



Adrienne Balkum <adriennebalkum@gmail.com>

Re: Press Release Draft for your consideration

1 message

Adrienne Balkum <adriennebalkum@gmail.com>
To: David Naylor <naylor@rchwatersupply.com>

Fri, May 5, 2023 at 3:39 PM

I would suggest sending it to the following email addresses with the subject line: [FOR IMMEDIATE RELEASE] RCH Water Supply Corporation Announcement To Customers

editor@heraldbanner.com
editor@BlueRibbonNews.com

Send the same information to Konrad in addition to a request for him to forward it to the Office of Emergency Management to send a text alert.
cityadministrator@mclendon-chisholm.com

sincerely,

Adrienne Balkum
(469) 338-3804

On Fri, May 5, 2023 at 3:03 PM David Naylor <naylor@rchwatersupply.com> wrote:

I'm good with this. How do you suggest we post this? I'm trying to get access to the website (or give it to Blackland) but haven't heard back from Robin yet.

Get [Outlook for iOS](#)

From: Adrienne Balkum <adriennebalkum@gmail.com>
Sent: Friday, May 5, 2023 11:30:05 AM
To: David Naylor <naylor@rchwatersupply.com>
Subject: Press Release Draft for your consideration

[FOR IMMEDIATE RELEASE] RCH Water Supply Corporation Announcement To Customers

RCH Water Supply Corporation Board of Directors have enacted Stage 2 of our Drought Contingency Plan on May 3, 2023 for customers who are served in McLendon-Chisholm and Rockwall County.

Stage 2

(a) Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Sundays and Thursdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8), and Saturdays and Wednesdays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9), and irrigation of landscaped areas is further limited to the hours of 12:00 midnight until 10:00 a.m. and between 8:00 p.m. and 12:00 midnight on designated watering days. However, irrigation of landscaped areas is permitted at anytime if it is by means of a hand-held hose, a faucet filled bucket or watering can of five (5) gallons or less, or drip irrigation system.

Please consider water conservation efforts as we are in the process of management changes. It was recorded on May 2, 2023 that usage levels are steadily increasing and it is critical to conserve water.

We are working with local operator technicians from the City of Rockwall and Blackland WSC temporarily managing the pump station operations and notifications.

Quarterly sample testing will be done on Monday, May 8. Elevated tower cleaning scheduled between May 22 – May 24.

NEW MEETING LOCATION! Our next monthly Board of Directors meeting is on Wednesday, June 7 at 2pm at the McLendon-Chisholm City Hall located at 1371 West FM 550.

If you have any questions and/or concerns please email David Naylor, newly elected president of RCH Water Supply Corporation at: naylor@rchwatersupply.com.

sincerely,

Adrienne Balkum
(469) 338-3804



Adrienne Balkum <adriennebalkum@gmail.com>

Sample Press Release to Edit

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Mon, May 8, 2023 at 10:57 AM

To: scott <scott@blacklandwater.com>, David Naylor <naylor@rchwatersupply.com>

[FOR IMMEDIATE RELEASE] RCH Water Supply Corporation Announcement To Customers

RCH Water Supply Corporation Board of Directors have enacted Stage 2 of our Drought Contingency Plan on May 3, 2023 for customers who are served in McLendon-Chisholm and Rockwall County.

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Please consider water conservation efforts as we are in the process of management changes. It was recorded on May 2, 2023 that usage levels are steadily increasing and it is critical to conserve water.

We are working with local operator technicians from the City of Rockwall and Blackland WSC temporarily managing the pump station operations and notifications.

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NEW MEETING LOCATION! Our next monthly Board of Directors meeting is on Wednesday, June 7 at 2pm at the McLendon-Chisholm City Hall located at 1371 West FM 550.

H2O Services is no longer contracted to provide billing administration and operations.

For payment information please be patient as we are in a transition period. The RCH Water Supply Corporation website will no longer accept online payments. Please consider dropping your payment off at the designated drop off location at McLendon-Chisholm City Hall.

If you have any questions and/or concerns please email David Naylor, newly elected president of RCH Water Supply Corporation at: naylor@rchwatersupply.com.



Adrienne Balkum <adriennebalkum@gmail.com>

Jarod Rosson is the Emergency Management Coordinator

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Fri, May 5, 2023 at 3:41 PM

To: David Naylor <naylor@rchwatersupply.com>

jrosson@rockwallcountytexas.com



Adrienne Balkum <adriennebalkum@gmail.com>

UPDATE: RCH WSC & H2O Services Contract with RCH & Transition Info

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Mon, May 8, 2023 at 4:02 PM

To: Keith Short <mayor@mclendon-chisholm.com>, Michael Halla <mhalla@hallalawfirm.com>, Trudy Woessner <council3@mclendon-chisholm.com>, Konrad Hildebrandt <cityadministrator@mclendon-chisholm.com>

Good afternoon Mayor,

Attached is the important information for our attorneys. Mayor Pro Tem Woessner witnessed me provide these attachments to Konrad to make copies which he placed in a file.

I was told by David Naylor that Robin Baley should be off the RCH bank accounts tomorrow (May 9).

I'm following-up on additional items.

- Blackland is awaiting to hear back from Master Meter.
- Lockbox for payments should be delivered to Blackland Wednesday/Thursday. It is costing them approximately \$2,000. Shelly confirmed a location that would be suitable. (see attached similar_lockbox)
- Blackland has confirmed At&t number will be forwarded to City Hall to hear a prerecorded message that will confirm the same information from the press release. Then after hours for maintenance and/or a leak it will go to the Answer First response system that will call or text Blackland (see attached answer first sample).
- Website contact info is expected to change as well as payment notice information.
- The RCH website payment feature will not be accepting online payments until a new payment gateway is established.
- I'm working on a script for a recorded message for when people call the City Hall as well as something for staff to use. Staff is aware that they are NOT taking payments and that they are to direct people to drop payments off in the lockbox.
- Blackland may not be able to do the actual billing and it may be approximately 2 months. Due to the fact they will need to have a meter reader to MANUALLY read the Neptune meters for all 2,655+. There are WAY more meters than Blackland has on their own current system.
- The quarterly water sample testing was done at 1:30pm today as scheduled.
- David Naylor is looking to hire a new attorney, possibly Jim Bradbury. There was a conflict of interest with another attorney recommendation.
- Tomorrow morning RCH WSC website changes of contact information, Press Release will be uploaded and notifications to customers will be done.
- A meeting at City Hall has been scheduled for Thursday, May 18 at 9:30am for us, RCH, Blackland, Michael Halla, Emily Rogers to go over agreements which will confirm agenda items for the May 24, 2023 City Council meeting.

I know this is a lot of information...if you need more clarification please call me.

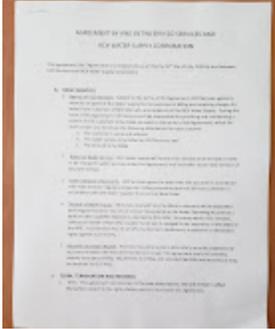
sincerely,

Adrienne Balkum
(469) 338-3804

5 attachments



h2o_services_contract_rch_p2.jpg
66K



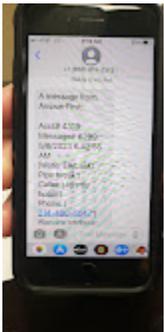
h2o_services_contract_rch_p1.jpg
127K



transition_questions_email.jpg
120K



similar_lockbox.jpg
327K



answer_first_message_sample.jpg
157K

AGREEMENT BY AND BETWEEN H2O SERVICES AND RCH WATER SUPPLY CORPORATION

This agreement (the "Agreement") is entered into as of this the 12th day of July, 2005 by and between H2O Services and RCH Water Supply Corporation.

A. BASIC SERVICES

1. Agency of H2O Services. Subject to the terms of this Agreement, H2O Services agrees to serve as an agent of the Water Supply for the purposes of billing and receiving charges for water from customers of RCH WSC who are recipients of the RCH Water Supply. During the term of this Agreement, H2O Services will be responsible for providing and maintaining a current list of customers to be billed pursuant to the terms of this Agreement, which list shall contain at a minimum the following information for each customer.
 - a. The customer's name and address;
 - b. The water service to be billed by H2O Services; and
 - c. The amount to be billed.
2. Rates for Water Service. RCH Water Supply will furnish H2O Services with the rate or rates to be charge for water services under this Agreement, and thereafter advise H2O Services of any rate revision.
3. Administration of Accounts. H2O Services agrees to administer the accounts in accordance with H2O Services' regular and periodic billing procedures and will bill each customer in accordance with the Water Supply's then current Rate Order.
4. Deposit of Water Funds. All money received from the Water customers will be deposited each regular business day into an account designated as the Water Operating Account at a bank or other qualified depository selected by RCH WSC. All money which H2O Services collects on behalf of RCH WSC is public funds and is pledged to the payments of the debts of the WSC. H2O Services has no set-off, counterclaim, abatement, suspension or diminution rights against such money.
5. Monthly Operation Report. H2O Services will provide to RCH WSC a monthly statement of accounts between the WSC and H2O Services under this agreement, and such monthly reports as to gross billing, adjustments to billing, and uncollectible bills and accounts as may be required by RCH WSC.

B. TERM, TERMINATION AND RECORDS:

1. Term. This agreement commences on the date stated above, and will remain in effect thereafter, subject to the right of either party to terminate this Agreement.

2. Termination. This Agreement may be terminated by either party by giving a thirty (30) day written notice of such termination to the other party at its Address of Record (see below). RCH WSC agrees to pay H2O Services all fees and charges for services provided up to the date of termination.

C. MISCELLANEOUS

1. Modification. Modification of this Agreement may be made only by a written document signed by both H2O Services and RCH WSC.
2. Assignability. Neither H2O Services nor the WSC may assign its interest in this Agreement without prior written consent of the other party.

H2O Services
PO Box 2034
Rockwall, Texas 75087

RCH Water Supply Corporation
PO Box 129
Rockwall, Texas 75087

FW: Transition Questions

David Naylor <dnaylor@rayburnelectric.com>

Mon 5/8/2023 8:33 AM

To: scott <scott@blacklandwater.com>

FYI

David Naylor

From: rbaley@airmail.net <rbaley@airmail.net>

Sent: Monday, May 8, 2023 8:28 AM

To: David Naylor <dnaylor@rayburnelectric.com>

Subject: RE: Transition Questions

CAUTION: [EXTERNAL E-MAIL]

We use Master Meter to bill. I can put all the data on a jump drive.

The meters are read each month.

Meters are read manually by Dwight. Meter readings are input manually. The meter sheets are printed and ready to pick up to start reading.

The billing cycle is the 15th – 15th of each month and due on the 5th.

All emergency calls after hours are routed through the pager.

All financial information is at the pump station from previous years. I have last month and this month here at our office.

We are being bombarded with phone calls regarding Stage 2 that you posted on the website. Where do I direct those calls?

RCH WSC phone number is 214-771-4325

From: David Naylor <dnaylor@rayburnelectric.com>

Sent: Friday, May 5, 2023 12:26 PM

To: rbaley@airmail.net

Subject: Transition Questions

Good afternoon,

Visited with Blackland, and we're likely to try and set up a meeting with the three of us to talk through the transition process. In the meantime, can you provide some insights on the following:

- Do you use Master Meter to bill or just collect the meter data? Didn't know if that was where the member database was located or not.
- How are the meters read? Do you use an RCH laptop or an H2O Service laptop?
- How many billing cycles?
- Does H2O Services mail the bills or do you use a third party?
- After hours, how are the call routed? Are emergency calls handled differently from customer service calls?
- Can we get the information to update the website?

We'll also need to get the financial information for each of the bank accounts.

Thanks.

David Naylor



PLACE
PAYMENTS
HERE

DO NOT USE CASH

BLACKLAND WATER SUPPLY

Security
Cameras In Use

THANK YOU

P
A
Y
M
E
N
T

AT&T LTE

9:52 AM

69%



+1 (855) 813-3313 >

Today 6:49 AM

A message from
AnswerFirst:

Acct# 4319

Message# 6299

5/8/2023 6:42:55
AM

|Water ER/Leak/
Pipe break'|

Caller: |Jeremy
Epton'|

Phone: |

[214-490-4047](tel:214-490-4047)'|

|Service address:



Text Message





Adrienne Balkum <adriennebalkum@gmail.com>

Re: [DRAFT] Voice Script for the McLendon-Chisholm City Recorded Message

1 message

Adrienne Balkum <adriennebalkum@gmail.com>
To: David Naylor <naylor@rchwatersupply.com>

Mon, May 8, 2023 at 6:51 PM

No problem.

Just so you know tomorrow I'm going to Blackland at 9:30am. Rob is going to work on the website...I'm just going to be an extra pair of eyes to make sure all of the contact, header, footer, etc is consistent with your changes.

Then I'm heading over to McLendon-Chisholm City Hall to get the Voice Script done. Print script for all the staff to be next to their phones. Scott mentioned the delivery of the lockbox may be Wednesday/Thursday. The Secretary confirmed a location that will have a security camera on it.

Once the RCH website revisions are done tomorrow morning the city website/city FB will have the same information.

sincerely,

Adrienne Balkum
(469) 338-3804

On Mon, May 8, 2023 at 6:37 PM David Naylor <naylor@rchwatersupply.com> wrote:
This is great. Thank you.

Get [Outlook for iOS](#)

From: Adrienne Balkum <adriennebalkum@gmail.com>
Sent: Monday, May 8, 2023 6:34:50 PM
To: David Naylor <naylor@rchwatersupply.com>
Subject: [DRAFT] Voice Script for the McLendon-Chisholm City Recorded Message

David, for your approval please review the script so that I may have this recorded on the McLendon-Chisholm City Hall's phone system and I will have this ready to go by tomorrow afternoon or earlier.

Hello RCH Water Supply Corporation Customers,

RCH Water Supply Corporation Board of Directors have enacted Stage 2 of the Drought Contingency Plan on May 3, 2023 for customers who are served in McLendon-Chisholm and Rockwall County. Visit rchwater.myruralwater.com for more information on watering landscaped areas and other water restrictions. Please consider water conservation efforts as we are in the process of management changes. It was recorded on May 2, 2023 that usage levels are steadily increasing and it is critical to conserve water.

H2O Services is no longer providing billing administration, meter reading or operator technician services to RCH Water Supply Corporation. There is a temporary agreement with Blackland Water Supply Corporation to manage maintenance and operations.

Effective immediately the RCH website is no longer accepting online payments. Please discontinue automatic bank payments until further instructions are provided for electronic transactions from RCH. To drop off your payments such as checks or money orders for the current billing cycle please use the new lockbox located at the McLendon-Chisholm City Hall at 1371 West FM 550.

The next RCH Board of Director Meeting will be held on June 7, 2023 at McLendon-Chisholm City Hall.

For emergencies, water line breaks or maintenance issues please contact the after hours phone number on the rchwater.myruralwater.com.

sincerely,

Adrienne Balkum
(469) 338-3804



Adrienne Balkum <adriennebalkum@gmail.com>

UPDATE on the RCH Operation/Transition Delay for May 10

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Tue, May 9, 2023 at 2:25 PM

To: Konrad Hildebrandt <cityadministrator@mclendon-chisholm.com>, Keith Short <mayor@mclendon-chisholm.com>, Trudy Woessner <council3@mclendon-chisholm.com>, Michael Halla <mhalla@hallalawfirm.com>

All,

- David Naylor delivered the jump drive to Blackland.
- Blackland has full control of the RCH website.
- I informed Blackland that the website number (214) 771-4325 is used by H2O Services for their multiple companies they serve and therefore Blackland/RCH must get a new phone number.
- Blackland is working on getting a phone number that will be used on the City Hall Script, website, etc.
- Tomorrow, (May 10) after 1pm all the website changes, phone number updates, press release uploaded to the news section on the RCH website. The system will send out push notifications by text and email.
- Konrad will have the City recorded message to roll out in case anyone calls on May 10 after the RCH website is updated with the press release, RCH press release to post on the City Website, FB page, etc.
- All HOAs will receive a copy of the RCH press release.
- RCH Payment Lockbox ETA Wednesday/Thursday.

sincerely,

Adrienne Balkum
(469) 338-3804



Adrienne Balkum <adriennebalkum@gmail.com>

Re: RCH Website Checklist

1 message

Adrienne Balkum <adriennebalkum@gmail.com>
To: David Naylor <dnaylor@rayburnelectric.com>

Wed, May 10, 2023 at 6:49 AM

No problem. The only thing I have scheduled for May 18, 2023 at 9:30am at City Hall conference room for our meeting with Mayor, Blackland, Tyler, etc.

5pm should be fine for you to schedule a RCH special board meeting on the 18th at City Hall.

Sincerely,

Adrienne

On Wed, May 10, 2023, 6:21 AM David Naylor <dnaylor@rayburnelectric.com> wrote:

Thanks Adrienne. I was looking to call a Special Board Meeting on the 18th. Would 5 PM work for you? I need to verify date with the Board, but that looks to avoid some of the M-C meetings. We need to take some actions for this transition.

David Naylor

From: Adrienne Balkum <adriennebalkum@gmail.com>

Sent: Wednesday, May 10, 2023 6:18 AM

To: David Naylor <dnaylor@rayburnelectric.com>; robin <robin@blacklandwater.com>; scott <scott@blacklandwater.com>

Subject: RCH Website Checklist

CAUTION: [EXTERNAL E-MAIL]

Rob,

Below is a quick reference of revisions to make as well as helpful copy and paste code. ETA 1pm to begin changes. I'll be at City Hall managing communications.

1. Header.

INSERT NEW PHONE NUMBER

2. Footer.

INSERT NEW PHONE NUMBER

RCH Water Supply Payment Dropbox

McLendon-Chisholm City Hall located at:
1371 West FM 550

McLendon-Chisholm, TX 75032

3. About us.

Due to management changes we are in the process of updating administration processes for billing. We are working with local management from the City of Rockwall and Blackland WSC temporarily managing the pump station operations and notifications. Please subscribe for notifications located in the ride sidebar "Sign Up For Alerts".

Office Hours: Monday - Friday: 8:00 AM to 5:00 PM

Main Number: INSERT NEW PHONE NUMBER

RCH Water Supply Payment Dropbox

McLendon-Chisholm City Hall located at:
1371 West FM 550

McLendon-Chisholm, TX 75032

4. Board Members.

Remove Gary Lovell with Steve Hatfield (Appointed on May 3, 2023)

5. Bill Payment.

Payment Address

McLendon-Chisholm City Hall located at:
1371 West FM 550

McLendon-Chisholm, TX 75032

Disconnect/Unlink BOTH gateway link on button. Located on the top and bottom of page. [PAY YOUR BILL NOW & CLICK TO PAY YOUR BILL NOW]

.
.
.

Payment By Mail

If paying by check or money order through the mail, please send all payments with your payment coupon. To avoid late fees, please mail your payment at least five business days before the due date specified on your bill to:

RCH Water Supply

McLendon-Chisholm City Hall located at:
1371 West FM 550

McLendon-Chisholm, TX 75032

Automatic Bank Draft

For payment information please be patient as we are in a transition period. The RCH Water Supply Corporation website will no longer accept online payments. Please consider dropping your payment off at the designated drop off location at

McLendon-Chisholm City Hall.

Payment Drop-Off Location

You may drop your payment in the convenient drop box located at:

McLendon-Chisholm City Hall located at:

1371 West FM 550

McLendon-Chisholm, TX 75032

6. Contact us.

Bills may still be paid at the office by dropping the payment in the convenient drop box located at the McLendon-Chisholm City Hall located at:

1371 West FM 550

McLendon-Chisholm, TX 75032

Business Office (8:00 am - 5:00 pm weekdays) INSERT NEW PHONE NUMBER

After Hours / Emergency Pager INSERT NEW PHONE NUMBER

Complaints - Address Board of Directors

If you have a complaint or specific request and wish to address the Board Of Directors, e-mail naylor@rchwatersupply.com at least 72 hours prior to the meeting.

7. Location.

<iframe src="https://www.google.com/maps/embed?pb=!1m18!1m12!1m3!1d3352.3251319888495!2d-96.40231308481644!3d32.83664208095409!2m3!1f0!2f0!3f0!3m2!1i1024!2i768!4f13.1!3m3!1m2!1s0x864954ae29f9b117%3A0xe45b085262e01deb!2s1371%20W%20Farm%20to%20Market%20Rd%20550%2C%20Rockwall%2C%20TX%2075032!5e0!3m2!1sen!2sus!4v1683714522342!5m2!1sen!2sus" width="800" height="600" style="border:0;" allowfullscreen="" loading="lazy" referrerpolicy="no-referrer-when-downgrade"></iframe>

BUTTON FOR LARGER MAP: <https://goo.gl/maps/AxinZWA2wBLHyQJ9>

Office Hours: Monday - Friday: 8:00 AM to 5:00 PM

Main Number: INSERT NEW PHONE NUMBER

RCH Water Supply Payment Dropbox

McLendon-Chisholm City Hall located at:

1371 West FM 550

McLendon-Chisholm, TX 75032

8. Board Meeting & Minutes.

Board Meetings are held first Wednesday of the month at 2pm. Board Meeting location has changed to McLendon-Chisholm City Hall located at: McLendon-Chisholm City Hall located at: 1371 West FM 550, McLendon-Chisholm, TX 75032.



Adrienne Balkum <adriennebalkum@gmail.com>

Re: UPDATE on the RCH Operation/Transition Delay for May 10

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Wed, May 10, 2023 at 8:29 AM

To: Konrad Hildebrandt <CityAdministrator@mclendon-chisholm.com>

Cc: Keith Short <mayor@mclendon-chisholm.com>, Trudy Woessner <Council3@mclendon-chisholm.com>, "mhalla@hallalawfirm.com" <mhalla@hallalawfirm.com>

Good morning Konrad,

Thank you for letting me know. I will add that to my list today. I should be at the City Hall at approximately 1pm.

sincerely,

Adrienne Balkum
(469) 338-3804

On Wed, May 10, 2023 at 8:04 AM Konrad Hildebrandt <CityAdministrator@mclendon-chisholm.com> wrote:

Hi Adrienne,

Inframark will need a copy of the 'flash/jump' drive to give an overall analysis from their perspective.

Thank you,

Konrad Hildebrandt

City Administrator

City of McLendon-Chisholm

1371 West FM 550

McLendon-Chisholm, Texas 75032

972-524-2077 (Office)



ATTENTION: Please note any correspondence, such as e-mail or letters, sent to City staff or City officials may become a public record and made available for public/media review.

--ATTENTION PUBLIC OFFICIALS--

A "Reply to All" of this e-mail could lead to violations of the Texas Open Meetings Act. Please reply only to the sender.

From: Adrienne Balkum <adriennebalkum@gmail.com>

Sent: Tuesday, May 9, 2023 2:26 PM

To: Konrad Hildebrandt <CityAdministrator@mclendon-chisholm.com>; Keith Short <mayor@mclendon-chisholm.com>; Trudy Woessner <Council3@mclendon-chisholm.com>; mhalla@hallalawfirm.com

Subject: UPDATE on the RCH Operation/Transition Delay for May 10

All,

- David Naylor delivered the jump drive to Blackland.
- Blackland has full control of the RCH website.
- I informed Blackland that the website number (214) 771-4325 is used by H2O Services for their multiple companies they serve and therefore Blackland/RCH must get a new phone number.
- Blackland is working on getting a phone number that will be used on the City Hall Script, website, etc.
- Tomorrow, (May 10) after 1pm all the website changes, phone number updates, press release uploaded to the news section on the RCH website. The system will send out push notifications by text and email.
- Konrad will have the City recorded message to roll out in case anyone calls on May 10 after the RCH website is updated with the press release, RCH press release to post on the City Website, FB page, etc.
- All HOAs will receive a copy of the RCH press release.
- RCH Payment Lockbox ETA Wednesday/Thursday.

sincerely,

Adrienne Balkum
(469) 338-3804

Re: website

1 message

Adrienne Balkum <adriennebalkum@gmail.com>
To: robin <robin@blacklandwater.com>

Wed, May 10, 2023 at 3:31 PM

Thank you!

On Wed, May 10, 2023 at 3:29 PM robin <robin@blacklandwater.com> wrote:
Ok i am having her send out email and text thank uRobin Mayall
Project Manager
Blackland WSC

From: robin <robin@blacklandwater.com>
Sent: Wednesday, May 10, 2023 3:20:20 PM
To: Adrienne Balkum <adriennebalkum@gmail.com>
Subject: Re: website*its updated on press release.***Robin Mayall****Project Manager**
Blackland Water Supply Corp.
Office 972-771-6375
Mobile 812-891-9621

From: robin <robin@blacklandwater.com>
Sent: Wednesday, May 10, 2023 3:18 PM
To: Adrienne Balkum <adriennebalkum@gmail.com>
Subject: Re: website*she is adding in the emergency number to release....can we go ahead and send out email and text alert on this. if little things on site need tweaked we can do it easily moving forward now.***Robin Mayall****Project Manager**
Blackland Water Supply Corp.
Office 972-771-6375
Mobile 812-891-9621

From: Adrienne Balkum <adriennebalkum@gmail.com>
Sent: Wednesday, May 10, 2023 3:09 PM

To: robin <robin@blacklandwater.com>
Subject: Re: website

YES if you add this line at the bottom of the PRESS RELEASE on the news section.

For emergencies, water line breaks or maintenance issues please contact the after hours phone number (325) 266-8366.

On Wed, May 10, 2023 at 3:08 PM robin <robin@blacklandwater.com> wrote:

ok with the correction you sent and adding emergency number we are good for now correct?

Robin Mayall



***Project Manager
Blackland Water Supply Corp.
Office 972-771-6375
Mobile 812-891-9621***

From: Adrienne Balkum <adriennebalkum@gmail.com>
Sent: Wednesday, May 10, 2023 3:07 PM
To: robin <robin@blacklandwater.com>
Subject: Re: website

Just the emergency number.

On Wed, May 10, 2023 at 3:06 PM robin <robin@blacklandwater.com> wrote:

do you want your phone number on anything or off for now and just have the emergency number

Robin Mayall



***Project Manager
Blackland Water Supply Corp.
Office 972-771-6375
Mobile 812-891-9621***

From: Adrienne Balkum <adriennebalkum@gmail.com>
Sent: Wednesday, May 10, 2023 3:01 PM
To: robin <robin@blacklandwater.com>
Subject: Re: website

Just copy and paste below:

Contact Page:

Bills may still be paid by dropping the payment in the convenient drop box at the McLendon-Chisholm City Hall located at:
1371 West FM 550, McLendon-Chisholm, TX 75032

Board Meetings Page

Board Meetings are held first Wednesday of the month at 2pm. ***Board Meeting location has been changed to McLendon-Chisholm City Hall at 1371 West FM 550, McLendon-***

Chisholm, TX 75032.

On Wed, May 10, 2023 at 3:00 PM robin <robin@blacklandwater.com> wrote:

ok just tell me where and if you are ok with it for now to get posted etc.

Robin Mayall



***Project Manager
Blackland Water Supply Corp.
Office 972-771-6375
Mobile 812-891-9621***

From: Adrienne Balkum <adriennebalkum@gmail.com>

Sent: Wednesday, May 10, 2023 2:56 PM

To: robin <robin@blacklandwater.com>

Subject: Re: website

Got it...I'm looking at it now. Already see minor typo.

On Wed, May 10, 2023 at 2:54 PM robin <robin@blacklandwater.com> wrote:

go to rch website right now and look. number is being added...this has not been broadcast yet... let me know and then we will send out . posted so you can see it real quick

Robin Mayall



***Project Manager
Blackland Water Supply Corp.
Office 972-771-6375
Mobile 812-891-9621***

If you have a complaint or specific request and wish to address the Board Of Directors, e-mail naylor@rchwatersupply.com at least 72 hours prior to the meeting.

9. Recent News

[FOR IMMEDIATE RELEASE] RCH Water Supply Corporation Announcement To Customers

RCH Water Supply Corporation Board of Directors have enacted Stage 2 of our Drought Contingency Plan on May 3, 2023 for customers who are served in McLendon-Chisholm and Rockwall County.

Stage 2

(a) Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Sundays and Thursdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8), and Saturdays and Wednesdays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9), and irrigation of landscaped areas is further limited to the hours of 12:00 midnight until 10:00 a.m. and between 8:00 p.m. and 12:00 midnight on designated watering days. However, irrigation of landscaped areas is permitted at anytime if it is by means of a hand-held hose, a faucet filled bucket or watering can of five (5) gallons or less, or drip irrigation system.

Please consider water conservation efforts as we are in the process of management changes. It was recorded on May 2, 2023 that usage levels are steadily increasing and it is critical to conserve water.

We are working with local management from the City of Rockwall and Blackland WSC temporarily managing the pump station operations and notifications.

Quarterly sample testing completed on Monday, May 8. Elevated tower cleaning scheduled between May 22 – May 24.

NEW MEETING LOCATION! Our next monthly Board of Directors meeting is on Wednesday, June 7 at 2pm at the McLendon-Chisholm City Hall located at 1371 West FM 550.

H2O Services is no longer contracted to provide billing administration and operations.

For payment information please be patient as we are in a transition period. The RCH Water Supply Corporation website will no longer accept online payments. Please consider dropping your payment off at the designated drop off location at McLendon-Chisholm City Hall.

If you have any questions and/or concerns please email David Naylor, newly elected president of RCH Water Supply Corporation at: naylor@rchwatersupply.com.

10. New Service Request.

Change email address to: naylor@rchwatersupply.com

sincerely,

Adrienne Balkum
(469) 338-3804



Adrienne Balkum <adriennebalkum@gmail.com>

Re: Payments

1 message

Adrienne Balkum <adriennebalkum@gmail.com>
To: David Naylor <naylor@rchwatersupply.com>

Wed, May 10, 2023 at 5:48 PM

Yes. Staff would most likely put it in the lock box once it is installed tomorrow.

On Wed, May 10, 2023 at 5:45 PM David Naylor <naylor@rchwatersupply.com> wrote:
Think City Hall would accept mailed payments?

Get [Outlook for iOS](#)

From: Amy Blumhardt <[REDACTED]>
Sent: Wednesday, May 10, 2023 4:10 PM
To: David Naylor <naylor@rchwatersupply.com>
Subject: Payments

Could we send our payments to city hall or we need to drop off the payment only? Thank you for all you do!

Sent from my iPhone



Adrienne Balkum <adriennebalkum@gmail.com>

City Website and FB Has Press Release for RCH WSC

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Wed, May 10, 2023 at 6:25 PM

To: David Naylor <naylor@rchwatersupply.com>, scott <scott@blacklandwater.com>, robin <robin@blacklandwater.com>

All,

The City website was updated here is the link.

<https://mclendon-chisholm.com/stage-2-of-drought-contingency-plan-enacted>

Facebook page also has the post shared to it.

All the HOAs/Board Presidents were contacted to share the press release to the residents on my end.

Scott informed me the payment lockbox would be delivered tomorrow (Thursday, May 11). City Staff can assist in getting it cemented and/or placed into the location approved.

Daytime callers will be able to hear the recorded message when they press 5.

sincerely,

Adrienne Balkum
(469) 338-3804

Update of May 10, 2023

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Wed, May 10, 2023 at 7:04 PM

To: Keith Short <mayor@mclendon-chisholm.com>, Trudy Woessner <council3@mclendon-chisholm.com>, Michael Halla <mhalla@hallalawfirm.com>, Konrad Hildebrandt <cityadministrator@mclendon-chisholm.com>

Mayor,

Blackland wanted to use one of our McLendon-Chisholm City Hall available phone numbers until they were successful in obtaining another At&t phone number to be used for RCH's main number and for their website. The At&t number that was used was a H2O Services phone number.

When we explained how the phone system works that it was not capable of forwarding to the emergency number after hours, Blackland said they would use the "Answer First" emergency number (325) 266-8366.

After the RCH website revisions it does NOT have a main phone number. It only lists the emergency number on the Contact Us page and on the press release. (see attached)

- City Hall Phone system when you Press 5 it goes to a delightful recorded script until 5pm.
- RCH website sent a text alert of the press release.
- All HOA management/board presidents received press releases to share with residents.
- RCH WSC David Naylor has scheduled the City Hall for the next first Wednesdays of the month for Board Meetings at 2pm.
- RCH WSC David Naylor is possibly going to call a Special Meeting for RCH Board of Directors for 5pm Thursday, May 18, 2023. If there is a quorum of the directors Mr. Naylor may place items on their agenda to seek financial approvals.
- There is no billing administration nor meter reading for the next cycle on the 15th planned yet.
- There is no ACH/Online Payment Gateway planned yet.
- Payment Lockbox is expected to be delivered Thursday, May 11, 2023.

sincerely,

Adrienne Balkum
(469) 338-3804



Screen Shot 2023-05-10 at 5.17.35 PM.png
652K



Adrienne Balkum <adriennebalkum@gmail.com>

Re: My suspicion confirmed about David Naylor

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Sat, May 13, 2023 at 7:59 AM

To: Beverly Stibbens <[REDACTED]>

No. I think he posted because of the discussion I had with Scott (Blackland) after I left City Hall. I noticed he got on the phone and most likely called David Naylor.

On Sat, May 13, 2023, 7:52 AM Beverly Stibbens <[REDACTED]> wrote:

He may be the only one wanting everything to go to Blackland. The board and membership get to decide. So you didn't know he was posting this?

Bev Stibbens
Sent from my iPhone

> On May 12, 2023, at 10:02 PM, Adrienne Balkum <adriennebalkum@gmail.com> wrote:

>

>

> See post.

> <Screen Shot 2023-05-12 at 9.45.44 PM.png>



David Naylor

May 12, 2023 · 🌐



RCH Update

Wanted to pass along an update on where things are and my thoughts on where we are going.

Billing

I apologize for the inconvenience. Unfortunately, it's probably going to take another month or so to get things resolved. We are working with [Blackland Water Supply](#) on a transition. No surprise, the records and processes were not as clean as one would like and it takes time to get everything in place. Regarding late fees, I plan to ask the Board to approve waiving the late fees during this transition.

Audit

The audit is underway. Rutherford Taylor in Greenville has picked up all of the records and are digging through them. Should be fun.

Operations

Blackland has been very gracious in assisting us to ensure our water continues to be safe. However, and it probably comes as no surprise, the system needs some updates. For example, the meters that were being installed were all manual read (i.e., somebody has to physically go by and read them). This means it takes about a week or so to read the system. Meters with truck-read capability would allow the system be read in a day or two. Why we were tolerating things like this is beyond me. I will be asking the Board to make some updates.

Long-Term Water Supply

Ultimately, RCH is going to have to connect to the **North Texas Municipal Water District** for water. Whether that is direct, or by transferring the system to someone else, that connection is the goal. **At a minimum, we're looking at about 2 years before that can occur just to get facilities constructed.** I've had multiple conversations with NTMWD, and they are willing to work with us in finding a solution. A long-term solution is also why we hired Velvin & Weeks to do an engineering study of the system. The results of this study will permit us to determine if we need any improvements and where a tie-in makes the most sense. This will also help with some of the water pressures issues many of us have.

Short-Term Water Supply

Until we have a long-term supply in place, water restrictions are likely to be a way of life for us, particularly during the summer months. No one wants to run out of water again, so we will continue to be proactive with the restrictions and request that we all use water in an efficient manner.

Thanks for your support. Hope this helps.

Adie Buchanan and 28 others

30 comments

Like

Comment

Lockbox Installed at McLendon-Chisholm City Hall

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Mon, May 15, 2023 at 10:29 AM

To: David Naylor <naylor@rchwatersupply.com>, scott <scott@blacklandwater.com>, robin <robin@blacklandwater.com>, Keith Short <mayor@mclendon-chisholm.com>, Trudy Woessner <council3@mclendon-chisholm.com>, Konrad Hildebrandt <cityadministrator@mclendon-chisholm.com>
Bcc: Michael Halla <mhalla@hallalawfirm.com>

Good morning David,

Just wanted to share attached photos of the RCH WSC payment lockbox installation. It is secure and the security camera is on.

sincerely,

Adrienne Balkum
(469) 338-3804

2 attachments



346156330_6411661975561923_1030353266388141343_n.jpg
256K



346151391_480405247576342_5379798058177830097_n.jpg
250K



Adrienne Balkum <adriennebalkum@gmail.com>

Re:  **MEETING REMINDER: Thursday, May 18, 2023 at 9:30am**

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Mon, May 15, 2023 at 12:40 PM

To: David Naylor <naylor@rchwatersupply.com>

Yes, I shared with you on May 5th I have to confirm items on the agenda for May 24th. I can understand it has been quite a hectic week. So I understand it may have not been a priority. MC Agenda will be published on May 19th. I won't be sworn in until May 17th at 6:30pm. So that's why the meeting is on May 18th.

We would love for you to attend, but if you are unable to attend. Scott and Tyler were also invited weeks ago. I would have to check back on my messages to confirm the date that they agreed to come. But I did see Scott on Friday and we definitely talked about it.

We are still meeting on the 18th. So if things change you are more than welcome to join us. Even if it is for 30 min with you.

Sincerely,

Adrienne

On Mon, May 15, 2023, 12:03 PM David Naylor <naylor@rchwatersupply.com> wrote:

Was this meeting set earlier? I'd like to be there, but this is the first I heard about it.

Also, Jackie had told me that he has to be in Oklahoma on the 18th. We're not having a special Board Meeting because I couldn't get a quorum.

Thanks.

Get [Outlook for iOS](#)

From: Adrienne Balkum <adriennebalkum@gmail.com>

Sent: Monday, May 15, 2023 11:42:24 AM

To: David Naylor <naylor@rchwatersupply.com>

Cc: jackiepullen@sbcglobal.net <jackiepullen@sbcglobal.net>; Keith Short <mayor@mclendon-chisholm.com>; Trudy Woessner <council3@mclendon-chisholm.com>

Subject: Re:  MEETING REMINDER: Thursday, May 18, 2023 at 9:30am

Thank you for letting me know David.

sincerely,

Adrienne Balkum
(469) 338-3804

On Mon, May 15, 2023 at 11:37AM David Naylor <naylor@rchwatersupply.com> wrote:

Thanks Adrienne. I'm not available this Thursday.

Get [Outlook for iOS](#)

From: Adrienne Balkum <adriennebalkum@gmail.com>

Sent: Monday, May 15, 2023 11:35:34 AM

To: jackiepullen@sbcglobal.net <jackiepullen@sbcglobal.net>; David Naylor <naylor@rchwatersupply.com>; Keith Short <mayor@mclendon-chisholm.com>; Trudy Woessner <council3@mclendon-chisholm.com>

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Good morning Mr. Pullen,

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This meeting has been scheduled for Thursday, May 18 @ 9:30am in the McLendon-Chisholm City Hall conference room.

Thank you for all your hard work, time, energy and dedication to our community.

sincerely,

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Adrienne Balkum
(469) 338-3804

Re:  MEETING REMINDER: Thursday, May 18, 2023 at 9:30am

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Tue, May 16, 2023 at 2:26 PM

To: David Naylor <naylor@rchwatersupply.com>

THAT'S GREAT TO HEAR THANK YOU FOR LETTING ME KNOW!

Sorry I have been running errands to explain why I am just now responding.

The Mayor and me. I invited Scott and he is more than welcome to bring Jason. Tyler Hendrickson.

I invited Pullen via email, but he hasn't responded in general.

I did NOT invite anyone from TNP.

I have a timeline with visuals that I would like to present to the City Council.

Would like some input, update and/or revisions.

Of course address any issues with processes and any agreement issues that you may have.

I will follow-up with an agenda...I did this with Highpoint last month and that seemed to go very well.

sincerely,

Adrienne

On Tue, May 16, 2023 at 12:07 PM David Naylor <naylor@rchwatersupply.com> wrote:

I may be about 10 minutes late, but I've re-arranged my schedule to be there for about an hour. Who all will be there?

Get [Outlook for iOS](#)

From: Adrienne Balkum <adriennebalkum@gmail.com>

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To: David Naylor <naylor@rchwatersupply.com>

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Thanks.

Get [Outlook for iOS](#)



Adrienne Balkum <adriennebalkum@gmail.com>

Re: M-C Meeting

1 message

Adrienne Balkum <adriennebalkum@gmail.com>
To: David Naylor <dnaylor@rayburnelectric.com>

Wed, May 17, 2023 at 2:35 PM

Okay sounds good. Let's meet at City Hall. There is a conference room.

sincerely,

Adrienne Balkum
(469) 338-3804

On Wed, May 17, 2023 at 2:32 PM David Naylor <dnaylor@rayburnelectric.com> wrote:
9:30? I'm pretty open that morning.

Sent from my iPhone
David Naylor

On May 17, 2023, at 2:26 PM, Adrienne Balkum <adriennebalkum@gmail.com> wrote:

CAUTION: [EXTERNAL E-MAIL]

What time would you like to meet on Friday?

sincerely,

Adrienne Balkum
(469) 338-3804

On Wed, May 17, 2023 at 12:45 PM David Naylor <dnaylor@rayburnelectric.com> wrote:
While I can't meet tomorrow, I could meet Friday if you are interested.

Thanks.
David Naylor



Adrienne Balkum <adriennebalkum@gmail.com>

5/19/23 Meeting with David Naylor RCH WSC President

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Fri, May 19, 2023 at 5:31 PM

To: Keith Short <mayor@mclendon-chisholm.com>, Michael Halla <mhalla@hallalawfirm.com>, Emily Rogers <ERogers@bickerstaff.com>, Konrad Hildebrandt <cityadministrator@mclendon-chisholm.com>

Mayor,

My meeting with David Naylor happened at 9:30am in the City Hall conference room.

David disclosed that he doesn't have access to the RCH WSC bank accounts.

Naylor did confirm that there are TWO deceased names on the bank accounts. (Ottis Lowe and Robert ____.) In addition to Warren Hodges.

He claims that he has a quorum for a special meeting on Thursday, May 25 at 4pm. However, after my meeting he has decided to NOT have a RCH special meeting. So he will have a regular scheduled monthly meeting on Wednesday, June 7 at 4pm. [Yes, I watched him make the request with Shelly after our meeting on the hallway calendar.]

Naylor expressed that he wanted to be able to have good faith negotiations meaning he wanted to be able to contribute to the agreement. I said, well, you could have...if you attended the meeting yesterday on Thursday, May 18th.

I told him that I was upfront with the agenda publishing policy. IF the City Council approves it, signed by the Mayor on May 24. Naylor will have the opportunity to review it, have his board directors review it and hopefully do the right thing and put it on the RCH agenda for June 7, 2023.

Naylor's concerns:

1) One concern is that the Tariff was going to be increased without notice and/or consent from those out in the ETJ. I told him that I would be happy to get legal advice on this. However, I don't believe the Mayor and/or City Council has a desire to increase but to keep the tariff as is. However, if it is possible to lower it based on the financial data that we would want to explore that. BUT I am leary to verbally say that until we accessed the finances.

H2O Services

2) No checks were signed by Naylor to H2O services. However, he claims that he was verbally told by Robin Baley [H2O Services} that she gets paid \$7.50 a meter a month. So she clearly has access to the bank accounts.

Auditor

3) Robin Baley is NOT responding to the auditor, Rutherford Taylor in Greenville. There is no evidence of IRS filings, past audits, etc. The documents provided were not exactly helpful. The jump drive essentially is useless. However, there is paper data that shows all the meter reading account locations.

Uncontracted RCH Attorney

4) Jim Bradbury (Austin) is the "attorney" that Naylor is allegedly working with. I don't believe there is an "actual" contract agreement. It has certainly NOT been approved by the RCH Board.

Bank Signatories

5) Naylor had planned to present a resolution for the board directors to update the bank signatories. Which both banks told him was needed before they would ALLOW Naylor to be added to the bank accounts.

Blackland Interim Agreement

6) Naylor believes that Blackland will have on their board director meeting agenda, Thursday, May 25, 2023 an "interim agreement" to do operations/billing, etc for RCH WSC.

Naylor is NOT in favor of the CCN Transfer

7) Naylor did seem to be in favor of the "interim" agreement. But is NOT IN FAVOR of RCH Board Directors agreeing to the transfer of the CCN to the City of McLendon-Chisholm. I asked him do you foresee that RCH will be around in two years? He said, no. So is there a financial reason that this is an issue? He said no. I said okay...so it is a matter of

administrative work that we are doing on our end. We are even planning to use funding to pay for some of these installation costs for the meter devices, a SCADA system, etc.

Another Possible Director Resignation

8) Naylor was told that Warren Hodges plans to resign at the June 7, 2023 meeting at 4pm. Naylor said that is fine, because he plans to appoint "people" from the ETJ.

Asset Transfer Agreement

9) Naylor believes that the RCH WSC board would be in favor of supporting the asset transfer to the City, but Naylor doesn't plan to put the transfer agreement on the RCH agenda.

Naylor wants to be part of the "negotiations".

10) I told him that he should do the right thing and put it on the agenda once the item is published from the City of McLendon-Chisholm. I shared that Naylor will have plenty of time to review. He claims that he is a business man and should be able to have input. I reminded him that the board has had it since September 2022. His response was when PUC asks him if he had input in it that he will tell them that he did not. I offered for Naylor and Pullen to meet with me at the May meeting. You both were appointed by the board to have meetings with whomever.

RCH is Not Providing Adequate Service

11) I reminded Naylor to look at the bigger picture...None of these major changes would have happened if it wasn't for us handling it at the local level. TCEQ is now aware that RCH has no contracted operator and there is a lot more that the City can list. We don't have daily usage reports. There are customers that have moved in March and did not receive a billing statement. You can choose to not respond, but we are prepared for that too.

Lawsuits

12) Naylor claims that there would be lawsuits against [the City] if Warren Hodges would vote in favor of the transfer to McLendon-Chisholm [because of Trilogy.] I told him I don't see the connection. He was very speculative. I said I don't have a relationship with Warren Hodges much less have had any connection with Hodges at any level for these agreements.

Naylor attempted to reason with me, but I told him that I haven't changed the ultimate purpose of the asset transfer. This is about ALL the customers inside and outside the city limits. It's time to move forward. It was always intended by these board directors to transfer this system to the City of McLendon-Chisholm.

We shook hands. He changed the calendar dates with Shelly. I told him I would send him the published agenda. And Naylor did ask...if his (uncontracted Jim Bradbury) attorney could call Emily Rogers. I said sure, go right ahead. She is awesome. ;)

sincerely,

Adrienne Balkum
(469) 338-3804

Re: 5/19/23 Meeting with David Naylor RCH WSC President

1 message

Adrienne Balkum <adriennebalkum@gmail.com>

Mon, May 22, 2023 at 10:51 AM

To: Emily Rogers <ERogers@bickerstaff.com>

Cc: Konrad Hildebrandt <CityAdministrator@mclendon-chisholm.com>, Keith Short <mayor@mclendon-chisholm.com>, "mhalla@hallalawfirm.com" <mhalla@hallalawfirm.com>

All,

Thank you Emily, that's encouraging to hear.

This morning, Blackland's General Manager Scott M. spoke with me to confirm that they will **NOT** have on the agenda for Blackland WSC Board Meeting on Thursday, May 25 meeting at 5:30pm an interim operations agreement to offer RCH WSC/David Naylor.

Scott also told me that he told David Naylor this on Friday night.

I did inform Scott to expect me to introduce myself to his board of directors at their Thursday meeting. Blackland has a LOG BOOK that they started putting RCH related data in there.

sincerely,

Adrienne Balkum
(469) 338-3804

On Mon, May 22, 2023 at 10:30AM Emily Rogers <ERogers@bickerstaff.com> wrote:

With respect to having input into the asset transfer agreement, we sent that to his former attorney. We are waiting for comments back from RCH. That is how they have input into the agreement.

All that said, I am concerned that the new lawyer won't be very inclined to advise RCH to transfer the system to the City, because that would mean losing a client.

Just some thoughts.

Emily Willms Rogers | Managing Partner | Bickerstaff Heath Delgado Acosta LLP

3711 S. Mo-Pac | Building One | Suite 300 | Austin, TX | 78746

Main Line 512.472.8021 | Direct Line 512.404.7790 | Cell 512.517.9899 | Fax 512.320.5638

erogers@bickerstaff.com | www.bickerstaff.com

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From: Adrienne Balkum <adriennebalkum@gmail.com>

Sent: Friday, May 19, 2023 5:31:17 PM

To: Keith Short <mayor@mclendon-chisholm.com>; mhalla@hallalawfirm.com <mhalla@hallalawfirm.com>; Emily Rogers <ERogers@bickerstaff.com>; Konrad Hildebrandt <CityAdministrator@mclendon-chisholm.com>

Subject: 5/19/23 Meeting with David Naylor RCH WSC President

Mayor,

My meeting with David Naylor happened at 9:30am in the City Hall conference room.

David disclosed that he doesn't have access to the RCH WSC bank accounts.

Naylor did confirm that there are TWO deceased names on the bank accounts. (Otis Lowe and Robert ____.) In addition to Warren Hodges.

He claims that he has a quorum for a special meeting on Thursday, May 25 at 4pm. However, after my meeting he has decided to NOT have a RCH special meeting. So he will have a regular scheduled monthly meeting on Wednesday, June 7 at 4pm. [Yes, I watched him make the request with Shelly after our meeting on the hallway calendar.]

Naylor expressed that he wanted to be able to have good faith negotiations meaning he wanted to be able to contribute to the agreement. I said, well, you could have...if you attended the meeting yesterday on Thursday, May 18th.

I told him that I was upfront with the agenda publishing policy. IF the City Council approves it, signed by the Mayor on May 24. Naylor will have the opportunity to review it, have his board directors review it and hopefully do the right thing and put it on the RCH agenda for June 7, 2023.

Naylor's concerns:

1) One concern is that the Tariff was going to be increased without notice and/or consent from those out in the ETJ. I told him that I would be happy to get legal advice on this. However, I don't believe the Mayor and/or City Council has a desire to increase but to keep the tariff as is. However, if it is possible to lower it based on the financial data that we would want to explore that. BUT I am leary to verbally say that until we accessed the finances.

H2O Services

2) No checks were signed by Naylor to H2O services. However, he claims that he was verbally told by Robin Baley [H2O Services] that she gets paid \$7.50 a meter a month. So she clearly has access to the bank accounts.

Auditor

3) Robin Baley is NOT responding to the auditor, Rutherford Taylor in Greenville. There is no evidence of IRS filings, past audits, etc. The documents provided were not exactly helpful. The jump drive essentially is useless. However, there is paper data that shows all the meter reading account locations.

Uncontracted RCH Attorney

4) Jim Bradbury (Austin) is the "attorney" that Naylor is allegedly working with. I don't believe there is an "actual" contract agreement. It has certainly NOT been approved by the RCH Board.

Bank Signatories

5) Naylor had planned to present a resolution for the board directors to update the bank signatories. Which both banks told him was needed before they would ALLOW Naylor to be added to the bank accounts.

Blackland Interim Agreement

6) Naylor believes that Blackland will have on their board director meeting agenda, Thursday, May 25, 2023 an "interim agreement" to do operations/billing, etc for RCH WSC.

Naylor is NOT in favor of the CCN Transfer

7) Naylor did seem to be in favor of the "interim" agreement. But is NOT IN FAVOR of RCH Board Directors agreeing to the transfer of the CCN to the City of McLendon-Chisholm. I asked him do you foresee that RCH will be around in two years? He said, no. So is there a financial reason that this is an issue? He said no. I said okay...so it is a matter of administrative work that we are doing on our end. We are even planning to use funding to pay for some of these installation costs for the meter devices, a SCADA system, etc.

Another Possible Director Resignation

8) Naylor was told that Warren Hodges plans to resign at the June 7, 2023 meeting at 4pm. Naylor said that is fine, because he plans to appoint "people" from the ETJ.

Asset Transfer Agreement

9) Naylor believes that the RCH WSC board would be in favor of supporting the asset transfer to the City, but Naylor doesn't plan to put the transfer agreement on the RCH agenda.

Naylor wants to be part of the "negotiations".

10) I told him that he should do the right thing and put it on the agenda once the item is published from the City of McLendon-Chisholm. I shared that Naylor will have plenty of time to review. He claims that he is a business man and should be able to have input. I reminded him that the board has had it since September 2022. His response was when PUC asks him if he had input in it that he will tell them that he did not. I offered for Naylor and Pullen to meet with me at the May meeting. You both were appointed by the board to have meetings with whomever.

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We shook hands. He changed the calendar dates with Shelly. I told him I would send him the published agenda. And Naylor did ask...if his (uncontracted Jim Bradbury) attorney could call Emily Rogers. I said sure, go right ahead. She is awesome. ;)

sincerely,

Adrienne Balkum
(469) 338-3804



Adrienne Balkum <adriennebalkum@gmail.com>

Water Related Information

1 message

Adrienne Balkum <adriennebalkum@gmail.com>
To: Beverly Stibbens <[REDACTED]>

Mon, May 22, 2023 at 11:27 AM

Bev,

Synopsis: McLendon-Chisholm City Council will vote on a resolution on May 24 for RCH Board to sign the agreement and for the City to work on the Interim Management Agreement to manage operations/billing, etc. The RCH Board will hopefully vote at the June 7 board meeting to be in favor of the transfer of assets/customers and just move forward with the City to manage the water system, customers and improvements. Unfortunately, David Naylor appears to not want to put it on the agenda because he thinks that Blackland wants to do business with RCH*. David Naylor also claims that if Warren Hodges plans to resign, David will appoint people from the ETJ.

Here is the link to the McLendon-Chisholm City Council Agenda:
(source) <https://mclendon-chisholm.civicweb.net/document/29241/>

At the April RCH Board meeting the board voted in favor of the transfer of assets/customers to McLendon-Chisholm to be on a ballot and David was supposed to get with the attorney [Art Rodriguez] on the language. Then at the May 3 RCH Board Meeting the board would have decided on an election date for the members. However, David intentionally DID NOT put it on the May agenda.

May 2 Robin Baley cancelled the quarterly inspection with Churro's Lab and told the scheduler that the operator wasn't working there anymore.

May 3 RCH Board Meeting.

- Letter of Engagement was approved for Rutherford Taylor in Greenville to do an audit.
- Velvin & Weeks engineering proposal approved to look at the system, update the maps, do a hydraulic model so that it could be taken and do some actual planning. Estimated cost is \$50,000.
- Elevated Storage Tank Sediment Removal Cleaning scheduled for May 22 - May 24.
- The Board approved to implement Stage 2 Drought Contingency.
- Dwight Lindop quit.
- After Executive Session Robin Baley told David that she can't work without Dwight's numbers so she will help with the transition but she is done.
- David contacts Blackland to check on the system.

May 4

- David had all the locks, gates and codes changed.
- At 4pm, Blackland field tech visited the pump station and discovered the control valve wasn't allowing the water from Rockwall to fill the tank. The alarm didn't alert anyone when it reached 25ft of water for some reason. The water was at 8ft which means we would have been out of water within hours if Blackland didn't happen to go visit. Rockwall did fix the electric/valve. There is no SCADA system. It's a phone system.

May 5

- David calls Adrienne to talk about the situation they were in. She told him David needed to write a press release about Stage 2. David indicated that transferring to the City to be what is best and he wanted to be reassured that the City wasn't going to raise the water rates. Adrienne reminded David that it most likely will stay at the same [Tariff] rate. She doesn't believe legally it could go up.

May 8

- David provides Blackland information for updating the website, H2O Services contract, a jump drive and customer meter data. He also gave Blackland permission to figure out a payment solution. Blackland contacted Adrienne and she suggested purchasing a lockbox (\$2,000) to install at the City Hall. She was clear that customers can only drop payments off in the lockbox.
- MC City Hall phone system has a recorded message to listen to regarding RCH Stage 2, payments and the next board meeting.
- David attempts to get access to the bank accounts. The banks told him he needed a RCH Board resolution to confirm for him to be a signatory. Currently, Ottis Lowe, Robert ___ and Warren Hodges are the signatories.

- The reason David wants access to the bank accounts is he would like to spend \$547,000 to pay for the lockbox, \$45K SCADA system, \$500,000 for the meter hardware, etc. so that Blackland will do the meter reading in 3 to 4 months. Blackland is NOT going to do manual reading.

May 10

- Blackland gained access to the RCH website and made incomplete revisions.
- Press release confirms new Board Meeting location at City Hall and the next meeting will be held on June 7.
- Stage 2 info
- H2O Services is no longer providing service.
- Only payment option is to drop off at the lockbox at City Hall.
- Blackland added an ANSWERME service emergency number for after hours calls for emergencies, line breaks, repairs, etc.

May 12

- Blackland General Manager told Adrienne that there was a discussion about the RCH CCN to be transferred to Blackland. Adrienne said the board had always intended for the RCH system to be transferred over to the City of McLendon-Chisholm. (It appears David Naylor was the one who suggested the idea.)

***May 17**

- Blackland General Manager was advised by their attorneys to not do business with RCH, but to do business with the City of McLendon-Chisholm.

May 18

- Mayor Short, Mayor Pro Tem Balkum, city attorney and city water attorney hosted a meeting at City Hall to discuss the RCH water issue and provide a solution.
- David and Pullen were both invited. Pullen was out of town. David cancelled twice but offered to meet on May 19th.
- Blackland General Manager attended the meeting and confirmed that it would be better for Blackland to do business with the City.

May 19

- David did have a meeting with Adrienne explaining he should have a say in the agreement. Balkum reminded him the agreement hasn't changed. It's the one from September. She advised him once the agenda is published and the City Council votes on the resolution. Then David should put it on the RCH agenda for June 7. David claims that he believes that he will have an interim agreement from Blackland on May 25 and he doesn't seem interested in putting the transfer agreement on the RCH agenda for June 7 at 4pm. David shared that Robin Baley is not responding to the auditor, Rutherford Taylor in Greenville. There is no evidence of IRS filings, past audits, etc. David wants the RCH board to approve his spending of \$547K. David was contacted by Eric L @ TCEQ about the current situation. David claims that he has new representation with Jim Bradbury [Austin] for RCH. However, the Board has not approved of this new attorney yet. David shared that Robin Baley receives \$7.50 a meter and Adrienne asked how does he know this? David said Robin Baley verbally told him. David confirmed that he hasn't signed checks to Robin Baley and/or H2O Services. So it appears she has access to the bank accounts to make these transactions.

sincerely,

Adrienne Balkum
(469) 338-3804



John Washburn



Saturday, May 27, 2023 • 6:19 AM

<https://mclendon-chisholm.com/city-council-unanimous-in-rch-wsc-asset-transfer-agreement>



D

David RCH Board President >

iMessage
Today 3:50 PM

This is David Naylor, RCH Board President. Sorry to bug you right before a holiday weekend, but would High Point be interested in operating the RCH system? Willing to discuss CCN as well. Feel free to give me a call to discuss. Thanks.



Text message

