

**EMERALD BAY MUNICIPAL UTILITY DISTRICT**  
**FINAL AND APPROVED**  
**MINUTES OF SPECIAL MEETING**  
**NOVEMBER 9, 2011**

The Board of Directors of the Emerald Bay Municipal Utility District met in special session on Wednesday, November 9, 2011, at 10:00 a.m. at the District office, 155 LaSalle Drive, Bullard, TX 75757. Present were Directors Dwight Cole, Bill Harris, Deena Johnson, and Paul Randolph. Director Foote was excused. Alicia Freeman, District Clerk, and one District resident also attended the meeting.

President Harris called the meeting to order at 10:01 a.m. and asked Director Johnson to discuss the proposed rule changes relating to service, repairs, and water meters. Director Johnson suggested that proposed changes be incorporated into Sec. 2.11; however, approved changes may be incorporated elsewhere in Chapter 2- Procedures for Water and Sewer Services.

Sec. 2.11 (c) addresses customer initiated service requests. A Customer Work Order Request for Non-Required Service form will be created to document the service requirements. A Statement of Work will be completed with an estimate of the cost to perform the requested service(s). The Statement of Work shall be signed and acknowledged by the customer prior to commencing any service or repairs. Director Cole queried what happens if the work cost exceeds initial estimate shown on the Statement of Work. Director Cole further suggested that in the event any unforeseen circumstances are encountered, the estimate should reflect an increased cost to complete the service. The customer should be notified and asked to acknowledge the change. Director Harris noted that the Statement of Work is a good faith estimate barring any unforeseen circumstances. Directors Cole and Harris suggested the labor rate be changed from \$75/hr to \$90/hr for District personnel and equipment. Director Harris requested a survey of several rental equipment companies as to hourly charges for rental of 35-HP tractor with backhoe and front loader to ascertain current rates. It was recommended that the District develop a rate schedule for customer service requests. Director Harris added that all costs (parts, time, and materials) are billed to the customer through the District's utility billing system.

Sec. 2.11 (d) addresses customer requests for testing of accuracy of their water meter. Directors accepted this proposed rule as written and recommended a fee of \$50 be charged for any additional testing requested within a two-year period of the previous test if the meter is found to be within the accuracy standards established by the American Water Works Association.

Sec. 2.11 (e) addresses customer requests for water meter re-reads. It was agreed this matter warrants further investigation. Director Harris requested that area municipal utilities (such as Tyler and Bullard) be contacted regarding handling of customer requested meter re-reads and charges therefor. Additionally, the District will prepare a

separate form for meter checks and re-reads which must be signed by the customer acknowledging the present meter reading.

Director Johnson suggested an informational flyer be prepared to be distributed by gate security personnel to all plumbers entering Emerald Bay. The flyer would note that the District must be notified prior to performing any service requiring the resident's water be turned off. If the District is not notified prior to performing such work, the plumbing company will be billed for any damages to curb stops or meters. Also the District must be notified prior to conducting any excavation projects so utility lines can be marked.

There being no further business, the meeting was adjourned at 11:49 a.m. upon motion duly made (Randolph) and seconded (Johnson) with unanimous consent.

Respectfully submitted,

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Deena M. Johnson  
Secretary

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William F. Harris  
President

Attachments:  
Proposed Rule Changes  
Fee Schedule