



May 17, 2025

Important Notice: Changes to Membership and Water/Sewer Service for Renters

Dear Windermere Oaks WSC Members,

Effective June 11, 2025, important changes will be made to the way renters/tenants receive water/sewer service from Windermere Oaks Water Supply Corporation (WOWSC). These changes are required by the Public Utility Commission of Texas (PUC), following their Final Order in PUC Docket No. 55454, please click on this link to find out more: https://interchange.puc.texas.gov/Documents/55454_25_1373591.PDF.

We want to ensure that you are fully informed and understand the steps that will take place.

What is Changing?

Currently, long term renters/tenants (beyond three months) in the WOWSC service area receive service under the landlord's membership by means of an alternate billing agreement. This will no longer be allowed after June 11, 2025. Renters will be required to become members in order to continue receiving water/sewer service. Service can only be provided to members, as stated in Texas Water Code § 13.002(24): "A water supply corporation may provide water or sewer service only to its members or customers who are members of the corporation."

Alternate Billing Agreement:

The alternate billing agreement, which allowed landlords to pass the utility bills to renters while retaining membership, will no longer be valid starting June 11, 2025. Renters must have direct membership with the utility and billing will be directly with the renter/tenant.

Next Steps:

- Renters: You must complete a membership application to create a new membership in your name to continue receiving service.
- Landlords: You must complete a disconnection to initiate the new membership for your tenant for water/sewer service (your membership will be refunded).

Hardship Provision:

If a hardship exists, renters may request to pay the membership fee in installments. This arrangement must be agreed upon by both the renter and WOWSC. Please contact our office to discuss any payment plan options if needed at (512) 568-6148.

We understand this is a significant change, and we are here to assist with any questions or concerns. Please don't hesitate to contact our office for further clarification at samanatha@spicewoodus.com.

Thank you for your cooperation as we comply with the PUC's requirements and move forward with these updates.

Sincerely,

Windermere Oaks Water Supply Corporation Board of Directors