



Windermere Oaks Water Supply Corporation
Member Update – May 2025

Dear Members,

We want to provide several important updates regarding your water utility services, recent operational changes, new board members, compliance matters, and ongoing system improvements.

1. New Operator and Billing Contact

We are pleased to announce that Spicewood Utility Services is now managing the day-to-day operations of our water system. All billing and account inquiries are now handled by Samantha Jeffrey of Spicewood Utility Services. Their contact information is available on our website at www.wowsc.org or you can email them at samantha@spicewoodus.com. Our new operator Curtis Jeffrey who has a class A water and wastewater license from TCEQ and many years' experience as an operator for utilities in the Hill Country.

2. Temporary Manager Transition

Anser Advisory, who has served as the PUC-appointed Temporary Manager since November 2024, has filed a request with the Public Utility Commission (PUC) to be formally released from their duties. The Commission is expected to consider this request at a hearing in early June. Once Anser is released, the \$24 monthly temporary manager surcharge will be discontinued.

3. Membership Requirement Update – Effective June 11

As a result of a PUC 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, it was determined that only members may receive water/sewer service. Therefore, effective June 11, 2025, all long-term renters (renting for three months or more) must become members of the utility. Alternate billing agreements where the property owner remained the member and the tenant paid the bills will no longer be permitted. All customers receiving utility services must become members. Click here for more information https://wowsc.org/documents/778/WOWSC_Letter_on_Renters_and_Membership_May_2025.pdf.

4. System Repairs and Maintenance

We are actively addressing long-overdue maintenance issues. Recent efforts include:

- Repairing and relocating the water barge to deeper waters to improve intake reliability this will occur in the next two weeks.
- Ordering and preparing to install a key part needed to bring the first filtration unit back online, which is expected to resolve persistent turbidity issues along with other issues.
- Comprehensive plan to address capacity issues including water tank upgrades.
- Upcoming repairs to WOWSC pontoon boat to use for yearly repairs to the water barge.
- Resolutions to TCEQ outstanding sewer violations including the effluent field.
- Auditing customer accounts for shared service, unauthorized connections inside and outside the CCN area, and resolving multiple accounts with long-standing arrears.
- Enforcing call before you dig policy, cutting back on several lines being broken by builders and homeowners.

- Reviewing short-term rental properties to evaluate whether water usage and occupancy align with the information provided in service applications, compliance with bylaws, tariff and determine whether additional enforcement measures are required related to our current drought-related water restrictions.
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5. Surcharge Clarification and Refunds

WOWSC currently has one active surcharge, now labeled the Rate Appeal Surcharge on your upcoming bill which applies to all members and will remain in effect until \$478,000 in legal fees from the prior board's rate appeal is recovered.

The prior board also improperly billed two surcharges at the same time, resulting in overcharges. Per PUC Staff's recommendation, refunds for these duplicate charges will begin next month. For members who were told by Anser that surcharges would be waived and did not pay, please note: No late fees will apply, and we are auditing all affected accounts to determine balances owed.

Spicewood Utility Services is working to clean up the books. Please allow at least two months for full reconciliation. In the meantime, as a reminder all members receiving utility service are required to pay the \$39.21 monthly surcharge.

6. Rate Refunds

Customer refunds are being issued to compensate members who overpaid under the prior, disallowed rates. If you no longer see a refund credit on your bill, it is likely due to one of the following:

- You have already received the maximum refund amount owed to your account;
 - Your refund is being applied according to when you paid the previous rates instead of front loading all refunds; or
 - You are not entitled to a refund because you did not pay the old rates—your property's previous owner did. Refunds are tied to the individual who was billed and paid during the overbilling period, and do not transfer to new property owners.
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7. Financial Oversight and Audit

We have retained Liberty Hill Bookkeeping to manage WOWSC's financial records and to prepare the 2024 tax return. Additionally, we are preparing for a 2024 financial audit, as required by the PUC. We are pleased to have secured an experienced auditor with extensive WSC audit experience at a reasonable rate.

Your newly elected board of directors is committed to restoring trust and ensuring that decisions are made in the best interests of all members, not for personal benefit, as has been the unfortunate pattern in the past. Our goal is to rebuild a utility that serves everyone fairly and as we continue to address the years of financial and operational neglect, we appreciate your patience and support. For any questions or concerns, please contact Samantha Jeffre at samantha@spicewoodus.com.

Sincerely,

WOWSC Board of Directors
Patti Flunker, President
Allen Hicks, Secretary/Treasurer
Mark Carpenter, Vice President
Bill Stein, Director
Karen Yeaman, Director