



## Public Utility Commission of Texas

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Press Release  
April 4, 2025

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# Public Utility Commission of Texas Appoints Temporary Manager for SRC Water Supply

*Manager to serve customers in Denton, Harris, Jim Wells, Limestone, McLennan, Shelby, Walker, Waller, and Wise Counties*

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**Austin, Texas** – The Public Utility Commission of Texas (PUC) has [appointed a temporary manager](#) for SRC Water Supply Inc. (SRC) to ensure continuous and safe water service for the water utility’s customers.

SRC operates, maintains, or controls 11 public water systems in Denton, Harris, Jim Wells, Limestone, McLennan, Shelby, Walker, Waller, and Wise counties and serves approximately 431 connections.

In October 2024, the PUC received complaints alleging low water pressure, lack of accessible customer service, and service outages from SRC customers in the Rolling Hills public water system service area. On Oct. 18, the PUC’s executive director issued an emergency order to compel SRC to provide adequate service to its customers in Rolling Hills. The Commission affirmed the emergency order in December 2024. The PUC later found that SRC had not complied with the emergency order. Additionally, on Feb. 18, 2025, SRC informed the Texas Commission on Environmental Quality (TCEQ) of its intent to abandon all 11 of its public water systems.

To ensure safe, reliable water service for all SRC customers, the PUC has appointed Mark Patterson, through his company Patterson Water Supply, LLC (Patterson), as temporary manager for SRC.

As the temporary manager, Patterson will be responsible for managing SRC. Patterson will respond to consumer complaints, read meters, bill customers, collect payments, and perform system maintenance. Patterson must comply with TCEQ and PUC rules and employ a TCEQ-licensed operator for the duration of the appointment.

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SRC customers will see a monthly \$12.00 fee per connection per month on their bills to cover the cost of the temporary manager. Patterson will serve as temporary manager until the Commission orders otherwise.

Consumer questions or complaints should be directed to the temporary manager by calling (936) 321-7721 or emailing [heather@aggregatewater.com](mailto:heather@aggregatewater.com).

If the temporary manager is unable to address the issue, consumers can contact the PUCT's Consumer Protection Division with billing and service questions by calling 888-782-8477 or by emailing [consumer@puc.texas.gov](mailto:consumer@puc.texas.gov).

If the temporary manager is unable to respond to water quality questions or complaints, those should be directed to the specific TCEQ's Regional Office. Contact information for Regional Offices can be found at <https://www.tceq.texas.gov/agency/directory/region>.

### **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>.