

GM Summary – July 2022

The Frisco West Board of directors met for its general board meeting on July 18th, 2022. The next board general board meeting will be Monday, August 22nd and a special meeting will be held Tuesday, August 2nd to discuss engineering.

- 1) Public Comments: There were no public comments or comment cards submitted to the board for the meeting.
- 2) Fire Report: There were 12 total calls in the last month, one of which was a response to the fire caused by the fireworks on July 4th on the field between Frisco Hills and Frisco Ranch. The Little Elm Fire Department arrived on scene 6 minutes after the call was dispatched but the land is under the jurisdiction of Frisco and they had it taken care of, they were called to a fire in Little Elm started by fireworks. In total there were over 200 firework related fires in Denton County on the 4th which has led Denton County to enforcing a Burn Ban effective immediately, ending when the county declares it.
- 3) Police Report: There were two large drug busts this past month, one in FR and the other in FH. Once residents had ammunitions removed the other prescription medication. A reminder if you notice suspicious activity, you can contact our police department through informLEPD@littleelm.org. Please also remember at this time of year we experience higher incidents due to students being out of school. We ask that residents lock their cars and homes and remove any weapons in their vehicles.
- 4) Budget: We are steadily increasing reserves for maintenance and reports projects. 99.84% of Taxes have been collected. We are working to prioritize road repairs and ponds but waiting on engineering to start giving us plans and bids.
- 5) Engineering: Well project is completed; Montessori project is completed. Next major projects include trail drainage, planning for ponds and road repairs at Eaglemont & Lone Spring.
- 6) Signage: investigating costs for new signs with poles and signs we can attach to speed limit signs and sign off from engineer in Frisco Ranch. Please let us know at main@fwgov.org if you see any street signs that are missing, having fallen or seem to have a need.
- 7) Water Billing: This month we sent out 179 delinquent letters, 115 red tags and there were a total of 44 shut offs out of 1925 accounts. The board voted unanimously to add picture taking as part of the delinquency process and the cost will be passed through as additional \$15 (the cost of the work order, labor and uploading into the system) to the customer through late fees. Please be aware that bills are due on the 20th of every month and must be made in full. If you are having trouble paying for your water, we do work with residents, but we must know before the account becomes delinquent. There are many charities (we have a list) that will help those in need but often this requires residents to make contact before delinquency. We are currently auditing our meter software. If you feel your bill is high, we encourage you to first check for a leak in your system as our meters do not fail up, they fail down. Also remember your usage is calculated at the lowest thousand, if you use 7,800 gallons, you will be charged for 7k, and the 800 gallons will roll to the next month. The sewer is in alignment with the water consumption and the other fees are flat, that is why you may seem the same number on your bill if your usage is within a tier range. We also ask residents (especially new residents) to check their sprinklers often for leaks and ensure they aren't set to factory settings and water in zones no more than 2 minutes. If you need help with irrigation, we suggest contacting a specialist.

- 8) Water Usage: On average residents are using 8.5 gallons of water. Water bills are always one month behind, information is collected between the 21st-26th of the month to ensure bills are received by residents between the 1st and 5th of the month and the base bill is always \$93 whether you use water or not.
- 9) Meter Upgrade: Currently we have 181 meters that have bad endpoints, what this means is we must manually read 181 meters that we are trying to fix. The reading is accurate on the meter, the endpoint is the part of the meter that transmits the information to our wireless system. The district is 20 years old and while meters last 15-20 years they can also fail at any time. Due to supply chain issues, we are experiencing extended wait periods to get meters and endpoints. We are looking into the costs to upgrade our meter system to cellular and quotes will be provided at the next meeting by our operator. If you feel your meter is showing discrepancies, please alert the water operator. If we notice results that show extremely decreased or 0 usage that usually indicates a meter is failing (they do not generally fail upward). An increase in water consumption indicates a leak in irrigation or within a home, and the operator is only able to go to the meter, residents must contact plumbers or irrigation specialists for leaks caused by irrigation or indoor plumbing. Our operators are not irrigation or plumbing specialists and can only work at the meter.
- 10) Water Restrictions: We are currently under water restrictions from North Texas Municipal Water that effect those in Frisco Hills. We ask all residents to conserve water, specifically outdoor usage, until the plant is up and running at capacity again. The plant went down Saturday and they are working to fix the issue between Tuesday (July 19th) and Thursday (July 21st). I will provide updates as I hear more.
- 11) Trash Bins: We can only replace broken or damaged bins. There is a fee of \$15 to replace a bin due to the cost of work orders and labor. We are unable to replace bins for being dirty or neighbors switching them. Residents are responsible for maintenance and care of bins. If you need options to clean your bin, there are many services that offer this service.
- 12) Events: The next event that will come up will be STOP THE BLEED, we are waiting to hear dates for September and will update residents once we know more information. National Night Out will be held October 4th at the Frisco Hills Amenity Center (pool). We will have bounce houses, concessions, the LE Fire and Police department. We will also be working with LovePacs as a center for kids to pick up free lunch Mon/Fri. Once I have more information, I will post.

If you have any questions, please reach out to us by email at main@fwgov.org. To contact Inframark you can call (281)579-4500 or email MUDCustomerService@inframark.com. Please remember your bill is DUE tomorrow, July 20th if you havent paid yet 😊.