

PUC's DUO Regional Water Workshop

“WE'RE FROM THE GOVERNMENT AND WE'RE HERE TO HELP”



PUC Introduction, Jurisdiction & Legislative Updates

TAMMY BENTER, DIRECTOR

DEPARTMENT OF UTILITY OUTREACH



Topics of Discussion

This presentation will briefly cover:

- **Introduction**
- **PUC Jurisdiction**
- **Legislative Changes that Affect Retail Public Water & Sewer Utilities**

History: How Did Water & Sewer Regulation Reach the PUC?

Economic regulation of retail water and sewer service transferred from TCEQ to PUC on September 1, 2014.

PUC gained authority over service area boundary applications (Certificates of Convenience and Necessity) and rate reviews.

TCEQ maintained jurisdiction over the health and safety factors, infrastructure and water/sewer quality matters.

Water & Sewer CCNs

Which retail public utilities need a CCN?

 IOUs

 WSCs

 **Political subdivisions must obtain a CCN only if they are proposing to serve in an area already lawfully being served by another entity.**

Water & Sewer CCN Holders

	Water	Sewer
Counties	1	0
Districts	201	112
Cities	618	518
WSCs	757	63
IOUs	482	138

Number of Retail Public Utilities holding CCNs in Texas

PUC Jurisdiction: Retail Water and Sewer Rates

PUC has original jurisdiction over rates and service policies of Investor Owned Utilities outside the corporate limits of a city.

PUC has appellate jurisdiction over:

- **Outside city customers receiving service from a city;**
- **District customers (both inside and outside the district's boundaries)**
- **WSC customers**

PUC's Jurisdiction: Wholesale Water & Sewer Rates

Appellate jurisdiction over wholesale water and sewer rates

- **Appellant must demonstrate public interest**
- **Wholesale provider then must justify wholesale rate**

Water Legislative Updates

Senate Bill 700

- **Streamlined ratemaking for small and mid-sized utilities**
- **Added new Class D utility group**
- **Divided the Class B group**

Water Legislative Updates

Senate Bill 700 (Continued)

- ❖ **Allowed Class D utilities to get 5% increase on base rate and gallonage charges (TWC §13.1872)**
- ❖ **Allows a temporary rate for a nonfunctioning utility to remain in effect after acquisition (TWC §13.046)**

Water Legislative Updates

Senate Bill 700 (Continued)

- **Gave PUC authority to implement alternative rate methods**
 - **Introduction of new customer classes**
 - **Cash needs method**
 - **Phased and multi-step rate changes**
 - **System Improvement Charges (SIC)**
- **Updated notice language for rate cases**

Water Legislative Updates

IOU Classification	From	To
Class A	10,000	Up
Class B	2,300	9,999
Class C	500	2,299
Class D	0	499

Note: For the purpose of determining the classification of a utility, the number of retail water connections or taps is used. If the retail public utility provides only retail sewer service, then the number of sewer connection or taps is used to determine the classification of the utility.

Annual Reports




All IOUs are required to file an annual report

- **2019 filing is due June 1, 2020**
- **For 2019 – use form for classification prior to Sept 1, 2019 (Class A, B and C only)**
- **For 2020 – use new forms to be adopted by Commission at a later date**

Water Legislative Updates

House Bill 3542

Fair Market Value (FMV)

-  Created an optional and voluntary valuation appraisal process to determine the asset value of a public or private water or sewer system at acquisition
-  Requires PUC to maintain a list of appraisers for use by this section
-  FMV is determined prior to the filing of a Sale/Transfer/Merger (STM) proceeding

Water Legislative Updates

House Bill 3542 (continued)

Financial/Managerial/Technical (FMT) Report Requirement

Required for Class B, C and D Utilities

 **FMT report must be filed with PUC no later than the 3rd anniversary of the date the utility violates a final order of the TCEQ for capacity, pressure, or lack of calibrated equipment**

 **PUC must inform the legislature of the need for the report, the filing of the report, or lack of filing of the report.**

Water Legislative Updates

Senate Bill 2272

- **Applies to expedited release and streamlined expedited release requests of a CCN**
- **Removes “useless and valueless” language from law**
- **Provides clear timelines for a decertified utility to receive compensation**

Water Legislative Updates

Senate Bill 2272 (continued)

- ❖ Requires appraisers to help determine the value of adequate and just compensation required (within 60 days after receiving final appraisal – up to 160 days after approval)**
- ❖ Requires compensation to be paid to the CCN holder by the landowner before service can be rendered (within 90 days)**

Questions?

Contact me at:

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Department of Utility Outreach

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Email: Tammy.Benter@PUC.Texas.Gov



The PUC's Approach to Customer Protection

CUSTOMER PROTECTION DIVISION



What We Do

Assist Texas customers with informal complaints regarding local telephone, electric and water service.

Educate the public of their rights and customer protections relating to local telephone, water and electric service.

Manage Texas Electric Choice Call Center.

Oversee Texas No Call List.

Organization of CPD

Intake Center

Complaint Investigation

Customer Education

Licensing and Compliance

Intake Center

- 📞 **Phone (888-782-8477)**
- ✉ **U.S. mail**
- 📠 **Faxes**
- ✉ **Email**
- 💻 **Online**
- 🚶 **Walk-Ins**

Our Intake Center staff are the front line in gathering information from customers to file complaints or provide information on regulated utilities.

Customer Complaints

Guided by: [16 TAC §24.153\(b\)\(3\)](#).

Each utility shall make an initial response to the commission within 15 days of receipt of a complaint from the commission on behalf of a customer or service applicant.

The commission may require a utility to provide a written response to the complainant, to the commission, or both.

Pending resolution of a complaint, the commission may require continuation or restoration of service.

Informal Complaints

Our Investigator staff analyzes informal complaints filed by utility customers for possible resolution. Investigators perform the following for each complaint under review:

- ❖ Provide notice of the complaint to utilities.**
- ❖ Review information provided by both the customer and utility to determine utility compliance with Commission rules.**
- ❖ Provide written response to both the customer and utility explaining CPD's determination of compliance.**

Email Notice of Complaint

Contains customer name and complaint number.

Attached complaint cover sheet and customer files.

Includes request for information related to all complaints.

Provides instructions regarding disconnection of service while complaint is pending, and asks to restore service if already disconnected.

Advises how to email your response.





Do not change the subject line in your reply email.

Utility Response

Must address all issues raised by the customer.

Must be written, preferably sent as a Microsoft Word or PDF attachment.

Include all documentary evidence to support compliance with Commission rules.

-  **Bills**
-  **Disconnection Notices**
-  **Meter test results**
-  **Applicable tariff**

Utility Response

Prior to sending your response, please contact CPD as soon as possible with any questions or concerns regarding a complaint.

Especially important if you receive a complaint intended for another utility.

immediateattention@puc.texas.gov

Utility Response

Response is due within 15 days of CPD's notice.

If sent via email, send to puccomplaints@puc.texas.gov.

Do not change the subject line in your reply email.

Responses written in the body of email have all formatting and pictures removed.

If sent via postal service, the response must be received by CPD within 15 days.

CPD's Determination

A complaint is assigned to an Investigator once the utility's response is received by CPD.

Investigators review information provided by both the customer and the utility to determine whether the utility's actions comply with Commission rules.

The investigator may contact the customer or the utility if more information is needed.

CPD's Determination

The Investigator's determination is provided in writing via letter to both the customer and the utility.

Possible compliance issues will be identified in the letter.

Corrective action may be recommended by the Investigator.

Informal complaints are not adjudicated by the Commissioners.

Appeal

Utilities that disagree with CPD's decision may submit an appeal to CPD management.

appeals@puc.texas.gov.

The appeal should state a position on why the decision should be reversed and include any documentation to support the position.

CPD management will provide the utility a written response to the appeal.

An additional letter will be sent to the customer if the Investigator's decision is overturned.

No Response

Failing to respond to an informal complaint within 15 days is considered a possible inconsistency with 16 TAC §24.153(c)(3).

CPD will review any late response received and make a determination on compliance.

CPD notifies customers of their right to file a formal complaint at the Commission when a complaint is 35-days old without a utility response.

Formal Complaint

If not satisfied with the results of CPD's investigation, the customer may file a formal complaint at the Commission according to 16 TAC § 22.242(d).

A formal complaint is similar to a court case and may result in a hearing and decision by the Commissioners.

CPD is not involved in resolving formal complaints.

A brochure on the formal complaint process is available on the in the File a Complaint section Commission's website.

Access to Portal & Complaints Application

The portal allows utilities to update general contact information and provides access to the Complaints Application, which allows utilities to view the following:

- ❖ **Complaints information.**
- ❖ **Status of complaints.**

QUESTIONS?

The Rate Setting Process

**UTILITY OUTREACH DIVISION
PUBLIC UTILITY COMMISSION OF TEXAS**



**PUC
TEXAS**

Topics of Discussion

This presentation will briefly cover:

- **Rate Setting Process**
- **Rate Setting for IOUs - Alternative Rate Methods**
- **Rate Appeals**

PUC Jurisdiction – Refresher

PUC has original jurisdiction over rates and service policies of Investor Owned Utilities outside the corporate limits of a city.

PUC has appellate jurisdiction over:

- ❖ **Outside city customers receiving service from a city;**
- ❖ **District customers (both inside and outside the district's boundaries)**
- ❖ **WSC customers**

Do I Need to Change My Rates?

How do I determine if I need to change my rates?

What are my next steps?

Do I need a rate study?

Why Is a Rate Study Important?

Helps to maintain the long-term health and integrity of the utility

Outlines policies, priorities and plans of the utility

Determines the “true cost pricing” of water or sewer utility service

Tracks budgets and cost information

Why Is a Rate Study Important?

Evaluates rates and equity between customer classes





Communicates financial decisions to customers and lenders

Management tool and guide for directors and investors

Conducting a Successful Rate Study

Complete the rate study before changing rates – especially for public entities

Contains a blend of information including:

-  **Financials/Accounting records**
-  **Engineering**
-  **Customer Service**
-  **Administration**

IOU Rates

What happens next?

Rate Applications - IOUs

Class A Utilities must file a complete rate filing package with testimony – referred to SOAH Automatically

Class B Utility applications are less complex than Class A

Class C Utility applications are less complex than Class B

Rate Applications – IOUs

Class D Utilities can file for a flat 5% increase on their base rate and gallonage charge up to four times before truing it up with a Class C rate application filing

Class D Utilities that need more than 5% can file a Class C rate application

Alternative Rate Setting - IOUs

Introduction of New Customer Classes

Cash Needs Method

Phased and multi-step rate changes

System Improvement Charges (SIC)

***Note: Rule packages for these coming soon.**

Pass Through Clauses

Pass Throughs – Only to pass through actual costs charged to a utility.

- **Changes in purchased water or sewer charges**
- **Temporary water rate for mandatory restrictions**
- **Governmental entity charges**
- **Combined pass through**

Surcharges

Surcharge – authorized to collect revenues over and above the usual cost of service

- ❖ **Extra sampling fees (over a specified period of time)**
- ❖ **Capital improvements surcharge – when necessary to fund plant and design, no rate of return**
- ❖ **Debt repayments surcharge**

IOU vs. Public Utility

“Used and Useful”

IOUs:

- ⚙️ Pay for asset upfront and recover the cost of an asset through rates over life of asset**
- ⚙️ Depreciation expense**
- ⚙️ Opportunity to earn a reasonable rate of return on investment**
- ⚙️ Based on historical and known and measurable expenses**

IOU vs. Public Utility

IOUs:

- **Typically use “Utility Method” to set rates**
- **10% of affected ratepayers for auto referral**
- **Set by regulatory authority**

IOU vs. Public Utility

Public Utility:

- ⚙️ Budget for an asset, put it into service and begin recovering the cost of the asset**
- ⚙️ Typically use “Cash Needs Method”**
- ⚙️ Usually based on budget**
- ⚙️ May be subsidized by other fees or taxes**
- ⚙️ Debt service coverage**
- ⚙️ Set by board or city council or governing body**
- ⚙️ Reviewed by PUC when 10% or 10,000 protests, whichever is less, is received**

PUC Water and Sewer Rate Appeals – WSCs and Districts

PETITION REVIEW PROCESS

Petition is submitted to PUC, scanned into interchange, and assigned a docket number.

Program area experts, legal staff and PUC Administrative Law Judge (ALJ) are assigned.

PUC Staff contacts provider to determine number of affected ratepayers eligible to protest.

PUC Staff reviews petition to determine completeness.

PUC Water and Sewer Rate Appeals – WSCs and Districts

PETITION REVIEW PROCESS

If complete, Staff makes a recommendation on completeness and PUC ALJ issues order to accept the petition for filing.

Appeal is referred to State Office of Administrative Hearings (SOAH) to schedule a contested case.

SOAH assigns an ALJ to hear appeal.

Prehearing conference is scheduled and ALJ names parties to the case. ALJ sets schedule for hearing.

Rate Hearing Process: All Utilities

For Appeals –

- ⚙️ PUC Staff seeks information from utility provider to determine methodology used to set rates.**
- ⚙️ PUC Staff can only use information that was available at the time the provider made the decision to change rates.**

PUC Staff also seeks information from other parties.

Parties begin discovery and have an opportunity to enter into settlement.

Rate Hearing Process: All Utilities

Parties use discovery to formulate a position and issue testimony.

PUC Staff makes recommendation on the rates set by board.

PUC Staff may recommend alternate rates.

PUC Staff may recommend refunds or allow a surcharge to recover lost revenues and reasonable rate case expenses.

Rate Hearing Process: All Utilities

Once hearing is complete, the SOAH ALJ prepares a Proposal for Decision (PFD).

PFD is submitted to PUC Commissioners for consideration.

PUC Commissioners make the final decision on appeal.

Public Education & Outreach

Transparency & Communication is essential

Hold a Public Meeting to Discuss Rate Study

Bill Inserts

Establish a Rate Committee

Frequently Asked Questions

Website Information

Consider bill calculator on website

QUESTIONS?

Critical Infrastructure Security and Risk Management

MISSION

Mission:

We protect customers, foster competition, and promote high quality infrastructure.

What We Do:

Work with utilities to insure the use of cyber and physical security best business practices as well as connect them to available state and federal resources.

Cybersecurity Fundamentals for Water & Wastewater Utilities (Water-ISAC)

1) Perform Asset Inventories

2) Assess Risk

3) Minimize Control System Exposure

4) Enforce User Access Controls

5) Safeguard from Unauthorized Physical Access

6) Install Independent Cyber-Physical Safety Systems

7) Embrace Vulnerability Management

8) Create a Cybersecurity Culture

9) Develop and Enforce Cybersecurity Policies and Procedures

10) Implement Threat Detection and Monitoring

11) Plan for Incidents, Emergencies and Disasters

12) Tackle Insider Threats

13) Secure the Supply Chain

14) Address All Smart Devices (IoT, IIoT, Mobile, etc.)

15) Participate in Information Sharing and Collaboration Communities

Cybersecurity Fundamentals for Water & Wastewater Utilities

(Chuck's Top 10)

1) Perform Asset Inventories

2) Assess Risk

3) Minimize Control System Exposure

4) Enforce User Access Controls

5) Create a Cybersecurity Culture

6) Develop and Enforce Cybersecurity Policies and Procedures

7) Implement Threat Detection and Monitoring

8) Plan for Incidents, Emergencies and Disasters

9) Secure the Supply Chain

10) Participate in Information Sharing and Collaboration Communities

1) Perform Asset Inventories

Asset Inventory Database

Unauthorized Assets

Physical Inspection

2) Assess Risks

Risk assessments are instrumental in identifying security gaps and vulnerabilities.

Risk = Threat x Vulnerability

3) Minimize Control System Exposure

External (Untrusted) Pathways

Network Segmentation

Restrict Traffic

4) Enforce User Access Controls

Role-Based Access Control

Principle of Least Privilege

Password Hygiene

Multifactor Authentication

Off-Boarding

5) Create a Cybersecurity Culture

Executive and Board Engagement – Leadership is Crucial for Culture Change

Cybersecurity Awareness Training

6) Develop and Enforce Cybersecurity Policies and Procedures

Rinse, Repeat, and Audit

Invite Key Stakeholders to the Process

7) Implement Threat Detection and Monitoring

Logging and Auditing

Passive, Active, or Hybrid Monitoring

Independent Monitoring of Critical Instrument Values

8) Plan for Incidents, Emergencies and Disasters

Cyber Incident Response Plan

Disaster Response Plans

Practice Makes Proficient

9) Secure the Supply Chain

Notification Requirements

Vendor Remote Access

Vendor Patching/Updates

10) Participate in Information Sharing and Collaboration Communities

MS-ISAC

Water-ISAC

CISA Regional Protective Security Advisor

Resources

MS-ISAC - <https://www.cisecurity.org/ms-isac/>

Water-ISAC - <https://www.waterisac.org/>

CISA Regional Protective Security Advisor - <https://www.cisa.gov/protective-security-advisors>

ICS Training - <https://www.us-cert.gov/ics/Training-Available-Through-ICS-CERT>

Supply Chain Resources - <https://www.dni.gov/index.php/ncsc-what-we-do/ncsc-supply-chain-threats>

CISA - <https://www.cisa.gov/cybersecurity>

QUESTIONS?

Department of Utility Outreach (DUO)

PUBLIC UTILITY COMMISSION (PUC) MAP VIEWER

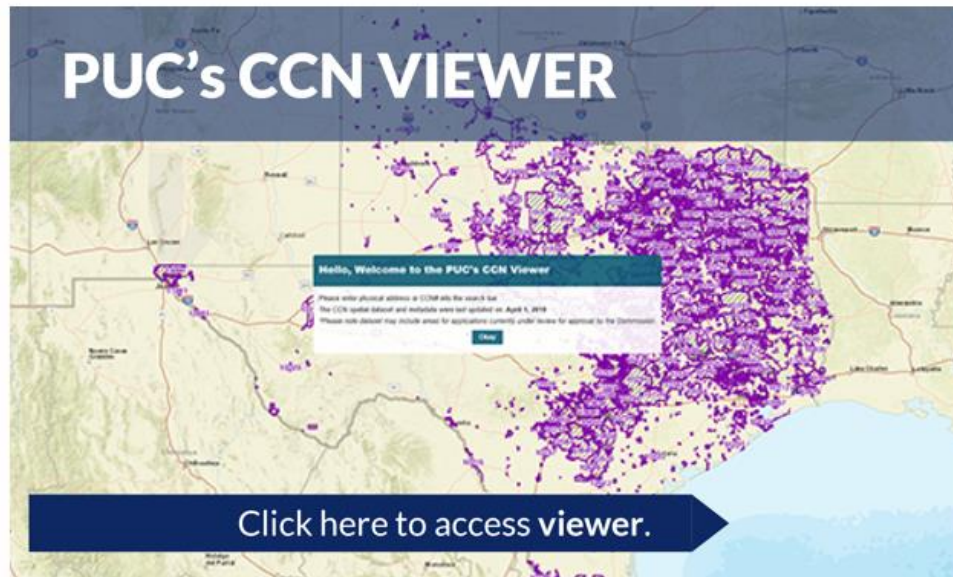
PUC WATER UTILITY DATABASE (WUD)

ASSISTANCE FOR UTILITIES

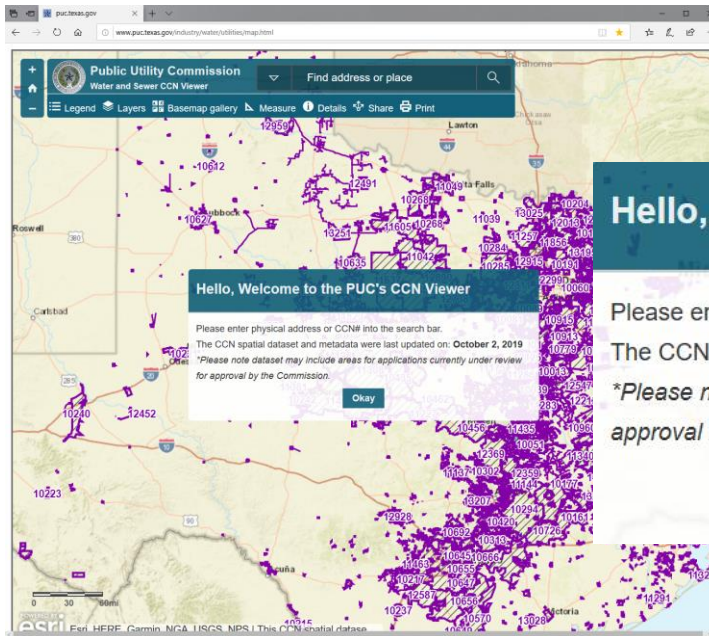


PUC Map Viewer

<http://www.puc.texas.gov/industry/water/utilities/gis.aspx>



PUC CCN Viewer



Hello, Welcome to the PUC's CCN Viewer

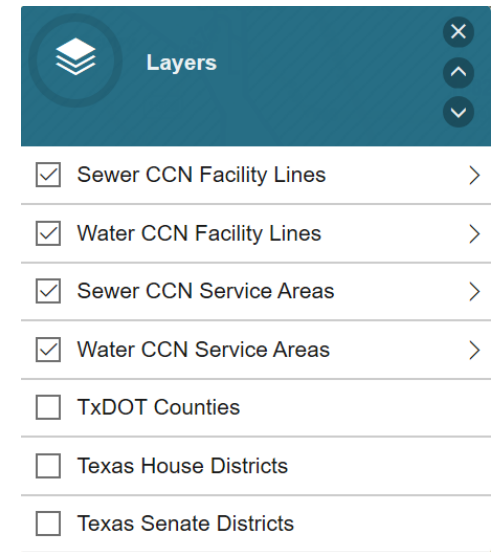
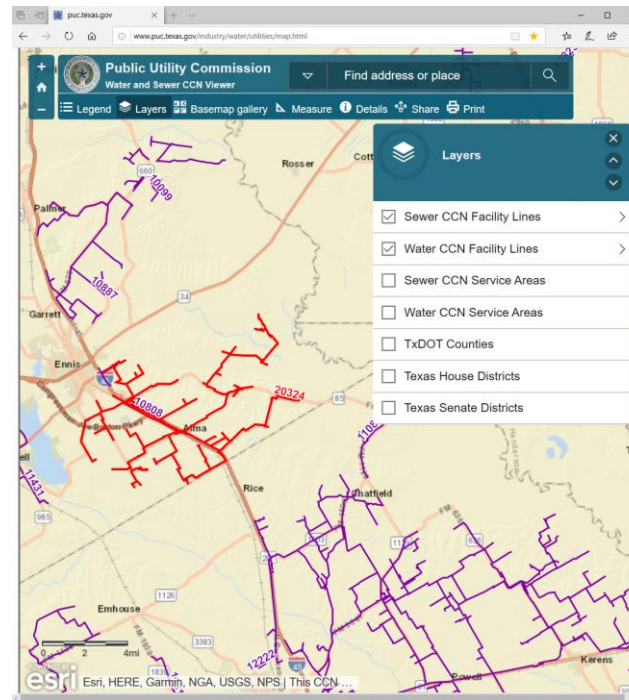
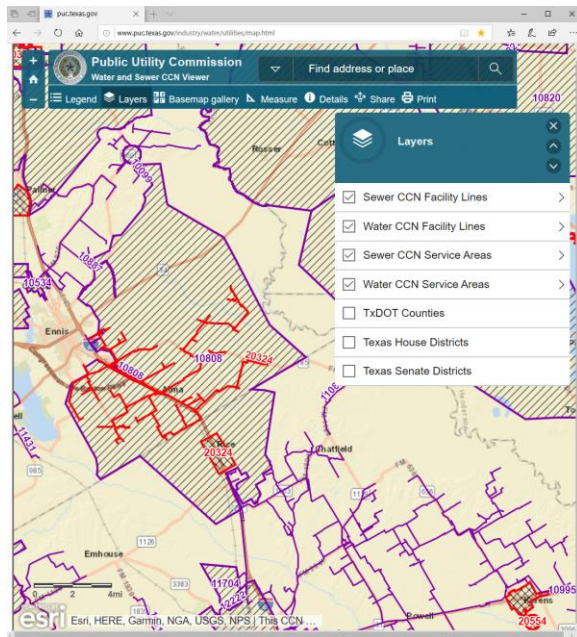
Please enter physical address or CCN# into the search bar.

The CCN spatial dataset and metadata were last updated on: **October 2, 2019**

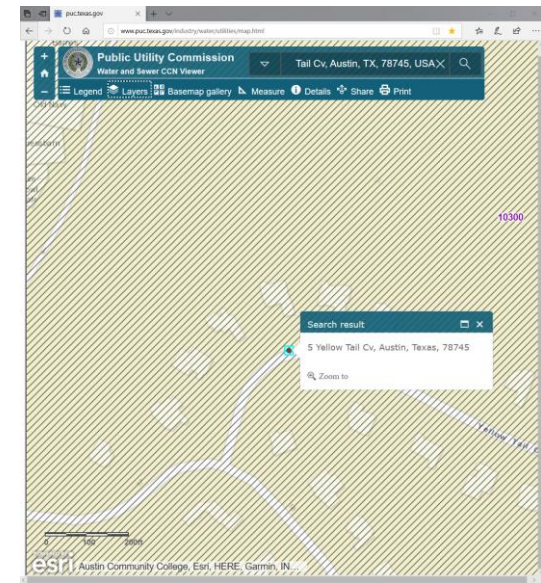
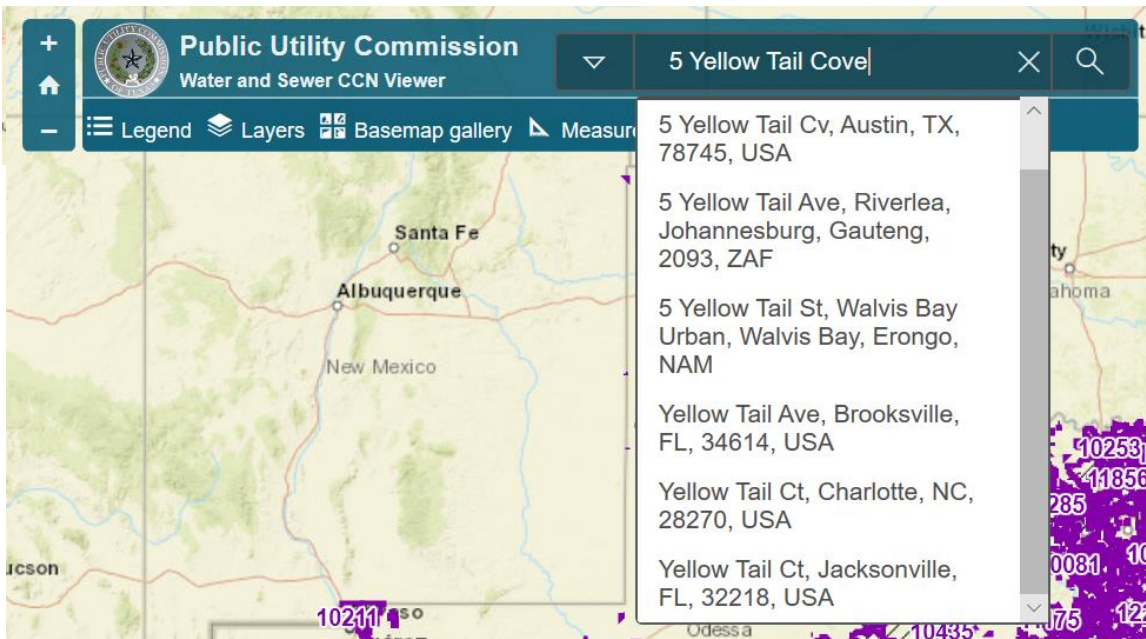
**Please note dataset may include areas for applications currently under review for approval by the Commission.*

Okay

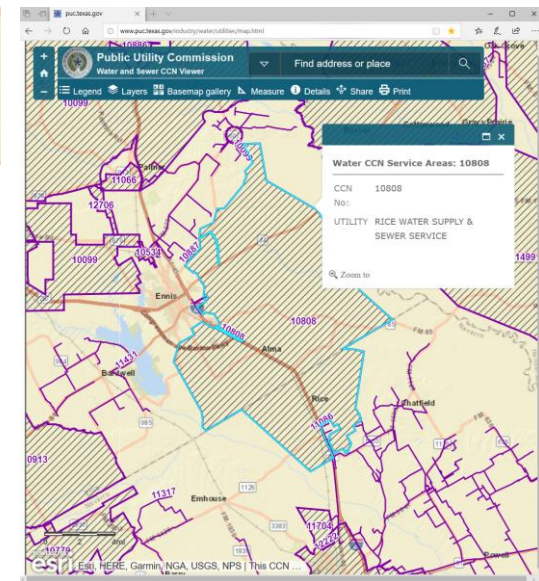
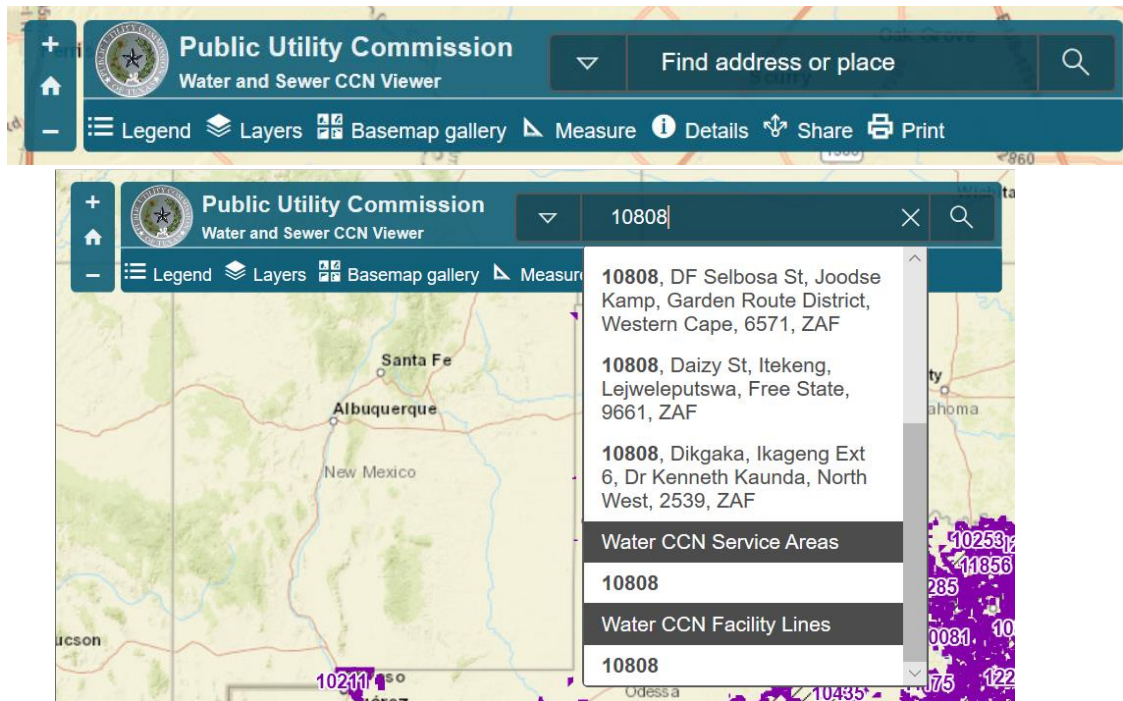
WATER & SEWER CCN VIEWER



LOCATE PROVIDER BY ADDRESS



LOCATE PROVIDER BY CCN



PUC Water Utilities Database (WUD)

<http://www.puc.texas.gov/watersearch>

LOCATE WATER UTILITIES DATABASE

Find a Water Utility

[Find Utilities](#) [Address Search](#)

Utility Name

Utility Name

Utility Type

--Any--

Activity Status

--Any--

Responsible Party Name

Responsible Party Name

Ownership Type

--Any--

CCN or Registration #

CCN or Registration #

County

--Any--

Search

<http://www.puc.texas.gov/watersearch>

SEARCH BY CCN NUMBER

Find a Water Utility

[Find Utilities](#) [Address Search](#)

Utility Name

Utility Name

Utility Type

--Any--

Activity Status

--Any--

Responsible Party Name

Responsible Party Name

Ownership Type

--Any--

CCN or Registration #

11322

County

--Any--

Search

Search Results

Utility Name	CCN/Regnum	Responsible Party	Utility Type	Ownership Type	County	Activity Status
CITY OF AUSTIN	11322	CITY OF AUSTIN	WATER UTILITY	MUNICIPALITY	TRAVIS	ACTIVE

Total Records Found: 1

[Export to Excel](#)

SEARCH BY CCN NUMBER

Site Details

Properties		Official Address	Responsible Party
Name	CITY OF AUSTIN	PO BOX 1088	Organization Name
CCN/Regnum	11322	AUSTIN TX 78767 - 1088	CITY OF AUSTIN
Utility Type	WATER UTILITY		Address
Ownership Type	MUNICIPALITY		PO BOX 1088
Primary County	TRAVIS		AUSTIN TX 78767 - 1088
AIS Number			BUSINESS PHONE 1 (612) 974-2008

Activity

Activity Status	Start Date
ACTIVE	12/3/2009

Affiliates

Organization Name	Individual Name	Role
CITY OF AUSTIN	LEE LEFFINGWELL	MAYOR
CITY OF AUSTIN	SHARON SMITH	UTILITY CONTACT
CITY OF AUSTIN		RESPONSIBLE PARTY

Counties

Name	Primary
BASTROP	
HAYS	
TRAVIS	✓
WILLIAMSON	

SEARCH BY UTILITY NAME

Find a Water Utility

[Find Utilities](#) [Address Search](#)

Utility Name

Utility Type

Activity Status

Responsible Party Name

Ownership Type

CCN or Registration #

County

[Search](#)

Search Results

Utility Name	CCN/Regnum	Responsible Party	Utility Type	Ownership Type	County	Activity Status
CITY OF CUERO	10728	CITY OF CUERO	WATER UTILITY	MUNICIPALITY	DEWITT	ACTIVE
CITY OF CUERO	20292	CITY OF CUERO	SEWER UTILITY	MUNICIPALITY	DEWITT	ACTIVE

Total Records Found: 2 [Export to Excel](#)

SEARCH BY UTILITY NAME

Properties		Official Address	Responsible Party
Name	CITY OF CUERO	PO BOX 512	Organization Name
CCN/Regnum	10728	CUERO TX 77954	CITY OF CUERO
Utility Type	WATER UTILITY		Address
Ownership Type	MUNICIPALITY		PO BOX 512
Primary County	DEWITT		CUERO TX 77954
AIS Number			BUSINESS PHONE 1 (512) 275-3476

Activity	
Activity Status	Start Date
ACTIVE	3/1/1986

Affiliates		
Organization Name	Individual Name	Role
CITY OF CUERO		RESPONSIBLE PARTY

Counties	
Name	Primary
DEWITT	✓

ASSISTANCE FOR UTILITIES

Free onsite assistance through contract with Texas Rural Water Association (TRWA).

Requests for assistance should be made directly to me via email or phone call.

Once referral is complete, the TRWA contractor should reach out within 2 weeks.

FINANCIAL & MANAGERIAL (FM) ASSISTANCE REFERRAL FORM



PUBLIC UTILITY COMMISSION FM Assistance Contract Financial and Managerial Assistance Referral Form

Date Sent to Contractor:	Referred By: Lisa Fuentes	Priority: <input checked="" type="checkbox"/> Routine <input type="checkbox"/> High Priority
Name of Utility:	FUENTES WATER COMPANY	
Physical Location:	100 MAIN STREET, ANYTOWN, 00000	
CCN No.	PWS ID No. (Optional)	County(ies)
1####	1#####	ANY
Utility Contact:	NOAH SMITH	
Title: owner	Phone Number: 512###-2522	Fax Number:
Type of Utility: <input type="checkbox"/> WSC <input type="checkbox"/> District <input type="checkbox"/> Municipality <input checked="" type="checkbox"/> Investor-owned		
Nature of Referral:		
Available Tasks for each Assignment and Referral (Select up to three tasks):		
<input type="checkbox"/> 1) - Billing and Accounting <input type="checkbox"/> 2) - Budgeting <input type="checkbox"/> 3) - Business Plans <input type="checkbox"/> 4) - Managing Collections/Disconnections <input type="checkbox"/> 5) - Water Supply Corporation (WSC) <input type="checkbox"/> 6) - Debt Payments <input type="checkbox"/> 7) - Financial Records and Record Keeping <input type="checkbox"/> 8) - Financial Statements <input type="checkbox"/> 9) - Rate/Tariff Change Applications <input type="checkbox"/> 10) - Rate Study <input type="checkbox"/> 11) - Reserve Accounts <input type="checkbox"/> 12) - Tariff Preparation and Completion <input type="checkbox"/> 13) - Capital Improvement Plans <input checked="" type="checkbox"/> 14) - Certificate of Compliance and Necessity (CCN) Applications and Service Areas <input type="checkbox"/> 15) - Customer Complaint Issues	<input type="checkbox"/> 16) - Customer Service Agreements <input type="checkbox"/> 17) - Customer Service and Relations <input type="checkbox"/> 18) - Meeting with Home Owners Associations, Property Owners Associations or Water Supply Corporation Members <input type="checkbox"/> 19) - Petitions to Cease Operations <input type="checkbox"/> 20) - Receivership/Temporary Manager/Supervision of a Utility <input type="checkbox"/> 21) - Record Keeping <input type="checkbox"/> 22) - Sale/Transfer/Merger Applications <input type="checkbox"/> 23) - Stock Transfer Applications <input type="checkbox"/> 24) - Tax Exemption Status Matters <input type="checkbox"/> 25) - Termination Agreements <input type="checkbox"/> 26) - Annual Reports <input type="checkbox"/> 27) - WSC Conventions <input type="checkbox"/> 28) - PUC Compliance Regulation <input type="checkbox"/> 29) - Board/Council Training <input type="checkbox"/> 30) - Consultation Assistance <input type="checkbox"/> 00) - Other	
Narrative Description		
Mr. Smith (new potential owner) needs assistance in completing the CCN application to incorporate unincorporated service area for a new public water system (PWS) and subdivision.		
NOTE: If background information cannot be attached to email, please mail hard copies to Jody Blum: jody.blum@puc.texas.gov		
Background information attached: <input type="checkbox"/> Letter of Inquiry <input type="checkbox"/> Letters, Notices <input type="checkbox"/> Tariff <input type="checkbox"/> Survey Letter, etc.		
Other:		

TYPES OF ASSISTANCE

- | | |
|---|--|
| <input type="checkbox"/> 1) - Billing and Accounting | <input type="checkbox"/> 16) - Customer Service Agreements |
| <input type="checkbox"/> 2) - Budgeting | <input type="checkbox"/> 17) - Customer Service and Relations |
| <input type="checkbox"/> 3) - Business Plans | <input type="checkbox"/> 18) - Meeting with Home Owners Associations, Property Owners Associations or Water Supply Corporation Members |
| <input type="checkbox"/> 4) - Managing Collections/Disconnections | <input type="checkbox"/> 19) - Petitions to Cease Operations |
| <input type="checkbox"/> 5) - Water Supply Corporation (WSC) Formations/Creations | <input type="checkbox"/> 20) - Receivership/Temporary Manager/Supervision of a Utility |
| <input type="checkbox"/> 6) - Debt Payments | <input type="checkbox"/> 21) - Record Keeping |
| <input type="checkbox"/> 7) - Financial Records and Record Keeping | <input type="checkbox"/> 22) - Sale/Transfer/Merger Applications |
| <input type="checkbox"/> 8) - Financial Statements | <input type="checkbox"/> 23) - Stock Transfer Applications |
| <input type="checkbox"/> 9) - Rate/Tariff Change Applications | <input type="checkbox"/> 24) - Tax Exempt Status Matters |
| <input type="checkbox"/> 10) - Rate Study | <input type="checkbox"/> 25) - Termination Agreements |
| <input type="checkbox"/> 11) - Reserve Accounts | <input type="checkbox"/> 26) - Annual Reports |
| <input type="checkbox"/> 12) - Tariff Preparation and Completion | <input type="checkbox"/> 27) - WSC Conversions |
| <input type="checkbox"/> 13) - Capital improvement Plans | <input type="checkbox"/> 28) - PUC Compliance Regulation |
| <input checked="" type="checkbox"/> 14) - Certificate of Convenience and Necessity (CCN) Applications and Service Areas | <input type="checkbox"/> 29) - Board/Council Training |
| <input type="checkbox"/> 15) - Customer Complaint Issues | <input type="checkbox"/> 30) - Consolidation Assistance |
| | <input type="checkbox"/> 00) - Other |

QUESTIONS?

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PUC's DUO Regional Water Workshop

“WE'RE FROM THE GOVERNMENT AND WE'RE HERE TO HELP”

