



Public Utility Commission of Texas

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Public Utility Commission of Texas Appoints Temporary Manager for Windermere Oaks Water Supply Corporation

AUSTIN, Texas – The Public Utility Commission of Texas (PUC) has [appointed a temporary manager](#) for Windermere Oaks Water Supply Corporation in Burnet County, effective Nov. 21, 2024, to ensure continuous and safe water and sewer service for the utility's customers.

Windermere Oaks provides retail water and sewer service to customers in Spicewood, Texas. PUC staff recommended that the Commission appoint a temporary manager for the water supply corporation (WSC) because the utility failed to adequately maintain their facilities or provide sufficient facilities, resulting in potential health hazards, extended outages, or repeated service interruptions. PUC staff also outlined in their recommendation a pattern of hostility toward the Commission and repeated failure to respond to Commission requests by Windermere Oaks.

To ensure Windermere Oaks customers receive reliable, safe, and adequate retail water and sewer service, the Commission appointed Anser Advisory Consulting, LLC (Anser) to serve as a temporary manager for one year. Anser has previous experience acting as a temporary manager for retail water utilities and will be required to maintain employment of a Texas Commission on Environmental Quality (TCEQ)-licensed water and wastewater operator for the duration of its appointment as the temporary manager. Anser must comply with all requirements of the Texas Water Code, as well as PUC and TCEQ rules.

As temporary manager, Anser is responsible for operating Windermere Oaks and providing continuous and adequate retail water and sewer service. Anser will respond to consumer complaints, requests for service, read meters, bill customers, collect payments and perform system maintenance.

Windermere Oaks' customers will see a \$12.00 fee per connection per type of service on their monthly bills to cover the cost of the temporary manager. Therefore, if a customer receives



both retail water and sewer service, they will see a \$24.00 increase (\$12.00 fee for water + \$12.00 fee for sewer). Anser will serve as temporary manager for one year or until the Commission orders otherwise.

Customer complaints should be directed to the temporary manager for resolution by calling 850-544-5547 or by emailing Anser's Customer Liaison Tammy.Peters@anseradvisory.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 consumer@puc.texas.gov.

If the temporary manager is unwilling or unable to respond to water or sewer quality complaints, those should be directed to TCEQ 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 of Texas

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>.