

Control Number: 43561



Item Number: 246

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# WATER AND WASTEWATER UTILITIES

## ANNUAL REPORT

*of*

RBTO dba Southwest Gardens Water

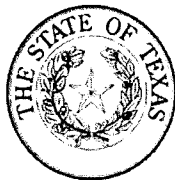
Exact Legal Name of Utility/Respondent

12891

Certificate of Convenience and Necessity (CCN) No.

*Submitted to the*

**State of Texas**



**Texas Commission on Environmental Quality**

*for the*

**Calendar Year Ended December 31, 2013**

2014 MAY 6 PM 3 33

STATE OF TEXAS

### Section 1: Utility Information

Utility Name RBTR Inc. dba Southwest Garden Water

Address 4601-66th Street Ste. C  
Lubbock, Tx. 79414 - 4828

☐ Please check this box if your Official Address, which is noted on the enclosed letter, has changed.

Telephone Number 806-787-2296 Fax Number 806-797-2843

E-mail Address \_\_\_\_\_

Contact Person Charles C. Quisenberry Title Operator/Pres

Check the business ownership entity of the utility as filed with the Internal Revenue Service

☐ Individual ☐ Partnership ☒ Corporation ☐ NonProfit Association

### Section 2: Utility Background

Water CCN No. 12891

Number of PWSs 1

PWS ID No. 1520217

PWS ID No. \_\_\_\_\_

(if the Utility has more PWS ID

Nos , please indicate in Section 10)

Sewer CCN No. NA

Number of Wastewater Systems NA

Discharge Permit No. \_\_\_\_\_

Discharge Permit No. \_\_\_\_\_

(if the Utility has more Discharge Permit

Nos , please indicate in Section 10)

### Section 3: Revenues

	Water	Wastewater	Total Water + Wastewater
OPERATING REVENUES:			
Utility Service/Sales	41398	NA	41398
Fees (Tap, Reconnection, etc.)	5498		5498
OTHER REVENUES:			
Please Identify:			
<b>TOTAL REVENUES</b>	<b>46896</b>		<b>46896</b>

### Section 4: Expenses

	Water	Wastewater	Total Water + Wastewater
Salaries & Wages	0	NA	
Contract Labor	27663		
Purchased Water	0		
Chemicals for Treatment	482		
Utilities (electricity)	9571		
Repairs/Maintenance/Supplies	4970		
Office Expenses	1047		
Professional Fees (Accounting, Legal) <i>Engineers</i>	4158		
Insurance	0		
Depreciation & Amortization	0		
Miscellaneous (describe in remarks below)	717		
Subtotal	48608		48608
Taxes:			
Federal Income Taxes			
Property and Other Taxes (Payroll, etc.)			
Regulatory Expenses (Rate Case, Permits)	1550		
Other (describe in remarks below)			
<b>TOTAL EXPENSES</b>	<b>50158</b>		<b>50158</b>

#### Remarks:

<p>Water Furnished \$693.</p> <p>Entertainment .24</p> <p><u>          </u></p> <p>\$ 717.</p>
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## Section 5: Operating Items

### Debt Information:

Annual interest expense on long and/or short term debt? \$ \_\_\_\_\_  
 Annual principal payment on debt? \$ \_\_\_\_\_  
 Annual interest rate on debt? \_\_\_\_\_ %  
 Annual debt principal and interest? \$ \_\_\_\_\_  
 Principal balance on outstanding debt at end of this reporting period? \$ \_\_\_\_\_

### Regulatory Assessment Fee:

What was the Regulatory Assessment fee amount submitted to TCEQ for the Calendar Year 2013?  
 \$ 366.49

### Rate Change:

What was the effective date of the last Rate Change? 11-27-1999

## Section 6: Customer Information

Connection Type <b>Water</b>	Number of Connections at	
	Beginning of Calendar Year 2013	End of Calendar Year 2013
Total	<u>118</u>	<u>118</u>

Connection Type <b>Wastewater</b>	Number of Connections at	
	Beginning of Calendar Year 2013	End of Calendar Year 2013
Total	<u>NA</u>	

## Section 7: Water Production & Consumption

- A What is the total amount of water produced/pumped?  
 B What is the total amount of water sold/billed?  
 C How much water was lost?  
 What is the total percent of water loss?

10,674,000 gallons  
 9,926,820 gallons  
 747,180 gallons  
 7%

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

We do not believe lost would be that much maybe  
 lot less percent less than 2%. Pump well meters a lot  
 more accurate than customer meter.

## Section 8: Wastewater Treated

- What is the total amount of wastewater treated?  
 Comments?

NA gallons

## 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.

☒ Yes ☐ No

Do you record complaints or keep a complaint log?

☒ Yes ☐ No

Is a customer service representative, water system employee, or answering service accessible by phone at all times to all customers?

☒ Yes ☐ No

### Rules and Regulations

If you own/operate a public water system, do you have a copy of or have access to 30 TAC Chapter 290?

☒ Yes ☐ 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?

☐ Yes ☐ No

Do you have a copy of or have access to the Utility Regulation TAC 30 Rule, Chapter 291?

☒ Yes ☐ No

Do you have a copy of or have access to Texas Water Code Chapter 13?

☒ Yes ☐ No

### Administrative Information

Do you notify customers prior to shutting down the system for repairs?

☒ Yes ☐ No ☐ Sometimes ☐ Only if greater than 2 hours

How do you keep your customers informed?

☐ Billing Statements ☐ Newsletter ☐ Meetings

☒ Other Door to door delivery

Are water records kept separate from other business and personal records?

☒ Yes ☐ No

Are records kept for additions to fixed assets?

☒ Yes ☐ No

Is the financial position of the system reviewed at least quarterly?

☒ Yes ☐ No

Are accounting records for water and wastewater kept separately?

☐ Yes ☐ No

### Utility Assistance

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?

☒ Yes ☐ 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 1st Day of May, 2014.

President or Owner: Charles C. Quisenberry  
(Signature)

Charles C. Quisenberry  
(Printed Name)

Operator/President  
(Title)