

# ELE Newsletter

www.elehoa.org

May 2003

**Congratulations** to our President, Tony Pompa, and his wife Julie who are celebrating the birth of **Karina Isabel Pompa** who was born on May 14th at 12:21 p.m. weighing in at 5 lbs 10 oz and 17½ inches long. Mother and child are doing well—we don't know about the father.



## Neighbor to Neighbor

Name: \_\_\_\_\_

Children's Names & Ages: \_\_\_\_\_

Street Address: \_\_\_\_\_

Phone #: (817) \_\_\_\_\_

### Occupation:

His: \_\_\_\_\_

Hers: \_\_\_\_\_

### Special Hobbies/Interests:

*New families to ELE, please complete and send to Randy Rew at 3511 Lake Pontchartrain for inclusion in the next newsletter. We want to officially welcome you to the neighborhood!*

## Repeated electrical power-outage problems

Approximately 20-25 homes on Lake Powell and Pontchartrain have experienced repeated power-outage problems over the past 18 months. The last outage was on Sunday, April 27 and lasted about 3 hours. These outages occurred spontaneously in the absence of any electrical storm or interference.

Bill Hubregs has investigated this problem with Oncor and it is related to the underground cable which is now 25-30 years old. To get the problem fixed properly (instead of temporary quick fixes), we need to register as many complaints as possible to the appropriate service provider (TXU unless you've switched). The TXU customer service number is 1-800-242-9113. It is imperative to speak with a live customer service advocate. This requires navigating the options on voice mail (they do not make it easy.) The following actions should get you to

## Tennis News:

A big THANK YOU goes out to **Bill Valentine** for all his hard work at our neighborhood tennis courts. Bill jumped right in this year and took on the refurbishing the old wooden tennis benches, finding and supervising the installation of the new, great looking cover for the seating area, finding and planting the new plants by the benches, running down information and quotes on the court lighting and backboard projects and . . . The list goes on and on. It is amazing how much can be accomplished in a short period of time by individuals with a passion for making a difference. Even if you don't play tennis, a good looking, functional tennis facility is a great asset for our neighborhood. Stop by and introduce yourself when you see someone playing, we all benefit from getting to know each other.

*Bruce Olson*

ELE Tennis Committee

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## From the Pool Committee:

The Pool Committee is looking forward to another great summer at the pool. Hopefully everyone has their pool tags and is ready to enjoy the water. If you don't have your pool tags, it's not too late, just sign the certificate on page 31 in your ELE directory, mail to or drop it off at 7008 Crater Lake, and allow the Pool Committee seven days for delivery.

The Pool Committee should have plenty of hot dogs on hand for Splash Day at the great price of 50 cents and the Women's Club will be serving their Snow Hut style snow cones at no charge. You won't want to miss Splash Day on May 24th from 11:30 a.m. to 1:00 p.m.

Due to scheduling issues, our adult swim will not follow the schedule listed in the ELE Directory. Below is the new schedule that will also be posted on the pool house door.

### Adult Lap Swimming 2003

June 2—26:	Mon, Tues, Wed, and Thur 8:00—9:00 a.m.
June 30—August 15:	Mon, Wed, and Fri 10:00—11:00 a.m.

See you at the pool!

## ELE Comment Box

New to the neighborhood is our ELE Comment Box located in the foyer of the clubhouse. If you have a suggestion for the pool, common grounds, architectural/rules, tennis, social committee, etc., please complete a form located above the comment box, put the form in the locked box, and a ELE Board Member will contact you so you can reach us on the web at [www.elehoa.org](http://www.elehoa.org)



# Splash Day: May 24, 2003



## Electrical Power Outages cont':

the consumer advocate:

- Do not hang up and dial the "expedite number":
- Press 1 for "electric"
- Press 1 for "power outage"
- Press 2 to "report a different location"
- Finally, press zero to "speak with a consumer advocate"

Inform the consumer advocate that you are calling to request investigation and correction of the repeated outage problem at your home address. The last outage was April 27th, but similar outages have occurred 5 or 6 times over the past eighteen months or so in the absence of any electrical storms. Tell the representative that the same 20-25 homes in ELE are affected each time and that the Oncor representative has stated that the problem lies with the underground cable, which needs to be replaced. Because of the repeat nature of this problem over an extended period it needs to be corrected as soon as possible.

If your service provider is other than TXU, the customer service number should be on your monthly bill. All complaints must go through your service provider.

Bill Hubregs has offered to answer other questions for any affected homeowner. His number is 817-478-2538.

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