

## Water Users Coalition Meeting

Thursday, March 26, 2015

The Timber Lane WUC meeting was called to order at 7:00 p.m.

1. Jerry Homan, General Manager of HCFWSD# 61, introduced himself and briefly summarized the purpose of the meeting.
2. Each of the attendees introduced themselves and the organization that they represent.
3. Mr. Homan read the WUC mission statement and the minutes from the September 2, 2014, Tomball WUC meeting. Mr. Homan also talked about how the Water Users Coalition came about and encouraged the attendees to review the attached declaration and/or resolution of support.
4. Mr. Homan Thanked Timber Lane MUD for the use of their building and their continued support of the Water Users Coalition.
5. Mr. Homan went through the WUC Operators meeting on March 18, 2015 agenda and briefly informed the attendees as to each topic and the discussions that the operation companies and the NHCRWA representatives had during the meeting. Also Mr. Al Rendl spoke about the NHCRWA reuse program and encouraged the attendees to have their representative investigate possible participation. See [Minutes of Operations meeting March 18, 2015](#).
6. Mr. Homan talks about how important having customer confidence is in our water system. Mr. Homan poses the question how would Districts receiving water from the NHCRWA receive notification for an acute water issue. What is the protocol for notification and what is the NHCRWA's responsibility? Mr. Homan states that the average water customer knows the MUD's as their water purveyor. When problems come up it is the MUD that is first contacted not the NHCRWA. Mr. Homan went on about how important it was to develop an alert strategy to minimize time delays and improve communication to the MUD should a water quality problem happen, stressing how important our consumer confidence is in our water supply.
7. Communication (How does the NHCRWA improve communications?) Mr. Homan said in each meeting that the WUC has had, that the lack of communication was the #1 cited problem by the MUD directors, with the NHCRWA. Mr. Homan then stated that after discussions with Al Rendl about the communication concerns, that Al Rendl requested that the WUC place Communication on the agenda. At this point an open discussion ensued.

Mr. Homan thought that the NHCRWA going through AWBD was a great way to communicate and encouraged everyone to attend the upcoming AWBD breakfast event focusing on surface water.

A discussion ensued about direct mailings to the muds. Al Rendl spoke about the Waterline publication. Many directors indicated that they had never received the Waterline and enquired as to whom were the NHCRWA sending the publication too. Al Rendl indicated that 250,000 are printed each time and sent out within the NHCRWA boundaries. He also said that each publication is on line and encourage attendees to go to the web site. Mr. Homan agreed that there is a lot of informative information on the NHCRWA web site, also encouraging attendees to become better informed through reading up on the many activities that the NHCRWA is involved in. One attendee suggested that the MUDs could be more effective communicating with their own customers by direct mail outs. Another attendee does not like the blue card method of asking questions at the NHCRWA regular scheduled meetings. Several attendees expressed a need to continue working on communications and like what the WUC are doing and encouraged Al Rendl to continue to work with the WUC. Al Rendl, said he would be happy to attend MUD meetings if requested. Mr. Homan suggested that maybe a combined effort might be a more effective way of improving communicating and that the WUC would continue to work on the issue moving forward.

8. Mr. Homan discussed what is next for the Water Users Coalition, detailing a plan to sign up the MUD customers, encouraging each MUD to send out a mail out, referencing a sample letter. Mr. Homan states that the Coalition will look to sign up 10,000 members in the years to come. Mr. Homan also talked about creating a 501 c 3 non-profit that would be managed by a member board of directors made up of Water Users Coalition members in the future. He also pledged to continue to work on behave of the stakeholders within the NHCRWA, see WUC mission statement.
9. Under Open Discussion Mr. Homan spoke about the new second supplement water supply contract with the City of Houston and encouraged attendees to review the executive summary. <http://www.nhcrwa.org/wp-content/uploads/2015/02/NHCRWA-Executive-Summary-of-Second-Supplement-FINAL-00182028.pdf> Al Rendl also spoke about some of the specifics within the agreement. Several attendees were concerned about the NHCRWA fees to pay for this new agreement. Mr. Homan suggested that the cost should be spread over time whereas to not over burden the current payers with the majority of the cost. He also suggested that the NHCRWA have several meeting with stakeholders to get additional input on the matter. Several attendees agreed and encouraged the NHCRWA to start as soon as possible.
10. Mr. Homan spoke about Senate Bill 1000, House Bill 2389 and House Bill 200. He encouraged everyone to contact their representatives. He praised AWBD's legislative involvement on these two bills.
11. Mr. Homan thanked everyone for coming and the meeting was adjourned at 8:30 p.m.