From: Robby Castro

Sent: Tuesday, June 7, 2022 4:10 PM

To: Rick Schroder <rschroder@johnsoncitytx.org>

Subject: Re: Hello

It was proven to BJ that my pool is connected only to the well in addition to others that inquired . I'm having a new back flow installed because the previous one became clogged and ineffective. Those pages from Amercan Leak were complete to what I was given. Make a date for a council meeting. I will attend or my councel will.

On Tue, Jun 7, 2022, 2:38 PM Rick Schroder < rschroder@johnsoncitytx.org > wrote:

Mr. Castro -

I apologize in advance if I led you to believe that I was automatically crediting your utility account. I do not believe I have ever stated that I would credit your account, but rather, that I would send the issue to City Council following sufficient Staff review.

The American Leak Detection report you provided did not include all pages of the document. Moreover, I instructed the Public Works Department to:

- 1. Install a new water meter, which I believe they did.
- 2. Verify that you have a PRV valve. I do not believe this has been completed / verified.
- 3. Confirm, definitively, that the pool / autofill valve is connected to the well and not the Public Water System. I do not believe this has been verified.

I have attached to this email the Public Works Director and Water Supervisor.

Best,

From: Robby Castro

Sent: Tuesday, June 7, 2022 10:25 AM

To: Rick Schroder <rschroder@johnsoncitytx.org>

Subject: Re: Hello

Please post our credit to our account. Six months is more than enough time to expedite this process.

Robert

On Wed, Mar 16, 2022, 10:22 AM Rick Schroder < rschroder@johnsoncitytx.org > wrote: Mr. Castro,

March 29th at 10 a.m. sounds great! We will see you then.

From: Robby Castro

Sent: Tuesday, March 15, 2022 6:20 PM

To: Rick Schroder <rschroder@johnsoncitytx.org>

Subject: Re: Hello

3/29 @ 10:00.

On Tue, Mar 15, 2022, 4:34 PM Rick Schroder < rschroder@johnsoncitytx.org > wrote:

Sir, our Public Works Director will be off next Friday. How about Thursday, 3/24 at 10 a.m.?

From: Robby Castro

Sent: Tuesday, March 15, 2022 11:34 AM

To: Rick Schroder <rschroder@johnsoncitytx.org>

Subject: Re: Hello

3/25 at 10:00

On Tue, Mar 15, 2022, 11:06 AM Rick Schroder <<u>rschroder@johnsoncitytx.org</u>> wrote:

Mr. Castro -

I have reviewed your account, the American Leak Detection report, and average activity on your account. I would like to schedule an inspection for some time next week to confirm some items prior to sending my recommendations to City Council.

Please provide a good date / time for our Utility Department to make inspection. They will need access to your meter / PRV and the pool area.

Best,

From: Robby Castro

Sent: Wednesday, March 2, 2022 12:16 PM

To: Rick Schroder <rschroder@johnsoncitytx.org>

Subject: Hello

I dropped off the inspection report today.

Thank you.

From: Robby Castro

Sent: Monday, February 28, 2022 2:03 PM

To: Rick Schroder < rschroder@johnsoncitytx.org>

Subject: Re: Castro Water cost overage

Give me a time this Thursday or Friday please and I will come by to see you .

Thanks,

Robby

From: Robby Castro

Sent: Wednesday, February 23, 2022 5:26 PM **To:** Rick Schroder <rschroder@johnsoncitytx.org>

Subject: Re: Castro Water cost overage

I will drop the report off on Monday.

On Wed, Feb 23, 2022 at 11:53 AM Rick Schroder < rschroder@johnsoncitytx.org > wrote:

Mr. Castro,

Please provide the American Leak Detection report showing no detected leaks.

Best,

Rick A. Schroder

From: Robby Castro

Sent: Sunday, February 13, 2022 10:58 AM

To: Rick Schroder <rschroder@johnsoncitytx.org>

Subject: Castro Water cost overage

Rick,

Hello, as a reminder to the following this is our request for a credit toward future billing regarding our past water usage issues in 2021.

As found, our residential bills going back to 2019 average \$140 dollars a month for all but electricity.

In 2001 we had 4 spikes in our water consumption over 4 months. We requested assistance to investigate the concern. With assistance from Larry and BJ as well as American Leak Detection all was concluded that in fact we had no leaks in our 2 homes or on property. Our irrigation is completely independent and provided by our well. The final theory was the meter was not functioning properly. Also in addition we were away most of April through September when in fact no one was here.

April 2021 water bill was 414.88 May 2021 water bill was 328.71 July 2021 water bill was 472.21 August 2021 water bill was 454.54

These months total an amount we paid automatically and discovered later upon returning. We request a credit of \$1,670.34 to our further billing be applied to our account until depletion.

Thank you for your assistance in this matter. Any questions further we are available.

Sincerely,

Robert and Nora Castro 401 N. Ave N

From: Robby Castro

Sent: Tuesday, January 11, 2022 8:37 PM

To: Rick Schroder < rschroder@johnsoncitytx.org>

Subject: Re: H2O Billing

I can meet after 2:00 please.

On Tue, Jan 11, 2022, 7:07 PM Rick Schroder < rschroder@johnsoncitytx.org > wrote:

Sir,

This Thursday is tough. Can we meet next Tuesday in the afternoon?

Best,

Rick A. Schroder

From: Robby Castro

Sent: Tuesday, January 11, 2022 11:39 AM

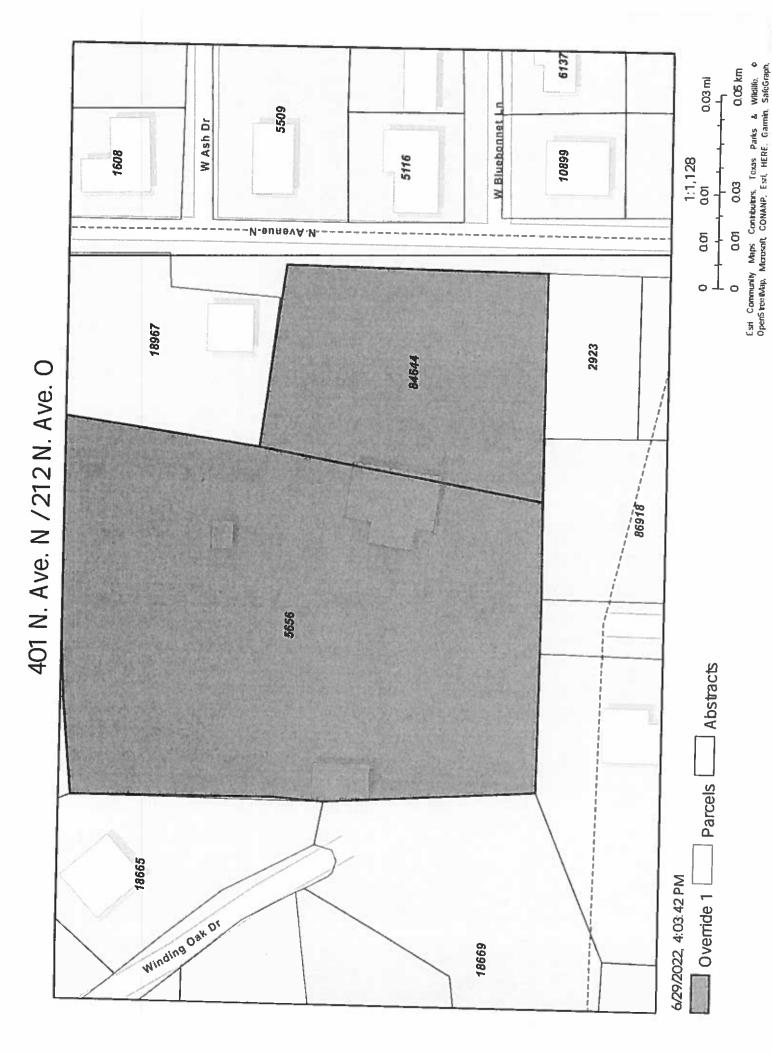
To: Rick Schroder <rschroder@johnsoncitytx.org>

Subject: H2O Billing

Rick,

Can I meet you this Thursday the 13th to go over my water billing concerns? I am available anytime.

Thanks, Robby



Blanco County Appraisal District BIS Consulting - www.bfsconsulting.com Disclaimer This product is for informational purposes only and has not been prepared for or be sulable for legal engineering, or surveying purposes. It does not represent an on the ground survey and represents only the approximate relative location of hourinates.



American Leak Detection of San Antonio 31134 Interstate 10 West Boerne, TX 78006

Phone: (830) 981-9516 Each office Independently Owned/Operated

Quote Date: 8/20/2021

Bill to Robert Castro 401 N Avenue N Johnson City TX 78636

Ship to Robert Castro 401 N Avenue N Johnson City TX 78636

Quote q10787

To proceed, please sign and return by email to southcentraltx@americanleak.com. Acceptance of this quote does not guarantee automatic scheduling of work. Our office will contact you upon receipt of approval and to obtain deposit information, if needed, and to schedule work. This quote expires 30 days from the Quote Date listed above.

I understand and approve the scope of work in the description below and approve the work to be completed at the amount quoted.

I understand that a deposit is required in order for work to be scheduled, for most jobs. A credit card number on file can be taken as the deposit.

I understand that any change of the scope of work, may result in a change of quote amount.

Authorization and Acceptance

Item	Description	Price
DOM REPAIR	PRV Installation	\$850.00
	For installing a new PRV, the installation would include digging and putting the PRV in a box. We recommend installing a PRV in the near future to reduce the chances of another leak. The estimated cost for this repair will be \$ 850.00. However, if the water heater does not have a pressure tank, it is not up to code and will need to be updated. The estimated cost for the PRV installment and updating the water heater will be \$1150.00.	
DOM REPAIR	Bringing Water heater up to code	\$300.00



American Leak Detection of San Antonio 31134 Interstate 10 West Boerne, TX 78006

Phone: (830) 981-9516 Each office Independently Owned/Operated

Item	Description	Price
DOM REPAIR	There will be dust made during repairs. Repair estimates do not include any cleaning nor dusting services.	\$0.00
	The CLIENT is responsible for moving any possessions necessary to be able to have access to the repair areas.	
	The CLIENT is responsible for covering or moving any possessions necessary that need to be protected from dust.	
	If a beam is encountered, causing access to be more difficult or requiring a second	
	penetration for repair, there will be additional charges. If the leak is deeper than 30", there will be additional charges.	
	Wall repair/drywall/floor repair/replacement are not included and not provided by ALD.	
	This estimate is valid for 30 days. We kindly ask that cancellations be made 24 hours in advance. If a Customer cancels when our Technicians arrive to perform the work, there	
	will be a \$ 175.00 Service Charge.	
	Guarantee on repairs: Repairs are guaranteed for 12 months.	
	All repairs are guaranteed from the date of completion.	
	REQUIRED in order/prior to start of repairs: a 50% deposit of \$575.00 and an email stating acceptance of these terms & price. Payment of balance is due on the day of service.	

Total:

\$1,150.00

Arthur James Osborne, Jr. License #RMP-5050 Texas State Board of Plumbing Examiners P.O. Box 4200 Austin, TX 78765 Ph#1-800-845-6584

www.americanleakdetection.com/sanantonio www.americanleakdetection.com/austin



American Leak Detection San Antonio/ Austin

31134 Interstate 10 West Boerne, TX 78006

Office: 830-981-9516

Email: southcentraltx@americanleak.com

DOMESTIC LEAK INVESTIGATION

Customer Information

Homeowner's Name

Work Order#

Testing Address

Date of Service

Homeowner's Phone #

Work Performed by:

Payment Type

Robert Castro

19681

401 N Avenue N, Johnson City. TX 78636

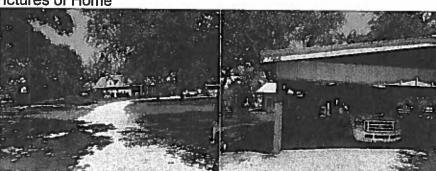
Aug 20, 2021

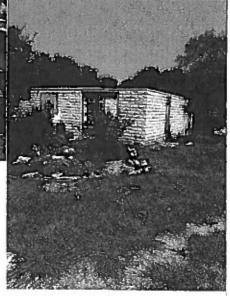
702-366-3778

Kaleb Douglass By AO

Credit Card







REASON FOR TESTING/SITE CONDITION

Reason for Testing

Recently, this property has been experiencing higher than average water bills. This indicates a potential leak on the domestic water system.

Is there water surfacing at this property?

No

INITIAL TESTING

Was the Water Meter Monitored?

The meter was registering forward and backward at different times. No constant flow was observed.

Domestic Electronic Points Testing

Were Leak Sounds Heard?

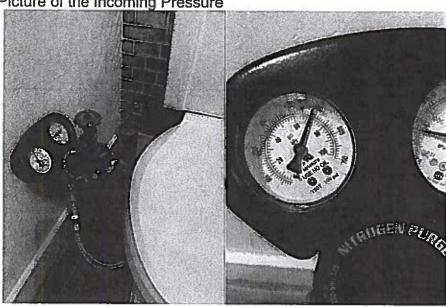
No

DOMESTIC PRESSURE TESTING

What was the Incoming Pressure Gauged at During the Time of Testing?

We have an incoming pressure of 70 PSI.

Picture of the Incoming Pressure



What was the Pressure Increased to? Results of the Pressure Testing

The pressure was increased to 80 PSI.

A Test Gauge was installed onto the Domestic Water System and a pressure test was performed. The Domestic Water System held pressure for 30 minutes, indicating that there are no leaks on the Domestic Water System at this time.

TECHNICIAN'S ADDITIONAL NOTES

Notes 15 provided only by well on property.

The Homeowner has been experiencing high water bills. The domestic water lines were tested and no leaks were found.

The Homeowner did mention that the autofill valve to the pool was off and that the pool company has replaced the valve at the pool.

Johnson City

Data Logging Report Daily

Meter Combination: WATER, 5/8" - 1" T-10, GALLONS

401 N Avenue N

Interval Date Range: 03/05/2021 - 08/09/2021

MIU ID: 1551714400

 0	Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent	Continuous Leak	- N
	03/05/2021	135227.9	-0.4 -			E INC. Date:		
	03/06/2021	135227.9	0.0					
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	03/09/2021	135228.2	0.0				- 1	
	03/10/2021	135228.4	0.2-	n	- 1			
	03/11/2021	135228.4	0.0					
	03/12/2021	135228.4	0.0			Ti Ti		
	03/13/2021	135228.4	0.0					
The second of th	03/14/2021	135228.5	0.1					
	03/15/2021	185228.5	0.0					
	03/16/2021	135228.5	0.0	T				
	03/17/2021	135228.5	0.0					
	03/18/2021	135228.5	0.0					
	03/19/2021	135228.5	0:0					
	03/20/2021	135228.6	0.1			100		
	03/21/2021	135228.6	0.0					
	03/22/2021	135228.7	0.1					
	03/23/2021	135228!7	0:0					
	03/24/2021	135228.7	0.0					
	03/25/2021	185228.7	0.0	100				
	03/26/2021	135228.7	0.0					
	03/27/2021	135228.7	0.0	CONTRACTOR OF THE PERSON				
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	03/30/2021	135228.7	0.0					
	03/31/2021	135228/7	0.0					
	04/01/2021	135228.7	0.0			H		
	04/02/2021	135228.7	0.0		Egg)			
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	04/05/2021	141063.8	2402.9				[2]	
	04/06/2021	145591.5	4527.7				Z	
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	04/09/2021	156270.3	2881.2					
	04/10/2021	160178.6	3908.3					
	04/11/2021	162998.4	2819.8	-			Z	
	04/12/2021	167329.6	4331.2				Y	
	04/13/2021	174026.7	6697.1				T T	
	04/14/2021	178147.0	4120.3				Y	

Johnson City

Data Logging Report Daily

MIU ID: 1551714400 ---

-Meter Combination: WATER, 5/8" - 1" T-10, GALLONS

401 N Avenue N

Interval Date Range: 03/05/2021 - 06/09/2021

-	Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak	4	
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	04/16/2021	185081.4	2538.5						
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	04/23/2021	214375.3	2539.5				7		
	04/24/2021	219483.6	5108.3				V		
	04/25/2021	222234.7	2751.1				7		
	04/26/2021	226372.7	4138.0				2	THE RESERVE	
	04/27/2021	232940.0	6567.3				3		
	04/28/2021	237125.6	4185:6				V V		
	04/29/2021	242079.5	4953.9				V		
	04/30/2021	244578.9	2499.4				Z		
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	05/17/2021	259825.9	29.3						
	05/18/2021	259853.4	27.5						
	05/19/2021	260253.4	400.0						
	05/20/2021	260536.7	283.3					TAXE DE	
	05/21/2021	260618.4	81.7		100				
	05/22/2021	261044.8	426.4						
	05/23/2021	261409.2	364.4						
	05/24/2021	261495.7	86.5					NO COLUMN	SHAW IN THE REAL
	05/25/2021	261539.9	44.2	18		107			

Johnson City

Data Logging Report Daily

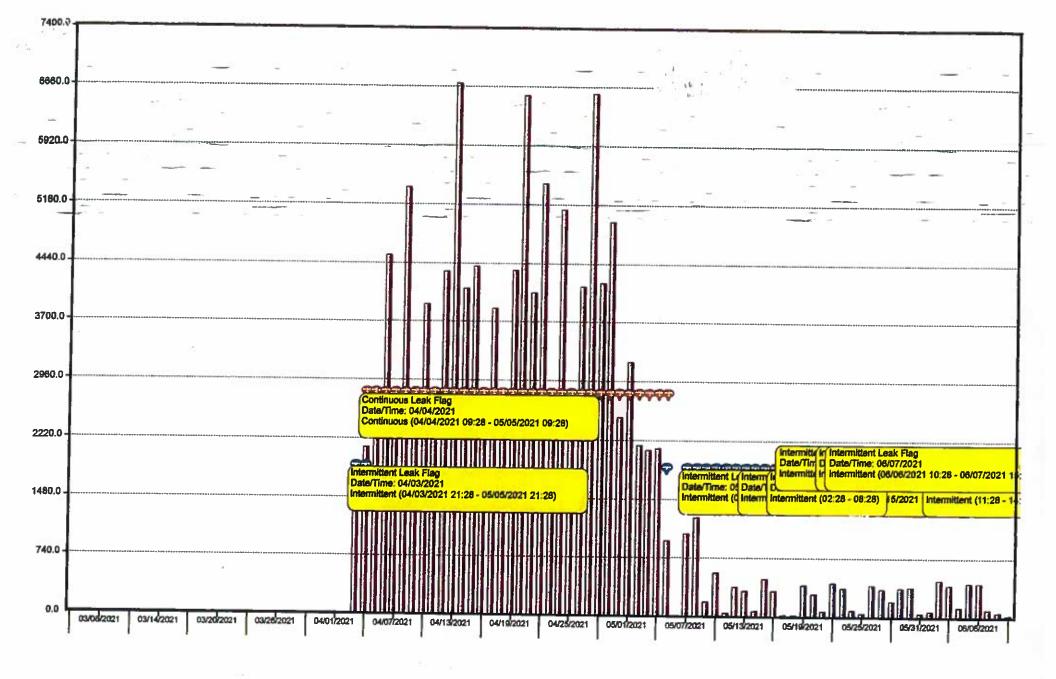
MIU ID: 1551714400

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401 N Avenue N

Interval Date Range: 03/05/2021 - 06/09/2021

	Interval Read Date	Interval - Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuo: Leak	18_	
	95/26/2021	261937.2	397.3						
	05/27/2021	262291.5	354.3		100	- 6			
	05/28/2021	262493.8	202.3						
	05/29/2021	262852.8	359.0				- 1		
	05/30/2021	263227.9	375]1					MARIE STATE	
	05/31/2021	263276.1	48.2			0			
	06/01/2021	263350.9	74.8		Well as Park	7		SECOND IN	
	06/02/2021	263810.6	459.7			100			
	06/03/2021	264214.0	403.4						
	06/04/2021	264344.8	130.8	9	530	7	[1]		
	06/05/2021	264771.8	427.0	OR STATE					
	06/06/2021	265198.3	426.5			7			
	06/07/2021	265301.2	102.9			V			
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Control of the Contro	06/09/2021	265392.9	23.7					The same of the sa	



The state of

Rick Schroder

From:

Larry Bible

Sent:

Tuesday, May 24, 2022 2:38 PM

To:

Brent J Sultemeier; Rick Schroder

Subject:

Castro meter

Attachments:

20220524_142636.jpg; 20220524_142646.jpg

Got it changed out

Sent from my Verizon, Samsung Galaxy smartphone

