

RUBY RANCH WATER SUPPLY CORPORATION  
Meeting Minutes for December 4, 2025

Attendees: Thomas Doebner  
Dale Olmstead  
Chris Whittenhall  
Gary Jack  
Raul Saldivar

Excused: Marcus Krause  
Lynn Blackmore

Professional Consultant:  
Tim Young (PGMS)  
Pat King (PGMS)  
Scott Christians (Web Master)

Public: Steven Selger

Meeting opened for business at 7:00 pm, via Zoom Conference and Video Call.

1. Chris Whittenhall called the meeting to order and determined that a quorum had been established.
2. A motion was made by Thomas Doebner and seconded by Raul Saldivar to approve the minutes for the October 23, 2025 Regular Meeting. Motion carried 5-0.
3. Tim Young provided the Board with the Monthly Water System Operations Report dated December 4, 2025. RRWSC pumped 2,059,000 gallons with 2,070,500 gallons sold in October. There was -0.81% net water loss for October.
4. Tim Young stated there were 2 regular bacteriological samples taken from the distribution system during the month of October 2025 indicating no coliform organisms found.
5. Tim Young stated there were 247 active connections in October 2025 with a total current charge of \$49,588.50.
6. BPAT Certification Compliance status, with the 2025 Backflow cycle concluded, 67 passing certificates and photographic evidence of one BFP removal have been received. PGMS will contact any customers who have not filed their report directly.
7. Tim Young brought the Board up to date on the Advanced Meter Infrastructure (AMI) Replacement Project. All customer AMI meters have been installed along with meters at Wells 1, 2, 3, 4 and 5. Now that all meters have been upgraded, PGMS will change meters that fail to register water use.

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8. An introductory letter was sent via email to all known addresses on November 12th and the printed version was mailed to all customers on November 13<sup>th</sup>. PGMS has received several calls regarding the metering system, setup, and if online bill pay was available plus other issues. PGMS CSR staff has guided customers through setup and explained that online bill pay is not an option. PGMS staff has received four phone calls for assistance and responded to eight emails through the VX1 messaging system. To date, 109 accounts, or roughly 44%, have created a VX1 account. So far 391 messages (predominately welcome messages) have been sent to the RRWSC customers with an open rate of 40%. PGMS currently lacks three customer email addresses.
9. Thomas Doebner requested Tim Young to investigate possible ways PGMS could have online bill pay available to all customers.
10. The most common complaint regarding the VX1 system that PGMS has received is the fact that the customers' VX1 payment details are not updated regularly. Specifically, a customer cannot see if they have been credited for payment until the following month's data push has been done.
11. The VertexOne leak alerts have been activated. A customer will receive a "Burst Leak" alert if the meter detects a flow of 74.8 gallons per hour (GPH) or more for eight continuous hours. A "Continuous Leak" alert will be sent to customers who have a flow rate of 1 GPH for 24 hours. To date, eighteen Continuous Leak messages were sent through the VX1 messaging system with a 72% open rate. Two direct phone calls were made as well concerning continuous leaks. One message went out for a Burst Leak on 11/25 for a customer leak and that appears to have been repaired on 11/29.
12. VertexOne estimated the combined leak rate to be 68 GPH or just over 1 GPM. PGMS will continue to monitor both the Neptune U360 portal as well as the VX1 portal and notify customers of possible leaks.
13. Tim Young stated the auto debit program continues to work as planned. ACH payments were initiated on November 13th with no issues, with debits from 132 accounts.
14. Well#1 repair. On December 1<sup>st</sup>, Keith Siebert came to check the protection settings and verify there are no issues with the pump/motor. Well #1 was put into automated run. Presently, Well #1 continues to have problems. There is concern over the reduction of flow within the Edwards Aquifer due to the lengthy drought. PGMS committed to conducting draw down tests via e-line readings to determine water depths in Wells #1 and #2 as soon as practical.
15. No residential meters were changed out during the latest reporting period. The AMI meters serving Wells #4 and #5 have been installed and will be visible after the next PGMS data push.
16. During the month of October, RRWSC used water from Wells #2, #3, #4 and #5. The duty timers were not changed in the last reporting period. Plant #1 maintains the system from 12A to 6A with Plant #2 maintaining the remainder. With these changes, Plant #2 produced 67% of the water used with Plant #1 making up the difference.

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17. Well #5 has maintained a blend with Well #4 at a 65/35 rate during the last reporting period. PGMS will continue to adjust the blend to allow the extraction of as much Well #5 water as possible and maintain compliance with arsenic, iron and sulfates. The most recently collected sample of the Well #5 water indicated arsenic concentrations are still well below the actionable limit. Future sampling will include metals and minerals collected from both raw Well #5 water and distribution water. PGMS shall adjust the blend ratio as needed to maintain compliance with TCEQ and BSEACD arsenic concentration limits.
18. ASR Project: RRWSC has continued to pump water from Well #5 and blended it with water from Well #4. Recent sampling continues to show low arsenic levels which allows more water to be taken from Well #5.
19. Tim Young stated Maguire inspected the Plant #1 pressure tank and GST #2 and no issues were found. The scheduling has been tempered for the remaining tanks due to the failure of Well #2 and then Well #1. The tanks will be inspected as soon as water levels and customer use allow.
20. Tim Young stated PGMS was moving forward with winterizing Plant #1 and Plant #2. He also stated a transducer at Plant #2 was being replaced.
21. Thomas Doebner stated VX1 annual fee of \$3,900 was being paid.
22. Dale Olmstead reminded Tim Young to check the emergency generator to be sure it continued to be operational. Thomas Doebner stated the propane tank level should be fine for a long time as long as there is no emergency use of the generator.
23. There was one customer complaint of brown water. PGMS had eliminated flushing the water system due to the severe drought and staying within the monthly allocation. Tim felt there was available water this month for flushing parts of the system.
24. Chris Whittenhall raised the question of long-term capital improvements with PGMS. Tim Young stated PGMS had been looking into the water system life span and possible replacement of equipment but does not see a need for this action at the present time. Thomas Doebner stated a possible need to install a larger storage tank at Plant #1. Thomas felt there was adequate funds available to replace the smaller tank.
25. Dale Olmstead stated BSEACD had sent the new permit allocation tables and UDCP. Dale stated there were numerous versions of the UDCP which he thought needed to be adjusted into one acceptable document. Dale stated the latest version had maximum monthly household water usage of 15,000 gallons for Phase I Drought Stage and 10,000 gallons for Phases II, III and IV Drought Stages. Presently PGMS sends letters to high water users of 15,000 gallons per month and higher. There was also a discussion if there was a need to send certified letters to high water users but this could become very expensive. Thomas Doebner felt as long as the community water usage stays below our BSEACD permit we should not have any problems. Thomas stated BSEACD was very happy with RRWSC and the new AMI meter system. Dale Olmstead suggested we table UDCP questions for now and maybe set up a meeting with BSEACD in the future to clean up the different versions.

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26. Two customers had larger than normal water leaks in their system where PGMS made normal adjustments in their billing requirements. Dale Olmstead stated there is a customer with an animal water tank that should have a CSI done by PGMS to be sure the water is not backing up into the water system. Tim Young will pursue this issue.

27. Treasurer Thomas Doebner provided the Board with the RRWSC 2025 Cash Flow thru November 2025 and stated there was nothing unusual and the Corporation was in good standing.

28. A motion was made by Thomas Doebner and seconded by Dale Olmstead to approve the Annual Meeting Notice for 2026. Motion carried 5-0. The notice will be sent with the next billing period and also mailed to offsite property owners. The annual meeting is set for April 16, 2026.

29. It was determined to have the next RRWSC Zoom Meeting on Thursday, January 8, 2026, at 7:00 pm.

30. A motion was made by Thomas Doebner and seconded by Raul Saldivar to adjourn. Motion carried 5-0 and the meeting adjourned at 8:30 PM.

Respectfully submitted,

Steven Selger, Public Secretary