



## Public Utility Commission of Texas

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### Public Utility Commission of Texas Issues Emergency Order to Ensure Continuous Water Service for Channel Oaks Customers

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**Austin, Texas** – The Public Utility Commission of Texas (PUC) today issued an emergency order to compel Channel Oaks Water System LLC in Marble Falls, Texas to provide continuous and safe water service to its customers.

Channel Oaks Water System LLC (Channel Oaks) provides water to approximately 135 residents in the Channel Oaks subdivision near Marble Falls. In December 2022, the PUC began receiving complaints from Channel Oaks customers who said they were experiencing water service outages lasting multiple days, low water pressure and visibly poor water quality. PUC staff learned that the utility's licensed water operator ceased service effective Jan. 27, citing Channel Oaks' failure to pay the operator's invoices from the previous three months as reason for cessation.

To prevent water service disruption for the 135 residents, the PUC is issuing an [emergency order](#) requiring Channel Oaks to hire or contract a licensed water operator to maintain the public water system and its facilities and oversee treatment and distribution. The order also requires Channel Oaks to designate a corporate representative with authority and responsibility to act on behalf of the utility.

Through investigation, PUC staff determined continuous and adequate water service is at risk if a licensed operator is not brought in to monitor and operate the system. Customer communications with the PUC also show the water system is in a fragile state and systemic failure could be imminent.

Operation and maintenance issues at Channel Oaks include unresolved claims of ownership and management responsibility among members of the family who own the utility. Texas Water Code requires that Channel Oaks provide continuous water service to its customers while it works through any legal issues.

The emergency order will be in effect for an initial term of 180 days but may be renewed for one additional 180-day term.

The PUC has important [resources and information regarding the rights of consumers](#) on its website. Texas consumers who experience an issue with their water, sewer, electric or telecommunications service and are unable come to a resolution with their provider can contact the PUC's Customer Protection Division for assistance by emailing [customer@puc.texas.gov](mailto:customer@puc.texas.gov).



## **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>