

From: Patti Flunker pflunkerwowsc@yahoo.com
Subject: CSWR Town Hall Video and Upcoming Vote to Sell to CSWR on December 13, 2025
Date: November 6, 2025 at 5:32 PM
To: WOWSC Billing windermerewater@gmail.com

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Dear Members,

We hope everyone is doing well and enjoying this beautiful weather. It's been a busy year for Windermere Oaks Water Supply Corporation (WOWSC), and we're now at a turning point that will shape the future of our community.

On October 25, 2025, WOWSC held a Town Hall meeting where representatives from Central States Water Resources (CSWR) presented details on the proposed purchase of our water and wastewater system and answered member questions. The meeting was well attended and informative. For those who couldn't join, the full presentation is available here <https://www.wowsc.org/town-hall-video>

Why This Vote Matters

This sale represents an opportunity for This vote is our opportunity to ensure the WOWSC has a well-run, efficient utility that operates the way it should — responsibly, transparently, and with the resources to serve our community for years to come by professionals in the industry. Additionally this sale if approved, will allow each member to receive a refund check (typically \$3,000–\$4,600 per property) based on the Equity Buy-In Fees paid for their property. Just as importantly, the sale will end years of regulatory burdens, compliance filings, and constant board turnover putting professional management in place that knows how to run a utility like ours, bringing stability to our system.

The Reality Today

Over the past year, the PUC had to appoint a temporary manager after serious operational failures, and a June 2024 TCEQ inspection found numerous violations in both water and wastewater that had been ignored for years. Currently the WOWSC is now under PUC oversight for four more years, facing required annual audits, financial filings, approval of rates, getting approval on all changes to our bylaws, election procedures, tariff's and many other obligations. Additionally, with the TCEQ identified issues we now have required projects to complete including fencing the 24-acre effluent field and replacing the aging clarifier. Which has not been completed by previous boards and all come with a hefty cost. The violations from TCEQ are listed here https://www.wowsc.org/documents/778/TCEQ_Letter_08282024_Recd_09122024.pdf.

Without change, these expenses along with legal, and regulatory costs — will continue to fall directly on members through assessments and higher rates.

A Practical Solution

To move forward, CSWR is offering to purchase the WOWSC's assets after the board negotiated with CSWR for approximately \$1.1 million. The proceeds will go directly to current members as refunds of the Equity Buy-In Fees paid when each property connected to the system. Any verified infrastructure work completed before closing will increase the final sale amount — meaning the total distribution to members could exceed \$1.1 million.

CSWR is a respected, state-regulated utility with an excellent track record and a strong relationship with the PUC. Their current base rates — \$49.89 for water and \$63.28 for sewer — are a fraction of what nearby providers such as Corix and Aqua charge (often \$200 or more per month in base rates alone). Clearly, CSWR is the right choice for our community.

for our community.

They also provide modern conveniences like online, phone, and in-person payments at multiple payment centers in Austin and Marble Falls including at HEB, along with assistance programs for seniors and families in need — services WOWSC simply cannot offer under its current structure.

What Your Vote Means

A vote FOR the sale means approving the transfer to CSWR, receiving your refund, and finally ending years of infighting, lawsuits, compliance filings, and rising costs. CSWR will take over daily operations, make necessary upgrades, and bring professional, long-term management to our system.

A vote AGAINST the sale means staying under PUC oversight for at least four more years, facing expensive TCEQ-mandated upgrades that must be paid for by members through assessments and higher rates. Because past boards defaulted on CoBank loans, WOWSC's creditworthiness is poor, leaving no borrowing options — meaning the only funding source would be you, the members.

Ballots and Meeting Packet

You should receive your ballot and meeting packets next week, and the Special Members Meeting will be held on Saturday, December 13, 2025 at the Windermere Pavilion. This vote is our chance to finally turn the page — to secure financial relief, eliminate future assessments, bring the community together and ensure professional, dependable service for years to come.

Let's move the community forward together. Please watch your mailbox, review your ballot carefully, and vote in this important election. If you have any questions please email us at windermerewsc@gmail.com

Sincerely,

WOWSC Board of Directors

Patti Flunker, Allen Hicks, Mark Carpenter, Bill Stein and Karen Yeaman

www.wowsc.org