



Public Utility Commission of Texas

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Public Utility Commission Invites Water Utilities to Regulatory Workshop

Department of Utility Outreach Takes Quarterly Events Online

Austin, TX – The Public Utility Commission of Texas today announced the next quarterly workshop for mid-sized and smaller retail public utilities provided by the agency’s Department of Utility Outreach (DUO). Scheduled for October 7, 2020, the workshop will be conducted online to adhere to best practices associated with the response to the COVID-19 pandemic.

“We have had a wonderful response to these workshops from the owners and operators of small to mid-sized retail public water and sewer utilities across Texas,” said DUO’s leader, Tammy Benter. “Managing the business affairs of a Class D or C water or sewer utility is a sizable task unto itself, so we’re committed to helping them understand what it takes to attain and maintain regulatory compliance, so they don’t end up classified as a distressed utility.”

In the third of these quarterly gatherings in 2020, 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
- WSC Rate & Appeals
- Achieving PUC Regulatory Compliance
- The Rate Setting Process (including alternative rate structures)
- Cybersecurity Basics
- Tech Tools and Assistance for Water and Sewer Utilities
- Creating a Regulatory Asset for Recovering certain COVID-19 Losses

Water and Sewer retail public utility owners and managers are invited to RSVP by clicking <http://bit.ly/PUCTX-DUO-Q3-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>.

About the Department of Utility Outreach

Created as part of an ongoing modernization effort at the Public Utility Commission of Texas, DUO exists to help the Texas utility industry navigate the rules and regulations that mark the path to customer satisfaction and commercial viability, providing information ranging from registration guidance and customer service best practices to cyber security insights and legislative updates. Owners and operators of water and sewer retail public utilities are invited to learn more at www.FaucetFacts.org.