Operations Assessment

### Utility Policy and Procedures

Do you have an Application Form or Formal Process for New Customers?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have a copy of your approved tariff and drought contingency plan for customers to review?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have Written Operating Procedures for Routine Operations?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have Written Emergency Actions Plan(s)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have Written Personnel Procedures?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have Risk Management & Safety Policies?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have Customer Service Policies (including billing & collection)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have a Written Budget (normally updated annually)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Did you or any utility staff attend the annual Water Supply Division Conference/Trade Fair or any other utility/business related conferences this year? If so, please list them in Section 10.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Do you record complaints or keep a complaint log?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is a customer service representative, water system employee, or answering service accessible by phone at all times to all customers?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<b><u>Rules and Regulations</u></b>		
If you own/operate a public water system, do you have a copy of or have access to 30 TAC Chapter 290?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If you own/operate a sewer system, do you have a copy of or have access to 30 TAC 30 Subchapter J, 30 TAC 217, 30 TAC 308, and 30 TAC 309?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have a copy of or have access to the Utility Regulation TAC 30 Rule, Chapter 291?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have a copy of or have access to Texas Water Code Chapter 13?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<b><u>Administrative Information</u></b>		
Do you notify customers prior to shutting down the system for repairs?		
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Sometimes <input checked="" type="checkbox"/> Only if greater than 2 hours
How do you keep your customers informed?		
<input type="checkbox"/> Billing Statements	<input type="checkbox"/> Newsletter	<input type="checkbox"/> Meetings
<input checked="" type="checkbox"/> Other _____		
Are water records kept separate from other business and personal records?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Are records kept for additions to fixed assets?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the financial position of the system reviewed at least quarterly?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Are accounting records for water and wastewater kept separately?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<b><u>Utility Assistance</u></b>		
If your answer to any question above is "No", would you be receptive to financial, managerial or technical assistance at no cost to the utility?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

**Section 10: Remarks (please feel free to attach additional pages if necessary)**

**Section 11: Sworn Statement**

I HEREBY CERTIFY THAT THE INFORMATION PROVIDED IN THIS REPORT  
IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

(This document MUST be signed by the President or Owner of the Utility)

This 10<sup>th</sup> Day of March, 2014.

President or Owner: \_\_\_\_\_

(Signature)

Michael Mertz

(Printed Name)

President

(Title)