



Public Utility Commission of Texas

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Public Utility Commission of Texas Appoints Temporary Manager for Northern Hills Water Services

Austin, Texas - The Public Utility Commission of Texas (PUC) has appointed a temporary manager for Northern Hills Water Services (Northern Hills) in Denison, Texas, effective Feb. 16 to ensure continued water service for the utility's customers.

Northern Hills sources water at wholesale from the City of Denison (Denison) and serves approximately 255 retail customers through 85 connections. On Jan. 17, the Denison city council authorized its city manager to discontinue the sale of wholesale water to Northern Hills and disconnect service due to the utility's failure to pay its bills. According to Denison, Northern Hills owes more than \$60,000 for wholesale water purchases dating back to July 2018, and despite efforts to establish a payment arrangement, has not made a wholesale water supply payment to Denison since June 2022.

To prevent water service disruption for the more than 250 individuals served by the utility, the PUC appointed Texas Water Utilities, L.P. (TWU) as a temporary manager. TWU will take over the day-to-day operations of Northern Hills and ensure continuous and adequate water service for its customers.

TWU will respond to customer complaints, read meters, bill and collect payments, ensure that a licensed operator is maintaining the health and safety of the water, and perform system maintenance. Northern Hills' customers will see a monthly \$15.00 fee per connection per month on their bill to cover the cost of the temporary manager.

TWU is an investor-owned utility that provides water service to approximately 33,000 connections across Texas. It is a subsidiary of SouthWest Water Company, which has operated in Texas for over 50 years.

To protect local customers, the PUC requires the original owner of the water utility to comply with all applicable rules governing the safe and reliable operation of the utility. If the owner is unable or unwilling to comply, the utility is placed into temporary management or receivership where the system is sold, merged or transferred to a new permanent owner.

Customer complaints should be directed to the temporary manager for resolution by calling 866-654-7992 or by emailing TXcustomer@swwc.com. If the temporary manager is unable or unwilling to address the issue, customers can contact the PUC with billing and customer service questions or complaints by calling 888-782-8477 or by emailing 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 Ft. Worth Regional Office at 817-588-5800.

The PUC 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>.