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**gkwilliams@valornet.com**

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**From:** Tom Moore [drdad44@yahoo.com]  
**Sent:** Wednesday, June 17, 2009 4:34 PM  
**To:** <gkwilliams@valornet.com>  
**Subject:** Re: Water Usage

Makes me proud. Maybe they used my water for the greens.

T. Moore

On Jun 17, 2009, at 4:26 PM, <gkwilliams@valornet.com> wrote:

Wow!!! This tops the previous record of 63,000 gallons for May. Thanks for letting me know.

Karen

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**From:** Tom Moore [mailto:drdad44@yahoo.com]  
**Sent:** Wednesday, June 17, 2009 10:17 AM  
**To:** gkwilliams@valornet.com  
**Subject:** Re: Water Usage

"Problem" is an understatement. I received a bill for May showing a water usage of 130660 gal of water. I have had a plumber check for leaks and there are none. It appears the new computer system has some bugs. I have reported the issue to both Dallas and to Fred Molson.

My average water usage for the last 18 months is about 2000 gal/month.

Tom Moore

--- On Wed, 6/17/09, gkwilliams@valornet.com <gkwilliams@valornet.com> wrote:

From: gkwilliams@valornet.com <gkwilliams@valornet.com>  
Subject: Water Usage  
To: gkwilliams@valornet.com  
Date: Wednesday, June 17, 2009, 9:55 AM

**It appears that many of us may have a problem with the electronic reading of our water usage. I have had a number**

10/5/2009

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**of contacts from residents that are telling me their numbers on their billing statement are wrong.**

**I had my husband check our water meter yesterday and our Current Meter Reading is 3,000 gallons less than what DDU showed for our Current Meter Reading on 5-30-2009. Considering we are two weeks into the next cycle, my gallons would be about 5,000 over what they are showing. Coincidentally, my February billing (which is part of my sewer calculation) was about 5,000 gallons over my normal usage. Surely DDU would not intentionally make this type error.**

**Perhaps we ALL should take a look at our water meter and see if it is accurate. If there is, please contact DDU at the number on your monthly billing. Please let me know if you discover an error so that I can keep track of the numbers for our protest documentation.**

**Karen Williams**

10/5/2009

gkwilliams@valornet.com

From: rsdilorenzo@cs.com  
Sent: Wednesday, June 17, 2009 7:08 PM  
To: gkwilliams@valornet.com  
Subject: Re: Water Usage

I did call them and got the usual BS. They took the numbers as I gave them to them, the phone number and said someone would call me back. That was at 3:05 (the line had been busy for quite some time). So far, we haven't had a call back. Sandy

-----Original Message-----  
From: gkwilliams@valornet.com  
To: Rsdilorenzo@cs.com  
Sent: Wed, Jun 17, 2009 4:03 pm  
Subject: RE: Water Usage

I laughed out loud when I saw your note on the WPA. I think that is an excellent idea!! I just got in after going to Burleson and my phone and email are full. One of the Committee members told me that Diane at the Administration building told them to throw away their bill as DDU would be sending a new one. Did you call DDU and report the problem to them? What did they say?

Karen.

From: Rsdilorenzo@cs.com [mailto:Rsdilorenzo@cs.com]  
Sent: Wednesday, June 17, 2009 2:53 PM  
To: gkwilliams@valornet.com  
Subject: Re: Water Usage

Hey, Karen,

*Richard just went out and read our meter. My bill says 22160, and the current reading is 19648. This latest bill has us using 990 gallons more water than we did in April and we aren't watering the lawn any more than we were previously. Thieves! At least now we know exactly when to go out there and read our own meters to check up on them.*

*Thanks to you and the committee for all you're doing.*

*Looks as though every member of the POA is going to have to join the WPA = Water Police Association.*

*Sandy*

Email message sent from CompuServe - visit us today at <http://www.cs.com>

10/15/2009

10/15/2009

**gkwilliams@valornet.com**

**From:** jmacent@windstream.net  
**Sent:** Thursday, June 18, 2009 8:53 AM  
**To:** gkwilliams@valornet.com  
**Subject:** RE: Water Usage

Update, talk to a David at Utilities, he explained all meters were replaced in the last 6 months, so my meter should be correct from Dec forward. Plus as you probably know the Brain Trust in Dallas, Ha!! is rethinking the sewer rate pricing> Hope they pick some one else to do the figuring, Ha!! Jim

----- gkwilliams@valornet.com wrote:  
> I think Richard Zint is the person to talk to. You can reach him  
> through the Administrative building I think.

> Karen

> -----Original Message-----

> From: jmacent@windstream.net [mailto:jmacent@windstream.net]  
> Sent: Wednesday, June 17, 2009 11:29 AM  
> To: gkwilliams@valornet.com  
> Subject: Re: Water Usage

> Well you know about me, 63000 gals for the month. But also in  
> reviewing my last 12 months, I had some very high usage, I am going to  
> ask Fred to have my meter calculated and/ or replaced. Is that who I  
> would go to?? Thanks Jim

> ----- gkwilliams@valornet.com wrote:  
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> > our water usage. I have had a number of contacts from residents  
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> > Perhaps we ALL should take a look at our water meter and see if it  
> > is accurate. If there is, please contact DDU at the number on your  
> > monthly billing. Please let me know if you discover an error so  
> > that I can keep track of the numbers for our protest documentation.

> > Karen Williams

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**gkwilliams@valornet.com**

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**From:** Linda and Mac McClary [mcclary1@valornet.com]  
**Sent:** Thursday, June 18, 2009 9:29 AM  
**To:** gkwilliams@valornet.com  
**Subject:** Re: Water Usage  
McClary's reading was off almost 8,000 gallons. Wow!!!

----- Original Message -----

**From:** gkwilliams@valornet.com  
**To:** gkwilliams@valornet.com  
**Sent:** Wednesday, June 17, 2009 9:55 AM  
**Subject:** Water Usage

**It appears that many of us may have a problem with the electronic reading of our water usage. I have had a number of contacts from residents that are telling me their numbers on their billing statement are wrong.**

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**Karen Williams**

10/5/2009

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**Karen Williams**

10/5/2009

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**gkwilliams@valornet.com**

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**From:** Milton Bergman [miltbergman@msn.com]  
**Sent:** Wednesday, June 17, 2009 10:55 AM  
**To:** Gary Williams  
**Subject:** RE: Water Usage

I have routinely read my meter for the last several years because of a billing problem back in 2006. I can, however, state that the electronic reading since the new meters were installed, have been correct for me. i.e. The number that is on the meter is, in fact, the one that ends up on my bill.

But, how do we know the meters/valves themselves are accurate? A point we might insist upon in our protest is that the meters/valves be certified, by some agency such as the TCEQ, as accurate. There are laws governing gas pumps, etc. to insure they are accurate - wonder if such exists for water meters/valves????

Regards,

Milt

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**From:** gkwilliams@valornet.com  
**To:** gkwilliams@valornet.com  
**Subject:** Water Usage  
**Date:** Wed, 17 Jun 2009 09:55:28 -0500

**It appears that many of us may have a problem with the electronic reading of our water usage. I have had a number of contacts from residents that are telling me their numbers on their billing statement are wrong.**

**I had my husband check our water meter yesterday and our Current Meter Reading is 3,000 gallons less than what DDU showed for our Current Meter Reading on 5-30-2009. Considering we are two weeks into the next cycle, my gallons would be about 5,000 over what they are showing. Coincidentally, my February billing (which is part of my sewer calculation) was about 5,000 gallons over my normal usage. Surely DDU would not intentionally make this type error.**

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**Karen Williams**

10/5/2009

**gkwilliams@valornet.com**

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**From:** gkwilliams@valornet.com  
**Sent:** Wednesday, June 17, 2009 4:20 PM  
**To:** 'jmacent@windstream.net'  
**Subject:** RE: Water Usage

I think Richard Zint is the person to talk to. You can reach him through the Administrative building I think.

Karen

-----Original Message-----

From: jmacent@windstream.net [mailto:jmacent@windstream.net]  
Sent: Wednesday, June 17, 2009 11:29 AM  
To: gkwilliams@valornet.com  
Subject: Re: Water Usage

Well you know about me, 63000 gals for the month. But also in reviewing my last 12 months, I had some very high usage, I am going to ask Fred to have my meter calculated and/ or replaced. Is that who I would go to?? Thanks Jim

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>

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>

>

>

> Karen Williams

>



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**gkwilliams@valornet.com**

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**From:** Charlie Baker II [cbakersfield@hotmail.com]  
**Sent:** Wednesday, June 17, 2009 3:47 PM  
**To:** gkwilliams@valornet.com  
**Subject:** RE: Water Usage

I read my water meter on the morning of June 1 and the reading was 35210. When I received my water bill DD had recorded the reading on May 30 as 32100. This would have meant I used 3110 gal in one day. The total consumption for May as recorded by DD was 4310. It should have been around 7300 gal. for May.

I just went and check my reading and with the beginning reading that DD used I have already used 10,590 for the first 17 days of June. What I think this will do is put me in the higher water usage rates for June.

I called DD and left a message but they have not returned it.

Charlie Baker

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**From:** gkwilliams@valornet.com  
**To:** gkwilliams@valornet.com  
**Subject:** Water Usage  
**Date:** Wed, 17 Jun 2009 09:55:28 -0500

**It appears that many of us may have a problem with the electronic reading of our water usage. I have had a number of contacts from residents that are telling me their numbers on their billing statement are wrong.**

**I had my husband check our water meter yesterday and our Current Meter Reading is 3,000 gallons less than what DDU showed for our Current Meter Reading on 5-30-2009. Considering we are two weeks into the next cycle, my gallons would be about 5,000 over what they are showing. Coincidentally, my February billing (which is part of my sewer calculation) was about 5,000 gallons over my normal usage. Surely DDU would not intentionally make this type error.**

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**Karen Williams**

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**gkwilliams@valornet.com**

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**From:** RENEAE LEE [reneawb1216@yahoo.com]**Sent:** Friday, September 25, 2009 12:29 PM**To:** gkwilliams@valornet.com**Subject:** Re: Information on Double Diamond Utilities

question, are you concerned about the water service only or water and sewer? I was employed by WB as the POA customer service admin. in WB for 3 years, 2003-2006 and I know what was provided to customers at the time they paid for new water and sewer service. For water service nothing other than telling them that the fees would be for water depending on usage. For sewer service nothing was told to anyone except "if the red light comes on, on the sewer box, call the office during business hours, after business hours and weekends call the front gate". This was all I told anyone, there was no paper work given out regarding the sewer system or water rates. Let me know if you need another info.

Renea Lee

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**gkwilliams@valornet.com**

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**From:** Bill [wia@windstream.net]

**Sent:** Friday, September 25, 2009 9:14 AM

**To:** gkwilliams@valornet.com

**Subject:** RE: Information on Double Diamond Utilities

This month's bill has been read incorrectly ( probably for all of us). Some computer problem at the DD office ( according to them) has not allowed the meters to be read electronically and they had to send someone around to manually read the meters. This caused an additional 11 days of usage to be added to each bill, in many cases causing those additional gallons to be charged at a higher rate because of the tiered structure used for billing us.

The DD office did say my account would be credited ( in some fashion) next month since I called about the issue. I guess that if you do not call, you will just be overcharged.

This applies to the current bill ( due 9-30-09).

Bill Allen

gkwilliams@valornet.com

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**From:** Ann Harvey [ann.harvey@yahoo.com]  
**Sent:** Thursday, September 24, 2009 7:09 AM  
**To:** gkwilliams@valornet.com  
**Subject:** RE: Information on Double Diamond Utilities

Karen,

I don't have the exact date. But it was the last billing cycle, there was a water main break just across white bluff drive from us, we live on Crestridge Dr. DDU fixed the problem, but then I had air in my lines, and the water was brown, it was after hours so I called security. They said the DDU was still on site and they would contact them. About an hour later security called me back and said that DDU said to turn on all of my faucets at the same time and let them run until the water turned clear...and of course I said at these prices.....and they said that is the only way to clear the problem. It took about 10 minutes of wasted water with the kitchen sink, bathroom sink, tub and shower running to get clear water. When I got my bill, I called DDU and they said there would be no adjustment to the bill.

Mike and Ann Harvey  
10081 Crestridge Dr  
254 694-7235

gkwilliams@valornet.com

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**From:** Sherrian A Conway [ronconway@msn.com]  
**Sent:** Thursday, September 24, 2009 10:18 AM  
**To:** gkwilliams@valornet.com  
**Subject:** RE: Information on Double Diamond Utilities

Karen, I don't know if this meets the criteria or not, but, I have had a hard time trying to get someone from DDU or Richard Zint to discuss our latest water bill - \$543.37!!!! There is no way we could have used all that water....we were gone for 11 days on a cruise, and with all the rain, we have not watered the yard. I've left messages, and no response for 3 days now. I thought our bill was getting out of sight lately...going from \$250.00 to \$300.00, to \$350+, but when I saw this one for \$543.37, I nearly had another heart attack. The men come by to read the meter, but, because it has been so long, the grass has grown over the meter, they can't find it and go on....I went out the other day when I saw them drive up, and showed them where it was, but they couldn't read it because there was so much water in the hole....they got the water out, then told me it was not the meter they were looking for???? I never did understand what they were looking for or why they came to my house...

Hope this helps...  
Sherrian Conway

**gkwilliams@valornet.com**

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**From:** George Stewart [gfs1943@yahoo.com]  
**Sent:** Thursday, September 24, 2009 4:40 PM  
**To:** gkwilliams@valornet.com

**Subject:** Re: Information on Double Diamond Utilities

I don't have any complaints about the actual water/sewer service, except that my monthly water bill is always wrong. The meter reading shown on the bill is always significantly higher than the actual reading on the meter. DD claims to use some remote system to read the meters; I've told them several times that they are evidently using the wrong coordinates for my meter. Doesn't do any good -- they will go out and visually check the meter and adjust the bill, but next bill will be wrong again.

George Stewart  
19119 White Bluff Drive