



Control Number: 51091



Item Number: 26

Addendum StartPage: 0

**BEFORE THE  
STATE OFFICE OF ADMINISTRATIVE HEARINGS**

RECEIVED  
2021 APR 16 PM 1:03  
STATE OFFICE OF ADMINISTRATIVE HEARINGS

**PUC DOCKET NO. 51091**

**SOAH DOCKET NO. 473-21-0246.WS**

**FORMAL COMPLAINT OF RIO ANCHO HOMEOWNERS  
ASSOCIATION and DAVID AND DOREEN MEYERS  
AGAINST AQUA TEXAS, INC.**

**PRE-FILED DIRECT TESTIMONY OF**

**DAVID MEYERS**

**ON BEHALF OF**

**RIO ANCHO HOMEOWNERS ASSOCIATION  
AND DAVID AND DOREEN MEYERS**

**April 16, 2021**

1    **Q.     Please state your name for the record.**

2    A.     David Meyers.

3    **Q.     And where do you reside?**

4    A.     My wife Doreen and I reside at 103 Buffalo Trail in the Rio Ancho Subdivision.

5    **Q.     Briefly describe your educational background and the work you do.**

6    A.     I have a Bachelor of Science degree from Kennedy western University in Management of  
7           Technology. My background is in Product development and Mechanical Engineer and  
8           have worked in the field for 38 years.

9    **Q.     When did you purchase your home at 103 Buffalo Trail?**

10   A.     My wife and I purchased this home in February 2019.

11   **Q.     Does the Rio Ancho Subdivision have a homeowners association?**

12   A.     Yes it does.

13   **Q.     Do you serve on the Board of the Rio Ancho Homeowners Association?**

14   A.     Yes, I am currently the President of the Board of the Rio Ancho Homeowners Association.

15   **Q.     Generally describe the Rio Ancho Subdivision.**

16   A.     The Rio Ancho Subdivision contains 204 platted lots. Homes have been built and are  
17           occupied on 179 of these platted lots. Each lot in the subdivision is a minimum of .8 acres.

18   **Q.     Who supplies potable water to the subdivision?**

19   A.     Aqua Texas, Inc. is the water utility provider for the subdivision and maintains a stand-  
20           alone system dedicated to water service for the residents of the Rio Ancho Subdivision.

21   **Q.     Describe the lot upon which your home sits.**

1 A. Our home is on a nine-tenths of an acre lot with a number of very mature trees.  
2 Approximately one-half of the lot is sodded in Zoysia grass, which is more shade tolerant  
3 than St. Augustine and requires less water to maintain during hot months of the year.

4 **Q. Does your yard have an installed irrigation system?**

5 A. Yes, that part of our lot that is sodded in grass is watered through a 12-zone irrigation  
6 system.

7 **Q. When did you first experience issues with water service to your home?**

8 A. Beginning in the spring of 2019, we began to notice instances, particularly in the morning,  
9 of low water pressure in our home. Shortly after that, as temperatures rose in the later  
10 spring and summer, we began to experience chronic low water pressure issues and  
11 instances of complete loss of service.

12 **Q. Did you complain to Aqua Texas, Inc., the Public Utility Commission of Texas or the**  
13 **Texas Commission on Environmental Quality concerning these service issues?**

14 A. Yes. We would notify Aqua Texas, Inc. of the service problems and, after these complaints  
15 yielded no results, we would notify both the Public Utility Commission of Texas and the  
16 Texas Commission on Environmental Quality by written complaint of instances of loss of  
17 water service.

18 **Q. How much water do you use on average each month?**

19 A. I would estimate that our average water use is approximately 20,000 gallons per month.  
20 Obviously, this number is higher in the hotter months and lower in the late fall and winter  
21 when no landscape watering is required.

22 **Q. What did you do to further address the problems with water service to the**  
23 **subdivision?**

24 A. The homeowners association board engaged Don Rauschuber, a professional engineer, to  
25 advise the board on the cause of issues with water service to the subdivision.



1    **Q.     Did Mr. Rauschuber prepare a report to the homeowners association?**

2    A.     Yes.

3    **Q.     Let me hand you what has been marked as Exhibit DGR-3 and ask if you will identify**  
4       **that please.**

5    A.     Exhibit DGR-3 is the report prepared by Mr. Rauschuber after his examination of the Aqua  
6       Texas, Inc. water system supplying potable water to the Rio Ancho Subdivision.

7    **Q.     Was this report furnished to Aqua Texas, Inc.?**

8    A.     Yes.

9    **Q.     What further action did you take?**

10   A.     We engaged your law firm to assist us in obtaining a remedy for the chronic water service  
11       issues the subdivision was experiencing.

12   **Q.     At that time, how frequent were water pressure and loss of service issues occurring?**

13   A.     Low water pressure issues were chronic throughout the late spring, summer and early fall  
14       of 2019. I would estimate that we lost service completely during that timeframe at least  
15       four times, perhaps more.

16   **Q.     Can you describe your experiences in these loss of service situations?**

17   A.     Yes. The problem would manifest in the morning after homeowner irrigation systems had  
18       run during the night. It was not uncommon for us to wake up and attempt to take showers  
19       and find that the water pressure was so low that it was barely flowing or we had lost service  
20       altogether.

21   **Q.     Has this affected how you use water in the home?**

22   A.     Yes. We have to time the use of our dishwasher or washing machine to times of less water  
23       demand. We do not run the dishwasher and the washing machine at the same time and

1 because of the uncertainty of service, do not take a shower and run either of those  
2 appliances at the same time.

3 **Q. Was the homeowners association successful in convincing Aqua Texas, Inc. to take**  
4 **action to correct these service issues?**

5 A. Aqua Texas, Inc., after we had hired an engineer and attorneys, agreed to undertake certain  
6 improvements to its system to address the service problems in the spring of 2020. Aqua  
7 Texas, Inc. undertook some, but not all, of the recommendation made in the engineering  
8 report commissioned by the homeowners association. These improvements were  
9 completed in the spring of 2020.

10 **Q. Did these improvements address the low water pressure and loss of service issues?**

11 A. No. The subdivision continued to experience instances of low water pressure and loss of  
12 service in the late spring, summer and early fall of 2020.

13 **Q. Did the homeowners association keep track of the complaints of low water pressure**  
14 **and loss of service within the subdivision in 2020?**

15 A. Yes, we did and we prepared a spreadsheet summary of the dates of these issues, the  
16 homeowners affected and the time of the complaint. That summary has been marked as  
17 Complainant's Exhibit DGR-7.

18 **Q. Were complaints made to the Public Utility Commission of Texas and the Texas**  
19 **Commission on Environmental Quality concerning these service issues?**

20 A. Yes. Numerous homeowners filed complaints at the Public Utility Commission and the  
21 Texas Commission on Environmental Quality concerning these low water pressure and  
22 loss of service issues. We also notified Aqua Texas, Inc. every time there was a problem.

23 **Q. What was the result of these complaints?**

1 A. Each time the agency would contact Aqua Texas, Inc., they would report that Aqua Texas,  
2 Inc. would respond by claiming that the service issues were caused by excessive lawn  
3 watering within the subdivision.

4 **Q. Do residents of the Rio Ancho Subdivision use excessive amounts of water for**  
5 **irrigating their lawns.**

6 A. Not to my knowledge. While there may be individual instances of higher than  
7 neighborhood average water use, the vast majority of the homeowners in the Rio Ancho  
8 Subdivision abide by drought plan restrictions imposed by Aqua Texas, Inc. for water use  
9 on the system. Many homeowners do have irrigation systems to maintain their landscaping  
10 and therefore use more water than the average home on a small lot.

11 **Q. Since you have been there, has the subdivision been under drought restrictions**  
12 **imposed by Aqua Texas, Inc.?**

13 A. Yes. We have always been under drought restrictions since we moved in and the stages  
14 have varied from stage one to stage three.

15 **Q. Have these restrictions corresponded to actual drought conditions?**

16 A. Rarely. Drought restrictions have been in place over the last two and one-half years, when  
17 no drought conditions have been declared for the region. After being under Stage 3 drought  
18 restrictions through 2019 and early 2020, Aqua Texas, Inc. reduced the drought restrictions  
19 to Stage 1 in the spring of 2020, after they had made some unsuccessful improvements.  
20 Stage 3 drought restrictions were reinstituted by Aqua Texas, Inc. shortly after this  
21 reduction in the summer of 2020. These drought restrictions did not correspond to actual  
22 droughts within the area.

23 **Q. Despite these restrictions on use, have you still experienced instances of low water**  
24 **pressure and loss of service?**

1 A. Yes. In the summer of 2020, after the system improvements made by Aqua Texas, Inc.,  
2 the subdivision experienced loss of water service four times and reports of low water  
3 pressure at least a half a dozen times independent of instances of complete loss of service.

4 **Q. Let me hand you what has been marked as Complainants' Exhibit DM-1 and ask you**  
5 **to identify that please.**

6 A. Exhibit DM-1 is a report I prepared as an engineer on the Aqua Texas, Inc. water system  
7 status in the Rio Ancho Subdivision.

8 **Q. Please describe what is in that report.**

9 A. I examined the total number of addresses with the last digit of their address ending in each  
10 number. The first two columns on page two show the number of addresses in each county  
11 (the subdivision is bisected by the county line between Williamson and Burnet counties)  
12 with each number as the last digit of their address.

13 **Q. What does the table below that on page two show?**

14 A. The table shows the number of homes that are authorized to irrigate under Aqua Texas,  
15 Inc.'s Stage 1 mandatory watering restrictions for each address and day of the week.  
16 Watering is allowed between 8:00 p.m. and 12:00 a.m. or 12:00 a.m. to 4:00 a.m. on  
17 authorized watering days. This means that a whole group of homeowners can water  
18 between 8:00 p.m. and 12:00 a.m. under these restrictions and a new group can then water  
19 between 12:00 a.m. and 4:00 a.m. The totals on the right-hand side of that table show the  
20 total number of homes that could water on any given day of the week.

21 **Q. What does the diagram on page three show?**

22 A. The top flow chart shows the production capacity of the existing wells operated by Aqua  
23 Texas, Inc. and the storage facilities maintained by Aqua Texas, Inc. to supplement this  
24 production. My understanding is that this production capacity with storage allows Aqua  
25 Texas, Inc. to supply 575 gallons per minute to the subdivision. With this capacity, I have

1 calculated that the production and storage is sufficient to supply 57 homes with sufficient  
2 water to irrigate their lawns only with no other demands on the system.

3 **Q. What does the bottom flow chart demonstrate?**

4 A. Using these numbers, it demonstrates that after three hours and 20 minutes with that  
5 production capacity and storage and assuming 57 homes irrigating at the time, the system  
6 will run out of water.

7 **Q. What do the flow charts on page four show?**

8 A. At the top of page four I have calculated what will happen to the system if 57 homes are  
9 irrigating with no restrictions on water.

10 **Q. What does that chart demonstrate?**

11 A. It is clear that, under those circumstances, assuming 57 homes are irrigating, the system  
12 will experience pressure loss.

13 **Q. What does the final flow chart show?**

14 A. It just shows that if any number of homes above 57 are irrigating at any one time, there  
15 will be water pressure declines resulting in either low pressure and flow or loss of service  
16 altogether.

17 **Q. Let me hand you what has been marked as Complainants' Exhibit DM-2 and ask you**  
18 **to identify that document please.**

19 A. The tables in this exhibit show the number of homes with the correct address for watering  
20 on any given day when Aqua Texas, Inc. has imposed Stage 1 mandatory water restrictions.  
21 The totals are shown on the right-hand side. The numbers demonstrate that the total  
22 number of homes authorized to water on any given day exceed the capacity of the Aqua  
23 Texas, Inc. water system. The lowest number of homes during the week that can water are  
24 on Tuesday night and Wednesday in the early morning, totaling 68 homes. The highest

1 number of homes that can be irrigating at those times of day are on Thursday evening and  
2 Friday morning early, at 158 homes.

3 **Q. What does the second table show?**

4 A. The second table is similar to the first table showing similar numbers when Aqua Texas,  
5 Inc. has imposed Stage 3 mandatory water restrictions, which we are currently under. As  
6 can be seen, the number of homes authorized to water exceed the 57-home capacity of the  
7 system four out of the seven days of the week.

8 **Q. Let me hand you what has been marked as Complainants' Exhibit DGR-7 and ask**  
9 **you to identify that document please.**

10 A. Complainants' Exhibit DGR-7 is a summary of all low pressure and loss of service  
11 complaints occurring from June of 2020 through August of 2020, after the system  
12 improvements made by Aqua Texas, Inc. As can be seen from the instances of low water  
13 pressure and loss of service, the system improvements undertaken by Aqua Texas, Inc.  
14 prior to the summer of 2020, were insufficient to meet the requirements of the residents of  
15 the subdivision.

16 **Q. Have these conditions affected home values and development in the Rio Ancho**  
17 **Subdivision?**

18 A. Yes, it is well-known that water service to the subdivision is inadequate, that instances of  
19 low pressure and loss of service are common and that water restrictions on use are in place  
20 full time. To the extent potential buyers inquire of the homeowners association concerning  
21 water utility service, we advise that there are issues with low water pressure and loss of  
22 service which the homeowners are attempting to address through the administrative agency  
23 responsible for regulation of water utility service, the Public Utility Commission. We  
24 further advise that they contact Aqua Texas, Inc. for further information.

25 **Q. What have you heard back from the potential buyers?**

1 A. They report that Aqua Texas, Inc. routinely blames the service issues on overuse of water  
2 by homeowners within the subdivision. This is the same response they give the  
3 administrative agencies when written and formal complaints are made to the agency  
4 concerning loss of service issues.


5 **Q. Can you summarize the problems with the existing Aqua Texas, Inc. system in**  
6 **supplying the known demand of the residents of the Rio Ancho Subdivision?**

7 A. Yes. There are two fundamental problems. The first is that the system is inadequate to  
8 meet the known flowrate demands of users within the subdivision. The second problem is  
9 that the system lacks sufficient storage capacity to meet peak demand for water during  
10 spring, summer and fall months when lawn watering is necessary.

11 **Q. Does this conclude your testimony?**

12 A. Yes.



The background of the cover is a technical drawing of a water distribution network, showing a grid of lines and nodes. A pencil is resting diagonally across the drawing. The drawing includes labels such as '100', '50', and '198'.

# Aqua water status

---

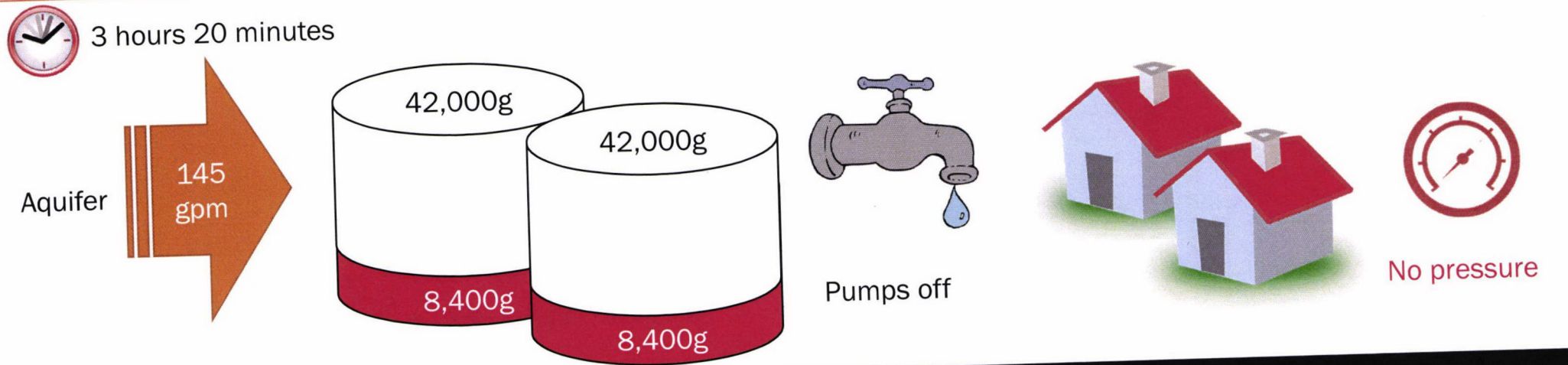
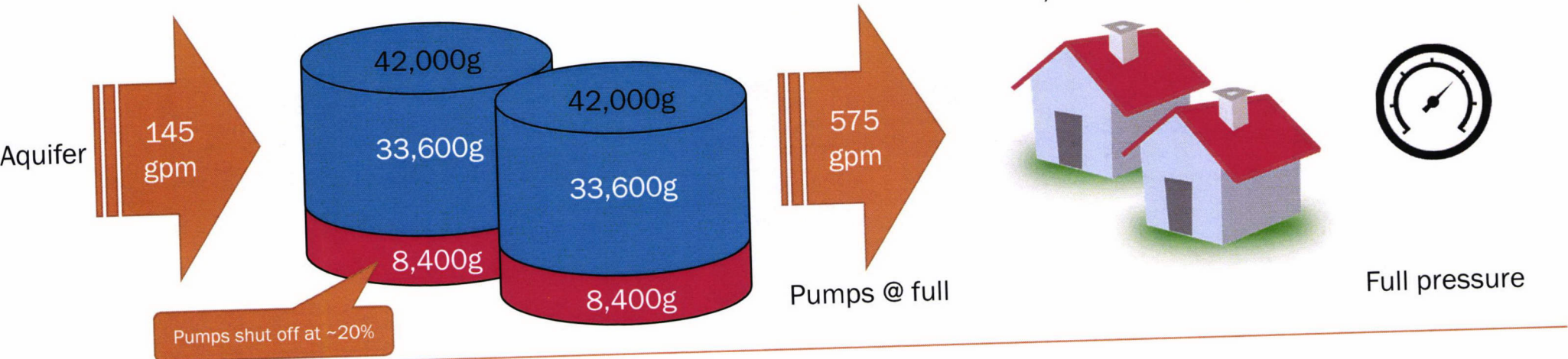
RIO ANCHO RANCH



WILLIAMSON COUNTY SIDE	BURNET COUNTY SIDE	TOTAL
10 addresses with 0	19 addresses with 0	29
8 addresses with 1	15 addresses with 1	23
10 addresses with 2	15 addresses with 2	25
5 addresses with 3	13 addresses with 3	18
12 addresses with 4	17 addresses with 4	29
9 addresses with 5	13 addresses with 5	21
5 addresses with 6	5 addresses with 6	10
4 addresses with 7	3 addresses with 7	7
12 addresses with 8	9 addresses with 8	21
5 addresses with 9	8 addresses with 9	13
80 total addresses	117 total addresses	197

Home number ends in		0	1	2	3	4	5	6	7	8	9	TOTAL
Qty of home number		29	23	25	18	29	21	10	7	21	13	
Watering times		AQUA STAGE 1 MANDATORY WATERING SCHEDULE										
8PM-12AM	12AM-4AM											
MON	TUE	29	23			29		10	7	21		119
TUE	WED		23	25					7		13	68
WED	THU	29		25	18		21	10			13	116
THU	FRI	29	23		18	29	21	10	7	21		158
FRI	SAT		23	25		29			7	21	13	118
SAT	SUN			25	18		21				13	77
SUN	MON	29			18	29	21	10		21		128

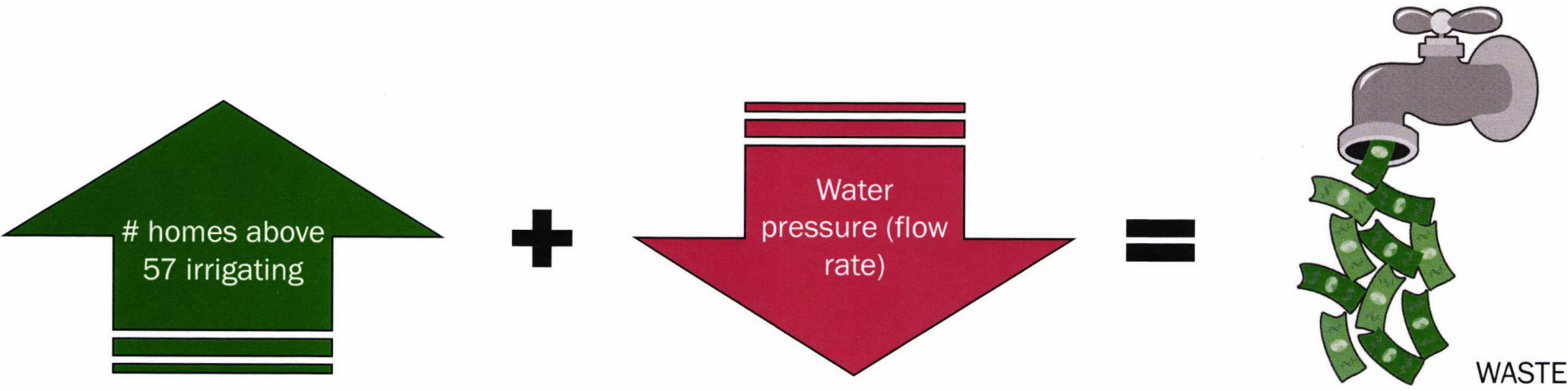
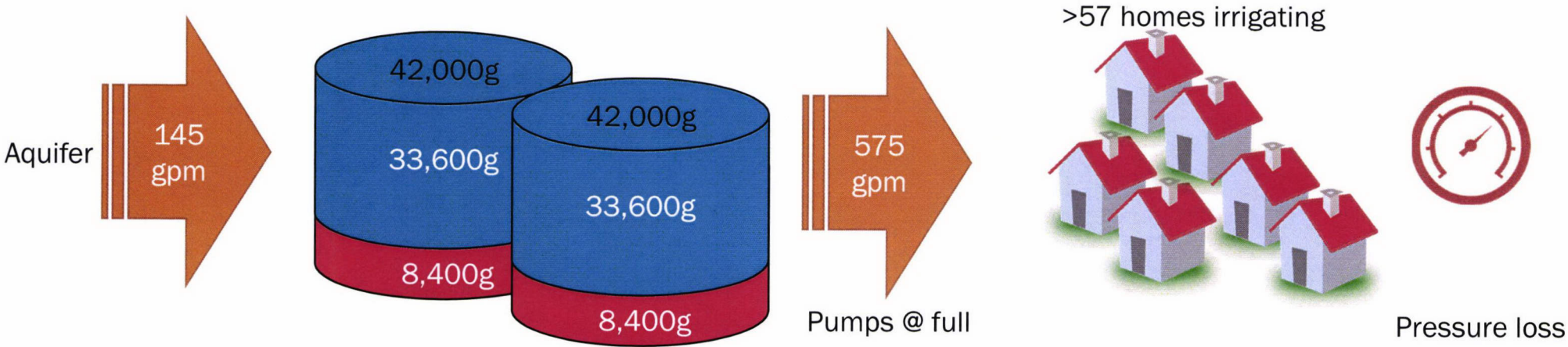
# Restricted watering



Numbers are approximate



# Unrestricted watering



Numbers are approximate

Home number ends in		0	1	2	3	4	5
Qty of home number		29	23	25	18	29	21
Watering times		AQUA STAGE 1 MANDATORY WATERING					
8PM-12AM	12AM-4AM						
MON	TUE	29	23			29	
	TUE WED		23	25			
WED	THU	29		25	18		21
	THU FRI	29	23		18	29	21
FRI	SAT		23	25		29	
	SAT SUN			25	18		21
SUN	MON	29			18	29	21
Watering times		AQUA STAGE 3 MANDATORY WATERING					
8PM-12AM	12AM-4AM						
MON	TUE	29	23				
	TUE WED		23	25			
WED	THU			25	18		21
	THU FRI				18	29	21
FRI	SAT					29	
	SAT SUN						
SUN	MON	29					

6	7	8	9	TOTAL
10	7	21	13	196
NG SCHEDULE				
10	7	21		119
	7		13	68
10			13	116
10	7	21		158
	7	21	13	118
			13	77
10		21		128
NG SCHEDULE				
10	7			69
	7		13	68
			13	77
		21		89
		21		50
				0
10				39

## EXHIBIT DGR - 3

**EXHIBIT DGR-3**

TECHNICAL PRESENTATION  
TO THE  
RIO ANCHO HOMEOWNERS ASSOCIATION  
REGARDING THE

**RIO ANCHO WATER SYSTEM**

OWNED AND OPERATED BY  
AQUA TEXAS

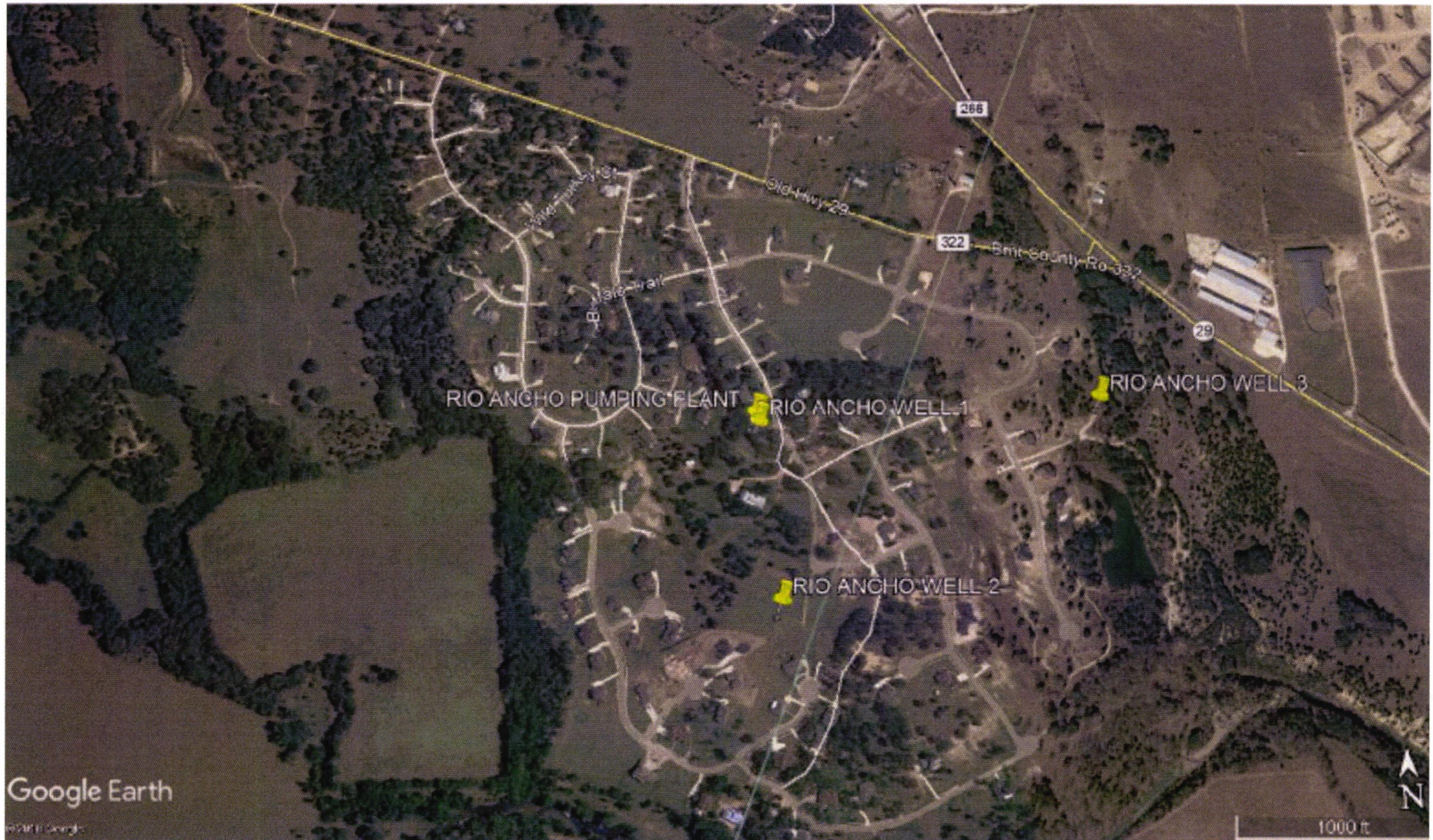
PRESENTED BY  
DONALD G. RAUSCHUBER, P.E.  
DGRA, INC., AUSTIN, TEXAS

JANUARY 30, 2020



## EXHIBIT DGR-3

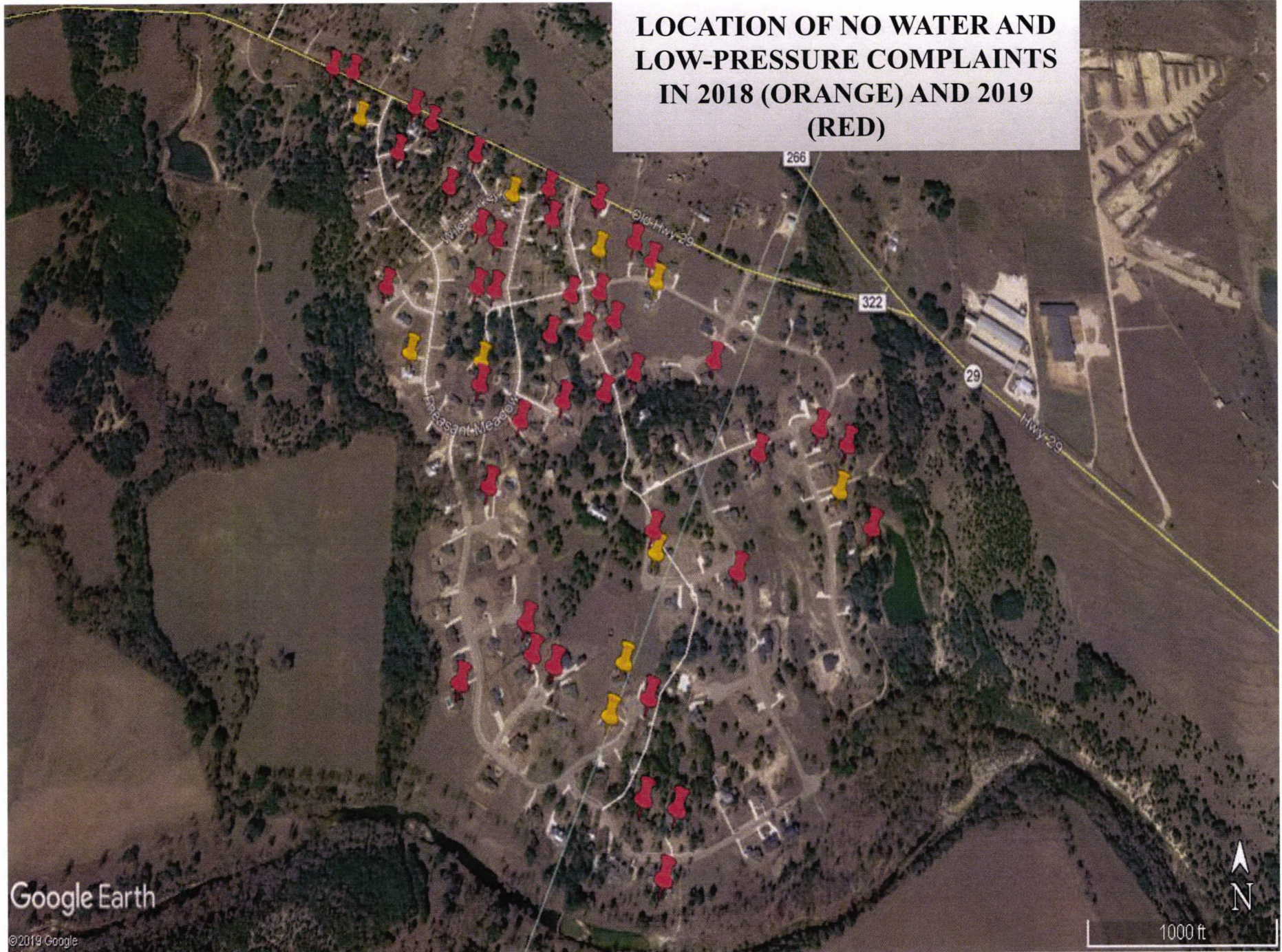
### RIO ANCHO SUBDIVISION, LIBERTY HILL, TEXAS





**EXHIBIT DGR-3**

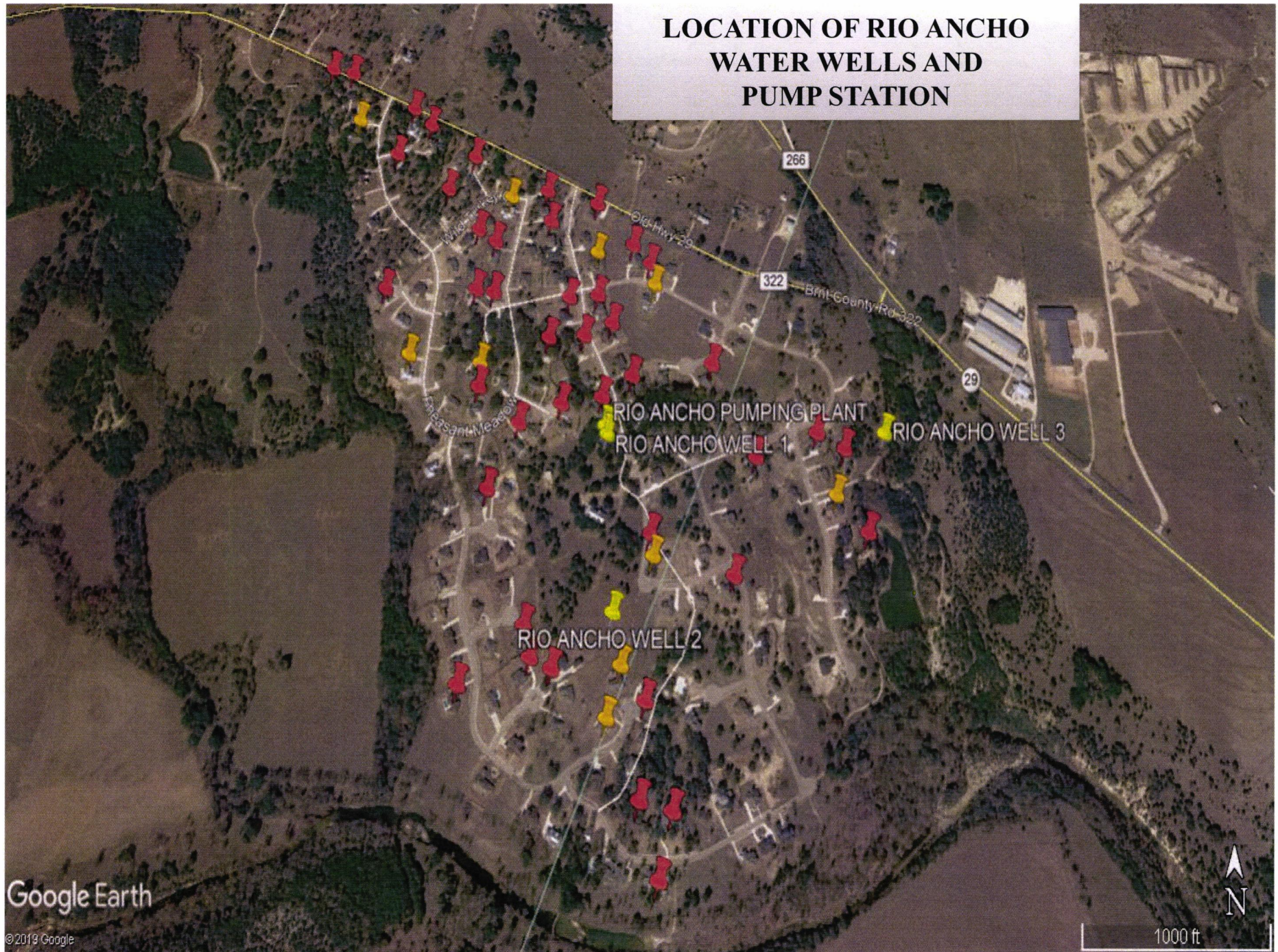
**LOCATION OF NO WATER AND  
LOW-PRESSURE COMPLAINTS  
IN 2018 (ORANGE) AND 2019  
(RED)**





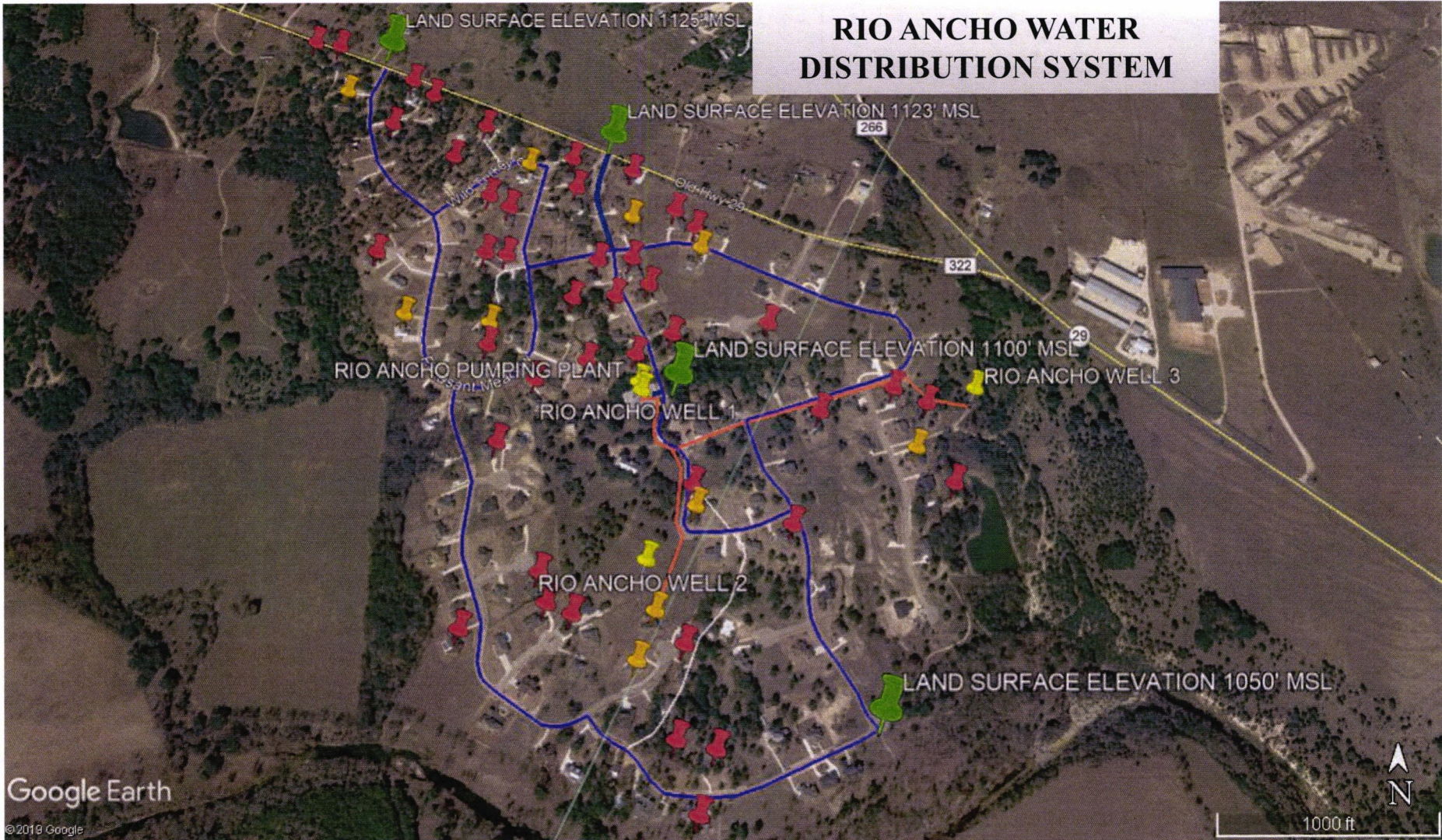
## EXHIBIT DGR-3

### LOCATION OF RIO ANCHO WATER WELLS AND PUMP STATION





**EXHIBIT DGR-3**





## **HOW THE RIO ANCHO WATER SYSTEM WORKS**



**EXHIBIT DGR-3**

**WELL NO. 1**





**EXHIBIT DGR-3**

**WELL NO. 2**





**EXHIBIT DGR-3**





**42,000 GALLON GROUND STORAGE TANK**





**WATER DISINFECTION SYSTEM**





## EXHIBIT DGR-3

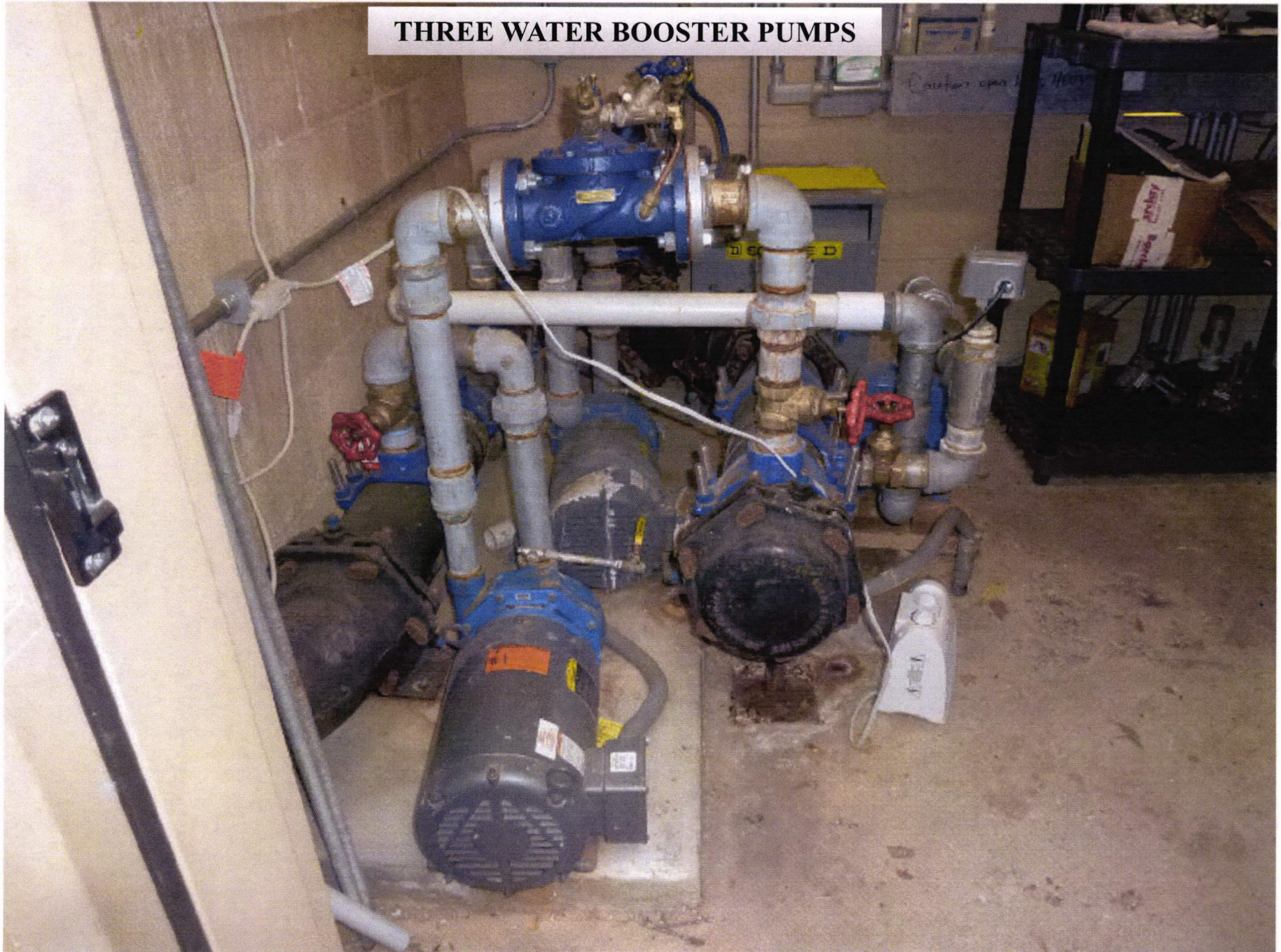
### RIO ANCHO PUMP STATON





## EXHIBIT DGR-3

**THREE WATER BOOSTER PUMPS**





## EXHIBIT DGR-3

### PUMP STATION CONTROL ROOM





**EXHIBIT DGR-3**

**3,000 GALLON WATER PRESSURE TANK**







**AIR COMPRESSOR**



**EXHIBIT DGR-3**

**RIO ANCHO WATER SYSTEM PRELIMINARY ANALYSIS**

## EXHIBIT DGR-3

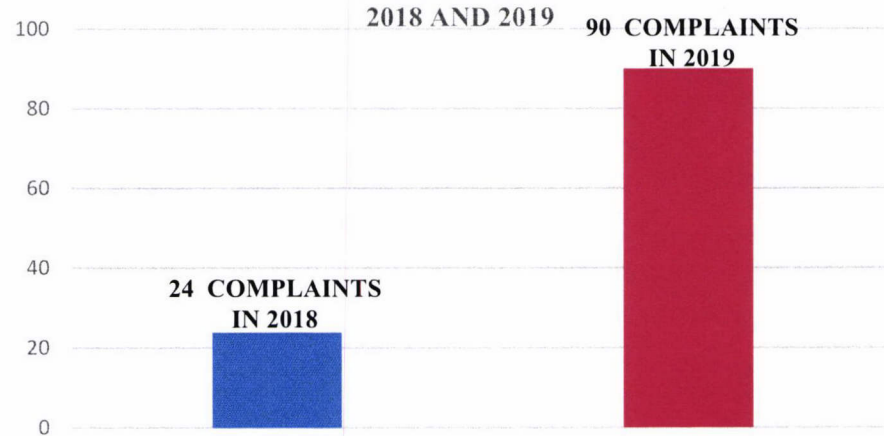
**CHART 1**  
**RIO ANCHO WATER PRODUCED AND WATER SOLD**  
**IN CALENDAR YEARS 2018 AND 2019**



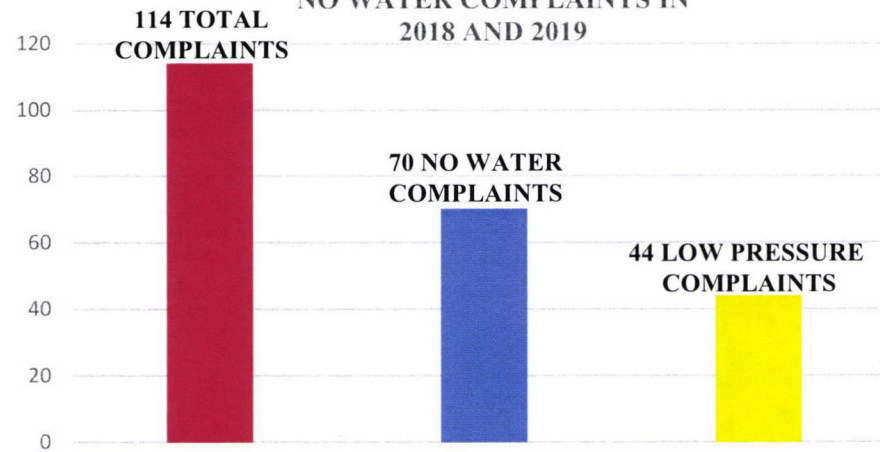


## EXHIBIT DGR-3

**CHART 2**  
**NUMBER OF LOW PRESSURE AND**  
**NO WATER COMPLAINTS IN**

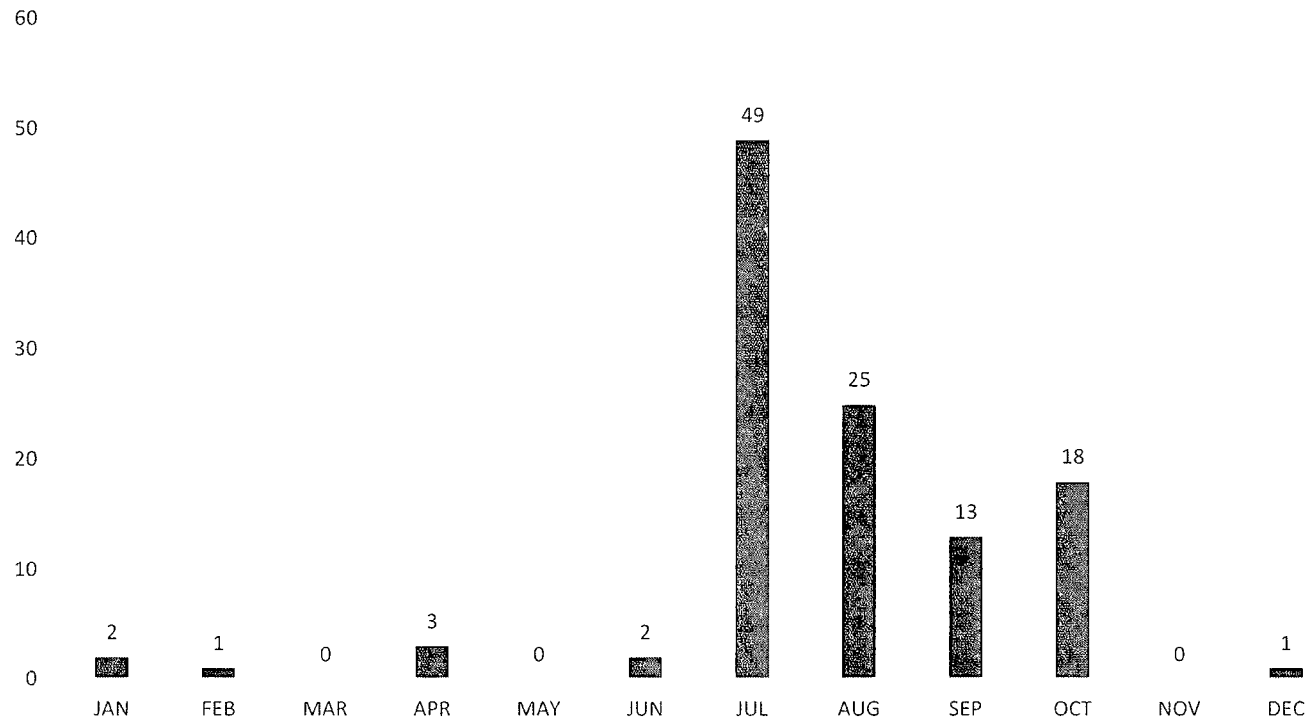


**CHART 3**  
**NUMBER OF LOW PRESSURE OR**  
**NO WATER COMPLAINTS IN**  
2018 AND 2019

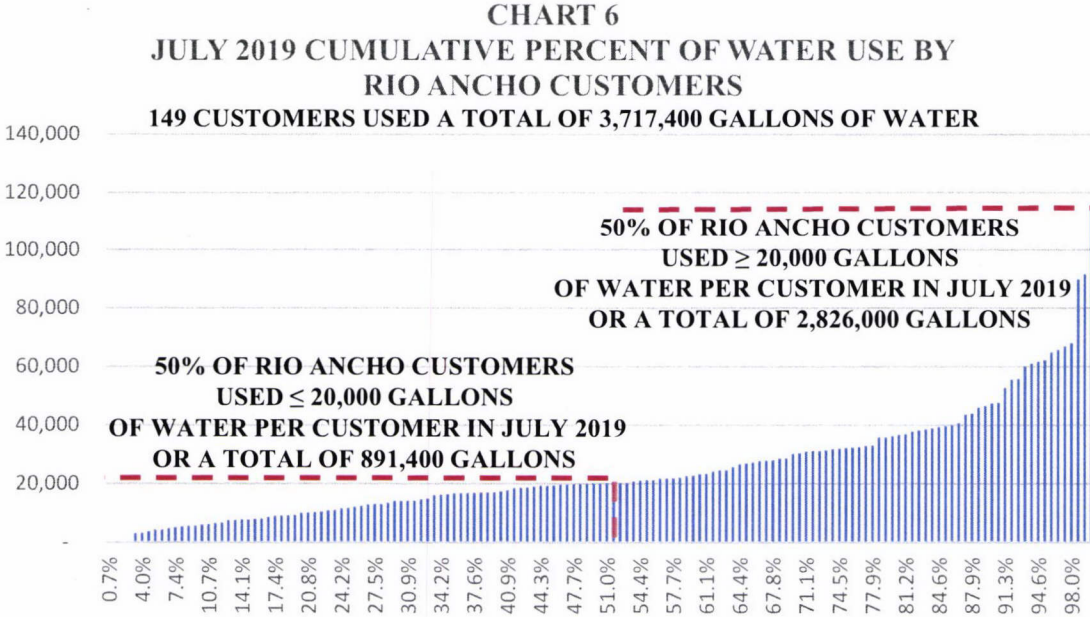
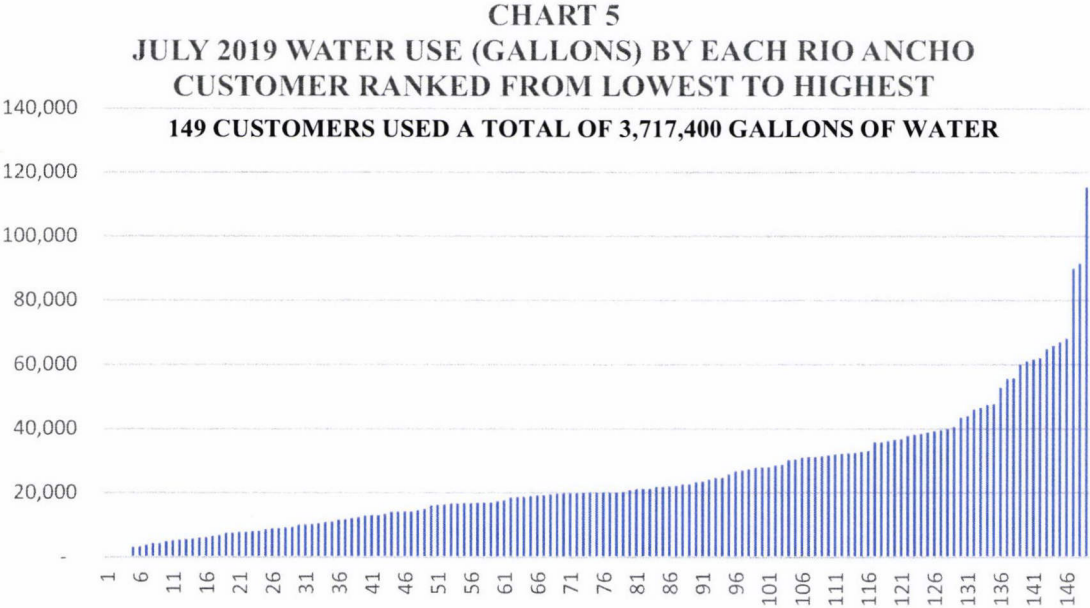


## EXHIBIT DGR-3

**CHART 4**  
**MONTHLY OCCURRENCE OF THE NUMBER OF**  
**LOW PRESSURE AND NO WATER COMPLAINTS**  
**2018 AND 2019**

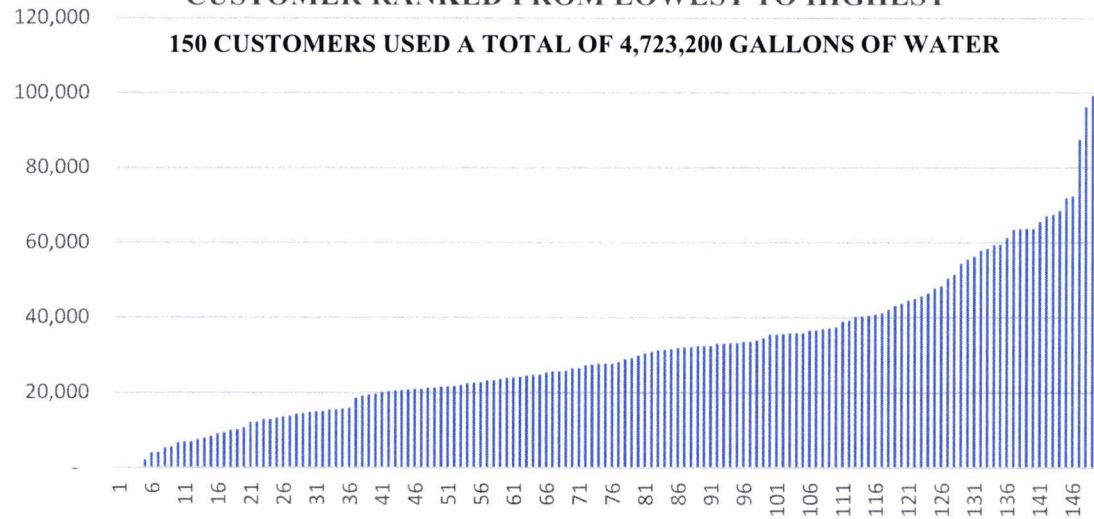


**EXHIBIT DGR-3**

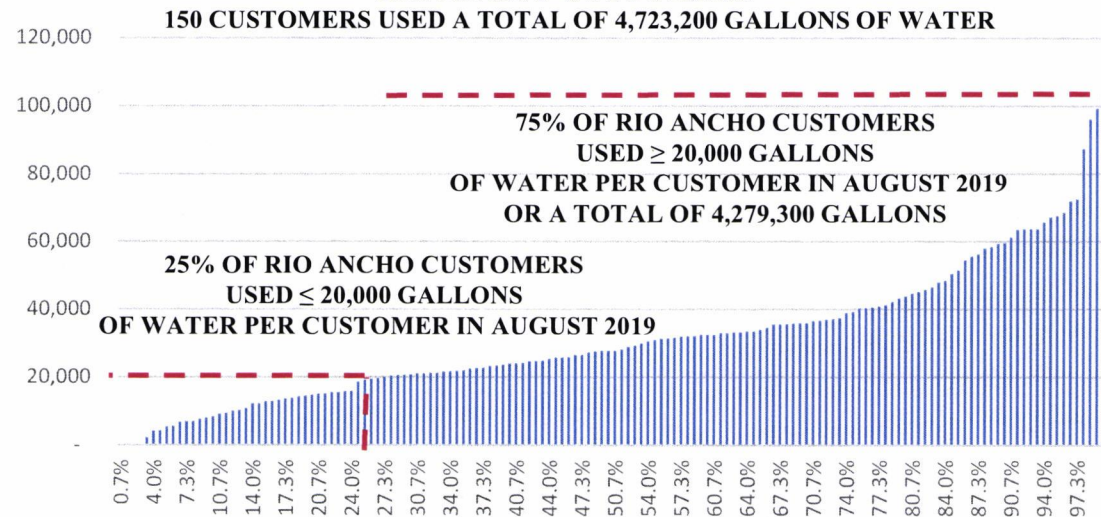


## EXHIBIT DGR-3

**CHART 7**  
**AUGUST 2019 WATER USE (GALLONS) BY EACH RIO ANCHO**  
**CUSTOMER RANKED FROM LOWEST TO HIGHEST**



**CHART 8**  
**AUGUST 2019 CUMULATIVE PERCENT OF WATER USE BY**  
**RIO ANCHO CUSTOMERS**



# EXHIBIT DGR-3

**TABLE ONE**

**MASS BALANCE ANALYSIS ( $\Delta$  STORAGE =  $\Delta$  INFLOW -  $\Delta$  OUTFLOW) BASED ON JULY 2019 RIO ANCHO WATER USE**

A	B	C	D	E	G	H	I	J	K	L
JULY 2019 WATER USE (GALLONS)	NO. OF CUSTOMERS JULY 2019	GALLONS USE PER CUSTOMER	AVERAGE DAILY WATER USE PER CUSTOMER	GALLONS PER MINUTE PER CUSTOMER	TOTAL WATER PRODUCTION CAPACITY REQUIRED ON A DAILY BASIS (GALLONS PER MINUTE)	MAXIMUM DAY TO AVERAGE DAY RATIO 2.0 (GALLONS PER MINUTE)	PEAK HOUR TO MAXIMUM DAY RATIO 2.0 (GALLONS PER MINUTE)	RIO ANCHO WELL PRODUCTION CAPACITY (GALLONS PER MINUTE) (ASSUMING WELL PRODUCTION DOES NOT DECLINE AS A FUNCTION OF PUMPING TIME)	DIFFERENCE BETWEEN PEAK HOUR DEMAND AND RIO ANCHO WATER PRODUCTION CAPACITY (GALLONS PER MINUTE)	VOLUME OF GROUND STORAGE NEEDED OVER AN 8-HOUR PEAK PERIOD (GALLONS)
3,717,400	149	24,949	805	0.56	83.3	167	333	141	192	92,208

**TABLE TWO**

**MASS BALANCE ANALYSIS ( $\Delta$  STORAGE =  $\Delta$  INFLOW -  $\Delta$  OUTFLOW) BASED ON AUGUST 2019 RIO ANCHO WATER USE**

A	B	C	D	E	G	H	I	J	K	L
AUGUST 2019 WATER USE (GALLONS)	NO. OF CUSTOMERS AUGUST 2019	GALLONS USE PER CUSTOMER	AVERAGE DAILY WATER USE PER CUSTOMER	GALLONS PER MINUTE PER CUSTOMER	TOTAL WATER PRODUCTION CAPACITY REQUIRED ON A DAILY BASIS (GALLONS PER MINUTE)	MAXIMUM DAY TO AVERAGE DAY RATIO 2.0 (GALLONS PER MINUTE)	PEAK HOUR TO MAXIMUM DAY RATIO 2.0 (GALLONS PER MINUTE)	RIO ANCHO WELL PRODUCTION CAPACITY (GALLONS PER MINUTE) (ASSUMING WELL PRODUCTION DOES NOT DECLINE AS A FUNCTION OF PUMPING TIME)	DIFFERENCE BETWEEN PEAK HOUR DEMAND AND RIO ANCHO WATER PRODUCTION CAPACITY (GALLONS PER MINUTE)	VOLUME OF GROUND STORAGE NEEDED OVER AN 8-HOUR PEAK PERIOD (GALLONS)
4,723,200	150	31,488	1,016	0.71	105.8	212	423	141	282	135,468



# EXHIBIT DGR-3

**TABLE THREE**

**DRAFT - SUBJECT TO CHANGE**

**TCEQ PUBLIC WATER SYSTEM MINIMUM CRITERIA AND RECOMMENDED DESIGN CRITERIA**

**BASED ON HISTORIC RIO ANCHO WATER USE TERNS**

USING TCEQ MINIMUM CRITERIA				PROVIDED CAPACITY AS OF JANUARY 2020		RECOMMENDED BUILDOUT DESIGN CRITERIA BASED ON RIO	
MINIMUM CRITERIA	UNITS	FOR RIO ANCHO BUILDOUT OF 205 CONNECTION		RIO ANCHO		RIO ANCHO	
0.6	GPM PER CONNECTION	123	GPM	128 GPM (Aqua Texas)	GPM	180 TO 200	GPM
200	GALLONS PER CONNECTION	41,000	GALLONS	42,000	GALLONS	120,000 TO 150,000	GALLONS
2.0	GPM PER CONNECTION	410	GPM	525 (Aqua Texas)	GPM	580 to 600	GPM
20.0	GALLONS PER CONNECTION	4,100	GALLONS	3,000	GALLONS	6,000	GALLONS

## EXHIBIT DGR - 7

**EXHIBIT DGR-7**  
**RIO ANCHO HOA CUSTOMER COMPLAINT LOG**  
**(SOURCE: RIO ANCHO HOA)**

<b>Name</b>	<b>Street Number</b>	<b>Street Name</b>	<b>Issue Reported</b>	<b>Date</b>
Chelsea Williams	505	Golden Eagle Way	Low Pressure	6/8/2020
Bill Putorti	311	Buffalo Trail	Low Pressure	6/11/2020
Virginia Jackson	103	Eagle Valley Ln	Low Pressure	6/11/2020
Kevin Hay	400	Pheasant Meadow	Low Pressure	6/11/2020
David Meyers	103	Buffalo Trail	Low Pressure	6/11/2020
David Amador	212	Lost Prairie	Low Pressure	6/11/2020
Lou Ault	308	Buffalo Trail	Low Pressure	6/11/2020
Bruce	803	Pheasant Meadow	Low Pressure	6/11/2020
Joan Patton	101	Wild Turkey Ct.	Low Pressure	6/11/2020
Kenneth Cline	100	Wild Turkey Ct.	Low Pressure	6/11/2020
Bill Putorti	311	Buffalo Trail	No Water	6/11/2020
John Taliaferro	316	Buffalo Trail	No Water	6/11/2020
Nanette Swensen	504	Buffalo Trail	No Water	6/11/2020
Debra Carvalho	202	Rio Ancho	No Water	6/11/2020
Tom & Patricia Adrian	100	Cozy Oak Way	Low Pressure	6/11/2020
Tom & Patricia Adrian	100	Cozy Oak Way	No Water	6/11/2020
Deb Lohman	605	Pheasant Meadow	No Water	6/11/2020
Ann Bennett	528	Buffalo Trail	Low Pressure	6/11/2020
LeAnn DeHart	206	Rio Ancho	No Water	6/11/2020
Marshall Ault	308	Buffalo Trail	No Water	6/11/2020
Scott Magee	201	Rio Ancho	No Water	6/11/2020
Jennifer Knight	102	Wild Turkey Ct.	No Water	6/11/2020
Frank Rossi	517	Buffalo Trail	Low Pressure	6/11/2020
Julie Bowse	108	Pleasant Nest Place	Low Pressure	6/11/2020
Shannon	100	Falcon Cove	No Water	6/11/2020
Robert Myers	104	Cozy Oak Way	No Water	6/11/2020
Cristi Payne	200	Rio Ancho	No Water	6/11/2020
Raela Bedford	100	Timerwolf Trace	No Water	6/11/2020
Tammy Moederzoon	240	Rio Ancho Blvd.	Low Pressure	6/11/2020
Kelle Howard	101	Quiet Oak Cove	Low Pressure	6/11/2020
Eric Hanson	400	Buffalo Trail	No Water	6/11/2020
Corey and Darla McKenr	104	Buffalo Trail	No Water	6/11/2020
Virginia Jackson	103	Eagle Valley Ln	Low Pressure	7/3/2020
John Taliaferro	316	Buffalo Trail	Low Pressure	7/6/2020
Bill Putorti	311	Buffalo Trail	Low Pressure	7/6/2020
Joan Patton	101	Wild Turkey Ct.	Low Pressure	7/6/2020
Kenneth Cline	100	Wild Turkey Ct.	Low Pressure	7/6/2020
Klint Carmickle	207	Rio Ancho Blvd.	Loud Noise from p	7/9/2020
David Meyers	103	Buffalo Trail	Low Pressure	7/9/2020
Virginia Jackson	103	Eagle Valley Ln	Low Pressure	7/9/2020
Gregg Wilde	606	Pheasant Meadow	Low Pressure	7/9/2020
Debra Carvalho	202	Rio Ancho Blvd.	Low Pressure	7/8/2020
Jessica Saenz	2825	County Road 322	Low Pressure	7/9/2020
Scott Magee	201	Rio Ancho Blvd.	Low Pressure	7/9/2020
John Taliaferro	316	Buffalo Trail	Low Pressure	7/9/2020
Eddie McNeill	509	Buffalo Trail	Low Pressure	7/9/2020

Kevin Hay	400 Pheasant Meadow	Low Pressure	7/9/2020
Joan Patton	101 Wild Turkey Ct.	Low Pressure	7/9/2020
Bruce Brown	803 Pheasant Meadow	Low Pressure	7/9/2020
Sid Lundy	101 Noble Log Grove	Low Pressure	7/9/2020
Jennifer Polk	105 Rio Ancho Blvd.	Low Pressure	7/9/2020
Bill Putorti	311 Buffalo Trail	Low Pressure	7/9/2020
Tammy Moederzoon	240 Rio Ancho Blvd.	No Water	7/14/2020
Jennifer Polk	105 Rio Ancho Blvd.	No Water	7/14/2020
Kevin Hay		No Water	7/14/2020
Andrea Winans		Low Pressure	7/14/2020
Nanette Swensen		No Water	7/14/2020
Clint Hormann	305 Pheasant Meadow	No Water	7/14/2020
Debra Carvalho	202 Rio Ancho Blvd.	No Water	7/14/2020
Scott Magee		No Water	7/14/2020
Marshall Ault	308 Buffalo Trail	No Water	7/14/2020
Chelsea Williams		No Water	7/14/2020
Ann Hauerland	528 Buffalo Trail	No Water	7/14/2020
Jeff Cooper	232 Rio Ancho Blvd.	No Water	7/14/2020
Cristi Payne		No Water	7/14/2020
Julie Bowse	108 Pleasant Nest Place	No Water	7/14/2020
Bill Putorti	311 Buffalo Trail	No Water	7/14/2020
Scotty & Laura Brown	100 Golden Eagle Way	No Water	7/14/2020
Yvonne Stuart	216 Rio Ancho Blvd.	No Water	7/14/2020
David Meyers			
Virginia Jackson	103 Eagle Valley Ln	No Water	7/14/2020
John Taliaferro	316 Buffalo Trail	No Water	7/14/2020
Kenneth Cline	100 Wild Turkey Ct.	No Water	7/14/2020
Terry Wilson	201 Eagle Valley Ln	No Water	7/14/2020
Josh Jacobi	512 Golden Eagle Way	No Water	7/14/2020
Joan Patton	101 Wild Turkey Ct.	Low Pressure	7/17/2020
Jennifer Polk	105 Rio Ancho Blvd.	Low Pressure	7/18/2020
Scott Magee	201 Rio Ancho Blvd.	Low Pressure	7/17/2020
Frank Evans	408 Buffalo Trail	Low Pressure	7/21/2020
Frank Evans	408 Buffalo Trail	No Water	7/21/2020
Frank Evans	408 Buffalo Trail	Low Pressure	7/21/2020
Russ Howard	101 Quiet Oak Cove	Low Pressure	7/21/2020
Judy Cox	201 Eagle Valley Ln	No Water	7/21/2020
Scott Magee		No Water	7/21/2020
Marshall Ault	308 Buffalo Trail	No Water	7/21/2020
Andrea Winans	100 Golden Eagle Way	No Water	7/21/2020
Debra Lohman	605 Pheasant Meadow	No Water	7/21/2020
Jennifer Polk	105 Rio Ancho Blvd.	No Water	7/21/2020
Cristi Payne		No Water	7/21/2020
Lance Loraine		No Water	7/21/2020
Mike Swensen		Low Pressure	7/21/2020
Doreen Meyers		No Water	7/21/2020
Kenneth Cline	100 Wild Turkey Ct.	No Water	7/21/2020

# EXHIBIT DGR-7 CONTINUED

Jeff Cooper		No Water	7/21/2020
Debra Carvalho	202 Rio Ancho Blvd.	No Water	7/21/2020
Kevin Hay	400 Pheasant Meadow	No Water	7/21/2020
Bill Putorti	311 Buffalo Trail	No Water	7/21/2020
Bruce and Sue Brown	803 Pheasant Meadow	No Water	7/21/2020
	216 Rio Ancho Blvd.	No Water	7/21/2020
LeAnn DeHart	206 Rio Ancho Blvd.	Low Pressure	7/21/2020
LeAnn DeHart	206 Rio Ancho Blvd.	No Water	7/21/2020
Katie and Ehren Iverson	501 Golden Eagle Way	Low Pressure	7/21/2020
Eric Hanson		No Water	7/21/2020
Susan Doyle		Low Pressure	7/21/2020
Jeff Neuenschwander	109 Green Branch Ct	Low Pressure	7/21/2020
Patricia Adrian	100 Cozy Oak Way	No Water	7/21/2020
Klint Carmickle	207 Rio Ancho Blvd.	No Water	7/21/2020
Debra Carvalho		Low Pressure	7/22/2020
Bruce and Sue Brown	803 Pheasant Meadow	Low Pressure	7/23/2020
Joan Patton	101 Wild Turkey Ct.	Low Pressure	7/27/2020
Jennifer Polk	105 Rio Ancho Blvd.	No Water	7/27/2020
Kevin Hay		Low Pressure	7/27/2020
Kenneth Cline	100 Wild Turkey Ct.	No Water	7/27/2020
John Taliaferro	316 Buffalo Trail	No Water	7/27/2020
Judy Cox	201 Eagle Valley Ln	No Water	7/27/2020
Inna Aguilar	201 Rio Ancho Blvd.	No Water	7/27/2020
Gregg Wilde		No Water	7/27/2020
Jessica Saenz	2825 CR 322	No Water	7/27/2020
Debra Carvalho		No Water	7/27/2020
Penni Mendoza		No Water	7/27/2020
Jaime Torres		No Water	7/27/2020
Bill Putorti	311 Buffalo Trail	No Water	7/27/2020
Debra Carvalho		Low Pressure	7/30/2020
Mark Stuart	216 Rio Ancho Blvd.	No Water	8/7/2020
Patricia Adrian	100 Cozy Oak Way	No Water	8/7/2020
Joan Patton	101 Wild Turkey Ct.	No Water	8/7/2020
Jeff Neuenschwander	109 Green Branch Ct	Low Pressure	8/7/2020
Dana Mair		Low Pressure	8/7/2020
Kenneth Cline		No Water	8/7/2020
David Coffman		No Water	8/7/2020
LeAnn DeHart	206 Rio Ancho Blvd.	No Water	8/7/2020
Deb Lohman	605 Pheasant Meadow	Low Pressure	8/7/2020
Julie Bowse	108 Pleasant Nest Place	Low Pressure	8/7/2020
Andrea Winans	100 Golden Eagle Way	No Water	8/7/2020
Bill Putorti	311 Buffalo Trail	No Water	8/7/2020
Scott Magee		No Water	8/7/2020
Jeff Cooper	232 Rio Ancho Blvd.	Low Pressure	8/7/2020
Debra Carvalho		No Water	8/7/2020
Klint Carmickle		No Water	8/7/2020
Tammy and Mike Bolner	102 Rio Ancho Blvd.	No Water	8/7/2020



# **EXHIBIT DGR-7 CONTINUED**

Marshall Ault		No Water	8/7/2020
Russ Howard	101 Quiet Oak Cove	No Water	8/7/2020
Judy Cox	201 Golden Eagle Way	Low Pressure	8/7/2020
Judy Cox	201 Golden Eagle Way	No Water	8/7/2020
Joan Patton	101 Wild Turkey Ct.	Low Pressure	8/10/2020
Bruce and Sue Brown	803 Pheasant Meadow	Low Pressure	8/10/2020
Debra Carvalho		Low Pressure	8/12/2020