



## **Public Utility Commission of Texas**

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**Press Release**  
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### **Public Utility Commission of Texas Appoints Temporary Manager for Channel Oaks Water System**

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**Austin, Texas** – The Public Utility Commission of Texas (PUC) has appointed a temporary manager for Channel Oaks Water System (Channel Oaks) in Burnet County, effective June 15 to ensure continuous and safe water service for the utility’s customers.

Channel Oaks provides water service to approximately 45 connections in the Marble Falls, TX area. At the PUC’s May 23 open meeting, the Commission requested the Texas Attorney General bring suit against Channel Oaks for the appointment of a receiver. This follows Channel Oaks’ violation of an [emergency order](#) issued by the Commission on March 23, which compelled the water system to provide continuous and safe water service to its customers and formally identify the individual with authority and responsibility to manage the utility.

To ensure Channel Oaks customers receive reliable, safe, and adequate water service throughout the receivership appointment process, the Commission appointed CSWR-Texas Utility Operating Company, LLC (CWSR Texas) to serve as a temporary manager. CWSR Texas has previous experience acting as a temporary manager for utilities in accordance with Commission orders and currently provides water service to more than 6,100 connections across the state.

As temporary manager, CSWR Texas is responsible for operating Channel Oaks and providing continuous and adequate water service. CSWR Texas will respond to consumer complaints, read meters, bill customers, collect payments and perform system maintenance. CSWR Texas must comply with Texas Commission on Environmental Quality (TCEQ) rules and employ a TCEQ-licensed operator for the duration of the appointment.

Channel Oaks customers will see a monthly \$15.00 fee per connection on their bills to cover the cost of the temporary manager.

CSWR Texas will serve as temporary manager until the Commission orders otherwise, or a



receiver is appointed by the appropriate court. The length of the receivership process varies and depends on several variables, primarily the availability of the court and procedural schedules.

Customer complaints should be directed to the temporary manager for resolution by calling 1-866-301-7725 or by emailing [support@cswrtexaswateruoc.com](mailto:support@cswrtexaswateruoc.com). If the temporary manager is unable or unwilling to address the issue, customers can contact the PUCT with billing and customer service questions or complaints by calling 888-782-8477 or by emailing [customer@puc.texas.gov](mailto:customer@puc.texas.gov).

If the temporary manager is unwilling or unable to respond to water quality complaints, those should be directed to the Texas Commission on Environmental Quality by calling its Austin Regional Office at 512-339-2929.

The PUCT has important resources and information regarding the [rights of consumers](#) on its website.

### **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 <https://www.puc.texas.gov>.

