

THE FLOW

A Publication from Harris County Utility District No.15

Q1/2 2017

PRESIDENT'S MESSAGE

2016 was a year of great success for Harris County Utility District No. 15 where your Board's focus was on sound financial forecasting, infrastructure improvements and diligent work really paid off. As we look forward this year, we'd like to thank you, our customers, consultants and partner Districts who make the work we do possible. With your support, we've contributed to the vibrancy of our community with enhanced services, thriving families, and business growth. The Districts goals are simple: financial stewardship, produce the best possible water at the best price, sound policies and procedures and provide superior service.

During fiscal year 2016 your Directors continued to facilitate district development and service enhancements which had a positive impact on our tax base allowing the District to reduce taxes and benefit the local economy. As noticeable, the light industrial and commercial developments along W. Greens Road are complete and major projects are under development to include the Greens Bayou Federal Flood Risk Management Project. The Board invested to insure reliable service now and for the future without raising taxes or increasing water rates. Our major investment was in the water meter infrastructure, which you will read about in the "General managers Corner". The technology is amazing, allowing for optimal monitoring of our water usage and cost savings! The District also developed a Parks master Plan engaging community partners to identify resources and plan for parks which will enhance the quality of life for district residents. The District remains engaged in gathering and sharing water knowledge from the American Water Works Association that has created The Water Equation where knowledge plus sharing equals transformation. The Water Equation focuses on the world's ever-growing need for safe drinking water and interconnection to storm, waste, and reuse waters.

The District will utilize this perspective to guide our processes to provide the best possible water and customer services.

Last year, the District conducted consumer surveys to identify customer priorities and focus our future agenda. As a result, our priorities include:

- Future/2018 Strategic Plan Status
- Current District Bonds & Payoff Schedule
- "Value of Tap Water" Campaign
- Public Safety (Security, Fire & EMS services)
- Homestead and Over 65 Exemptions
- Board Focus on "Customer Priorities"

These priorities will ensure that our community has access to clean and safe water, now and in the future. In closing, your Board remains committed to making a positive difference in the quality of life of district customers and the community at-large. We encourage hope, opportunity, and prosperity as we continue serving the community. I would like to personally recognize Directors' for their the exemplary efforts and customer-centered focus. On behalf of your directors: Phillip Givens, Bridgette Kelley, Leonard Mattox and Kevin Mosley, thank you for your continued trust and support in making Harris County Utility District No. 15 one of the best in Texas. Just as small streams flow together to form powerful rivers, together we will have a collective impact.

Together, we can keep the District flowing.

In your service,
Eric M. Goodie

Board of Directors



**ERIC M. GOODIE
PRESIDENT**
a native Houstonian, has served the district (Coppercreek) since 1995. His background in real estate development provides a solid foundation for district/ community development. Eric's focus on success is to keep the customer experience at the forefront of district services.



**LEONARD MATTOX
VICE-PRESIDENT**
was born and raised in the City of Houston. He and his wife Cheryl Mattox, have lived in the district (Greenfield Village) for over 20 years. Leonard believes "A person has a real and full biography when that person understands that GOD has touched his life to be of service to others."



**BRIDGET D. KELLEY
SECRETARY**
was born and raised in Houston, Texas. She has 2 sons and is employed by Sam's Wholesale Club. She has been a director for over 10 years and her current position is Secretary. Bridget believes "Everyone deserves to be heard and their opinions respected."



**KEVIN MOSLEY
TREASURER
ASST. SECRETARY**
has been a board member since 1995. He tries to keep a positive outlook on life and enjoys sharing those outlooks with others. Kevin stated, "I am here to help and be of assistance to everyone."



**PHILLIP GIVENS
GENERAL MANAGER**
has served the District with over 15 years experience. He is a professional water system manager and consults with public water systems across the state. He is married and has two children and also serves in the Children's Ministry Department of New Light Christian Center Church.

MISSION STATEMENT

To proactively manage the affairs of the district to enhance community development, protect the health of the residents, produce safe drinking water in adequate quantities, offer competitive rates, assure financial stability, and practice excellence in customer relations.



Harris County Utility District No. 15

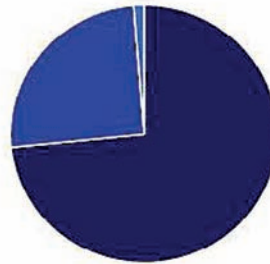


State of the Beacon Electronic Meter System

Date Range: 3/10/17 - 4/11/17

Flow Health

All Meters



Breakdown
of flow anomalies

116

Leak detected

40

No recent flow

2

Backflow

Addresses Notified of Leak

22

Addresses Reporting Endpoint Issues

7

Endpoint Tamper

1

No Recent Endpoint Communication

1

Total Portal Users

10

Endpoint Health

All Meters



Percentage of endpoints
with OK status

933

Status OK

5

Reporting Issues

5 Meter/Encoder Alarms

1 Endpoint Tamper

1 Encoder Communication Error

Endpoint Tamper:

Intentional or Unintentional manipulation of wires, Severed wires, Disconnected Endpoints, Damaged Endpoints.

No Recent Endpoint Communication: The Endpoint is not communicating and it needs to either be reset or replaced to resolve the issue or the endpoint needs to be replaced completely.

Meter/Encoder Alarm: When there is no water flow reported over a 48 hour period.

Greens Bayou Federal Flood Risk Management Project

GREENS BAYOU FEDERAL FLOOD RISK MANAGEMENT PROJECT

The U.S. Army Corps of Engineers Galveston District (Corps) and Harris County Flood Control District broke ground in 2015 on the \$58 million Greens Bayou Federal Flood Risk Management Project in north Harris County.

The project includes approximately 3.7 miles of channel conveyance improvements from Cutten Road to Veterans Memorial Drive and approximately 108 acres of stormwater detention storage in the Antoine Stormwater Detention Basin, formally known as HCFC Unit P500-05-00 and located near the intersection of Antoine Drive and the Sam Houston Tollway.

Phase II construction of the project began in late 2016 and is expected to take approximately three years to complete. The Corps awarded a \$21.4 million contract to Lecon Inc. for the Phase II work, which includes completion of the north cell of the basin, located north of West Greens Road; excavation of the south cell, which is located south of West Greens Road; and construction of the channel conveyance improvements from Cutten Road to Veterans Memorial Drive. Phase I of the project, which included excavation of the north cell and construction of an outfall structure to

Greens Bayou, was completed in 2016. Lecon was awarded the \$5.7 million contract for Phase I.

Under a Project Partnership Agreement signed in May 2015, the Corps will design and build the project. After construction is completed, the Corps will plant native trees and grasses in and around the basin, with wetland plants placed in low areas as part of the landscaping. They will also plant grasses on disturbed areas of the bottom and sides of the bayou, and native trees where appropriate along the bayou banks. These features will improve stormwater quality, support wildlife and provide opportunities for recreational benefits. The Flood Control District purchased the 138-acre detention basin site, and is

responsible for acquiring other property and easements, relocating utilities, and then maintaining the basin and channel after construction. The cost share will be approximately 75 percent federal and 25 percent local.

West Greens Drive bisects the Antoine basin, dividing it into two parts, but it will be connected by means of box culverts and will function as a single flood damage reduction feature. The completed basin is designed to hold approximately 1,650 acre-feet, or 538 million gallons of stormwater.



WHAT'S THE VALUE OF WATER?

There are nearly 400,000 house fires in the U.S. each year, and water that flows from hydrants is our best defense.

Most of us never think about how water gets to us. Luckily, we don't have to. Pumps, treatment plants, and pipes bring us clean water and carry away wastewater. All day, every day.

But our water systems are aging. They need investment to continue delivering life's most essential resource.

Water—Essential. Reliable. Invaluable.

Learn how water works for you. Visit TheValueofWater.org.

#ValueWater | Value of Water COALITION

Presented in cooperation with the Value of Water coalition

GM Corner – Begin Saving Money Today with the “Smart Water Network”

Smart Meter Network: Implementation of the Smart Meter Network has been completed! This network allows you to begin **SAVING MONEY TODAY!** Simply setup your “Eye On Water” account to begin benefiting from this state of the art technology.

Now a customer leak can be identified early and save you money!

Website Development: The Board has completed and released the development of the website in record time. Visit us today at: www.hcud15.org, to learn about the District, access important records, enter the “Eye On Water” customer portal, and benefit from many other features designed with you in mind.

Infrastructure Enhancements: The Board has made significant investments in the infrastructure of the water production and delivery systems as well as the wastewater collection and disposal systems to insure the continuation of the high level of service provided to the customers. In summary, these enhancements include the sanitary sewer rehabilitation at a cost of about \$1,173,000, the extension of a water line across Greens Bayou to complete the water line loop for about \$128,000, the improvements to the wastewater treatment plant for about \$1,234,669, and the improvements to the water production plant at about \$365,688.

These enhancements and improvements were completed while reducing the water rate to a \$0.00 minimum bill and significantly reducing the tax rate. The Board has achieved a 56% decline from the highest tax rate of \$1.74 in 1992. This means that a house valued at \$200,000 dollars today has a realized **savings in tax expense of \$1960** (\$3480 - \$1520).

I don't know of any other water utility including both cities and water district's that can match this performance. We remain committed to “Excellence in Customer Service”.

Phillip Givens — Director/General Manager — Harris County Utility District 15

FAST FACTS

Helpful Numbers

MUNICIPAL OPERATIONS
AND CONSULTING INC.
(281) 367-5511

TRASH
Waste Management
1-800-800-5804
E-mail us: cssatex@wm.com

Fire Department
(281) 583-8014

Sheriff Department
(713) 755-6044

UD-15 ATTORNEY
Strawn & Richardson
(713) 864-5466

Constable
(281) 376-3472

Copper Creek H.O.A.
(281) 852-1700

Greenfield Village H.O.A.
(281) 463-1777

TCEQ
(512) 239-4691

Helpful Websites

American Water Works Assoc.
www.awwa.org

American Water Board
Directors
www.awbd-tx.org

Environmental Protection
Agency
www.epa.gov

Texas State Legislature
www.capitol.state.tx.us

Texas Rural Water
Association
www.trwa.org

TCEQ
www.tceq.state.tx.us

Water Net
www.waternet.com

Water On-line
www.wateronline.com

Public Participation Opportunity:

4TH TUESDAY OF EACH MONTH AT 6:00PM
DISTRICT MEETING FACILITY

4127 Breckenridge Drive • Houston, Texas 77066
For More Information: (713) 864-5466

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