

**SAN ANTONIO WATER SYSTEM (SAWS)
2025 DISPUTE RESOLUTION COMMITTEE**

APPROVED MINUTES

Thursday, June 12, 2025

11:30AM Via Webex Videoconference and in Person

SAWS Tower 2-Room C-145, 2800 US Hwy 281 N, San Antonio TX 78212

DRC Committee Members:

Dr. Jeremy Roberts (Chair) Ethan Gonzales Mitchell Sowards Golda Obinzu Kelsey Delgado* Susan Wright*	Derrick Johnson* Sean McConnell Brice Moczygemba DJ Seeger Della Reyes*
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*Member not in attendance

SAWS Staff Present:

Nathan Riggs, Sasha Kodet, Malachi Leo, Keith Martin, Jay Sotelo, Paula Longoria

SAWS Interns Present: Rylee Jacobs, Thalia Garcia, Malachi Leo

Guests Present: None

- I. Meeting called to order at 11:34 am by DRC Chair Dr. Jeremy Roberts.
- II. No public comments.
- III. Sean McConnell moved to approve the minutes, and the motion was seconded by Golda Obinzu. The minutes were approved unanimously.
- IV. Announcements
 - The next quarterly meeting is September 17, 2025.
- V. Dispute Program Update
 - Nathan provided a reminder about attendance and that more than two consecutive absences without notification could result in removal from the committee.
 - There have been 1,228 violations issued in 2025 with 62 L1, 127 L2, and 11 L3 dispute requests so far.
 - Overall, there have been 4,483 violations since inception on 7/6/24 with 254 L1, 323 L2 and 20 L3.
 - Of the 323 L2 Disputes
 - i. 159 upheld (49.2%)
 - ii. 105 dismissed (32.5%)
 - iii. 52 under review (mostly private well exemption claims)

- Of the 20 L3 Disputes
 - i. 13 upheld
 - ii. 4 pending a panel hearing
 - iii. 2 dismissed
 - iv. 1 dropped by the customer prior to hearing
- Disputes since 2/13/25 meeting
 - i. 1,080 violations
 - ii. 43 L1
 - iii. 104 L2
 - 1. 61 upheld, 18 dismissed, 16 under review, 9 provided extended class deadline
 - iv. 9 L3
 - 1. 4 upheld, 4 awaiting a panel hearing, 1 dismissed
- Common dispute reasons
 - i. Broken controller, power outage affected controller schedule, Smart controller ran system on a different day due to rain/freezing temps, claiming private well exemption, wrong assigned address.

VI. Comments/Questions

- Mitchell S: are there lots of requests for leniency on first violations or concerns the non-compliance charge is too much?
 - i. Many first-time violators seem to gloss over the verbiage in their letter stating they can take the class to avoid the non-compliance charge. We are glad to issue short extensions to their class deadline.
- Sean: Would it be possible to provide more standardized info in the dispute packets?
 - i. Examples: controller information w/ photo, etc?
 - ii. Patrol staff are not authorized to enter private property, so photos of controllers are not usually possible.
- Golda: Cases are straightforward, and the packets are well prepared.
- Brice: The panels always seem to have excellent discussions about the cases and reach fair decisions.
- Jeremy: I have spoken to Gavino (Ramos) and Mr. Puente (CEO) on the progress of the DRC. They expressed pride on how well the work is going so far.

VII. The meeting was duly adjourned at 12:07 pm. The next quarterly DRC meeting is scheduled for September 17, 2025. DRC Panels A5 and B5 scheduled for 10:30am and 1:30am respectively on Thursday June 26th.