Kristina Ramirez

From: Zullyness Reyes
Sent: Monday, March 23, 2026 3:35 PM
To: Kristina Ramirez
Cc: Mark Hyde; John McElroy; Ayesha Lealiiee
Subject: RE: TWDB Annual Report

Ms. Ramirez,

It could be that more people have signed up for e-bills. The mailing amount decreased but the emailed amount increased. There will a decrease and increase depending on when the account is opened/closed. But overall, I do see an increase from 2024.

Zullyness Reyes
Utility Billing Coordinator
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T: 254-953-5639 | F: 254-953-5629 | zreyes@harkerheights.gov
Vision – Providing public services that empower people to focus on what matters most: their goals, hopes and dreams.
NOTE: Our hours have changed – Now Open from 7:00 a.m. to 6:00 p.m. Monday to Thursday, Closed Friday to Sunday

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From: Kristina Ramirez <kramirez@harkerheights.gov>
Sent: Monday, March 23, 2026 3:18 PM
To: Zullyness Reyes <zreyes@harkerheights.gov>
Cc: Mark Hyde <mhyde@harkerheights.gov>; John McElroy <jmcelroy@harkerheights.gov>; Ayesha Lealiiee <alealiiee@harkerheights.gov>
Subject: RE: TWDB Annual Report

Thank you so much. Do you know why there is ~2,700 less mailers sent out in 2025? Did we lose that many meter accounts?

Kristina Ramirez, PE, CPM, CFM
City Engineer
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T: 254-953-5663 | kramirez@harkerheights.gov

Vision: Providing public services that empower people to focus on what matters most: their goals, hopes and dreams.

From: Zullyness Reyes <zreyes@harkerheights.gov>
Sent: Monday, March 23, 2026 3:12 PM
To: Kristina Ramirez <kramirez@harkerheights.gov>
Cc: Mark Hyde <mhyde@harkerheights.gov>; John McElroy <jmcelroy@harkerheights.gov>; Ayesha Lealiiee

<alealiiee@harkerheights.gov>
Subject: RE: TWDB Annual Report

Ms. Ramirez,

Here are the numbers that you requested:

2024CCR (water quality report)	Mail Dates: 3/04 to 3/25	Total Amount Mailed: 7,484	Total Amount Emailed: 4,511
F.O.G	Mail Dates: 11/10 to 12/5	Total Amount Mailed: 7,500	Total Amount Emailed: 4,751
Stormwater	Mail Dates: 12/15 to 1/09	Total Amount Mailed: 7,500	Total Amount Emailed: 4,714

Hopefully, these are the numbers that you are looking for. 😊

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From: Kristina Ramirez <kramirez@harkerheights.gov>
Sent: Tuesday, March 10, 2026 11:25 AM
To: Zullyness Reyes <zreyes@harkerheights.gov>
Cc: Mark Hyde <mhyde@harkerheights.gov>; John McElroy <jmcelroy@harkerheights.gov>; Ayesha Lealiiee <alealiiee@harkerheights.gov>
Subject: RE: TWDB Annual Report

I was so excited I forgot one…

- The dates and number of inserts that were sent out for
  - Stormwater
  - FOG (Fats/Oils/Grease
  - Water Conservation
  - Anything else that impacts water usage.

Respectfully,

Kristina Ramirez, PE, CPM, CFM
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From: Kristina Ramirez
Sent: Tuesday, March 10, 2026 11:22 AM
To: Zullyness Reyes <zreyes@harkerheights.gov>
Cc: Mark Hyde <mhyde@harkerheights.gov>; John McElroy <jmcelroy@harkerheights.gov>; Ayesha Lealiiee <alealiiee@harkerheights.gov>
Subject: TWDB Annual Report

Good morning ma'am:

It is that time of year again. ?? ? Nope... Regulatory Water Reporting! We plan on submitting the data by the end of March to the State but it is due (data entered and submitted) no later than 4/30/2026.

I am hopping you can gather the following information for me **per month for calendar year 2025**. Attached are the reports you provided from 2024 for your reference.

- Top 5 highest retail users.
- Billed consumption reports
- Total water connections
- Total sewer connections

Respectfully,

Kristina Ramirez, PE, CPM, CFM
City Engineer
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