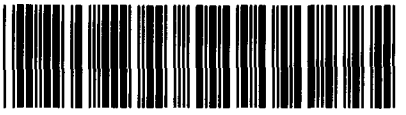

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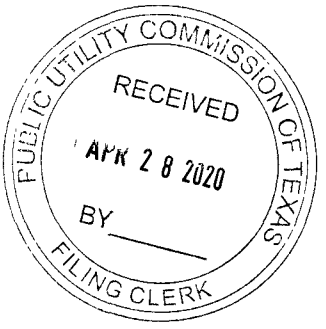


MICHAEL E. MOORE, COMPLAINANT

AGAINST

C-WILLOW WATER COMPANY

SOAH DOCKET NO. 473-20-1120.WS

PUC DOCKET NO. 49261

DIRECT TESTIMONY OF C-WILLOW WATER CO

APRIL 1, 2020

Q. Please state your name and company address.

A. Our name is David Strozier and Sandra Strozier and we own C-Willow Water.

The address is PO Box 597, Floresville, TX 78114.

Q. Are you the owners of C-Willow Water.

A. Yes, we are the owners of C-Willow Water.

Q. How long have you owned the company and how many systems do you own?

A. We have owned C-Willow Water since August 2005. We own four small private water systems in Wilson County. Sandra Strozier has a BA degree from the University of Texas at San Antonio.

Q. What is your experience in reading meters?

A. We have read meters fifteen plus years.

Q. Is it common to have rereads?

A. Yes, a couple of rereads a month is normal. I have a prebill report that tells me if an error to correct before billing or call customer to let them know if they have a leak.

Q. Do we save all water company reports, files and meter readings?

A. Yes, we have all records dating back to before we were the owners' that date back to the original owners that drilled the water wells, therefore we are able to research any past, present or future meter reading history for each customer.

Q. Do we use an electronic billing system?

A. Yes, we use Carraway Computer Systems that is the program we have used since we have owned the company. It has each water systems codes to bill a specific amount for new customers and has the calculation programmed to figure each customer's use based on their rate.

Q. What kind of meter do we use?

A world-wide known copper 5/8 inch Neptune Sensus Meter that has been around since 1905. Along with my videos provided to prove the quality of our meter, there are other details on the website to back up Census Meter on U-tube videos.

Q. Can you provide a description of the facts.

A. According to the direct testimony Mr. and Mrs. Moore are stating that we do not read the meters according to their recording. The fact is they saw a person go from the truck to the meter, put the reading in his head and tell the other person in the truck so they can write it down. The meter reader has been the person for about two years. Can the Moore's provide the video of the meter spinning on the day she called about the high bill, in November of 2018. It is odd that they claim we did not investigate or explain but our suggestion of problems were sent in an email to Amy Moore. The builder, Keith Johanson is also a very reliable and responsive person to any prior addresses calling about a leak. They are usually on location with the hour or next 15 minutes most of the time. The Johansons' also live in the C-Willow Water area and Hollow Ridge Subdivision. Keith Johanson continues to buy new lots and build new homes for customers. See attached meter picture of Mr. Moore's meter.

Q. Did we test his meter?

A. Yes. Several times and spoke with TCEQ, DeShaune Blake to clarify which test they thought was most accurate and asking the customer to also try to test himself explaining to use a 5 lb. bucket of water according to rule for flow meter calibrations. Not sure why he would question validity about his meter after it was calibrated numerous times in front of him, his professional plumber checked the meter, his builder's plumber checked the meter to clarify all was correct and validated since it and it has been going forward. I know that due to a high bill they are going to be concerned about future leaks but if you leave something running accidentally, that is not the same as a leak, therefore not going to be comparable to the following September 2019, especially since we had water restrictions due to the Drought Contingency Plan. We appreciate that they take a picture to catch any reading errors and are aware they are going over and above so they are monitoring it more than usual. See the attached Flow Meter Calibration Rule.

Q. Do you have proof that the reading is correct and can produce that much water?

A. Yes. A 5-3/8 x 3/4 x 5/8 inch Neptune Sensus Water Meter flow rate is: **20 gallons per minute**

x 60 minutes

1,200 gallons per hour

x 24 hours per day

28,800 gallons per day

x 15 days

432,000 gallons

Q. Is it possible they did not see the water running or dripping somewhere outside?

A. Yes, it is possible they did not see it. The high usage could be from some outside hose dripping or something because they live in the sand. It absorbs like a sponge so often it is hard to detect any leaking issues or dripping hoses. See the attached video.

Q. Do you know what a spinning meter means?

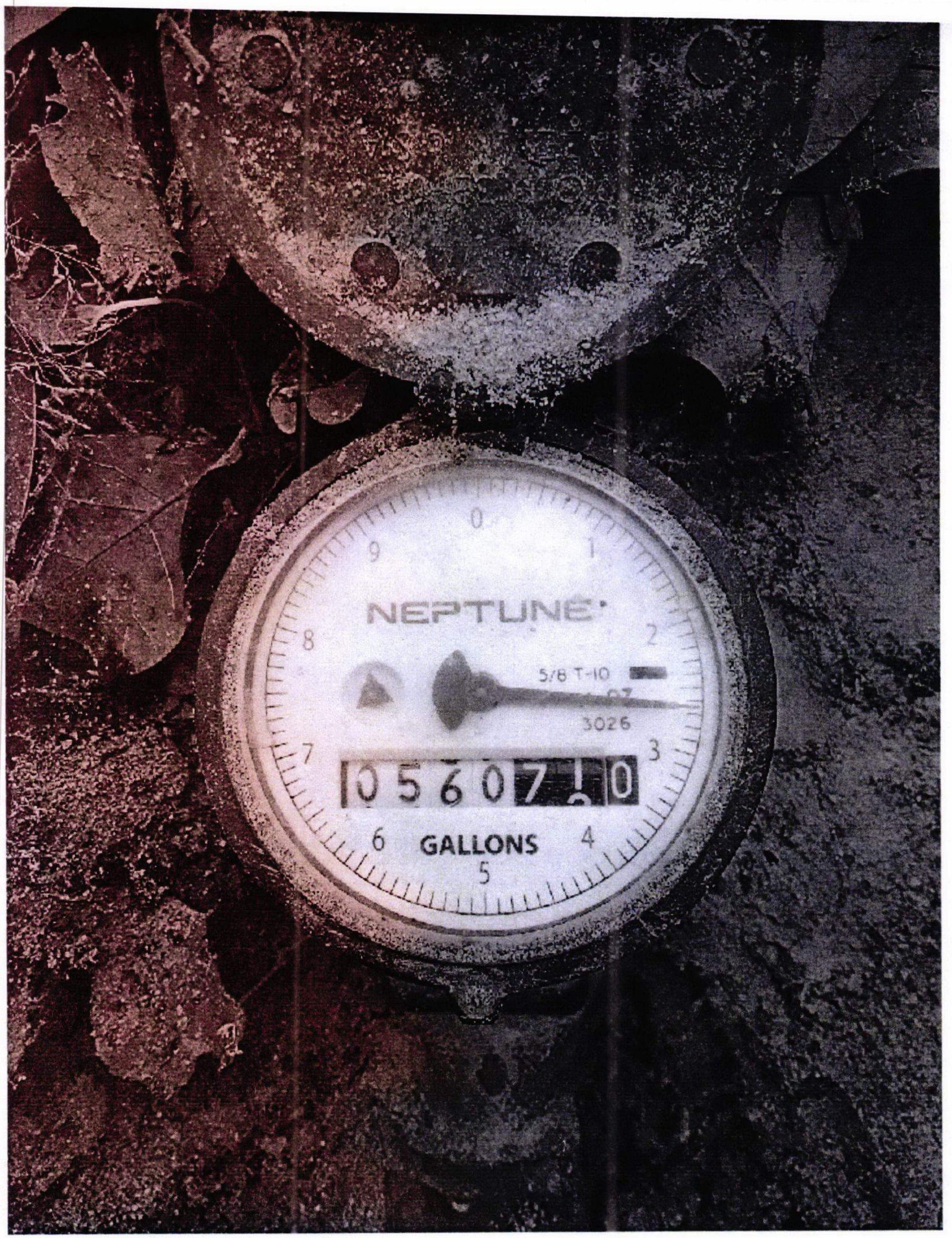
A. Yes, it is the indication of a leak or fast running water somewhere. See attached water video.

Q. Are we a small private water company?

A. Yes, that is specifically why we manually read meters monthly. We read them for C-Willow Water on the 28th of every month and the bill date is first of every month which includes approximately 30 days. The base rate is $28.00 for the 1000 then 2.78 for 1000 to up 6000 gals then it jumps up to the tiered rate.

Q. Do we respond to phone calls or emails?

A. Yes, we write down every phone message and check it off if we done with the message and will delete from voicemail. We will save any important message as needed to make sure they are taken care of immediately and not forgotten. We also make work orders for rereads and leaks. If a customer sends an email for a question or new service, we print the email and include it in the customer file. If the reading is lower than the billed reading, I adjust it to the lower reading to calculate bill. I know that the computer will catch it next billing cycle if there are any billing errors.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PR 48

Flow Meter Calibration Instructions

Depending on the amount of production will depend upon the container that you will have to use.

If you have a well that produces a small amount of water, then you can opt to use a five gallon bucket (You may want to have a back-up bucket).

If you have a well that produces large amounts of water, then you may want to utilize a storage tank (You must ensure that the tank is isolated from the distribution).

Instructions for small well production flow meter calibration:

Supplies

1- Stop watch

1- Five Gallon Buckets (A minimum of (2) five gallon buckets should be available)

1- Operable flow meter

Valve off the well water going to the ground storage tank or pressure tank

Look at the well flow meter prior to turning on the well and write the meter reading down

Place the bucket underneath the raw water sample tap

Open the raw water sample tap

When you turn the well on start your stop watch

Count the number of times it takes to fill the five gallon bucket in one minute

OR

Fill first bucket then switch to second bucket when the first becomes full, dump the first bucket while second is filling, etc. etc... until one minute is reached

Stop your watch

Immediately read the meter and write down the numbers

For example: The five gallon bucket filled three times in one minute= 15 gallons per minute (gpm)

Verify if the meter reading (beginning reading – end reading) and the actual measurement of flow is accurate within 10%.

Flow Meter Calibration Instructions

Instructions for large well production flow meter calibration:

Supplies

1- Stop watch

1- Ground Storage Tank (GST)

***(GST MUST BE ISOLATED FROM THE DISTRIBTUTION DURING THIS PROCEDURE)**

1- Operable flow meter

1- Operable water level indicator for the GST that shows feet of water

1- A tool (marker, tape, etc...) to mark the water level indicator

1- Calculation See Below

Rise of water in inches or feet = Height

H x πr^2 = ft^3 of Water (r = the radius of the inside of the tank)

Then multiply ft^3 of Water x 7.48 gallons

Then divide that number by the number of minutes

That gives you gallons per minute

Look at the well flow meter prior to turning on the well and write the meter reading down

*Isolate the GST that will be used for this procedure from the distribution

Draw down the water from the GST to ensure that you have enough free board

Mark the water level indicator prior procedure

Turn the well on and start your stop watch

Time the well for five or ten minutes (The more time the more accurate the reading)

Turn off the well and stop your watch

Immediately read the meter and write down the numbers

Read the water level indicator on the GST and write down the rise

Use the provided calculation:

For example: 4 feet x 3.14 x 10ft x 10ft x 7.48 gallons = 9,394.88 gallons

9,395 gallons / 10 minutes = 939.5 gpm

Verify if the meter reading (beginning reading – end reading) and the actual measurement of flow is accurate within 10%.

Flow Meter Calibration Instructions

Submitting photographs of the beginning and ending meter readings and if applicable water level indicator beginning and ending measurements along with a written description of the procedure and results is considered acceptable compliance documentation.

If you find that you are unable to isolate the GST from distribution to perform the calibration procedure or a five gallon bucket is too small, obtain a measurable container large enough to accommodate.

In lieu of performing the flow meter calibration yourself you may contact a facility that can perform flow meter calibrations. (Search the Web or the Yellow Pages or Contact your Nearest Water Well Company.)

Rule Requirement:

30 Texas Administrative Code 290.46(s)(1)

(s) Testing equipment. Accurate testing equipment or some other means of monitoring the effectiveness of any chemical treatment or pathogen inactivation or removal processes must be used by the system.
(1) Flow measuring devices and rate-of-flow controllers that are required by §290.42(d) of this title (relating to Water Treatment) shall be calibrated at least once every 12 months. **Well meters required by §290.41(c)(3)(N) of this title (relating to Water Sources) shall be calibrated at least once every three years.**

In lieu of triennial flow meter calibration, documentation demonstrating that the flow meter has been replaced within the three year period is acceptable compliance documentation.