



Public Utility Commission of Texas

1701 N. Congress, P.O. Box 13326, Austin, TX 78711-3326 Fax 512-936-7003

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Contact: Andrew Barlow [512-936-7135]

Public Utility Commission Invites Water Utilities to Regulatory Workshops

Agency's new Department of Utility Outreach Plans Quarterly Events

Austin, TX – The Public Utility Commission of Texas today announced plans for a quarterly workshop series intended to provide vital water and wastewater compliance guidance for mid-sized and smaller retail public utilities. The first, free workshop is scheduled for February 4, 2020 at the Woodlands Township Hall.

“There are many mid-sized and smaller retail public water and sewer utilities across Texas whose staffing and resources are strained by basic business operations,” said Tammy Benter, leader of the agency’s new Department of Utility Outreach (DUO.) “Our goal is to proactively address their questions, offer best practices for effective administration and carry their concerns back to the PUC for consideration in rule making discussions. It’s part of our ongoing commitment to transparency and ensuring retail public utilities in Texas have the information they need to best serve their customers.”

In these gatherings of water utility leaders, the PUC's DUO team will share insights on the key administrative and financial challenges facing Texas water and sewer retail public utilities including:

- Legislative Changes that affect Water and Sewer Utilities
- Company filing requirements
- Understanding the PUC’s Complaints Process
- The Rate Setting Process (including alternative rate structures)
- Cybersecurity Basics
- Tech Tools and Assistance for Water and Sewer Utilities

The event in the Woodlands is the first of four water and sewer retail public utility workshops scheduled for 2020. The others are slated for Dallas in May, El Paso in July and Lubbock in October.

Water and Sewer retail public utility owners and managers are invited to RSVP by clicking <http://bit.ly/PUCTX-DUO-Q1-RSVP>. Those with questions are invited to contact the DUO team at DUO@PUC.Texas.Gov.

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About the Public Utility Commission

Our mission is to serve Texans by regulating the state’s electric, telecommunication, and water and sewer utilities, implementing respective legislation, and offering customer assistance in resolving consumer complaints. Since its founding in 1975, the Commission has a long and proud history of service to Texas, protecting customers, fostering competition, and promoting high quality infrastructure. To learn more, please visit <http://www.puc.texas.gov>.