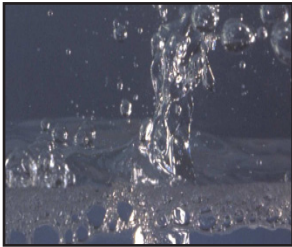


# UTILI-FACTS

## Help is on the way!

The Public Utility Commission of Texas (PUCT) recognizes that small, retail water and wastewater utilities need help in complying with complex utility regulations. Through our contractor, we offer free on-site assistance for these utilities so that they may provide better service at a just and reasonable rate to their customers.

Our contractor provides one-on-one financial and managerial assistance.



### Types of assistance available:

- Utility operations and management, including assistance in the development of customer service policies and procedures, helping with preparation of applications for sales/transfers/mergers (STMs), certificates of convenience and necessity (CCNs), and applications to discontinue or decrease service size, stock transfers, consolidation assistance establish a water supply or sewer service corporation (WSC), and other operating and managerial issues.

- Financial management assistance, including bookkeeping, rate setting, rate studies, accounting, cash and inventory control, business planning, and budgeting.
- Educational assistance in the form of publications and seminars.

### How to get assistance:

The assistance described above is free. Communities, utilities, property-owner groups, and individuals can all benefit when a utility takes advantage of our assistance program.

Contact our Water Utilities Division at (512) 936-7405.



### QUESTIONS:

Call: 512-936-7405

### Write:

Public Utility Commission  
Water Utilities Division  
1701 N. Congress Ave.  
P.O. Box 13326,  
Austin, TX 78711-3326