

Summary of Minutes

Wholesale Workgroup Meeting and Conference Call

The wholesale workgroup is a part of the Water Conservation Advisory Council

Date: August 28, 2025
Time: 9:30 – 10:30 a.m.
Location: TEAMS

Members/Alternates

Dustan Compton, Chair
David Villarreal
Stacy Pandey
Salvador Gandara
Karen Guz
Mary Alice Boehm-
McKaughan
Whitney Milberger
Amy Muttoni

Interested Parties

Hector Ortiz
Ted Pick
Trent Jennings
Jason Pierce
Kathy Fonville
JD Dominquez
Kevin Kluge
Summer Hvasta
Micah Reed
Michelle Simpson

TWDB Staff

Denise Livingston
Shae Luther

Links to resources discussed in this meeting

[Metropolitan Water District of Southern California](#)
[TWDB Municipal Water Savings Tool](#)

Dustan called the meeting to order at 9:45 a.m.

- I. Participants introduced themselves.
- II. Discussion was held on the draft BMPs:
 - a. Stacy shared the draft BMP of the wholesale financial incentives to end users.
 - i. Identify unique hurdles for wholesalers to provide incentives to end users. Entities that serve as both wholesale and retail may not experience the same issues as wholesale only providers.
 - ii. Wholesalers do not have direct billing relationship
 - iii. Include option of layering rebates. Retailer provides a rebate and then the wholesaler does too.
 - iv. Austin wholesale customers are eligible for the same Austin rebates as retail customers. After a verification process, rebates are distributed via check, so the recipient does not have to have an account number.
 1. exceedance of \$600 could impact the need for a tax form.
 - v. Marketing methods used to notify wholesale end users of rebates
 1. the most effective method is to use retail providers to market through their system
 2. social media
 - vi. Water savings verification/cost benefit analysis.
 1. BMP identifies water saving estimate tools, however, utilities may need assistance in determining what items are most beneficial to their entity.

- a. TWDB water savings calculator
 - b. AWE
 - ~~b. Dustan explained the structure of the BMPS and the BMP approval process.~~
 - ~~c. Wholesale water conservation education and public awareness. Dustan Compton lead.~~
 - ~~d. Discussion was held on financial incentives BMPs Stacy Pandey lead.~~
 - ~~i. Residential and commercial rebates offered directly to the end user.~~
 - ~~1. Need to ensure streamlined online application process.~~
 - ~~2. A billing system is set up to bill the retail water provider not the end user. Need to connect end user to system to track savings.~~
 - ~~3. Tracking of approved applications and rebate payouts.~~
 - ~~4. Verify end user accounts with retail water provider.~~
 - ~~5. Set limit on total amount customers can receive in rebates.~~
 - ~~ii. Potential rebates~~
 - ~~1. Turf conversion, need to estimate savings.~~
 - ~~2. Rain barrel rebates~~
 - ~~iii. Marketing challenges~~
 - ~~iv. This BMP may be a subset of the existing BMP, [Wholesale agency assistance programs](#)~~
 - ~~e. Questions will be sent out in a survey to wholesale entities.~~
 - ~~i. What is the wholesale water supplier's role?~~
 - ~~ii. What are some existing programs? Challenges? Tips?~~
 - ~~iii. What wholesale water conservation education and public awareness programs have you found to be successful?~~
 - ~~iv. Please share any wholesale drought mitigation resources, unique plan measures and recent case studies of success.~~
 - ~~v. How do you relay important information to customers?~~
 - ~~1. What seems to be the most successful approach?~~
 - ~~vi. What are some hurdles or challenges your entity or customers face?~~
 - ~~vii. What are some drought mitigation strategies by wholesalers?~~
- III. Meeting ended at 10:06 AM

Future meeting to be determined.

Meeting Adjourned

Wholesale work group biennium work plan as identified in the report to the 89th Legislature.

- 1. Drafting for adoption two BMPs:
 - ~~o Wholesale water conservation education and public awareness.~~
 - ~~o Financial incentives directly to customer end users.~~
- 2. Support additional examples and information from wholesale providers for the Council's online resources of "Drought Mitigation Resource and Mini-Case Studies."
- 3. Research the ability, and example application, of wholesale provider enforcement of drought demand management, and potentially conservation plan implementation, and what, if any, jurisdictional or resource limitations preventing these efforts.
- 4. Research the potential consideration and inclusion of current and future water supply availability in the development review process and clarification of ability to issue

~~certain construction or development permits if water supply availability is below the needs of the planned use of the project.~~

- ~~5. Research the ability of homeowner associations, and other forms of dedicatory instruments, to fine residents for lack of irrigation or dead vegetation on their property when in a drought stage.~~
- ~~6. Research the ability of water providers to adopt certain pricing mechanisms to encourage reducing water waste through outdoor irrigation and gain compliance with conservation and/or drought watering schedules.~~
- ~~7. Research the application of Texas Water Code §11.039, "Distribution of Water During Shortage," and documentation of historical use or example scenarios among wholesale water providers.~~

Useful links:

- ~~[BMP Resource Page TWDB](#)~~
- ~~[Wholesale Agency Assistance Program](#)~~
- ~~[LCRA DCP Appendix B](#)~~
- ~~[LCRA Firm Water Contract Rules](#)~~
- ~~[Hill Country Alliance Model Language for HOAs](#)~~
- ~~[LCRA Firm Water Pro Rata Curtailment Rules](#)~~