



## Filing Receipt

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**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.**

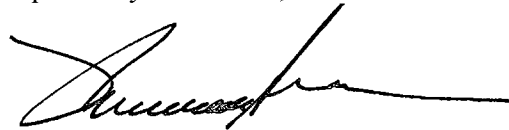
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**PUBLIC UTILITY COMMISSION  
  
OF TEXAS**

**COMPLAINANTS' AMENDED EXHIBIT LIST**

NOW COME Complainants' Rio Ancho Homeowners Association, et al.  
("Complainants"), and provide their Amended Exhibit List set out on the attached Exhibit "A."

Respectfully submitted,



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Russell S. Johnson  
State Bar No. 10790550  
MCGINNIS LOCHRIDGE LLP  
600 Congress Ave., Ste. 2100  
Austin, Texas 78701  
Phone: (512) 495-6180  
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[rjohnson@mcginnislaw.com](mailto:rjohnson@mcginnislaw.com)

**ATTORNEYS FOR COMPLAINANTS  
RIO ANCHO HOMEOWNERS ASSOCIATION**

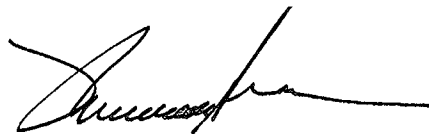


CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of this document was served on counsel for Aqua Texas, Inc., as required by order or in accordance with 16 TEX. ADMIN. CODE § 22.74, on this 3rd day of September 2021, as follows:

Phillip Lehmann  
Public Utility Commission of Texas  
Legal Division  
1701 N. Congress Avenue  
P.O. Box 13326  
Austin, Texas 78711-3326  
[phillip.lehmann@puc.texas.gov](mailto:phillip.lehmann@puc.texas.gov)

Geoffrey P. Kirshbaum  
Terrill & Waldrop  
810 W. 10<sup>th</sup> Street  
Austin, Texas 78701  
[gkirshbaum@terrillwaldrop.com](mailto:gkirshbaum@terrillwaldrop.com)



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Russell S. Johnson

**EXHIBIT “A”**  
**COMPLAINANTS’ AMENDED EXHIBIT LIST**

<b>EXHIBIT NO.</b>	<b>DESCRIPTION</b>	<b>ORIGINAL EXHIBIT NO.</b>	<b>BATES NO.</b>
<b>Complainants’ Exhibit 1</b> Denise Johnston	Rio Ancho HOA Complaint Log for June 8, 2020 through August 12, 2020	DGR-7	Complainants 001-003
<b>Complainants’ Exhibit 2</b> Patrick Schmidt	Rio Ancho HOA Complaint Log for June 8, 2020 through August 12, 2020	DGR-7	Complainants 004-006
<b>Complainants’ Exhibit 3</b> Don Rauschuber	Donald. Rauschuber P.E. Resume and List of Work Experience	DGR-1	Complainants 007-017
<b>Complainants’ Exhibit 4</b> Don Rauschuber	PUC Water CCN No. 13254 – Rio Ancho Subdivision	DGR-2	Complainants 018
<b>Complainants’ Exhibit 5</b> Don Rauschuber	DGRA, Inc. January 30, 2020 Power Point Presentation	DGR-3	Complainants 019-042
<b>Complainants’ Exhibit 6</b> Don Rauschuber	Map of Rio Ancho Subdivision (source: Google Earth)	DGR-4	Complainants 043
<b>Complainants’ Exhibit 7</b> Don Rauschuber	DGRA, Inc. December 19, 2019 Site Visit Notes	DGR-5	Complainants 044
<b>Complainants’ Exhibit 8</b> Don Rauschuber	Aqua Texas Customer Complaint Log for 2018 and 2019	DGR-6	Complainants 045-046
<b>Complainants’ Exhibit 9</b> Don Rauschuber	Rio Ancho HOA Complaint Log for June 8, 2020 through August 12, 2020	DGR-7	Complainants 047-050

EXHIBIT NO.	DESCRIPTION	ORIGINAL EXHIBIT NO.	BATES NO.
<b>Complainants' Exhibit 10</b> Don Rauschuber	Rio Ancho Water System Areal Distribution of Customer Complaints	DGR-8	Complainants 051
<b>Complainants' Exhibit 11</b> Don Rauschuber	Monthly Water Produced and Unaccounted for in 2018 and 2019	DGR-9	Complainants 052
<b>Complainants' Exhibit 12</b> Don Rauschuber	Rio Ancho Water Customers use in the Months of July and August 2019	DGR-10	Complainants 053
<b>Complainants' Exhibit 13</b> Don Kevin Hay	Picture of Kevin Hay's lawn taken on August 22, 2020	DKH-1	Complainants 054
<b>Complainants' Exhibit 14</b> Don Kevin Hay	Picture of Kevin Hay's lawn taken on August 22, 2020	DKH-2	Complainants 055
<b>Complainants' Exhibit 15</b> Don Kevin Hay	Picture of Kevin Hay's lawn taken on August 22, 2020	DKH-3	Complainants 056
<b>Complainants' Exhibit 16</b> Don Kevin Hay	Video inside Kevin Hay's home taken on July 14, 2020 ( <i>see flash drive submitted contemporaneously herewith</i> )	DKH-4	Complainants 057
<b>Complainants' Exhibit 17</b> Don Kevin Hay	Video inside Kevin Hay's home taken on July 21, 2020 ( <i>see flash drive submitted contemporaneously herewith</i> )	DKH-5	Complainants 058
<b>Complainants' Exhibit 18</b> David Meyers	Report prepared by David Meyers as an engineer on the Aqua Texas, Inc. water system status in the Rio Ancho Subdivision	DM-1	Complainants 059-062
<b>Complainants' Exhibit 19</b> David Meyers	Tables showing the number of homes with the correct address for watering on any given day when Aqua Texas, Inc. has imposed Stage 1 mandatory water restrictions	DM-2	Complainants 063

<b>EXHIBIT NO.</b>	<b>DESCRIPTION</b>	<b>ORIGINAL EXHIBIT NO.</b>	<b>BATES NO.</b>
<b>Complainants' Exhibit 20</b> David Meyers	Report prepared by Rauschuber after examination of Aqua Texas, Inc. water system	DGR-3	Complainants 064-087
<b>Complainants' Exhibit 21</b> David Meyers	Rio Ancho HOA Complaint Log for June 8, 2020 through August 12, 2020	DGR-7	Complainants 088-091
<b>Complainants' Exhibit 22</b> Denise Johnston	Pre-Filed Direct Testimony of Denise Johnston	N/A	Complainants 092-098
<b>Complainants' Exhibit 23</b> Patrick Schmidt	Pre-Filed Rebuttal Testimony of Patrick Schmidt	N/A	Complainants 099-102
<b>Complainants' Exhibit 24</b> Donald G. Rauschuber, P.E.	Pre-Filed Direct Testimony of Donald G. Rauschuber, P.E.	N/A	Complainants 103-128
<b>Complainants' Exhibit 25</b> Don Kevin Hay	Pre-Filed Direct Testimony of Don Kevin Hay	N/A	Complainants 129-135
<b>Complainants' Exhibit 26</b> David Meyers	Pre-Filed Direct Testimony of David Meyers	N/A	Complainants 136-145

**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**  
**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

**RESUME**  
**DONALD G. RAUSCHUBER, P.E.**  
**Austin, Texas**

EDUCATION:

B.S., Civil Engineering, Texas Tech University, 1970  
M.S., Civil Engineering, Texas Tech University, 1972

PROFESSIONAL REGISTRATION:

Professional Engineer, Texas

EMPLOYMENT HISTORY:

1981-Present Donald G. Rauschuber and Assoc., Inc., Austin, Texas. President/Owner.  
2013-2016 West Travis County Public Utility Agency, Austin, Texas, General Manager  
2001-2009 Chisholm Trail Special Utility District, Florence, Texas, District Engineer/GM  
1979-1981 Henningson, Durham and Richardson, Inc., Austin, Texas. Assistant Vice President, Director of Water Resources Programs, and Manager of Austin, Texas Office.  
1977-1979 Henningson, Durham and Richardson, Inc., Austin, Texas. Manager and Water Resources Consultant.  
1976-1977 Texas Water Development Board, Austin, Texas. Assistant Director Environmental Division.  
1975-1976 Texas Water Development Board, Austin, Texas. Engineer II.  
1973-1975 Texas Water Development Board, Austin, Texas. Hydrologist I.  
Continued studies of freshwater inflow requirements and instream flow needs.  
Conducted major hydrological studies on Choke Canyon Reservoir, Lake Texana, Wright Patman Reservoir,  
  
1971-1973 Texas Water Development Board, Austin, Texas. Engineering Assistant.  
Conducted Research and Develop Policies pertaining to freshwater inflow requirements to Texas Bay and Estuarine Systems – Under Jack Nelson, Seth Burnett, and Lew Seward, P.E.  
1970-1971 Texas Tech University, Lubbock, Texas. Research Assistant.  
Research Assistant under Dr. Dan Wells – Cattle Feedlot Runoff

HONORS:

Tau Beta Pi Texas Tech University, Lubbock, Texas  
  
Advisor: Civil Engineering Department, Texas Tech University  
  
Recipient: U.S. Environmental Protection Agency Environmental Excellence Award w/Barton Springs/Edwards Aquifer Conservation District

Recipient: Barton Springs/Edwards Aquifer Conservation District - Ground Water Conservation Award

Recipient: American Planning Association - Project Planning Award w/Barton Springs/Edwards Aquifer Conservation District

Recipient: Manager of The Year Award – Texas Rural Water Association

Civil

Engr. Academy: Texas Tech University

Fields of Experience:

Mr. Rauschuber's background is in the field of Civil Engineering with specialties in the areas of water resources engineering/planning, including water and wastewater evaluations, regulatory permitting, environmental assessments, water/wastewater rates/appraisals, engineering economics/cost assessments, surface and ground water hydrology/development, municipal engineering/planning, facility planning/implementation, and regulatory reviews/permitting. Mr. Rauschuber has written numerous technical reports for public/private entities involving engineering, surface and ground water resources, water rates/rights, water quality, and advanced assessments of environmental resources. He also has extensive experience in water use analyses and projections, water and wastewater rates, and mathematical modelling of surface/ground water systems (quantity and quality).

Since beginning his professional career in 1970, Mr. Rauschuber has become a respected and recognized expert in Texas' water and natural resources. He specializes in water resources engineering and environmental assessments. Mr. Rauschuber is intimately knowledgeable with Texas' natural resources. He has performed assessments, studies and/or projects that have involved almost every Texas county/major city, river basin/major surface water resource, major aquifer/ground water resource, and bay and estuarine system.

Mr. Rauschuber has worked with or for State agencies, such as the TCEQ (formerly TNRCC, Texas Water Commission and Texas Water Rights Commission), TWDB, Texas Department of Health, and Texas Department of Transportation and with numerous local and federal agencies. He has represented municipalities, river/water authorities, underground water districts, and other types of political subdivisions. Also, he has worked with environmental, agricultural and industrial entities throughout the State.

Mr. Rauschuber has represented and performed major projects for public and private concerns, including the Texas Cities of San Antonio, Irving, Austin, Corpus Christi, Amarillo, Wichita Falls, Brownsville, Arlington, Fredericksburg, Albany, Winters, Kingsville, Argyle, Garden Ridge, El Cenizo, Canyon, Lampasas, Gun Barrel, and Crowley. Also, he has performed projects for other public entities, such as, the Red River Authority of Texas, Public Utilities Board of Brownsville, Rio Grande Valley Municipal Water Authority, Sharyland Water Supply Corporation, Dallas County Park Cities Municipal Utility District, Texas Department of Water Resources, Texas Water Development Board, U.S. Bureau of Reclamation, Cameron County Water Development Board, U.S. Fish and Wildlife Service, Lavaca-Navidad River Authority, Nueces River Authority, High Plains Underground Water District No. 1, Chisholm Trail WSC, and the Barton Springs/Edwards Underground Water Conservation District.

Private concerns include Farm Bureau, irrigation interests, IBM, Pepsi Cola/Frito-Lay, Robert Lanier/Sportsmen World MUD, Robert Shelton, Inc., Leonard Farms, Inc., Fort Clark Springs Corporation, Horizon Land and Cattle Company, and Gulf Coast Cattle Company.

Mr. Rauschuber has performed water and wastewater rate evaluations for numerous Texas clients. These retail and wholesale rate study clients include West Travis County Public Utility Agency, Sharyland Water Supply Corporation, Winters, San Antonio, Corpus Christi, Red River Authority, Lavaca-Navidad River Authority, Public Utilities Board of Brownsville, Dallas County Park Cities Municipal Utility District, City of Argyle, Carroll Water System, City of Pharr, City of Winters, City of Bowie, Palo Pinto County MWD, Protect Lake Travis Association, and South Texas Water Authority.

At Texas Tech University, Mr. Rauschuber was a Graduate Research Assistant with the Water Resources Center, Department of Civil Engineering. He was co-principal investigator in a research program to document the effects of runoff from cattle feedlots on receiving streams and ground water systems, and co-principal investigator in research to determine the effects of Lubbock's wastewater treatment plant discharge of Buffalo Lake and the North Fork of the Double Mountain Fork of the Brazos River.

At the Texas Water Development Board, Mr. Rauschuber's research efforts and studies focused on evaluating the effects of water resources development on Texas bay and estuarine systems. Major programs included research on hydrologic, physical, chemical, and biological responses of estuarine environments. Principal study areas included Sabine Lake Estuary, Galveston Bay System, Lavaca-Tres Palacios Estuarine System, San Antonio Bay System, Aransas-Copano Estuarine System, Nueces-Corpus Christi Bay System and Laguna Madre System. In addition, he was co-principal investigator on research involving deltaic marsh systems, with emphasis on the Trinity River delta, and the Nueces River delta. Also, while at the TWDB, Mr. Rauschuber, performed analytical and planning studies of major surface and ground water systems throughout the state.

Mr. Rauschuber conducted environmental studies of Lake Texana Reservoir and Choke Canyon Reservoir, and numerous other lakes and streams in the State. These investigations included environmental, hydrological, statistical, and water quality studies. While at the Board, he developed numerous hydrologic and biologic programs (computer and field sampling), and a comprehensive coastal data storage and retrieval system. Mr. Rauschuber participated in and was directly responsible for numerous hydrologic/biologic estuarine and fresh water sampling programs, including diurnal studies, plankton, and benthic sampling programs, intensive inflow-exchange studies and water quality sampling in all seven major estuarine systems of Texas. Mr. Rauschuber is a contributing author to the 1975 draft of the Texas Water Plan (Finalized in 1977) and was co-author of numerous estuarine reports while employed at the Texas Water Development Board.

At Henningson, Durham and Richardson, Mr. Rauschuber was Manager of the Austin office, Director of Water Resources Programs and Assistant Vice President. He managed and directed an interdisciplinary group of professionals in the performance of water resources planning and development projects, environmental investigations, hydrological studies and bay and estuary investigations. He was project manager and principal investigator of a 27-month study titled "Studies of Freshwater Needs of Fish and Wildlife Resources in Nueces-Corpus Christi Bay Area, Texas". This investigation was conducted under contract with the U.S. Fish and Wildlife

Service. Mr. Rauschuber was also project manager/co-principal investigator of a study to evaluate fresh water inflow responses for Sabine Lake Estuary System. This effort was funded by the U.S. Department of Interior, Bureau of Reclamation. Also, while at HDR, Mr. Rauschuber was project manager and chief engineer for the design and construction of major water resources projects. These projects included assessments of dams and reservoirs, water and wastewater treatment plants, and surface and ground water systems.

At Donald G. Rauschuber & Associates, Inc. (DGRA), Mr. Rauschuber was principal investigator/project manager of numerous water resources and environmental projects. These include environmental analysis of the Red River Basin, Nueces River Basin, Brazos River Basin, Colorado River Basin, Rio Grande River Basin, and Lavaca-Navidad River Basin. He was principal engineer/principal investigator on a three-year investigation sponsored by the High Plains Underground Water District titled "Secondary Recovery of Ground Water". In addition, Rauschuber has performed numerous studies of the Edwards Aquifer, as well as, other major aquifer systems, for public and private entities. Mr. Rauschuber has numerous public and private entities on water and wastewater rates and water system analyses. He has provided support on permitting issues involving Texas water rights and water quality discharge, as well as, on numerous environmental projects. He has also provided expert testimony in Federal and District courts on related water resources and environmental matters. He has provided expert testimony and prepared numerous technical exhibits on behalf of public and private entities before the Texas Natural Resources Conservation Commission (formerly the Texas Water Commission and the Texas Water Rights Commission). His experience and responsibilities at DGRA, Inc. include project management and research/development in the fields of water resources, regulatory guidelines, and the environment.

Also, while with DGRA, Mr. Rauschuber has performed municipal engineering and water resources services for numerous Cities, including Irving, Argyle, Gun Barrel, Garden Ridge, Fredericksburg, Canyon, Sunset Valley, and Hays City. In this capacity he has performed water and wastewater system analyses and prepared ordinances, provided engineering opinions on interpretation of the Local Government Code, local regulations, State statutes, and Federal laws and regulations. In addition, he has performed municipal design and construction management services.

#### SELECTED DGRA, INC. WATER RESOURCES AND ENVIRONMENTAL PROJECTS:

BARTON SPRINGS/EDWARDS AQUIFER CONSERVATION DISTRICT - Mr. Rauschuber has is the principal investigator for all District engineering activities. He has performed such projects as development of non-point runoff control devices and assessments of highway runoff, development of a regional water plan, evaluation and design of recharge enhancement projects, and detailed assessments of the Barton Springs Segment of the Edwards Aquifer.

SHARYLAND WATER SUPPLY CORPORATION, MISSION, TEXAS. Mr. Rauschuber was the chief water rate specialist is a complex wholesale water rate dispute between Sharyland Water Supply Corporation and United Irrigation District. This rate case, heard before the Texas Water Commission, involved developing and analyzing costs of service, evaluation of numerous raw water supply contracts, water rates, water rights, and conveyance losses. Due in part to

Mr. Rauschuber's efforts, SWSC prevailed in its case. Mr. Rauschuber provide extensive expert testimony in this matter including depositions and prefiled direct testimony.

CITY OF WINTERS, TEXAS. In this effort, Mr. Rauschuber was the rate expert for the City of Winters in a wholesale water rate case against the North Runnels County WSC. This dispute was heard before the Texas Water Commission. In this effort, Mr. Rauschuber design rates, determine costs of service, evaluated raw/treated water supply contracts, and provided expert testimony. Due in part to Mr. Rauschuber's efforts, the City of Winters was successful in achieving a fair and reasonable wholesale water rate.

RIO GRANDE VALLEY MUNICIPAL WATER AUTHORITY. Mr. Rauschuber is chief hydrologist and environmental engineer on a major project for the Rio Grande Valley Municipal Water Authority. This project involves the planning, environmental assessment, permitting, design, and construction of two channel dams on the Rio Grande. The present cost of these facilities is estimated to be \$30 million. Currently, Mr. Rauschuber is the project manager and chief coordinator of the development of an Environmental Impact Statement for the project. This effort is being coordinated through the U. S. Fish and Wildlife Service.

DALLAS COUNTY PARK CITIES MUD - EVALUATION OF LAKE GRAPEVINE. Mr. Rauschuber is the principal investigator on an effort to evaluate the hydrologic and environmental resources of Lake Grapevine. This project involves the development of reservoir operation rules to optimize reservoir yield, while minimizing the environmental impact of reservoir withdrawals.

CITY OF CORPUS CHRISTI - EVALUATION OF LAKE CORPUS CHRISTI AND LAKE CHOKE CANYON RESERVOIR. Mr. Rauschuber was project manager and principal investigator on a major effort to investigate procedures to optimize the system firm yield of Lake Corpus Christi and Choke Canyon Reservoir, while providing minimum environmental impact on the fish and wildlife resources of the Nueces River Basin and Corpus Christi Bay System.

PROTECT LAKE TRAVIS ASSOCIATION. Mr. Rauschuber was principal investigator to develop environmentally safe alternatives for no-discharge from the City of Marble Falls' proposed expansion of their wastewater treatment plant.

CITY OF WINTERS, TEXAS - WATER TREATMENT PLANT. Mr. Rauschuber was project manager, contract administrator and chief design engineer on the implementation and design of a 2.0 mgd raw water treatment facility for the City of Winters, Texas. This effort involved planning, development and financing elements for the project. The plant was placed into operation in July 1986.

RED RIVER AUTHORITY OF TEXAS - BLOSSOM WASTEWATER TREATMENT FACILITY. Mr. Rauschuber was project manager, contract administrator, and chief design engineer on a 0.2 mgd wastewater treatment facility for the City of Blossom, Texas. This effort included state facility permitting and environmental assessments of the wastewater discharge from the proposed facility.

LAVACA-NAVIDAD RIVER AUTHORITY. Mr. Rauschuber is chief project environmental engineer on a project for the Lavaca-Navidad River Authority. This project entails detail hydrologic/hydraulic analyses to determine the need or non-need for freshwater releases from Lake Texana to the Lavaca-Matagorda Estuarine System.

PEPSI COLA/FRITO-LAY. Mr. Rauschuber was project hydrologist on a water resources development project for Frito-Lay, Inc. This effort involved the hydrologic/hydraulic evaluations of three reservoirs to be utilized by Frito-Lay, as a part of their new national headquarters development near Plano, Texas. As a result of Mr. Rauschuber efforts Frito-Lay was granted a Texas Water Rights Permit for their development.

INTERNATIONAL BUSINESS MACHINES - IBM. Mr. Rauschuber was the Austin Project Manager for a \$80 million IBM facility in Austin, Texas. He performed major client liaison functions, City and State permitting activities and some plant design functions in his effort.

SOUTH TEXAS WATER AUTHORITY, KINGSVILLE, TEXAS. Mr. Rauschuber was Project Manager/Engineer in this multi-task project that involved detailed ground water assessment of a 10,000 square mile region of South Texas. His duties included mathematical modelling of fresh water aquifers, well field(s) designs, and water transmissions/storage facilities. This effort involved a detailed evaluation of ground water availability and quality, including modelling of salt water intrusion into local aquifers from the Gulf of Mexico. As a result of Mr. Rauschuber's efforts in this project, a multimillion-dollar water resources were developed resulting in the efficient use of ground and surface water resources for municipal, industrial, and agricultural purposes.

WINTERS ELM CREEK RESERVOIR, WINTERS, TEXAS. Mr. Rauschuber was Project Manager/Engineer on the planning, development, design, and construction of a major reservoir project in Runnels County, Texas. Initial planning study included the consideration of five alternative surface and ground water systems. The selected project involved the design and construction of a 60-foot-high-5,000-foot-long earth-rolled dam. Raw water is pumped from the reservoir to the City via a 5.5-mile-long 14-inch diameter pipeline.

ENLARGEMENT OF AMON G. CARTER RESERVOIR, BOWIE, TEXAS. Mr. Rauschuber was Project Manager of the planning and design of Amon G. Reservoir in Montague County, Texas. This project involved the planning, financing, design, and construction of a 50,000-acre-foot reservoir. The dam is an earth-rolled structure 2,000 feet in length with concrete spillways, outlet works and water intake tower.

LAKE BALLINGER, BALLINGER, TEXAS. This project involved the preliminary planning and design of an 10,000-acre-foot reservoir (earth-rolled dam) for the City of Ballinger, Texas.

LAKE TEXANA AND CHOKE CANYON RESERVOIR, TEXAS. Mr. Rauschuber was the principal investigator, while employed by the Texas Water Development Board, on the Lake Texana Reservoir Project Lavaca-Navidad River Authority, and Choke Canyon Reservoir, Nueces River Authority. This effort included environmental assessments, hydrologic/hydraulic design and an evaluation of the effects of reduced fresh water inflows to associated estuarine systems.



HIGH PLAINS UNDERGROUND WATER CONSERVATION DISTRICT NO. 1, LUBBOCK, TEXAS. This project involved advanced research in the development of ground water resources. Mr. Rauschuber as Project Manager and Project Engineer was directly involved in state-of-the-art ground water evaluations involving analyses of flow in saturated and unsaturated formations. In this project, Mr. Rauschuber directed laboratory and field research in a highly successful effort to enhance ground water recovery from previously saturated zones. He personally directed and preformed advanced well designs and was directly responsible for field construction. As result of his efforts, a new technology was developed that has world-wide application in the efficient development of ground water resources.

RED RIVER AUTHORITY OF TEXAS, WICHITA FALLS, TEXAS. Mr. Rauschuber conducted an extensive evaluation for the Red River Authority of Texas which involved a detailed evaluation for the water quality control programs at minimal cost to existing and future water customers.

REGIONAL RAW WATER SUPPLY EVALUATION - PALO PINTO COUNTY MUNICIPAL WATER DISTRICT NUMBER ONE, MINERAL WELLS, TEXAS. Mr. Rauschuber was Project Manager/Engineer on a multi-task water supply investigation to determine the short and long-term future raw water requirements of the Palo Pinto County Municipal Water District. Existing water resource developments of the District were analyzed by Mr. Rauschuber with respect to firm/safe yields to determine their adequacy. An economic analysis of potential surface ground water resource development projects was preformed.

RAW WATER SUPPLY SYSTEM - WEATHERFORD, TEXAS. Mr. Rauschuber performed a detailed water resources evaluation for the City of Weatherford/Parker County, Texas. The City's existing water supply could not satisfy their present needs. Mr. Rauschuber performed analysis that showed the City is already overdrawing its supply reservoir and is in critical need of an additional water source. Several alternative water resource developments were identified and studied with respect to cost and long-term water supply reliability. An optimization model was utilized in the study to achieve the most economical water supply alternative of the City.

FALLS COUNTY WATER SUPPLY PROJECT, MARLIN, TEXAS. This project involved the detailed evaluation of the potential of developing ground water resources for municipal, industrial and agricultural uses in Falls County, Texas. Mr. Rauschuber was Project Manager/Principal Investigator in this effort. The project involved a detailed evaluation of four major aquifers covering over a 15,000 square mile region.

SPORTSMAN'S WORLD DEVELOPMENT, LAKE POSSUM KINGDOM, TEXAS. This project involved the planning and design of a water supply and water treatment system. Mr. Rauschuber was Project Manager/ Engineer in this effort. The project involved the planning and design of ground and surface water supply systems, with treatment accomplished by using reverse osmosis.

CITY OF KINGSVILLE, TEXAS. This project involved the planning of surface and ground water supply alternatives for the City of Kingsville. This analysis included water rate evaluations and water availability analyses.

CITY OF BISHOP, TEXAS. This project involved the planning of surface and ground water supply alternatives for the City of Bishop. This analysis included water rate evaluations and water availability analyses.

UNITED STATES DEPARTMENT OF INTERIOR, BUREAU OF RECLAMATION. This project entailed the development of the economic and environmental problems for 13 Texas river basins. This effort included population and water use projections as well as an assessment of costs associated with water resource development.

SABINE RIVER AUTHORITY, BON WEIR RESERVOIR PROJECT. This effort involved the planning and economic assessment of the proposed Bon Weir Reservoir Project, Sabine River Authority, Texas.

BRAZOS RIVER AUTHORITY/BOSQUE COUNTY WATER COMMITTEE, LAKE BOSQUE PROJECT. This project involved the preliminary engineering and feasibility analysis for the proposed Lake Bosque Project. Numerous surface and ground water supply alternatives were evaluated. This included detailed rate evaluations as well as hydrological studies.

CITY OF KILLEEN, TEXAS. This project involved the assessment of wastewater treatment plant alternatives for the City of Killeen. This also included assessment of wastewater discharge and economic alternatives analyses.

CITY OF WINTERS, TEXAS. This effort involved analyses of cost of service for the City of Winters regarding their raw and treated water system.

TEXAS NATURAL RESOURCES CONSERVATION COMMITTEE, LAKE CYPRESS SPRINGS. This effort involved detailed economic and water rate assessments for the proposed Lake Cypress Springs Reservoir. This included economic assessment of alternative water supply projects.

CITY OF ARGYLE, TEXAS. Mr. Rauschuber was project manager and construction manager on a 3.0-mile wastewater force-main for the City of Argyle, Texas. This effort included planning, field management and contract administration of lift and metering stations and wastewater main.

CITY OF FREDERICKSBURG, TEXAS. This effort involved an assessment of the Ellenburger Formation, and the testing/development of a well field.

MCFADIN, ET. AL., UVALDE, TEXAS. Mr. Rauschuber represented numerous irrigation interest on the development and use of the San Antonio segment of the Edwards Aquifer. This effort involved mathematical modeling of the Edwards Aquifer and assessment of spring discharge.

CITY OF BRADY, TEXAS. Mr. Rauschuber performed an assessment of the Hickory Aquifer for the City of Brady, which involved the assessment of area/regional pumping impacts on the city's well field.

CITY OF IRVING, TEXAS. Mr. Rauschuber is project manager for the City of Irving on the assessment of transporting Lake Cooper water to the city of municipal use.

#### SELECTED PUBLICATIONS/TECHNICAL REPORTS:

"Freshwater Needs of Fish and Wildlife Resources in the Nueces-Corpus Bay Area, Texas: A Literature Synthesis" FWS/OBS-80/10, March 1981 (with D.E. Henley, et al.).

"Plan for Additional Studies of Freshwater Needs of Fish and Wildlife Resources in Nueces-Corpus Christi Bay Area, Texas - Phase 2 Final Report", USFWS, July 1978 (with D.E. Henley, et al.).

"Phase 3 Final Report - Additional Studies of Freshwater Needs of Fish and Wildlife Resources in Nueces-Corpus Christi Bay Area, Texas", USFWS, July 1978 (with D.E. Henley, et al.).

"Phase 4 Management Plan - Additional Studies of Freshwater Needs of Fish and Wildlife Resources in the Nueces-Corpus Christi Bay Area, Texas", USFWS, August 1980.

"Economic and Environmental Problem Needs Assessment of Trinity-San Jacinto Estuarine System", Bur. of Rec, 1981 (with D.E. Henley et al.).

"Economic and Environmental Problem Needs Assessment of Brazos Riverine Estuarine System", Bur. of Rec., 1981 (with D.E. Henley et al.).

"Economic and Environmental Problem Needs Assessment of Southeast Texas - Thirteen River Basins", 13 Vols./Chap., Bur. of Rec., 1981.

"Analytical Tools for Evaluating the Effects of Water Resources Development on Estuarine Environments", JAWWA, 1972 (with L. Tishler, J.C. Nelson).

"A Methodology for Evaluating Biological Responses", Div. of Envir. Chem. - Am. Chem. Society, April 1975 (with C.W. Chen and J.C. Nelson)

"Texas Coastal Hydrology and Texas Estuaries", Paper Presented Natl. Est. Res. Conf., Galveston, Texas, 1974.

"Effects of Water Resources Development on Texas Estuarine Systems", Paper Presented at USEPA Estuarine Symposium, Las Vegas, Nevada, 1975.

"Evaluation of Texas Estuarine Systems, Paper Presented at ASCE National Meeting, St. Louis, Mo., 1973.

"Coastal Data Storage and Retrieval System", Paper Presented at International Conference of World Health Organization - United Nations, Houston, Texas, 1974.

"Texas Hydrology and Estuarine Systems", Paper Presented at Water Resources Institute Symposium, TAMU, 1975.

"Coastal Data System User Documentation - Volume 1 Storage Reference Manual", TWDB, WD-2505-01, 1977 (co-author).

"Completion Report on Techniques for Evaluating the Effects of Water Resources Development on Estuarine Environments" OWRR, TWDB 1974, Pub. LP-75 TDWR, 1978 (with A. White, et al.).

"Supplemental Studies - Environmental Impact of Stage 1 Palmetto Bend Reservoir Project", TWDB, Jan 1974 (with J.C. Nelson et al.).

"Continuing Water Resources Planning and Development for Texas" Vols 1 & 2, TWDB, May 1977 (contributing author).

"Water Quality Evaluation - Upper and Middle Red River Basin", Red River Authority of Texas, March 1983.

"Investigation of Secondary Recovery of Ground Water from the Ogallala Formation, High Plains of Texas", Vols 1 thru 7, December 1982 (with A.W. Wyatt, et al.).

"Continuing Studies - Secondary Recovery of Ground Water", Vols. 1 thru 7, High Plains Underground Water Conservation District No. 1, May 1985 (with others).

"Evaluation of Diamond Shamrock Refinery Discharge Permit No. 01353 on Lower Nueces River Basin", City of Corpus Christi, March 1984 (with C. Oppenheimer and D.E. Henley).

"Secondary Recovery of Ground Water", Paper Presented at the Second Ogallala Symposium, Texas Tech University, Lubbock, Texas, June 1984 (with A.W. Wyatt, et al.).

"Environmental Assessment Rio Grande Valley Water Conservation Project", Rio Grande Valley Municipal Water Authority and Public Utilities Board of Brownsville, Brownsville, Texas, March 1991, 2 Vols. (with R.J.Brandes Co., M. Sullivan & Assocs., and Horizon Environmental Services, Inc.)

"Environmental Inventory and Issues Report", Rio Grande Valley Water Conservation Project", Rio Grande Valley Municipal Water Authority and Public Utilities Board of Brownsville, Brownsville, Texas, March 1991. (with M. Sullivan & Assocs., Inc.)

"Technical Report - Operations Study", Rio Grande Valley Water Conservation Project", Rio Grande Valley Municipal Water Authority and Public Utilities Board of Brownsville, Brownsville, Texas, March 1991. (with R.J. Brandes, Co.)

"Computer Simulations Report Rio Grande Valley Water Conservation Project", Rio Grande Valley Municipal Water Authority and Public Utilities Board of Brownsville, Brownsville, Texas, March 1991, 4 Vols. (with R.J. Brandes, Co.)

"Regional Water Plan", Barton Springs/Edwards Aquifer Conservation District, Austin, Texas, September 1990.

#### ADDITIONAL STUDIES:

In addition to the publications and technical reports shown above, Mr. Rauschuber has authored or co-authored over numerous technical reports related to water resource projects. These environmental planning, evaluation and design reports were performed for public and private entities. These activities include the following:

Field data collection activities on Texas estuarine and deltaic marsh systems.

Mathematical modelling of estuarine systems.

Environmental effects of water resources development.

State-wide water resources planning and development studies, including surface and ground water investigations.

Environmental studies of Choke Canyon Reservoir and Lake Corpus Christi.

Evaluations and reviews of ground water and surface water resources in five states and in Mexico and Canada.

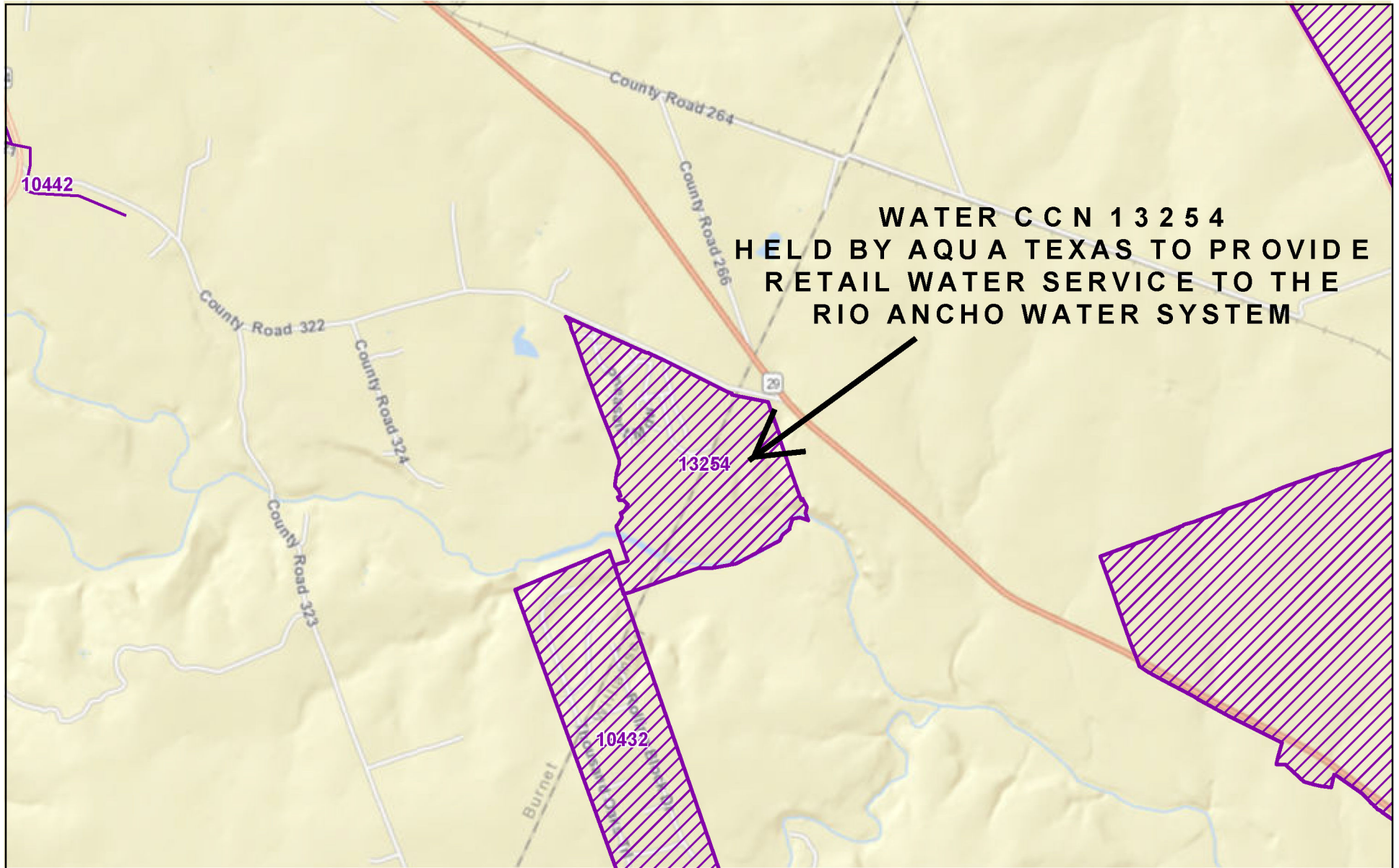
Hydrology studies of the Ogallala Aquifer of Texas and other major/minor aquifers of Texas and the United States.

Water rights and other permitting for surface and ground water resource development projects.

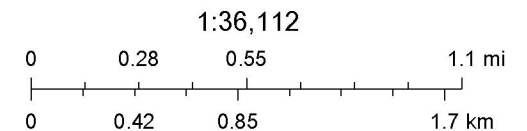
Wholesale and retail water rate analyses.

Expert witness in Federal/District Court and before the Texas Water Commission concerning water resources projects.

# EXHIBIT DGR- 2 CCN 13254 - RIO ANCHO SUBDIVISION



April 1, 2021



County of Williamson, Esri, HERE, Garmin, INCREMENT P, NGA, USGS

TECHNICAL PRESENTATION  
TO THE  
RIO ANCHO HOMEOWNERS ASSOCIATION  
REGARDING THE

RIO ANCHO WATER SYSTEM

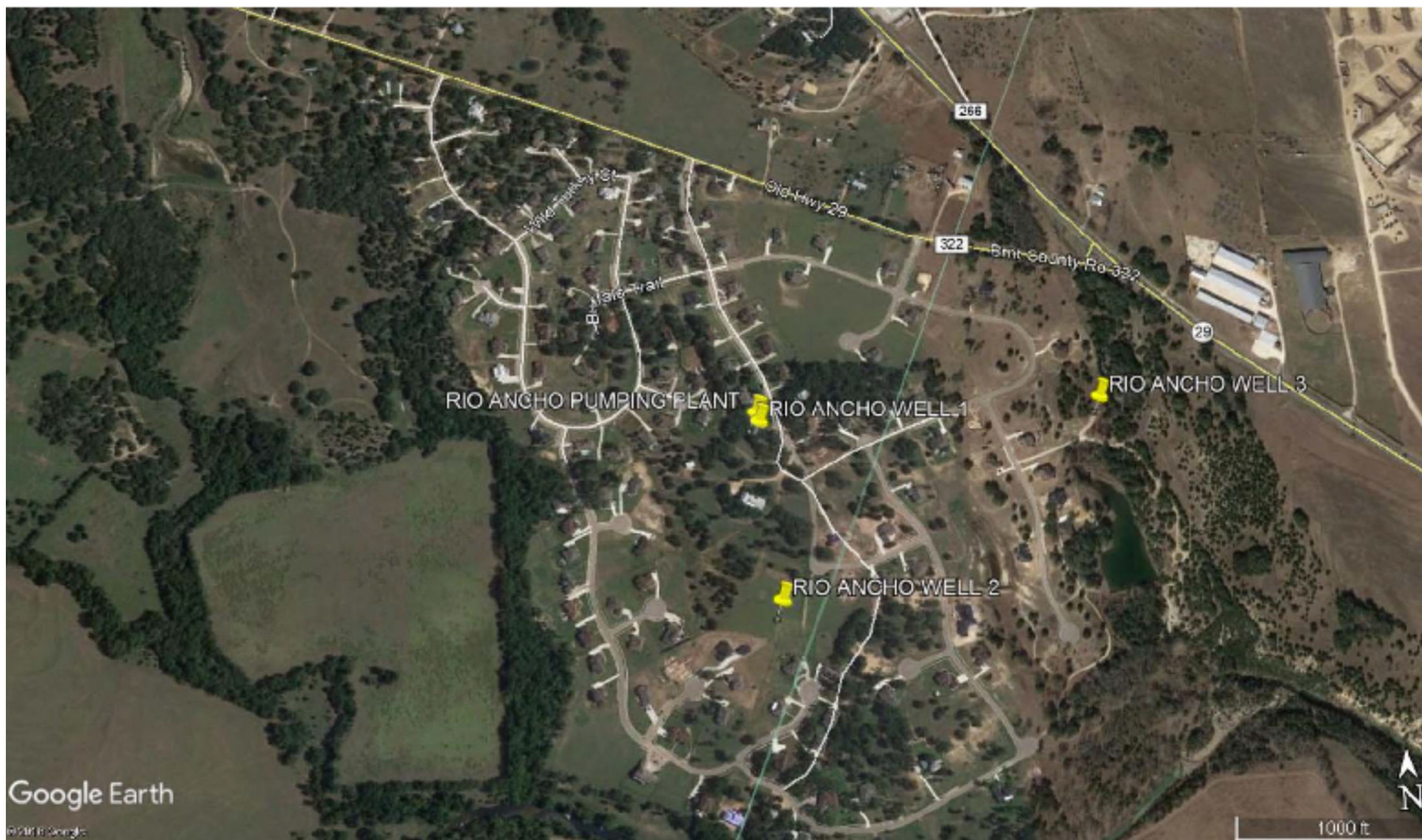
OWNED AND OPERATED BY  
AQUA TEXAS

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

JANUARY 30, 2020

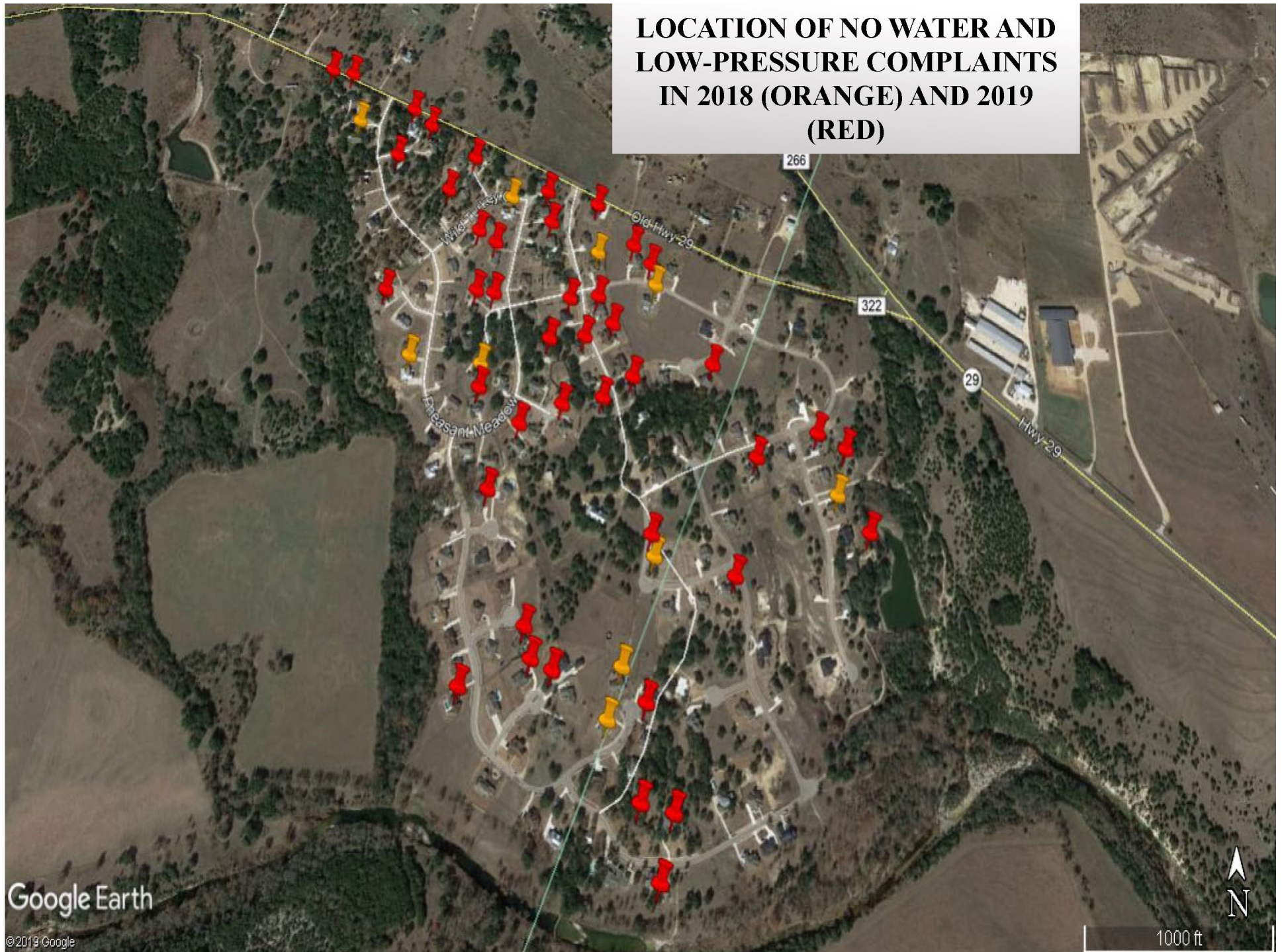


**RIO ANCHO SUBDIVISION, LIBERTY HILL, TEXAS**





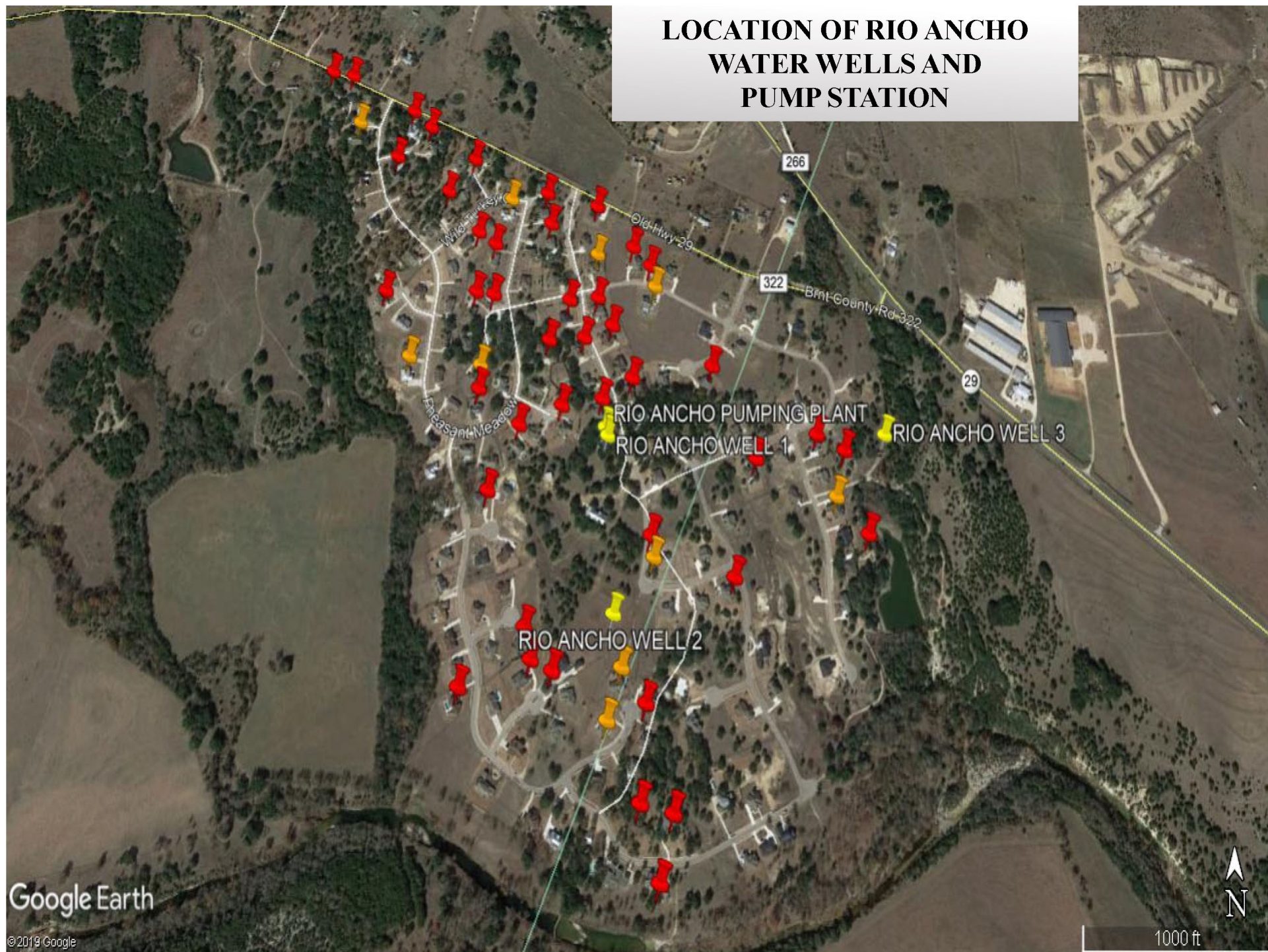
**LOCATION OF NO WATER AND  
LOW-PRESSURE COMPLAINTS  
IN 2018 (ORANGE) AND 2019  
(RED)**



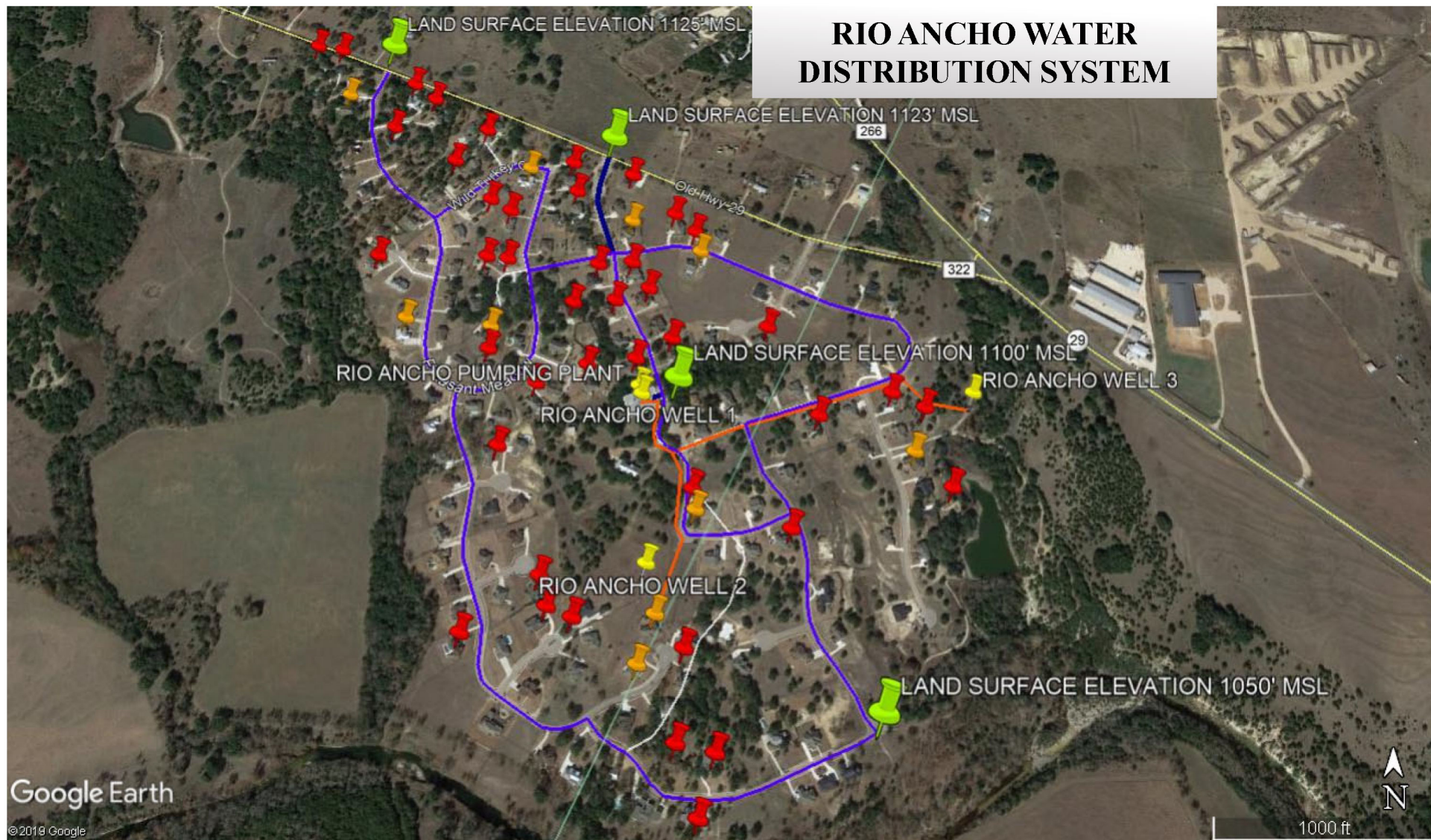
Google Earth

© 2019 Google









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



**WELL NO. 1**





**WELL NO. 2**





**WELL NO. 3**





**42,000 GALLON GROUND STORAGE TANK**







**WATER DISINFECTION SYSTEM**



**RIO ANCHO PUMP STATON**





**THREE WATER BOOSTER PUMPS**





**PUMP STATION CONTROL ROOM**





**3,000 GALLON WATER PRESSURE TANK**



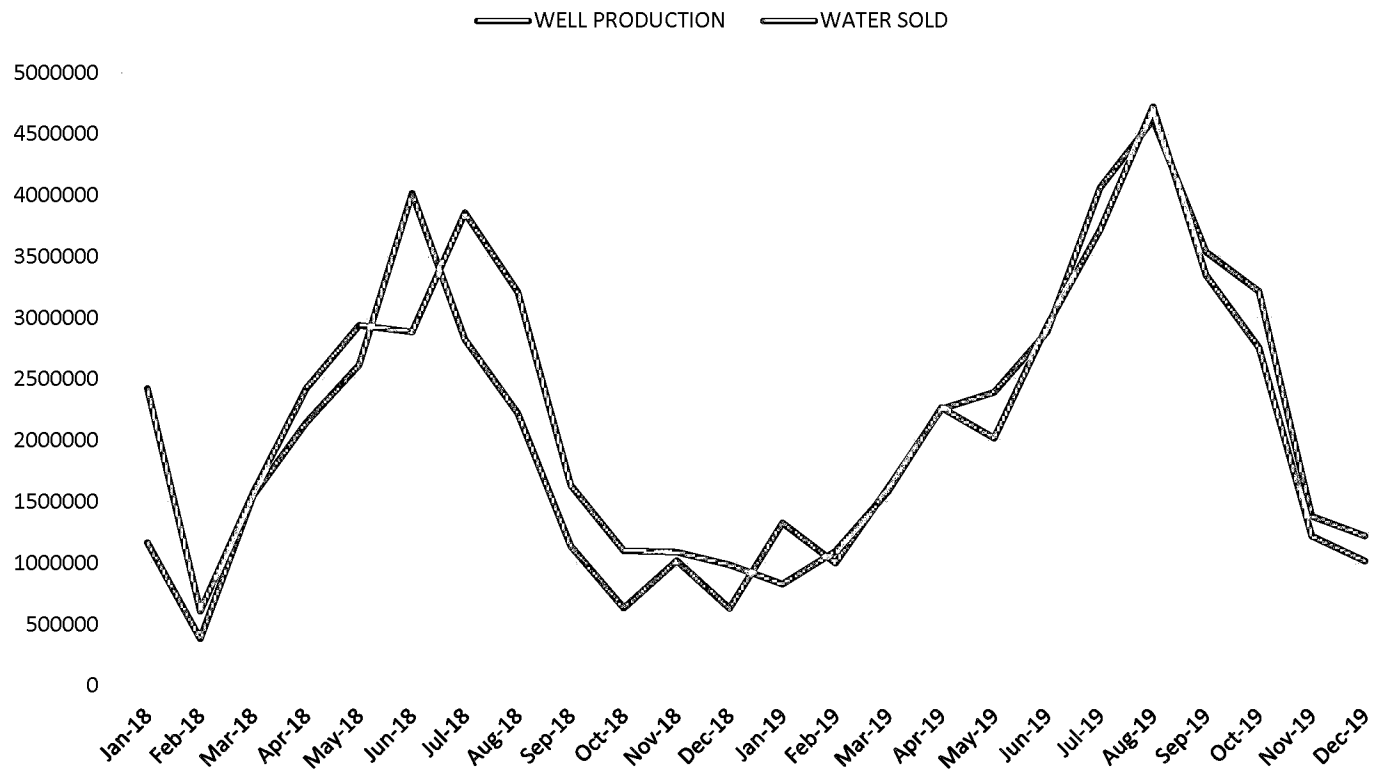




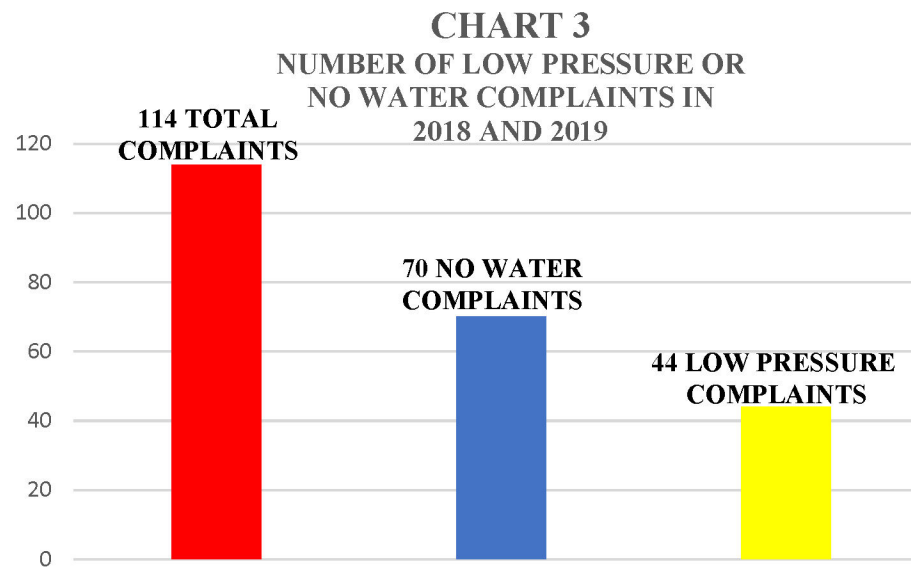
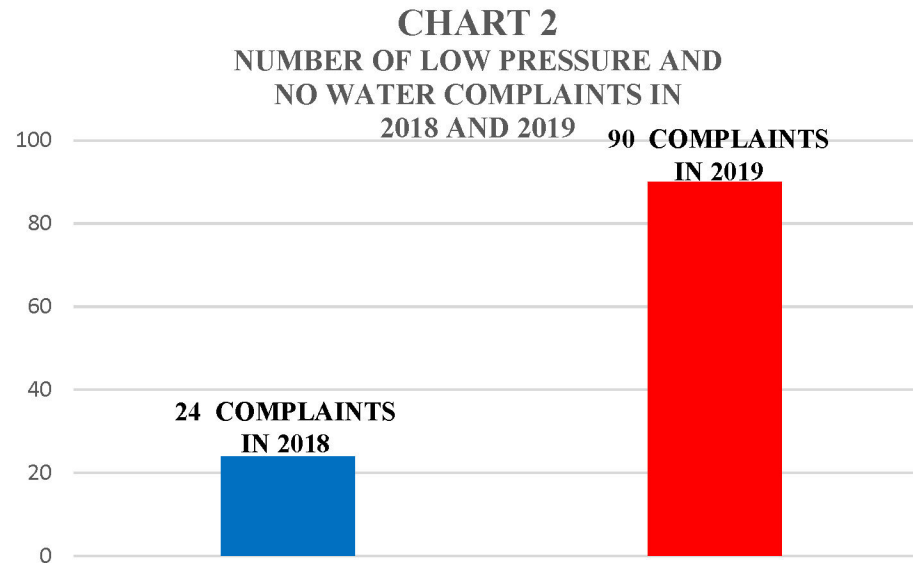
**AIR COMPRESSOR**

## RIO ANCHO WATER SYSTEM PRELIMINARY ANALYSIS

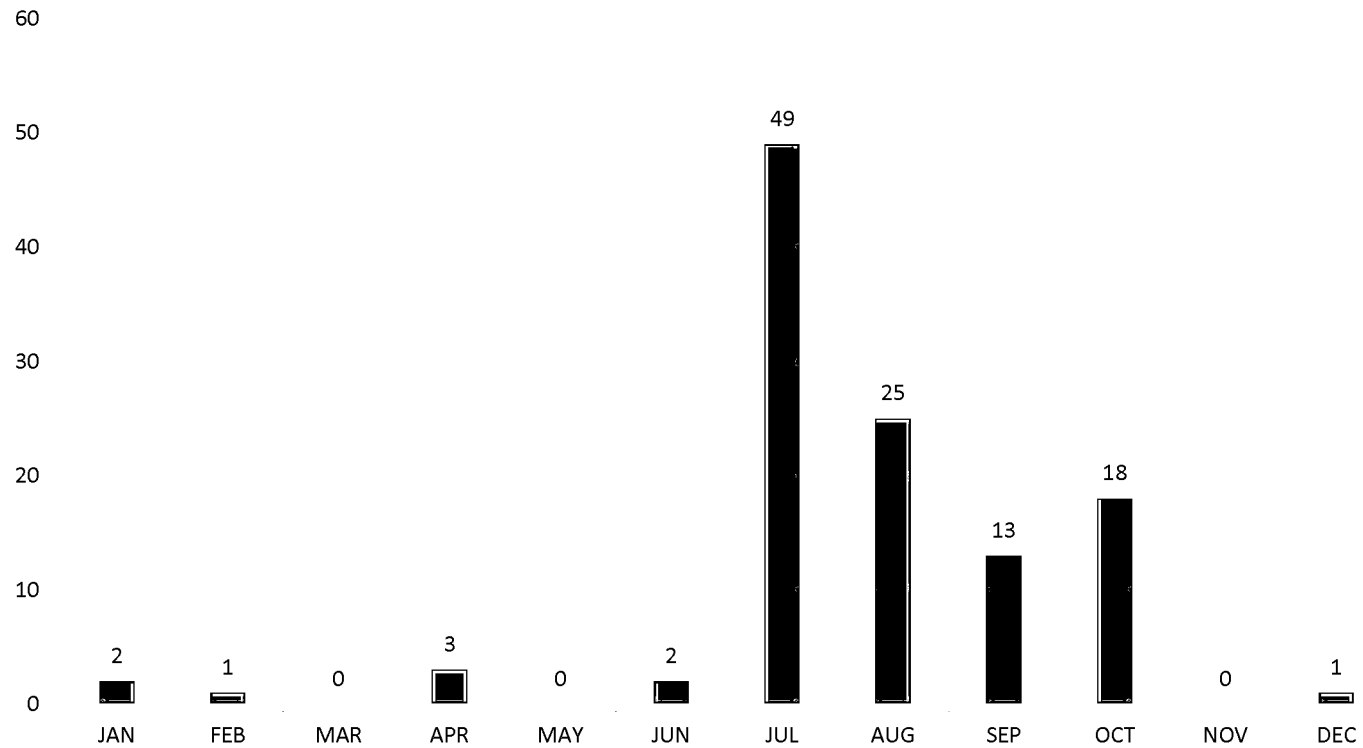
**CHART 1  
RIO ANCHO WATER PRODUCED AND WATER SOLD  
IN CALENDAR YEARS 2018 AND 2019**

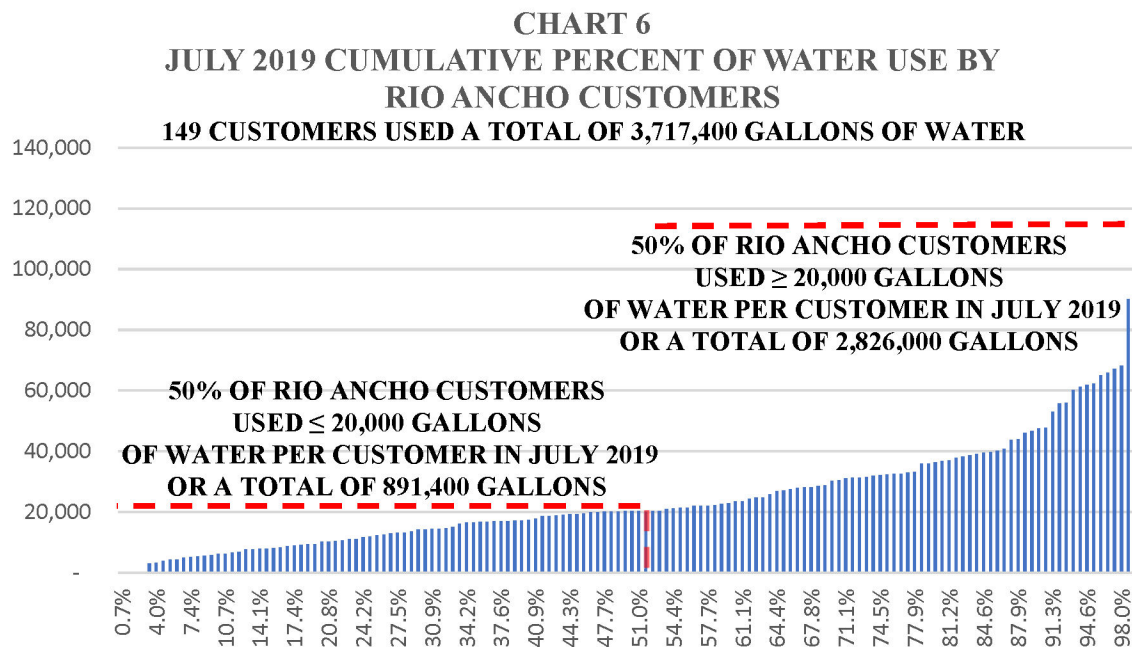
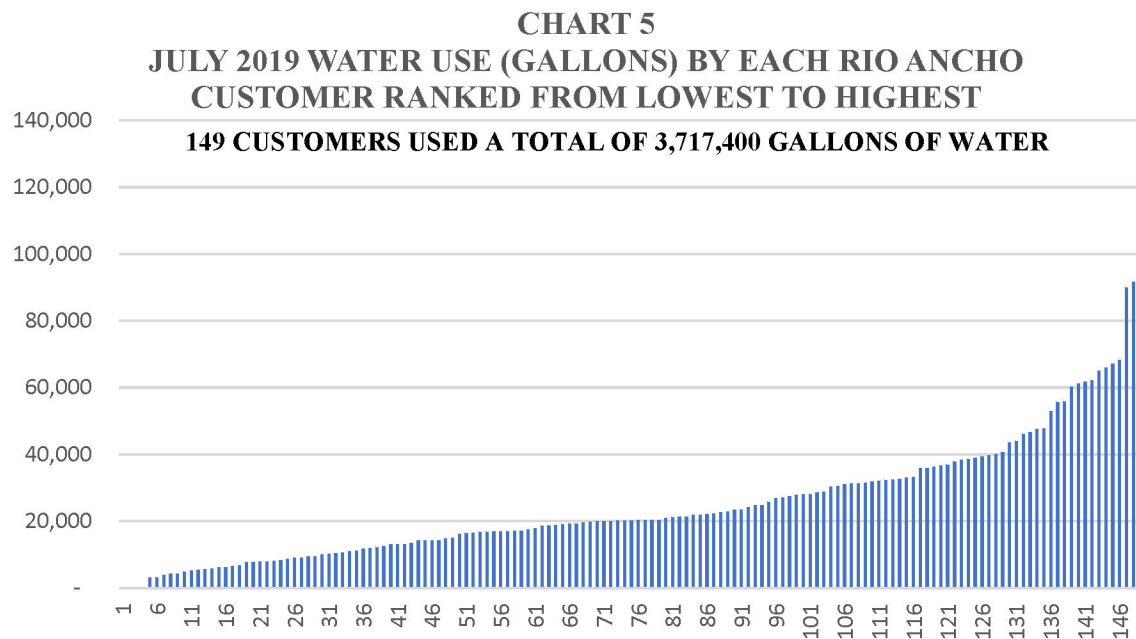




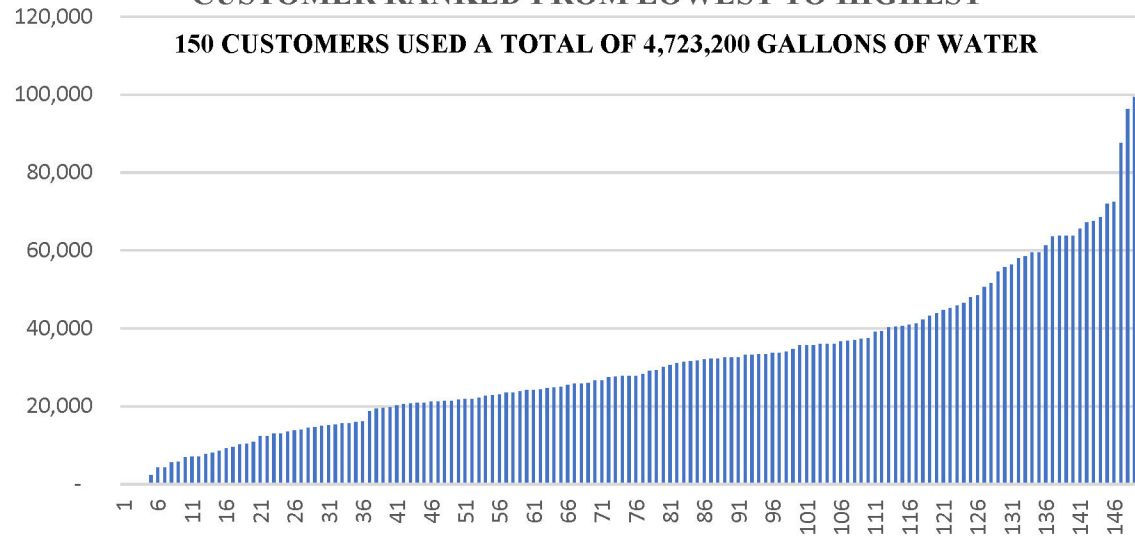


**CHART 4  
MONTHLY OCCURRENCE OF THE NUMBER OF  
LOW PRESSURE AND NO WATER COMPLAINTS  
2018 AND 2019**

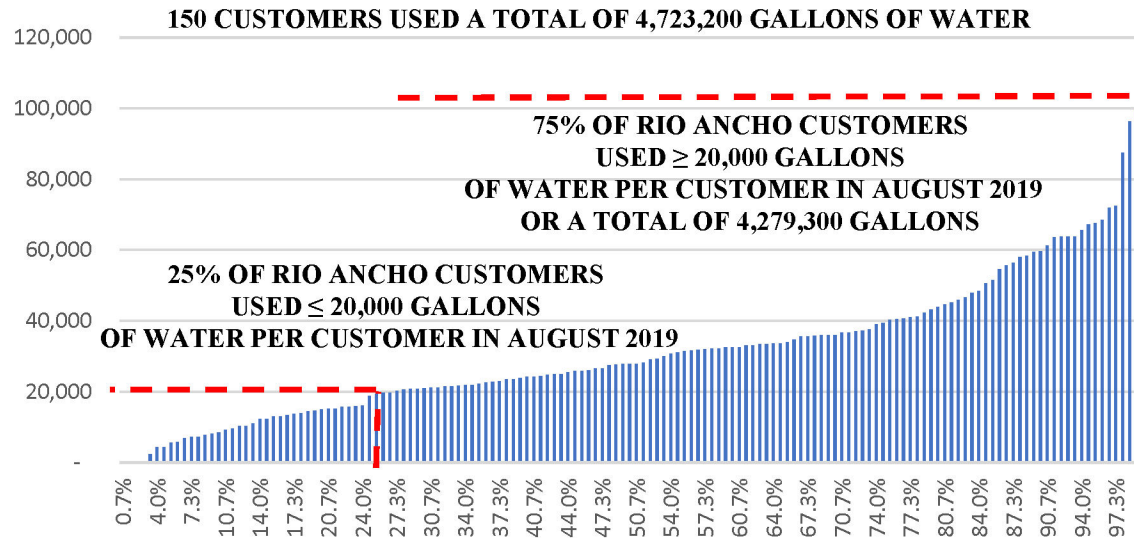




**CHART 7**  
**AUGUST 2019 WATER USE (GALLONS) BY EACH RIO ANCHO**  
**CUSTOMER RANKED FROM LOWEST TO HIGHEST**



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



# EXHIBIT DGR-3

**TABLE ONE**

**MASS BALANCE ANALYSIS (STORAGE = INFLOW - 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 (STORAGE = INFLOW - 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**

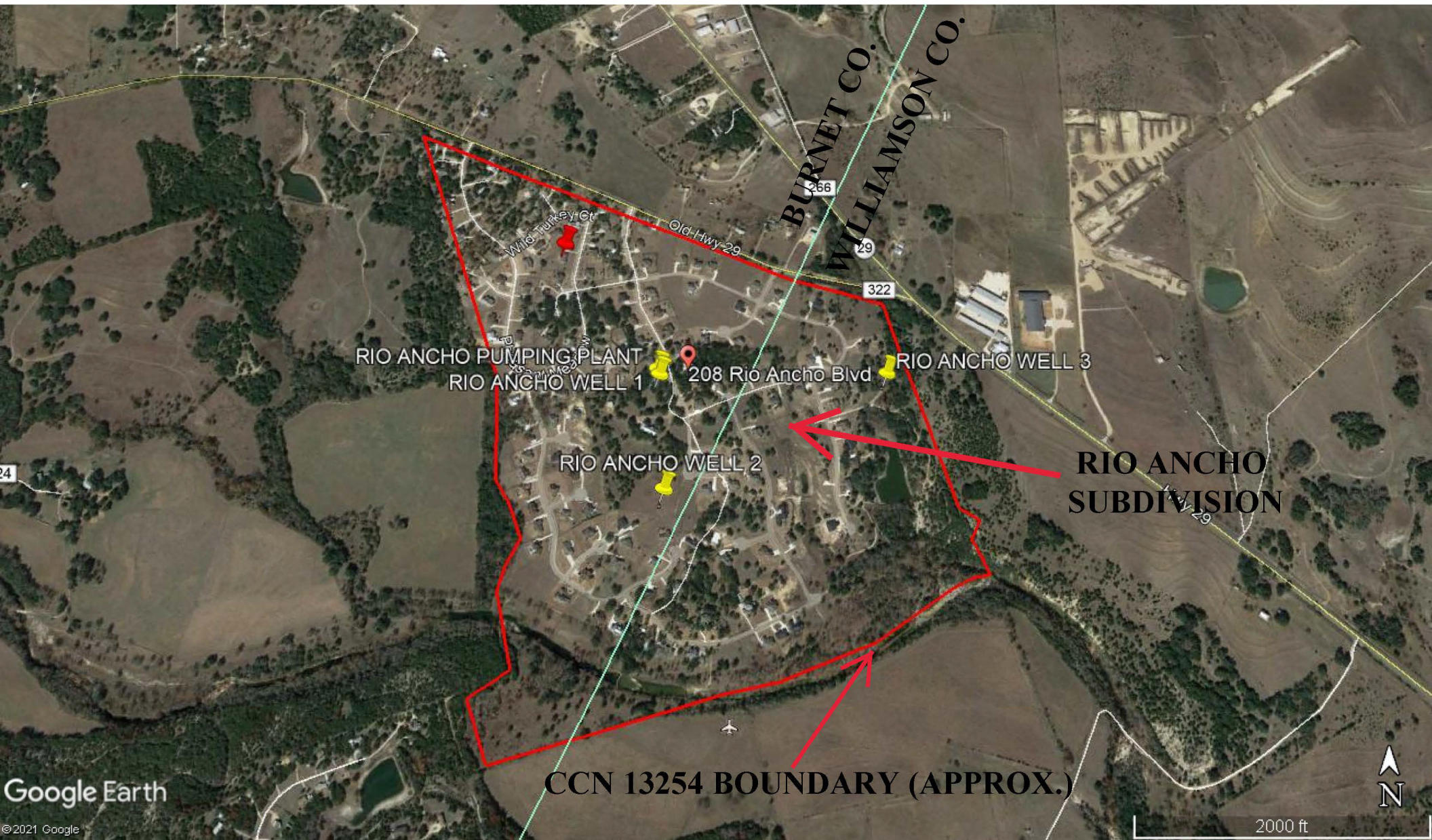
**DRAFT - SUBJECT TO CHANGE**

**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-4 RIO ANCHO SUBDIVISION**  
**SOURCE: GOGGLE EARTH 2021 (MODIFIED)**



## **EXHIBIT DGR-5**

### **NOTES FROM dgr's RIO ANCHO DECEMBER 10, 2019 SITE MEETING WITH TWO AQUA FIELD REPRESENTATIVES**

1. Installed recording water pressure gages: 103 Buffalo Trail and 408 Golden Eagle Trail
2. Rio Ancho Pump Station:
  - a. One 46,000-gallon ground storage bolted steel tank – No construction activities have commenced for new GST/PT improvements
  - b. One 3,000-gallon pressure tank
  - c. Three booster pumps:
    - i. BP1 10 horsepower motor with pump
    - ii. BP2 10 horsepower motor with pump
    - iii. BP3 5 horsepower motor with pump
  - d. Aqua operator stated that he commenced Rio Ancho operations in August 2019. He opined that he discovered that the sequencing of the RA booster pumps was not properly set. Apparently prior to August, only one of the 10 horsepower booster pumps would operate in sequence with the 5-horsepower pump, while the second booster pump remained off-line. (During high water demands, this operation scenario would limit RA combined pumping capacity with only two pumps running.) Operator explained that he re-sequenced the three booster pumps so that all three pumps would run to meet high water demands.
3. Pump Station pressure was set at 64 psi – booster pumps sequencing commences, as a function go GT water level) and at 76 psi booster pumps off.
4. 6-inch diameter suction line between GST and booster pumps
5. 6-inch diameter piping out of the pump station
6. Gas chlorination is being used.
7. 3,000-gallon PT floats on the system
8. Well No. 1 located at the RA Pump Station (see attached Goggle figure). This well works on a pressure switch located in the GST. Clocked flow on 12/10/19 was 47.3 gpm and 48.7 gpm
9. Well 2 (see attached Goggle figure) works on a pressure switch and turns on and off commensurate with Well 1 (i.e., both wells run and turn off at the same time. Clocked flow on 12/10/19 was 46 gpm and 49 gpm.
10. Well 3 (see attached Goggle figure) works on a timer. The well turns on a 2:00 a.m. each day and turns off at 6 a.m. each day, regardless of water demand or GST level. Clocked flow on 12/10/19 46.2 gpm and 47.7 gpm.



## EXHIBIT DGR-6

AQUA TEXAS CUSTOMER COMPLAINT LOT FOR RIO ANCHO WATER SYSTEM FOR CALENDER YEARS 2018 AND 2019 (SOURCE: AQUA TEXAS)

PREMCODE	PREM Address	State	Area	PWSID	PWSID Description	Contact Date	Cat_Reason	Category	Reason
1466518	728 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	5/8/2019	SERVICE/METER_PROB	SERVICE	METER_PROB
1460765	606 PHEASANT MEADOW LEANDER, TX 78641	TX	TX - Central	TX0270141	RIO ANCHO	9/11/2019	SERVICE/METER_PROB	SERVICE	METER_PROB
1457460	101 QUIET OAK LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/3/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1451166	103 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/5/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1446511	104 PLEASANT NEST LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/14/2019	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1446511	104 PLEASANT NEST LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/14/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1446511	104 PLEASANT NEST LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/14/2019	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1446511	104 PLEASANT NEST LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/14/2019	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1441577	309 GOLDEN EAGLE LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/14/2019	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1440261	311 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018	SERVICE/NO_WATER	SERVICE	NO_WATER
1440261	311 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018	SERVICE/NO_WATER	SERVICE	NO_WATER
1440261	311 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	3/4/2019	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1440261	311 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/8/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1440259	241 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/13/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1440259	241 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/20/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1439314	528 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/15/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1438795	108 PLEASANT NEST LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/8/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1438690	113 QUIET OAK LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/8/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1438690	113 QUIET OAK LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/24/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1438690	113 QUIET OAK LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/31/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1438690	113 QUIET OAK LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/13/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1438690	113 QUIET OAK LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/14/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1438690	113 QUIET OAK LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/14/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1435270	201 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018	SERVICE/NO_WATER	SERVICE	NO_WATER
1435270	201 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/8/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1435270	201 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/8/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1434838	508 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018	SERVICE/NO_WATER	SERVICE	NO_WATER
1434838	508 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/15/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1434838	508 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/24/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1430925	103 WILD TURKEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/26/2018	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1430925	103 WILD TURKEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	1/3/2019	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1430925	103 WILD TURKEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	1/3/2019	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1430530	745 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/23/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1429510	760 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/15/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1429181	102 PALOMA LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/22/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1429181	102 PALOMA LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/26/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1429181	102 PALOMA LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/14/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1429014	305 PHEASANT LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/26/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1428010	212 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/14/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1428010	212 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/3/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1427788	100 COZY OAK LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/26/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1426447	109 QUIET OAK LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018	SERVICE/NO_WATER	SERVICE	NO_WATER
1426395	512 GOLDEN EAGLE LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/14/2019	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1422650	505 GOLDEN EAGLE LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	4/18/2018	SERVICE/PRESSURE	SERVICE	PRESSURE
1422650	505 GOLDEN EAGLE LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	4/23/2018	SERVICE/PRESSURE	SERVICE	PRESSURE
1421886	105 COZY OAK LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/17/2019	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1421098	104 QUIET OAK LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	12/18/2018	SERVICE/METER_PROB	SERVICE	METER_PROB
1418990	504 GOLDEN EAGLE LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	12/17/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1417948	757 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/17/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1417948	757 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/17/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1417948	757 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/19/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1417948	757 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/13/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1417948	757 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/14/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1402451	104 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/12/2018	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1402415	501 GOLDEN EAGLE LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	4/18/2018	SERVICE/METER_PROB	SERVICE	METER_PROB
1402415	501 GOLDEN EAGLE LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	4/30/2018	SERVICE/PRESSURE	SERVICE	PRESSURE
1402251	104 NOBLE LOG LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/17/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1402191	602 PHEASANT MEADOW LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/23/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1402188	304 GOLDEN EAGLE LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/14/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1398120	105 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/5/2018	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1397765	316 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018	SERVICE/NO_WATER	SERVICE	NO_WATER
1397763	308 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/14/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1397763	308 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/3/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1397763	308 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/14/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1397762	209 LOST PRAIRIE LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/9/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1395627	103 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/15/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1378577	RIO ANCHO FOUNTAIN LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/5/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1378576	RIO ANCHO CLUBHOUSE LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/3/2018	SERVICE/NO_WATER	SERVICE	NO_WATER
1378576	RIO ANCHO CLUBHOUSE LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/3/2018	SERVICE/NO_WATER	SERVICE	NO_WATER
1378576	RIO ANCHO CLUBHOUSE LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/13/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1374294	LOT 65 - RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/15/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1373742	101 BIG HORN LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	1/19/2018	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1373742	101 BIG HORN LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/3/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1373742	101 BIG HORN LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/23/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1372185	805 PHEASANT MEADOW LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/20/2018	SERVICE/NO_WATER	SERVICE	NO_WATER
1372164	200 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/5/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1372164	200 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/15/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1372164	200 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/14/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1372162	605 PHEASANT MEADOW LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/25/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1372161	102 WILD TURKEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/11/2018	SERVICE/PRESSURE	SERVICE	PRESSURE
1372161	102 WILD TURKEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/8/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1372161	102 WILD TURKEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/17/2019	SERVICE/PRESSURE	SERVICE	PRESSURE
1372161	102 WILD TURKEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/10/2019	SERVICE/NO_WATER	SERVICE	NO_WATER
1372158	104 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018	SERVICE/NO_WATER	SERVICE	NO_WATER
1369996	603 PHEASANT MEADOW LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	11/6/2019	SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1368615	101 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018	SERVICE/NO_WATER	SERVICE	NO_WATER
1366251	505 PHEASANT MEADOW LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/21/2018	SERVICE/PRESSURE	SERVICE	PRESSURE
1366251	505 PHEASANT MEADOW LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/21/2018	SERVICE/PRESSURE	SERVICE	PRESSURE
1366251	505 PHEASANT MEADOW LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018	SERVICE/NO_WATER	SERVICE	NO_WATER
1363097	202 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/5/2019	SERVICE/NO_WATER	SERVICE	NO_WATER

## EXHIBIT DGR-6

AQUA TEXAS CUSTOMER COMPLAINT LOT FOR RIO ANCHO WATER SYSTEM FOR CALENDER YEARS 2018 AND 2019 (SOURCE: AQUA TEXAS)

1363097	202 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/8/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1363097	202 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/15/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1363097	202 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/23/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1363029	201 EAGLE VALLEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018 SERVICE/NO_WATER	SERVICE	NO_WATER
1360890	103 FALCON LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/22/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1360890	103 FALCON LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/12/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1360890	103 FALCON LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/13/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1356732	207 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	6/19/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1356732	207 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/14/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1353705	103 EAGLE VALLEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/10/2018 SERVICE/PRESSURE	SERVICE	PRESSURE
1353705	103 EAGLE VALLEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/17/2018 SERVICE/PRESSURE	SERVICE	PRESSURE
1353705	103 EAGLE VALLEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/13/2018 SERVICE/PRESSURE	SERVICE	PRESSURE
1353705	103 EAGLE VALLEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/5/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1353705	103 EAGLE VALLEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/8/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1353705	103 EAGLE VALLEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/15/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1353705	103 EAGLE VALLEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/26/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1352625	203 RIO ANCHO RANCH LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/5/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1352625	203 RIO ANCHO RANCH LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/23/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1352625	203 RIO ANCHO RANCH LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/14/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1335922	803 PHEASANT LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/24/2018 SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1335922	803 PHEASANT LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/24/2018 SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1333137	102 BIG HORN LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/14/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1332726	104 BIG HORN LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/23/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1328127	100 WILD TURKEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/15/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1328127	100 WILD TURKEY LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/17/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1200436	206 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/4/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1200436	206 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/5/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1200436	206 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/26/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1200436	206 RIO ANCHO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/3/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1200431	100 TIMBERWOLF LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	1/17/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1200431	100 TIMBERWOLF LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	1/19/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1200431	100 TIMBERWOLF LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	9/23/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1200431	100 TIMBERWOLF LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	12/3/2019 SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1200429	802 PHEASANT LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/10/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1200429	802 PHEASANT LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/12/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1200422	703 PHEASANT LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018 SERVICE/NO_WATER	SERVICE	NO_WATER
1200421	104 PALOMA LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	2/19/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1200421	104 PALOMA LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/7/2019 SERVICE/SERV_LEAK	SERVICE	SERV_LEAK
1200420	102 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/5/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1200420	102 BUFFALO LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/14/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1200415	101 PALOMA LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018 SERVICE/NO_WATER	SERVICE	NO_WATER
1200415	101 PALOMA LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	10/4/2018 SERVICE/NO_WATER	SERVICE	NO_WATER
1200415	101 PALOMA LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	6/18/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1200415	101 PALOMA LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/5/2019 SERVICE/NO_WATER	SERVICE	NO_WATER
1200415	101 PALOMA LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	7/29/2019 SERVICE/PRESSURE	SERVICE	PRESSURE
1200415	101 PALOMA LIBERTY HILL, TX 78642	TX	TX - Central	TX0270141	RIO ANCHO	8/6/2019 SERVICE/PRESSURE	SERVICE	PRESSURE

**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

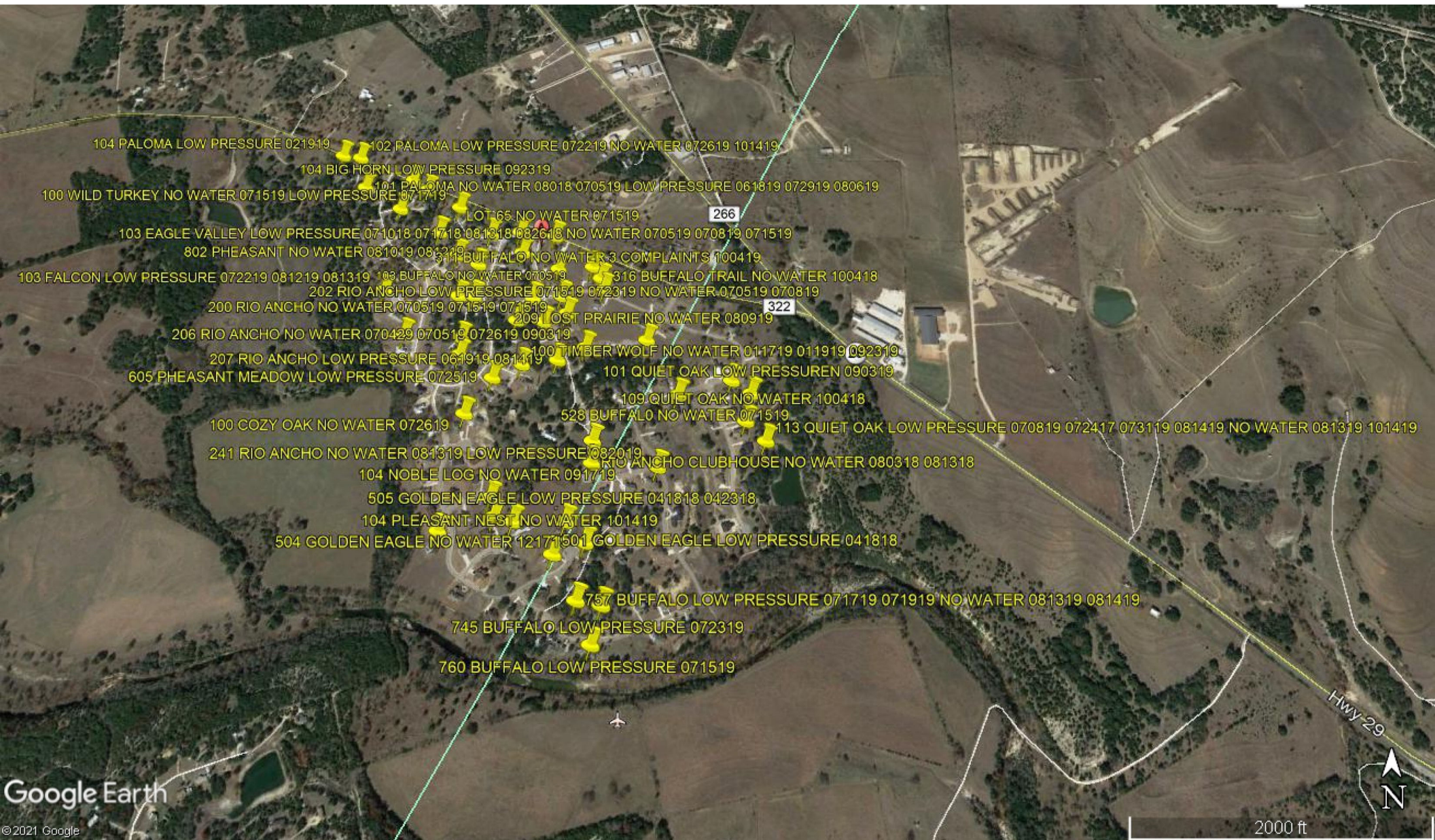
Jeff Cooper		No Water	7/21/2020
Debra Carvalho	202 Rio Ancho Blvd.	No Water	7/21/2020
Kevin Hay	400 Pheasant Meadow	No Water	7/21/2020
Bill Putorti	311 Buffalo Trail	No Water	7/21/2020
Bruce and Sue Brown	803 Pheasant Meadow	No Water	7/21/2020
	216 Rio Ancho Blvd.	No Water	7/21/2020
LeAnn DeHart	206 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



**EXHIBIT DGR-8**  
**AREAL DISTRIBUTION OF LOW PRESSURE AND NO WATER EVENTS IN**  
**2018 AND 2019 (SOURCE: BASE DATA FROM AQUA TEXAS)**





**EXHIBIT DGR-9**  
**RIO ANCHO WATER SYSTEM**  
**MONTHLY WATER PRODUCED, SOLD, AND UNACCOUNTED FOR IN CALENDAR YEAR 2018**  
**(DATA SOURCE: AQUA TEXAS)**

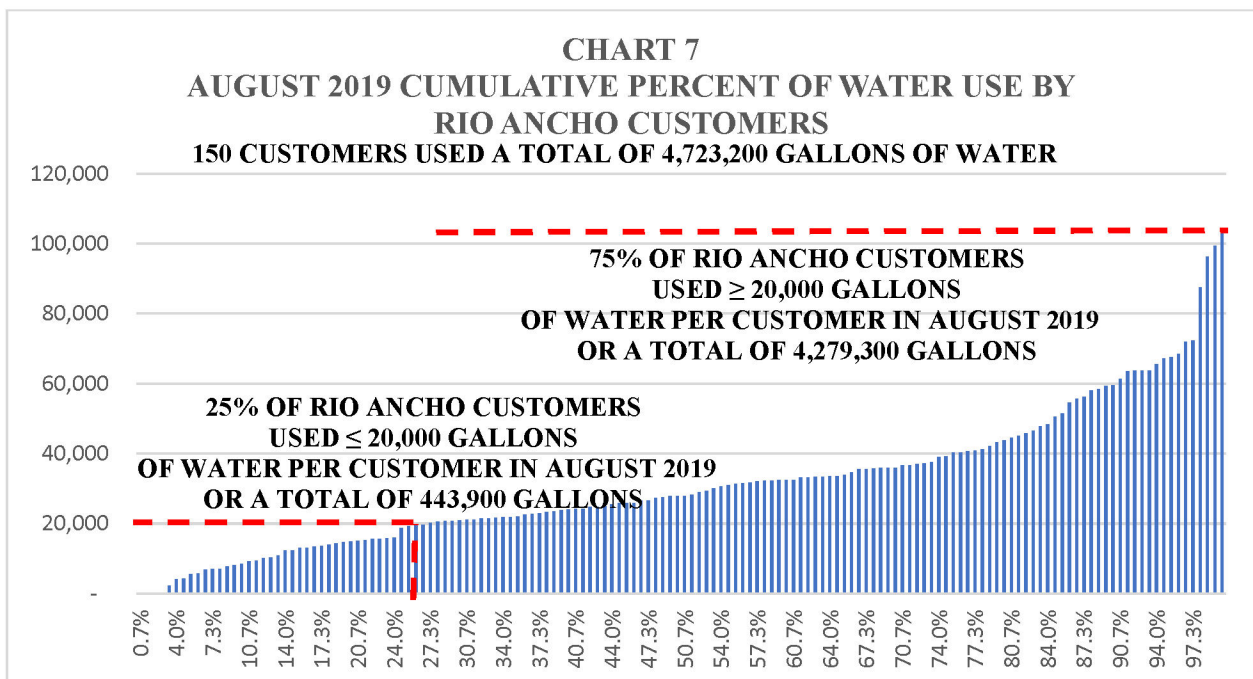
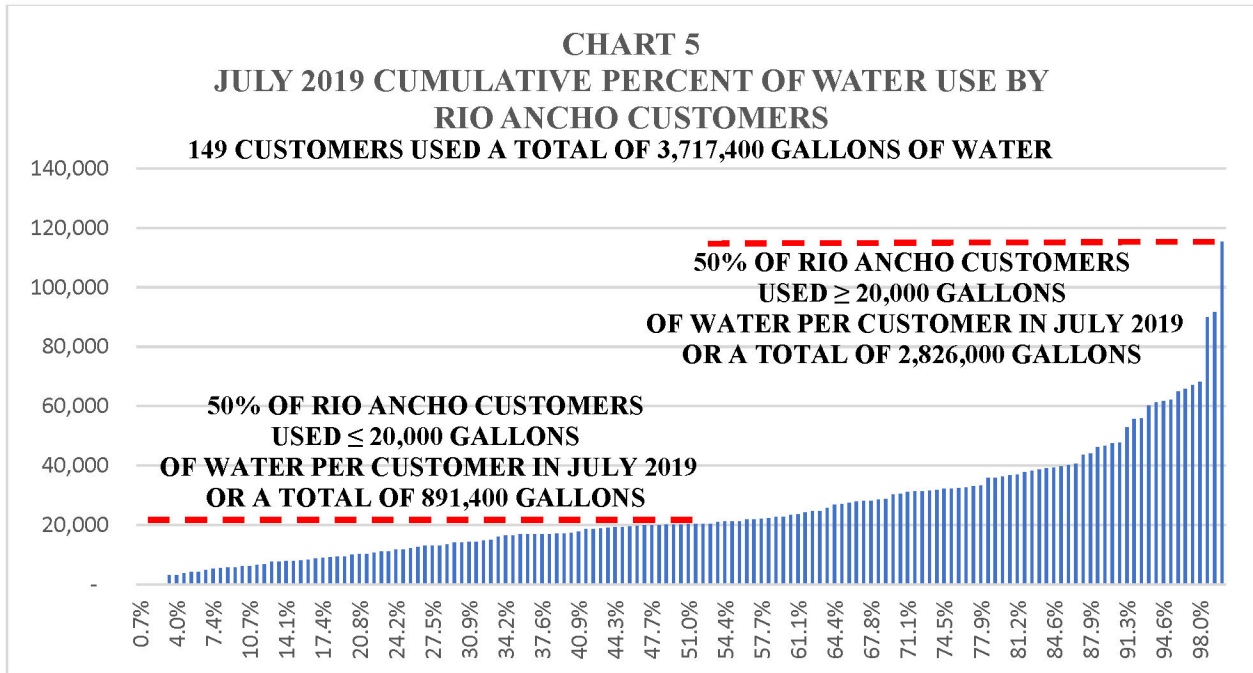
A	B	C	D	E	F
MONTH	TOTAL WATER PRODUCED	TOTAL WATER SOLD	UNACCOUNTED FOR WATER (COL. B - COL. C)	PERCENT LOSS (COL. D / COL. B IN %)	NO. OF CUSTOMERS
JAN	1,166,600	809,650	356,950	30.6%	128
FEB	383,500	609,100	-225,600	-58.8%	111
MAR	1,550,300	1,575,700	-25,400	-1.6%	130
APR	2,145,700	2,423,100	-277,400	-12.9%	133
MAY	2,616,000	2,938,600	-322,600	-12.3%	133
JUN	4,014,800	2,885,100	1,129,700	28.1%	136
JUL	2,823,500	3,857,500	-1,034,000	-36.6%	137
AUG	2,220,600	3,208,400	-987,800	-44.5%	136
SEP	1,137,600	1,633,700	-496,100	-43.6%	140
OCT	633,600	1,100,300	-466,700	-73.7%	143
NOV	1,019,900	1,089,700	-69,800	-6.8%	143
DEC	630,000	984,900	-354,900	-56.3%	146
TOTAL	20,342,100	23,115,750	-2,773,650	-13.6%	

**EXHIBIT DGR-9 CONTINUED**  
**RIO ANCHO WATER SYSTEM**  
**MONTHLY WATER PRODUCED, SOLD, AND UNACCOUNTED FOR IN CALENDAR YEAR 2019**  
**(DATA SOURCE: AQUA TEXAS)**

A	B	C	D	E	F
MONTH	TOTAL WATER PRODUCED	TOTAL WATER SOLD	UNACCOUNTED FOR WATER (COL. B - COL. C)	PERCENT LOSS (COL. D / COL. B IN %)	NO. OF CUSTOMERS
JAN	1,327,000	828,700	498,300	37.6%	146
FEB	999,700	1,096,100	-96,400	-9.6%	146
MAR	1,618,800	1,588,000	30,800	1.9%	146
APR	2,255,900	2,267,900	-12,000	-0.5%	145
MAY	2,393,300	2,019,100	374,200	15.6%	149
JUN	2,886,000	2,936,600	-50,600	-1.8%	149
JUL	4,061,200	3,717,400	343,800	8.5%	149
AUG	4,617,600	4,723,200	-105,600	-2.3%	150
SEP	3,538,300	3,348,400	189,900	5.4%	151
OCT	3,216,000	2,757,400	458,600	14.3%	155
NOV	1,381,700	1,220,900	160,800	11.6%	156
DEC	1,221,700	1,016,500	205,200	16.8%	156
TOTAL	29,517,200	27,520,200	1,997,000	6.8%	



**EXHIBIT DGR-10  
RIO ANCHO SUBDIVISION  
CUSTOMER MONTHLY WATER USE IN THE MONTHS OF JULY 2019  
AND AUGUST 2019**

















## **Complainants' Exhibit 16**


**Don Kevin Hay**

SEE FLASH DRIVE SUBMITTED  
CONTEMPORANEOUSLY HEREWITH

## **Complainants' Exhibit 17**

**Don Kevin Hay**

SEE FLASH DRIVE SUBMITTED  
CONTEMPORANEOUSLY HEREWITH



# Aqua water status

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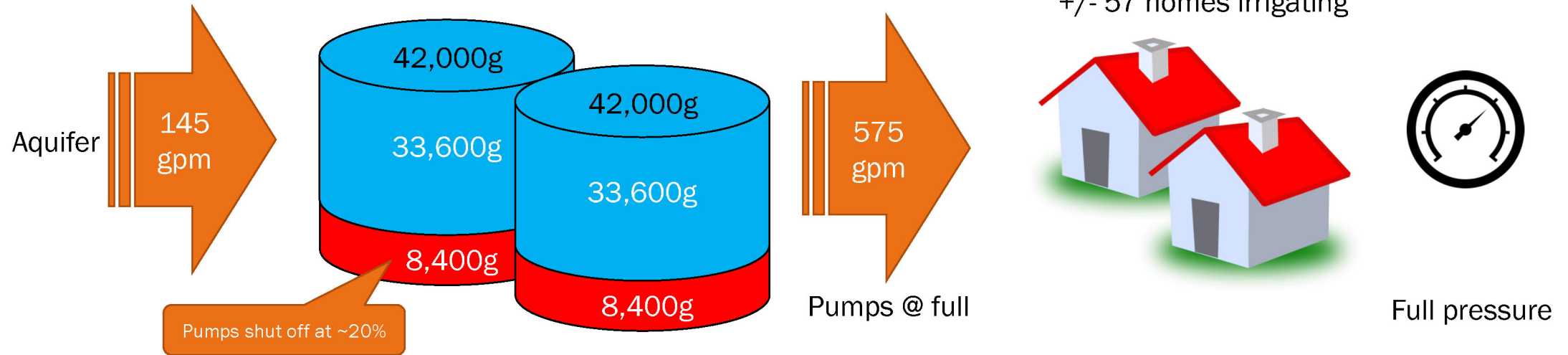
RIO ANCHO RANCH

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

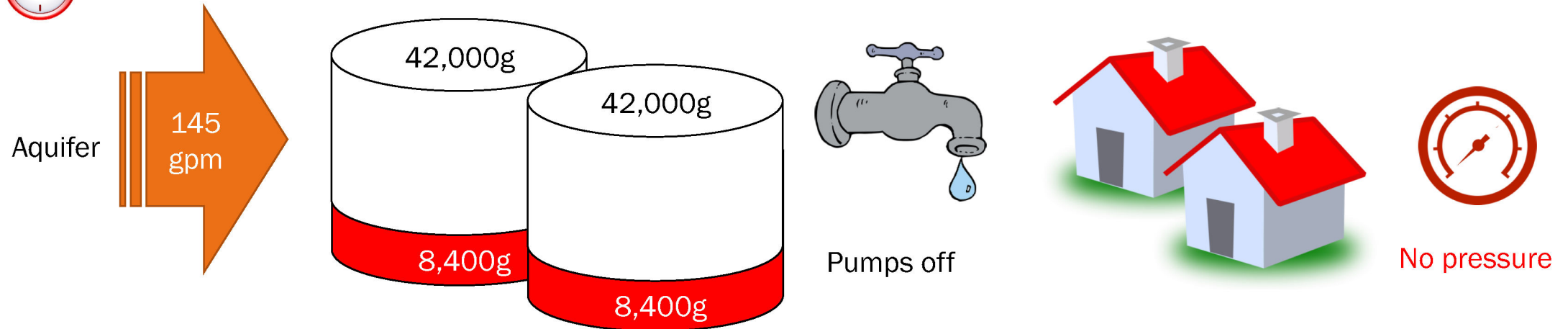
Home number ends in		0	1	2	3	4	5	6	7	8	9	TOTAL
Qty of home number		29	23	25	18	29	21	10	7	21	13	
Watering times		AQUA STAGE 1 MANDATORY WATERING SCHEDULE										
8PM-12AM	12AM-4AM											
MON	TUE	29	23			29		10	7	21		119
	TUE		23	25					7		13	68
WED	THU	29		25	18		21	10			13	116
	THU	29	23		18	29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



## Restricted watering

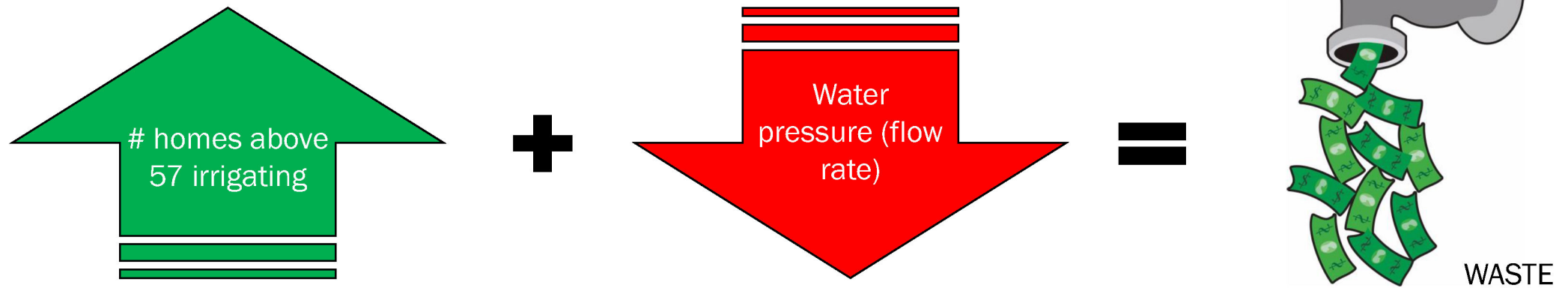
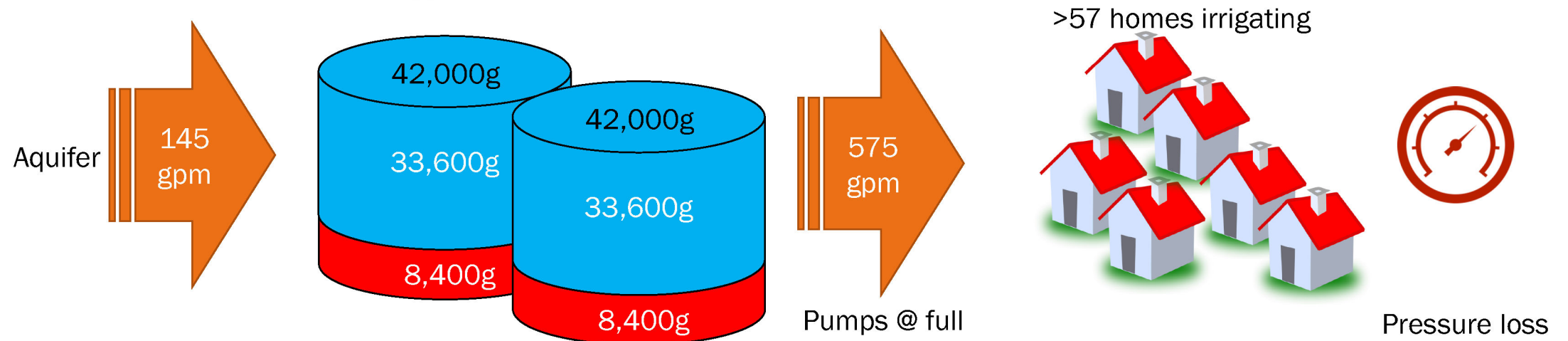


3 hours 20 minutes



Numbers are approximate

## Unrestricted watering



Numbers are approximate

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
Watering times		AQUA STAGE 3 MANDATORY WATERING SCHEDULE										
8PM-12AM	12AM-4AM											
MON	TUE	29	23					10	7			69
TUE	WED		23	25					7		13	68
WED	THU			25	18		21				13	77
THU	FRI				18	29	21			21		89
FRI	SAT					29				21		50
SAT	SUN											0
SUN	MON	29						10				39

**EXHIBIT DGR-3**

TECHNICAL PRESENTATION  
TO THE  
RIO ANCHO HOMEOWNERS ASSOCIATION  
REGARDING THE  
  
RIO ANCHO WATER SYSTEM

OWNED AND OPERATED BY  
AQUA TEXAS

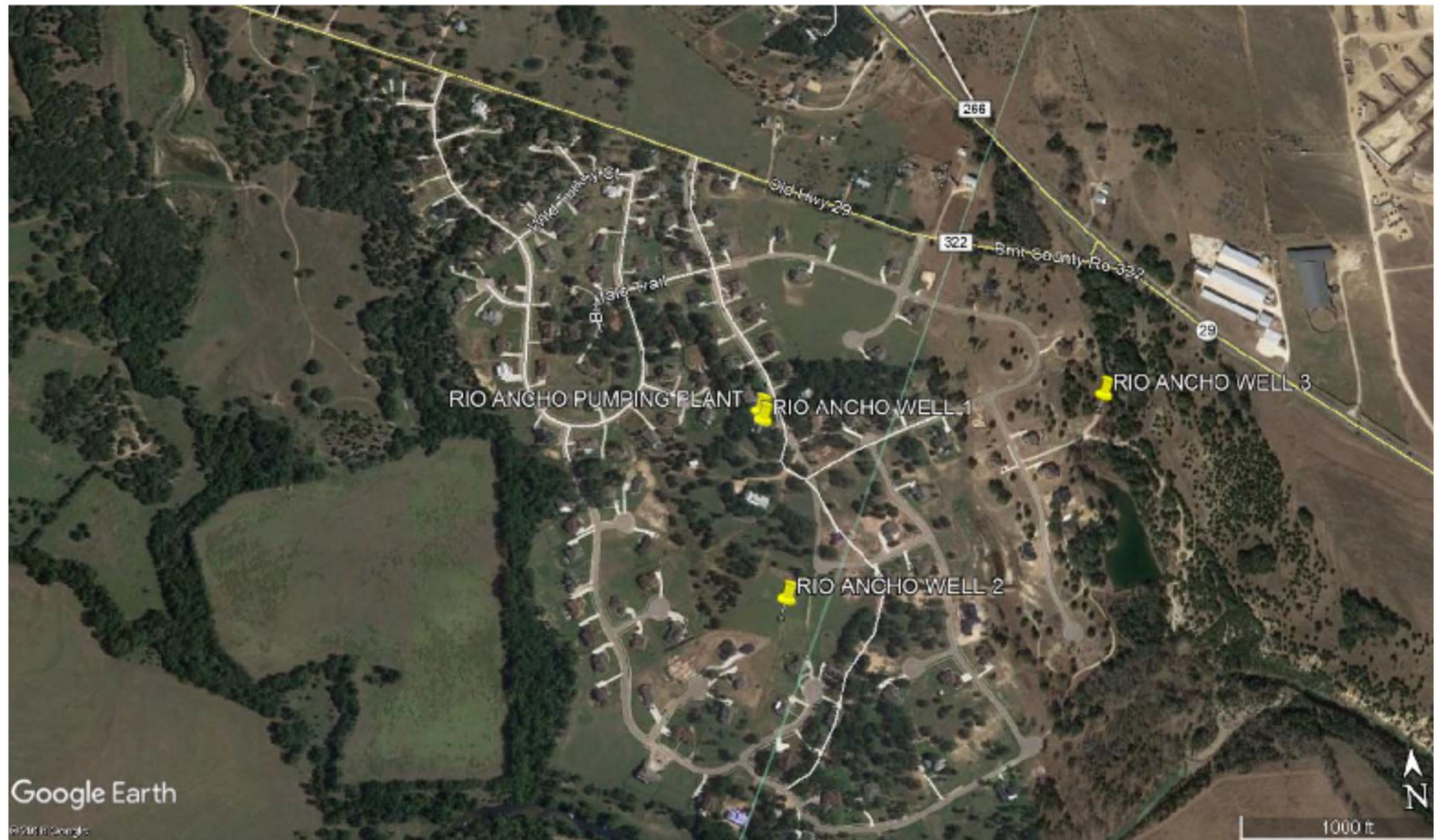
PRESENTED BY  
DONALD G. RAUSCHUBER, P.E.  
DGRA, INC., AUSTIN, TEXAS

JANUARY 30, 2020



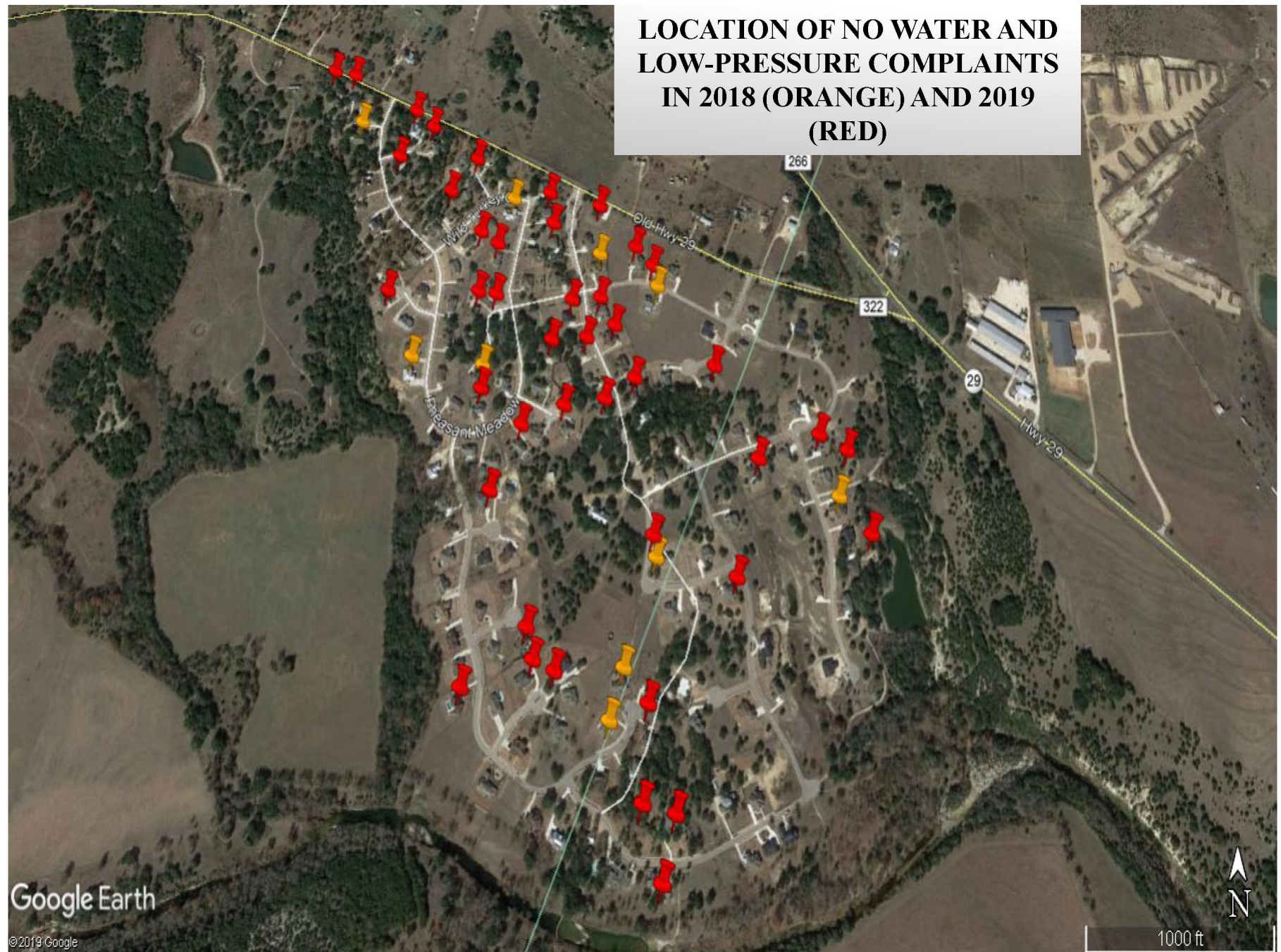
## EXHIBIT DGR-3

### RIO ANCHO SUBDIVISION, LIBERTY HILL, TEXAS



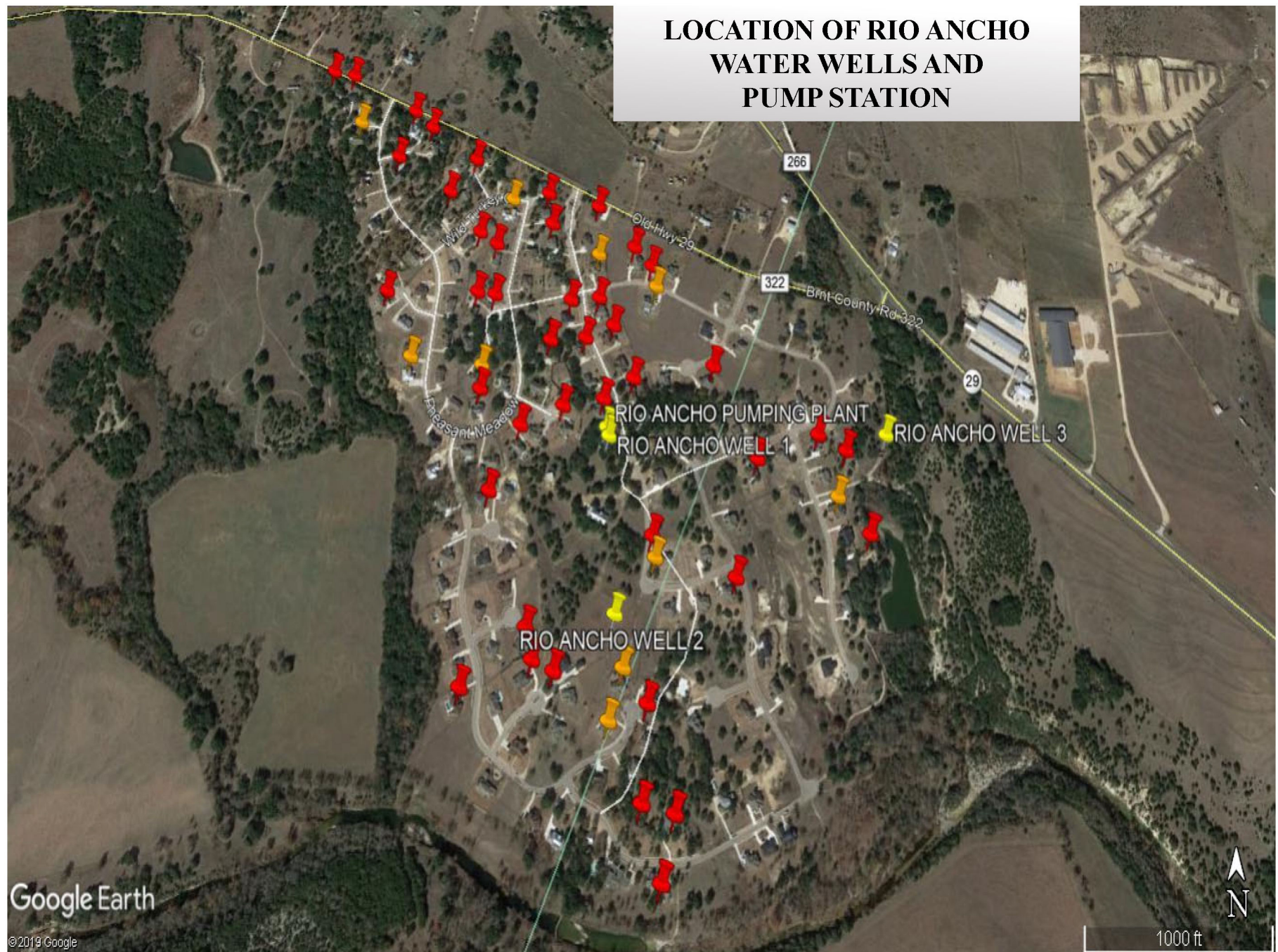


**EXHIBIT DGR-3**



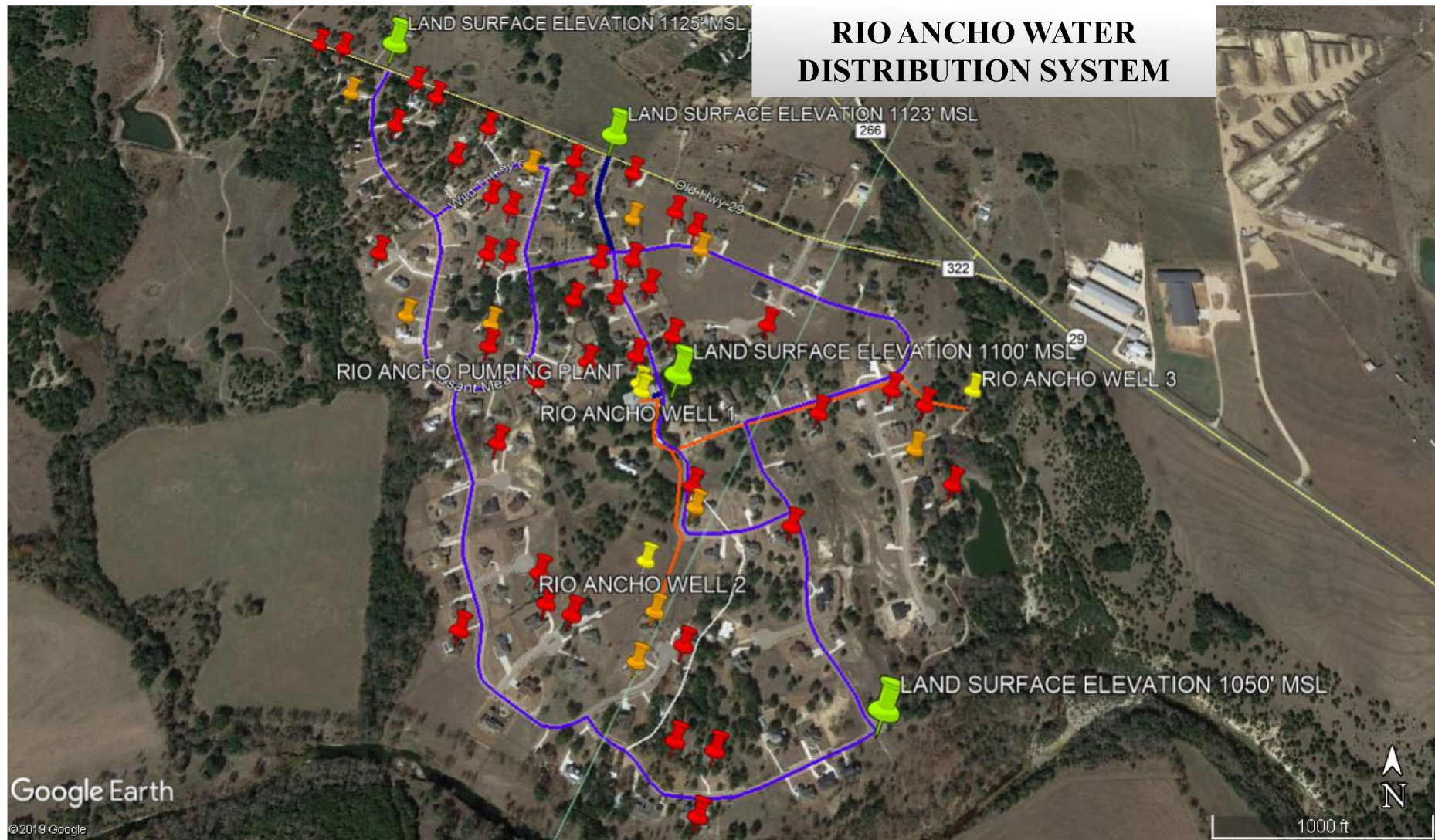


### EXHIBIT DGR-3





## EXHIBIT DGR-3



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



## EXHIBIT DGR-3





## EXHIBIT DGR-3

WELL NO. 2





## **EXHIBIT DGR-3**



**WELL NO. 3**



## **EXHIBIT DGR-3**

**42,000 GALLON GROUND STORAGE TANK**









## **EXHIBIT DGR-3**

### **RIO ANCHO PUMP STATON**





## EXHIBIT DGR-3





## **EXHIBIT DGR-3**

### **PUMP STATION CONTROL ROOM**





**EXHIBIT DGR-3**

**3,000 GALLON WATER PRESSURE TANK**





## EXHIBIT DGR-3

AIR COMPRESSOR

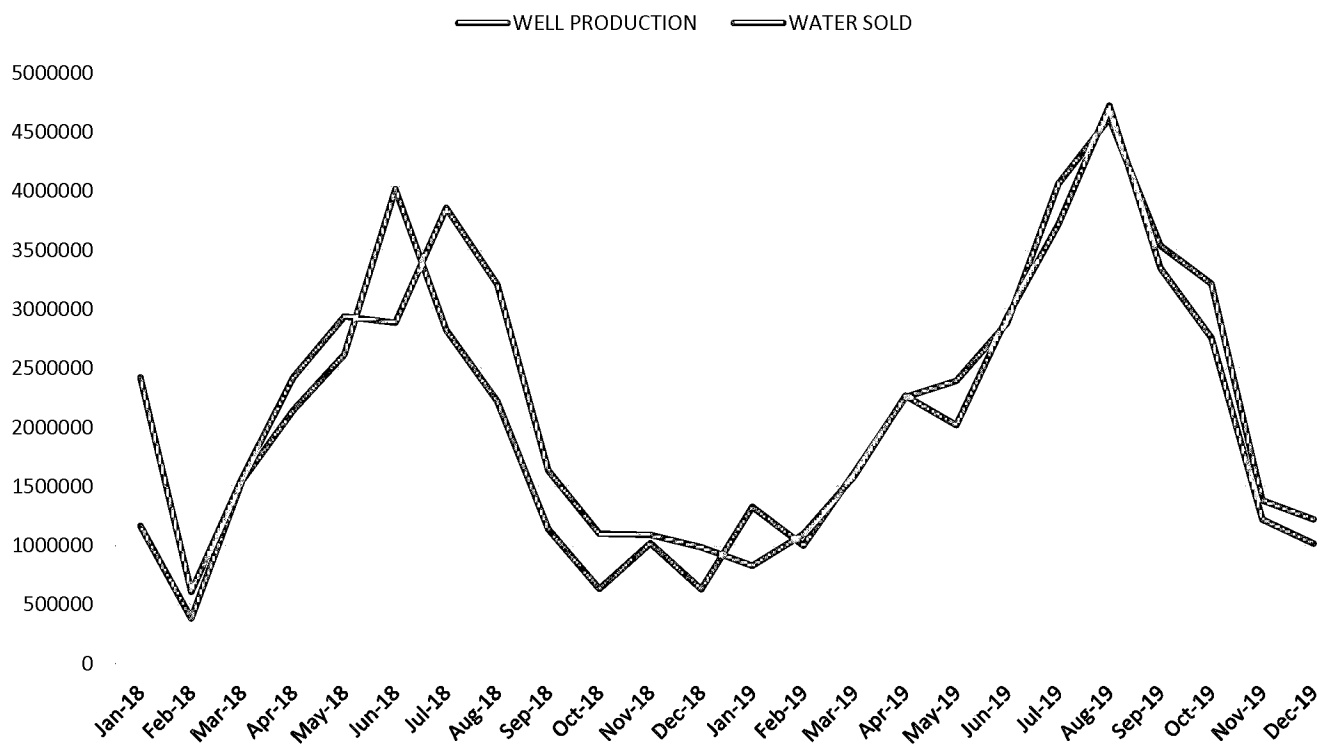




## RIO ANCHO WATER SYSTEM PRELIMINARY ANALYSIS

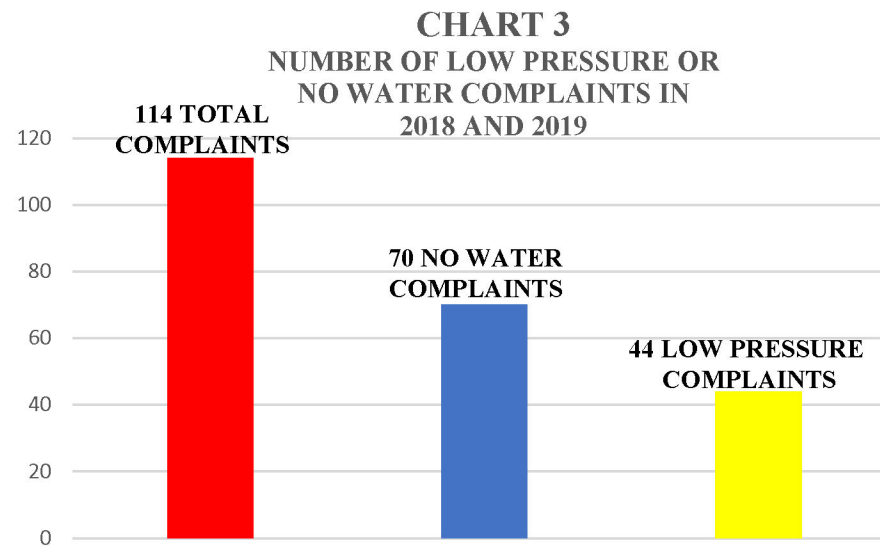
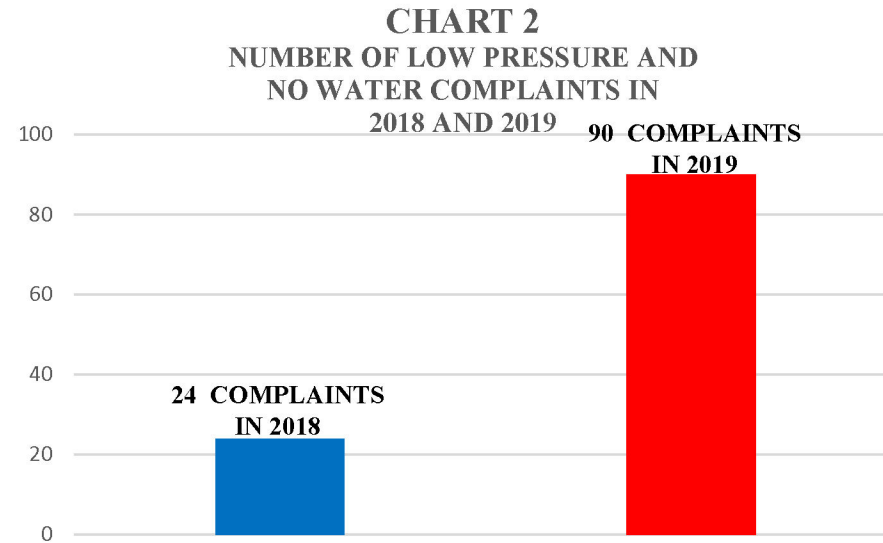
# EXHIBIT DGR-3

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



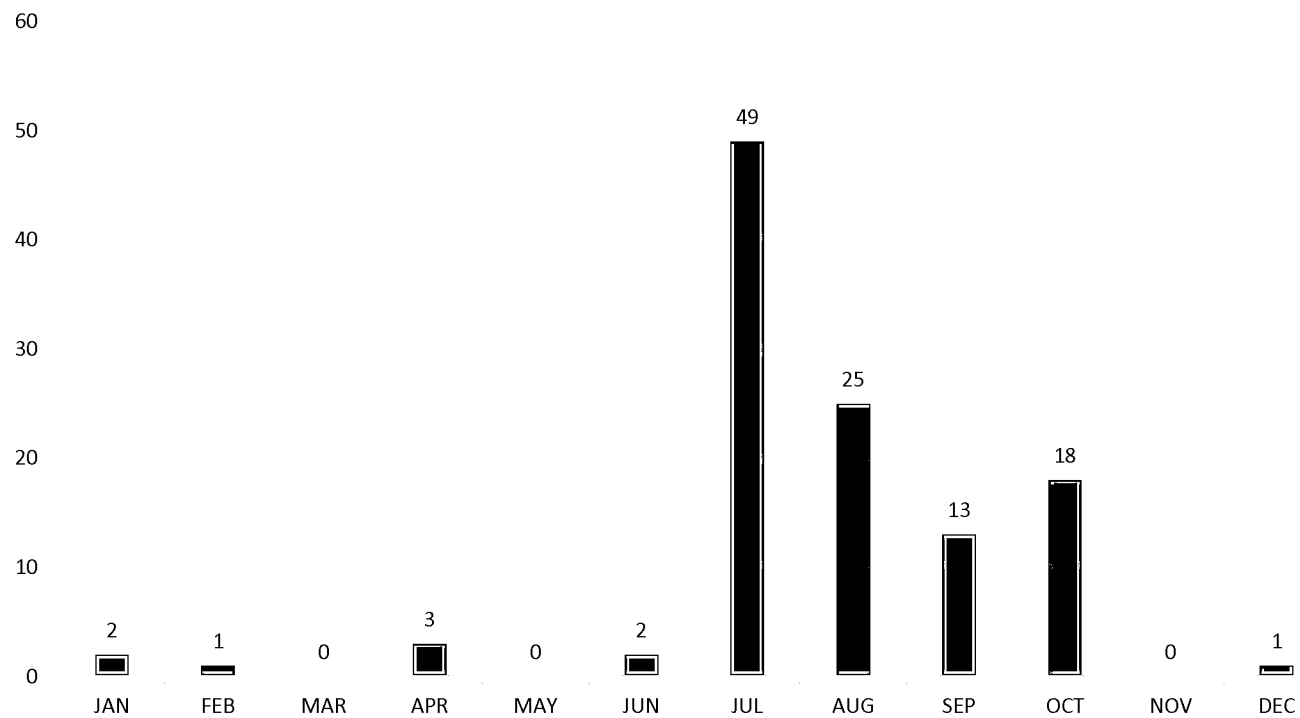


## EXHIBIT DGR-3



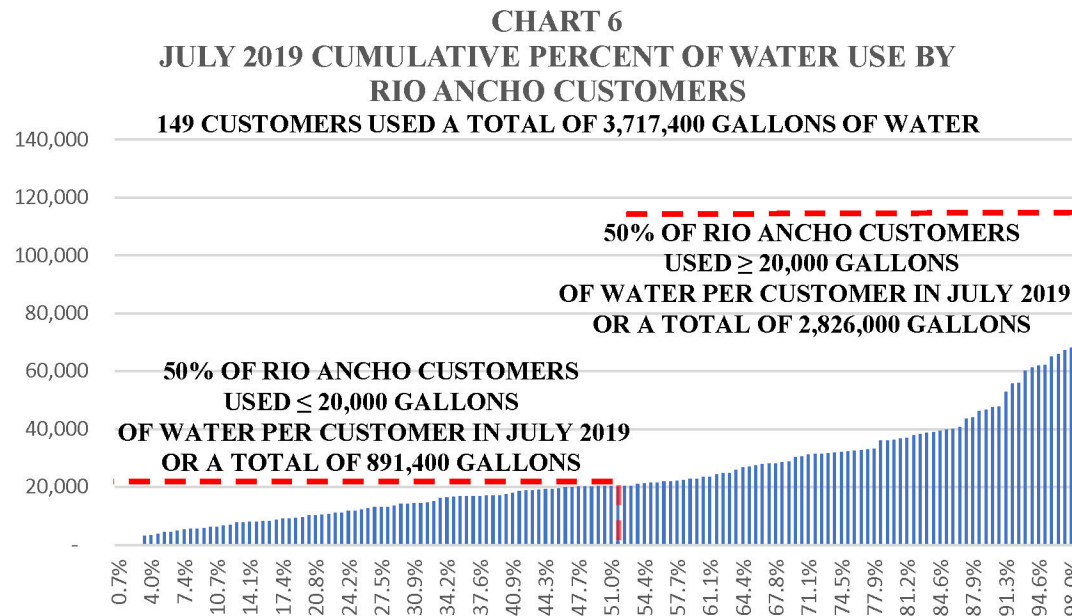
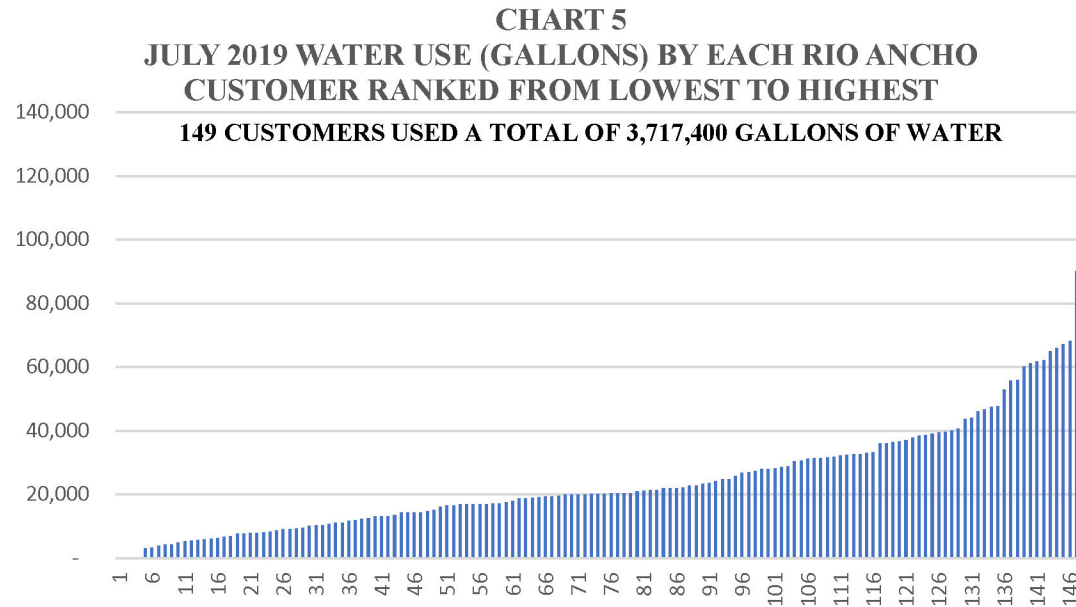
**EXHIBIT DGR-3**

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

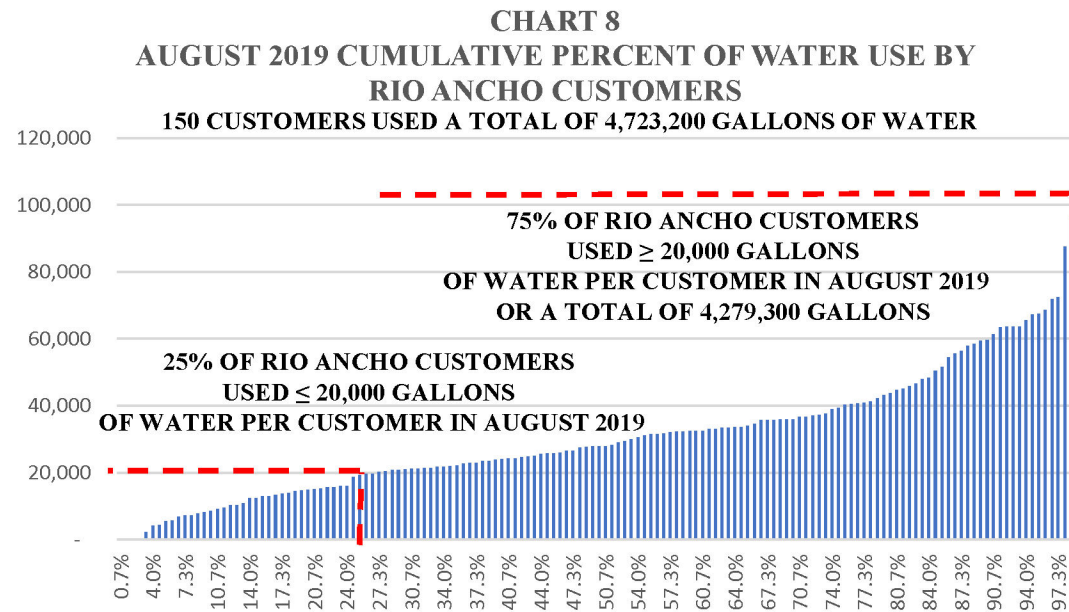
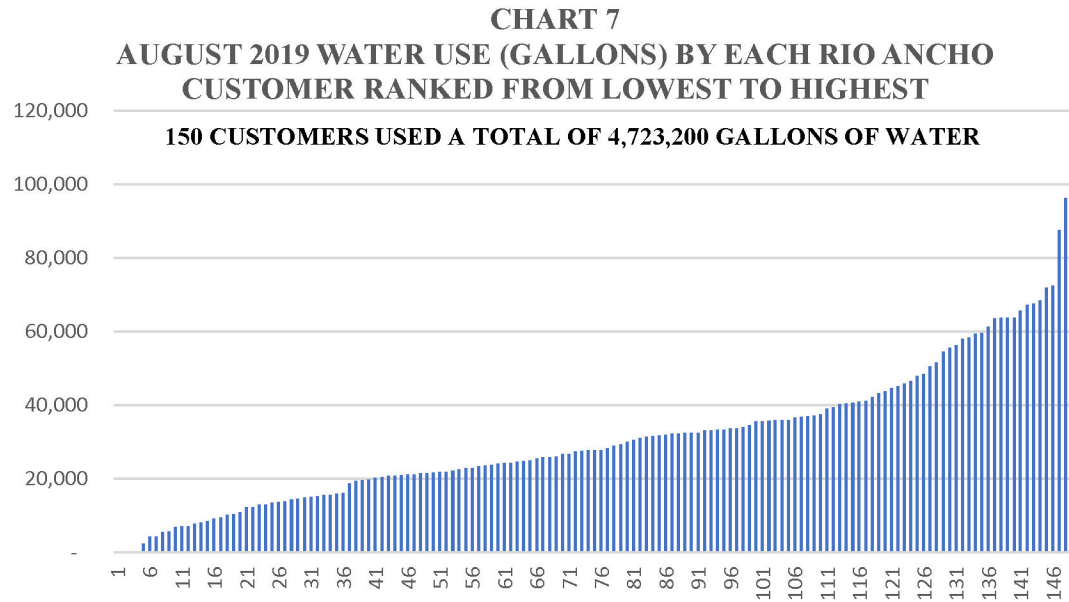




## EXHIBIT DGR-3



## EXHIBIT DGR-3





# **EXHIBIT DGR-3**

**TABLE ONE**  
**MASS BALANCE ANALYSIS (STORAGE = INFLOW - 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 (STORAGE = INFLOW - 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**  
**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



**BEFORE THE  
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  
DENISE JOHNSTON**

**ON BEHALF OF  
RIO ANCHO HOMEOWNERS ASSOCIATION  
AND DAVID AND DOREEN MEYERS**

**April 16, 2021**

1    **Q.     Please state your name and address.**

2    A.     Denise Johnston, 890 N. U.S. Hwy. 183, Apt. 55, Florence, Texas 76527.

3    **Q.     By whom are you employed?**

4    A.     I am a Senior Community Manager with the company Spectrum Association Management.

5    **Q.     What is the business of Spectrum Association Management?**

6    A.     The company specializes in providing community management services to provide clients  
7           of the company day-to-day management of the functions of a homeowners association  
8           under the direction of the community association board.

9    **Q.     Is the Rio Ancho Homeowners Association a client of Spectrum Association**  
10       **Management?**

11   A.     Yes.

12   **Q.     What was your involvement for Spectrum Association Management in the functions**  
13       **of the Rio Ancho Homeowners Association?**

14   A.     I was responsible, on behalf of Spectrum Association Management, for managing the  
15       homeowners association associated with the Rio Ancho Subdivision.

16   **Q.     How long did you hold this position?**

17   A.     I began serving in that capacity for the Rio Ancho Homeowners Association on October 1,  
18       2019, and served in that capacity until August of 2020.

19   **Q.     Generally describe your responsibilities and actions on behalf of the Rio Ancho**  
20       **Homeowners Association.**

21   A.     Generally, the company acts in a management capacity in connection with its homeowners  
22       association clients by providing assistance in performing the functions of a homeowners  
23       association. This includes maintaining and enforcing homeowners' association rule,



1 communicating with homeowners concerning matters of interest in the community and  
2 serving as clearinghouse for complaints, concerns or issues related to the subdivision.

3 **Q. Does this include issues, concerns and problems with utility service providers?**

4 A. Yes.

5 **Q. When did you become aware of issues with reliability of service with Aqua Texas,**  
6 **Inc., the water utility providing service to the Rio Ancho Subdivision?**

7 A. Shortly after I assumed the role as community manager for the Rio Ancho Homeowners  
8 Association I learned that there were frequent instances of homeowner complaints of  
9 extremely low water pressure and loss of service. These problems primarily occurred in  
10 the spring, summer and early fall time period and were quite frequent.

11 **Q. What actions would you take on behalf of the homeowners association when these**  
12 **problems arose?**

13 A. I would notify the operator of the utility Aqua Texas, Inc. of the issue, addresses affected  
14 and the nature of the service problem. Homeowners were advised to make informal and  
15 formal complaints with the Public Utility Commission in Texas or the Texas Commission  
16 for Environmental Quality as customers of the utility.

17 **Q. Did these actions result in improvement in continuity of service to the residents of the**  
18 **subdivision?**

19 A. No. The problems continued and persisted through last year.

20 **Q. What further action did the homeowners association take to address these issues?**

21 A. In November of 2019, the homeowners association engaged attorneys at McGinnis  
22 Lochridge LLP in Austin and Don Rauschuber, a professional engineer, with extensive  
23 experience in small utility operations to advise the homeowners association on causes and  
24 solutions to the problems being experienced and remedies they might pursue.