

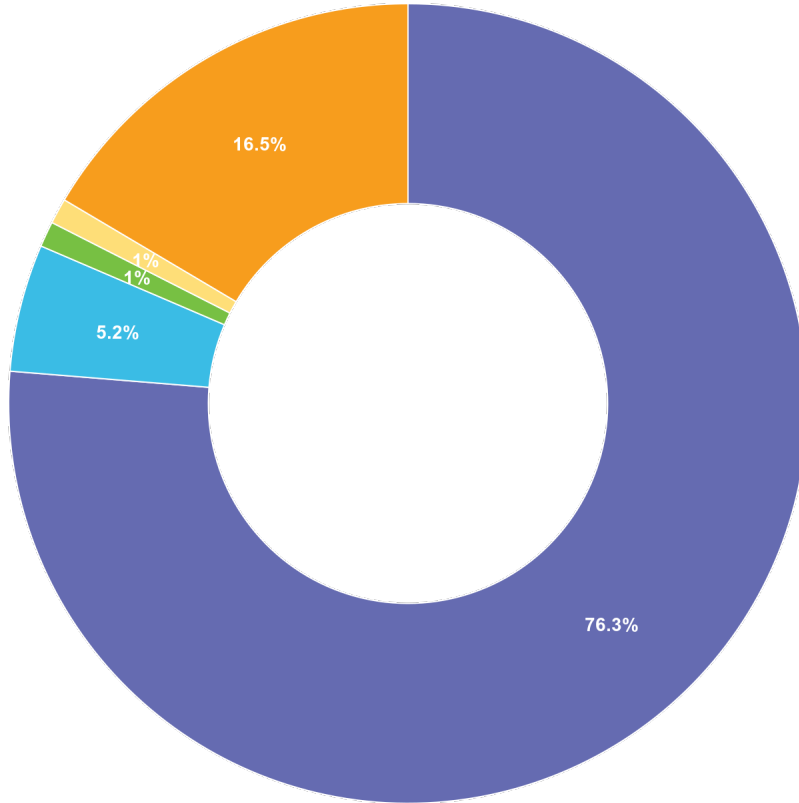


We want to know how you feel about our water supply corporation.

Please take few moments to fill out the survey on our new water and sewer rates and overall service.

Thank you.

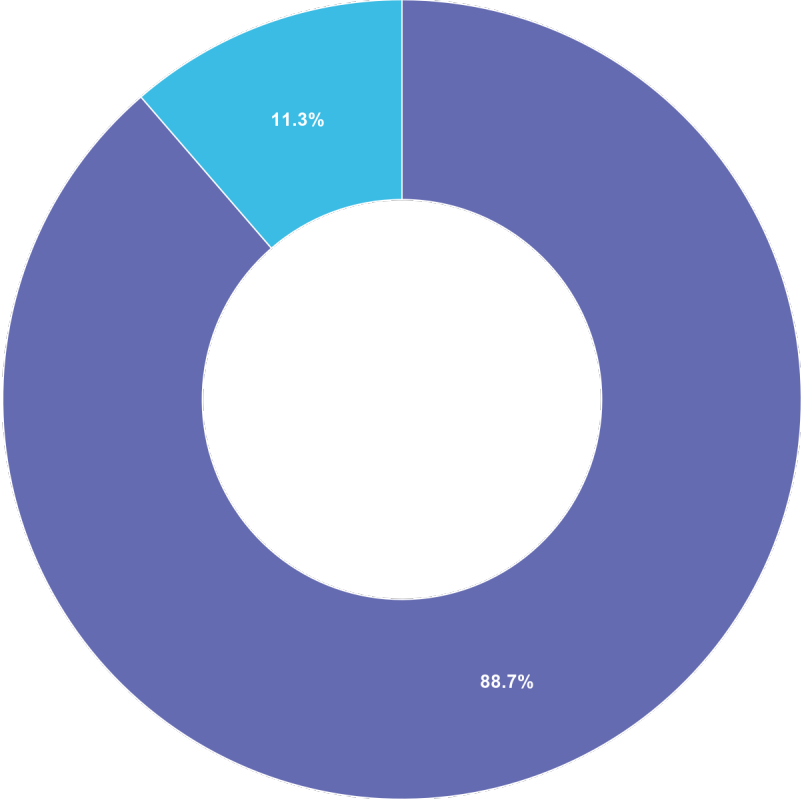
Q1 Do you think your water/sewer bill is too high?*



Answered: 97 Unanswered: 0

| Choice | Total |
|-----------------------------|-------|
| Strongly Agree | 74 |
| Agree | 5 |
| Disagree | 1 |
| Strongly Disagree | 1 |
| __archived__ Strongly Agree | 16 |

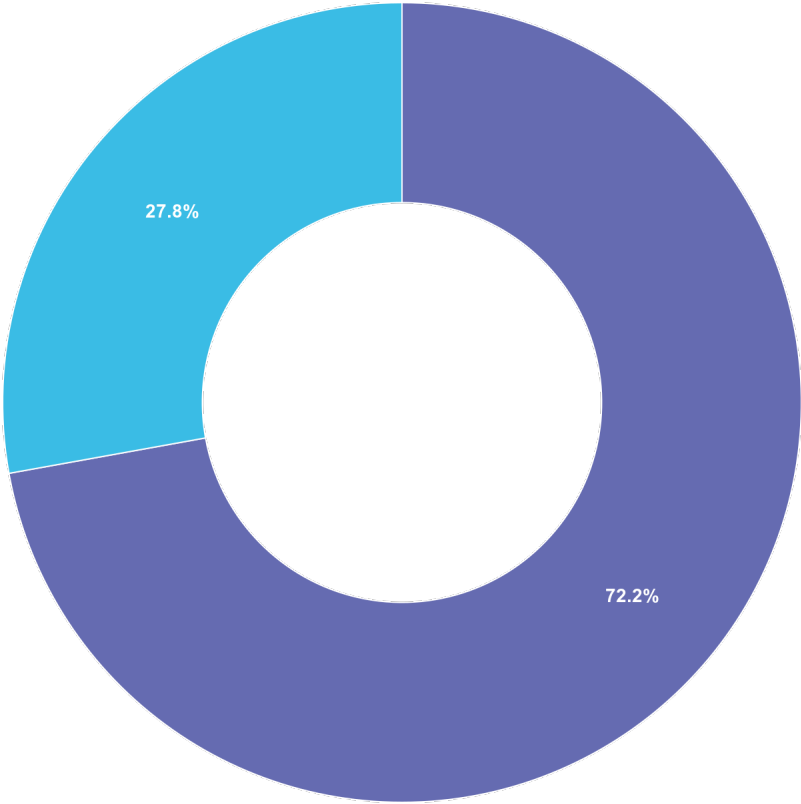
Q2 Is your water and sewer bill more than your electric bill?*



Answered: 97 Unanswered: 0

| Choice | Total |
|--------|-------|
| Yes | 86 |
| No | 11 |

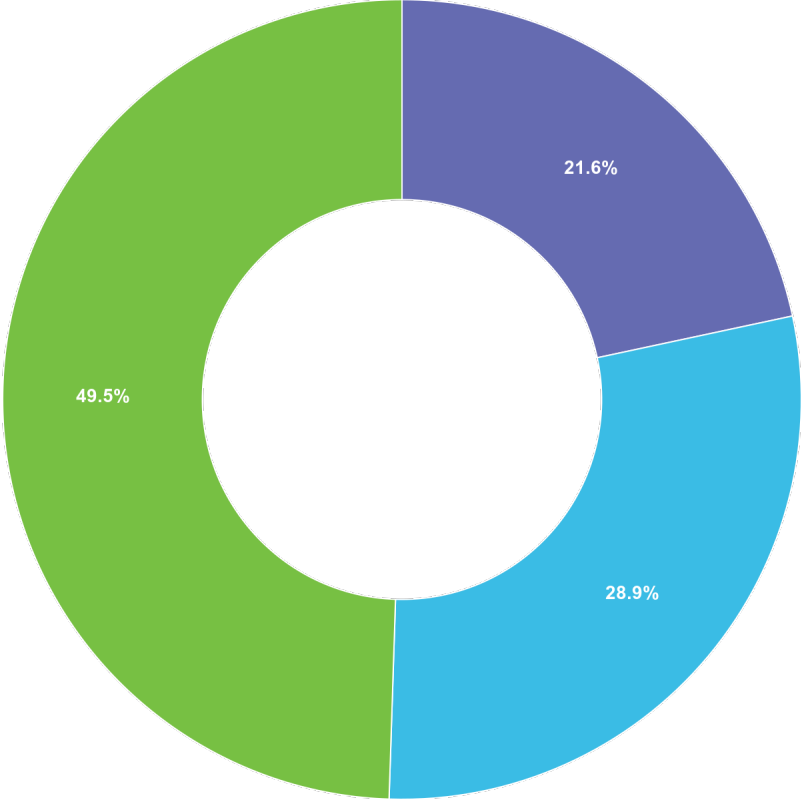
Q3 Are you aware that over 30% of the utility members are challenging the 71% water/ sewer rate hike at the Public Utility Commission of Texas?*



Answered: 97 Unanswered: 0

| Choice | Total |
|--------|-------|
| yes | 70 |
| no | 27 |

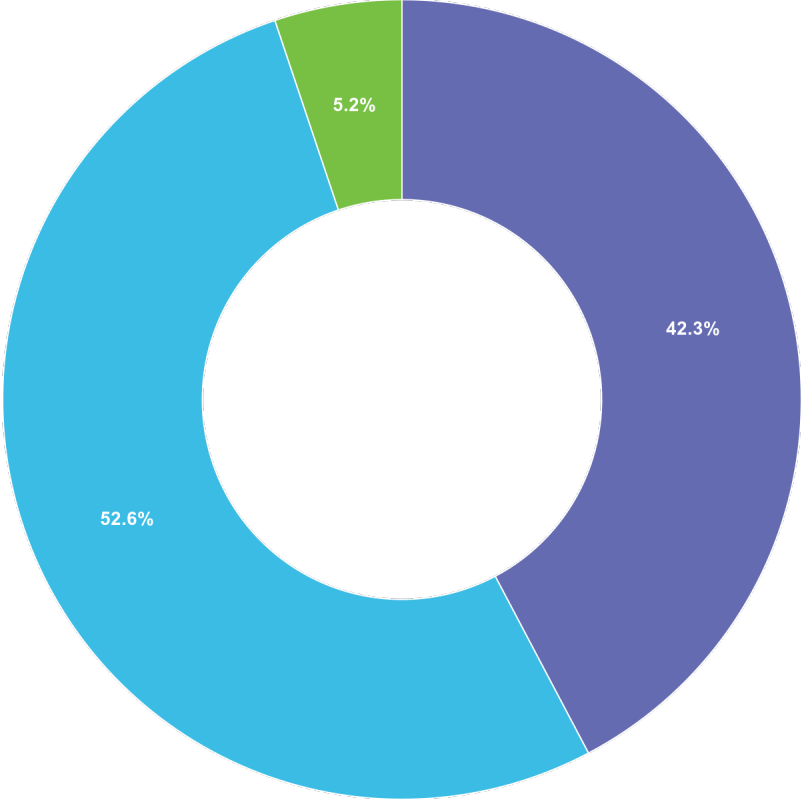
Q4 Do you think your water meter is being read each month?*



Answered: 97 Unanswered: 0

| Choice | Total |
|----------|-------|
| Yes | 21 |
| No | 28 |
| Not sure | 48 |

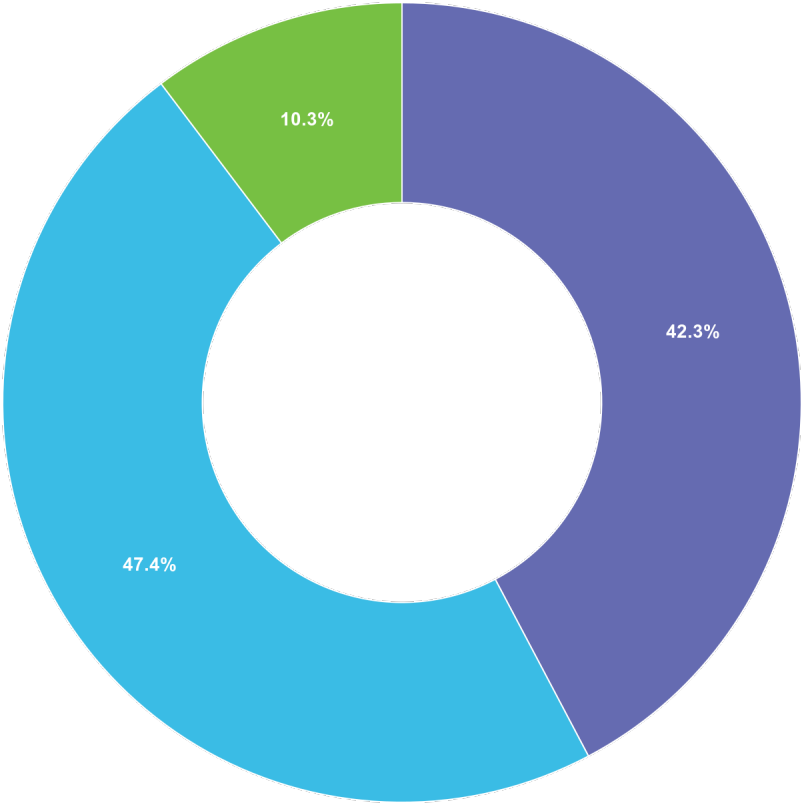
Q5 Have you ever questioned the gallon charge of you monthly water/sewer bill?*



Answered: 97 Unanswered: 0

| Choice | Total |
|--------|-------|
| Yes | 41 |
| No | 51 |
| Unsure | 5 |

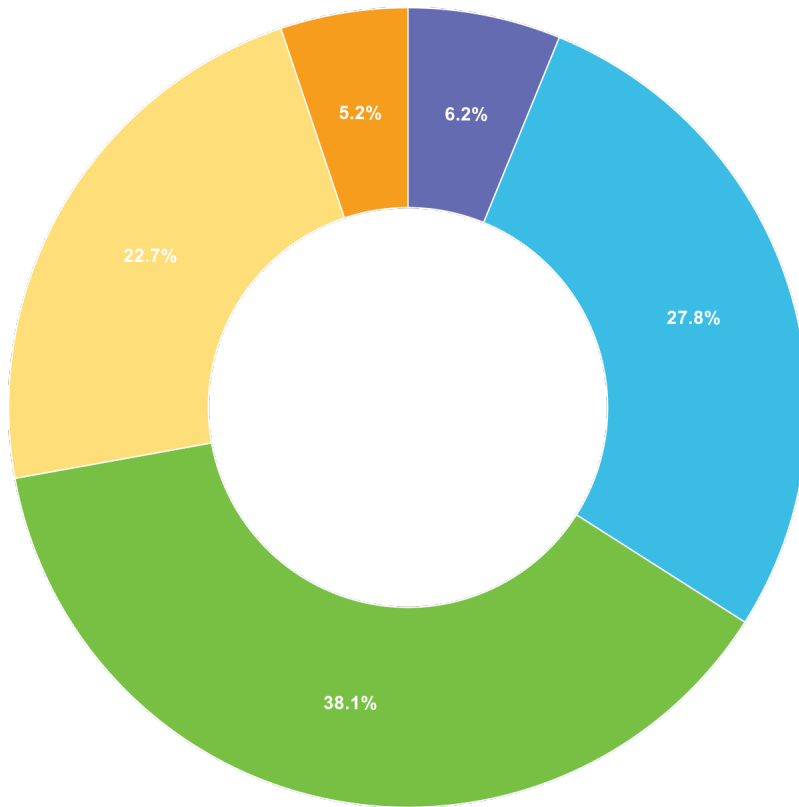
Q6 Do you routinely get alerts from the water utility prior to our water being shut off to repair water lines around our community?*








Answered: 97 Unanswered: 0

| Choice | Total |
|--------------|-------|
| Yes | 41 |
| No | 46 |
| I don't know | 10 |

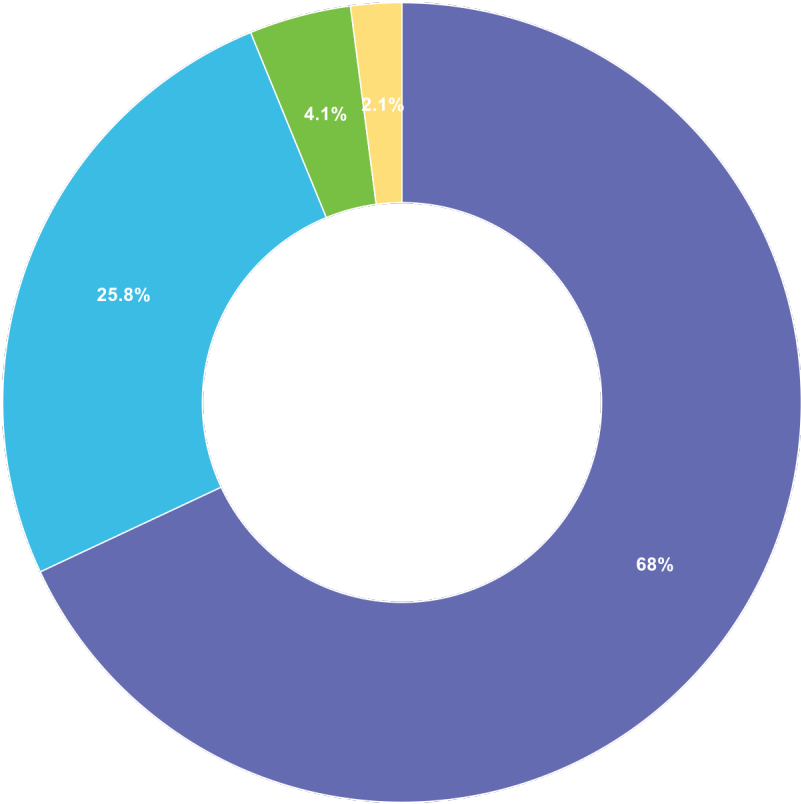
Q7 Do you receive boil water notices from the water utility prior to them turning the water back on?*



Answered: 97 Unanswered: 0

| Choice | Total |
|---|-------|
|  Yes, I always receive notices before the water is turned on | 6 |
|  Occasionally I get notices prior to the water being turned on | 27 |
|  I never get notices for this | 37 |
|  I get notices, but they always come after the water has been turned back on | 22 |
|  __archived__ Occasionally I get notices prior to the water being turned on | 5 |

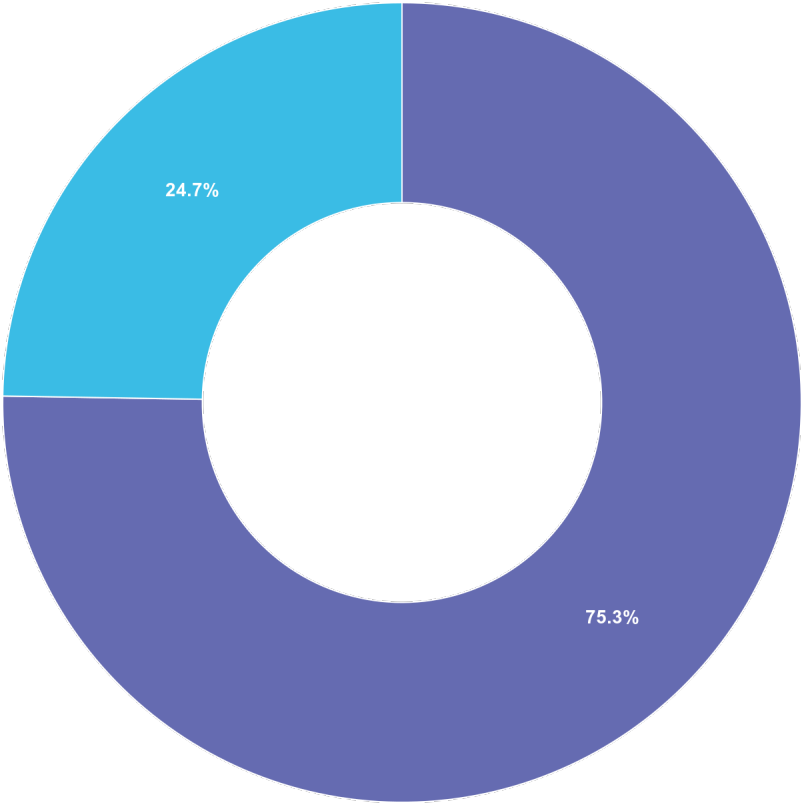
Q8 We only have one fire hydrant in our service area for all the customers, do you believe we need more fire hydrants?*



Answered: 97 Unanswered: 0

| Choice | Total |
|---|-------|
|  Strongly Agree | 66 |
|  Agree | 25 |
|  Disagree | 4 |
|  Strongly Disagree | 2 |

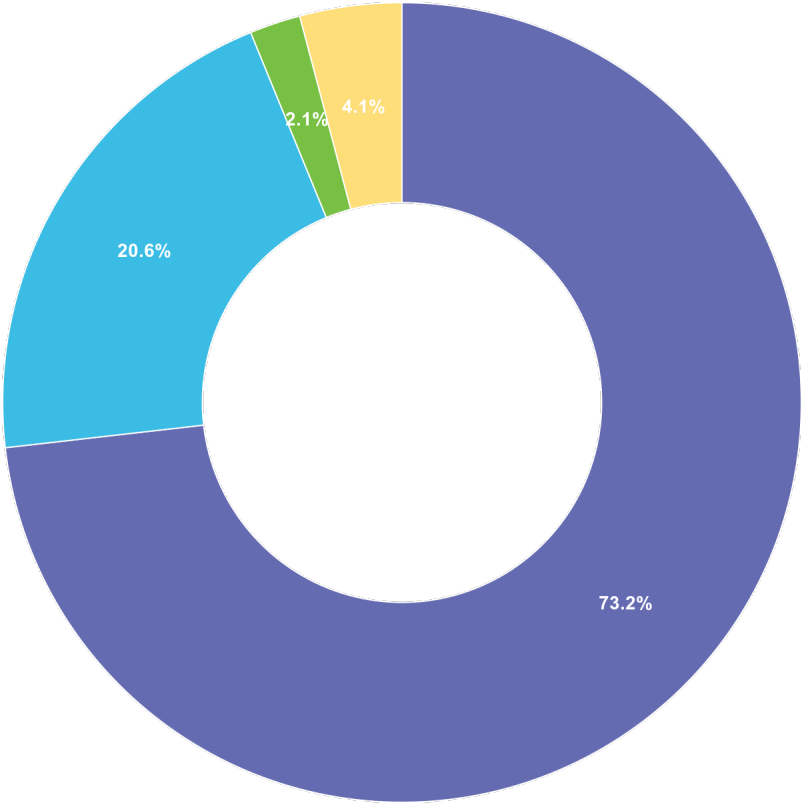
Q9 Are you aware that the water supply corporation (utility) is involved in three lawsuits?*



Answered: 97 Unanswered: 0

| Choice | Total |
|--------|-------|
| Yes | 73 |
| No | 24 |

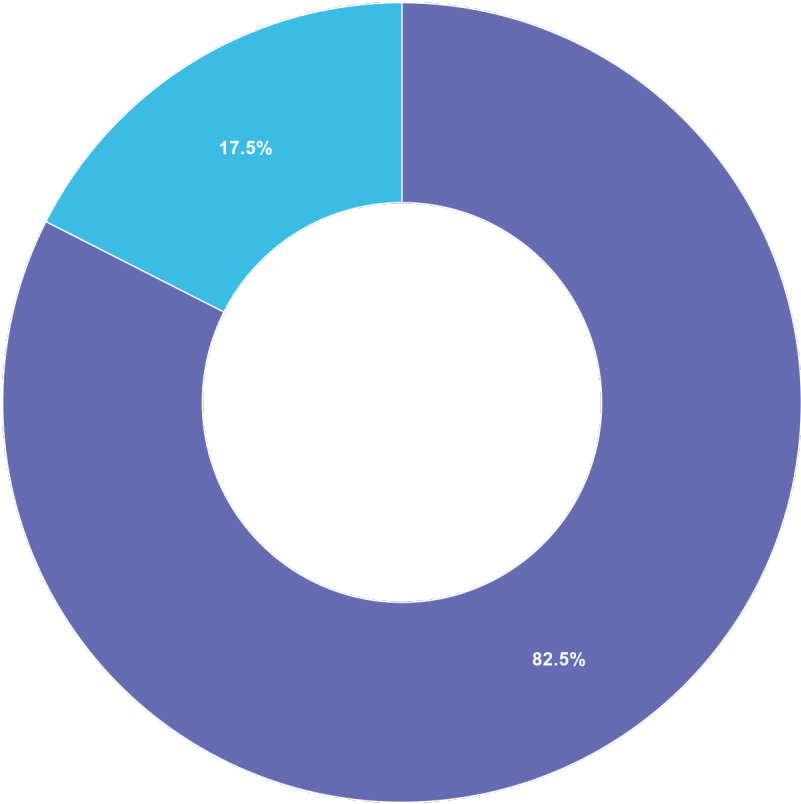
Q10 Total legal expenditures for our water utility are nearing \$500,000\.. The utility’s insurance carrier has denied coverage of all litigation claims due to alleged willful violation of law. Should the board stop spending our money on litigation expenses?*



Answered: 97 Unanswered: 0

| Choice | Total |
|-------------------|-------|
| Strongly agree | 71 |
| Agree | 20 |
| Disagree | 2 |
| Strongly disagree | 4 |

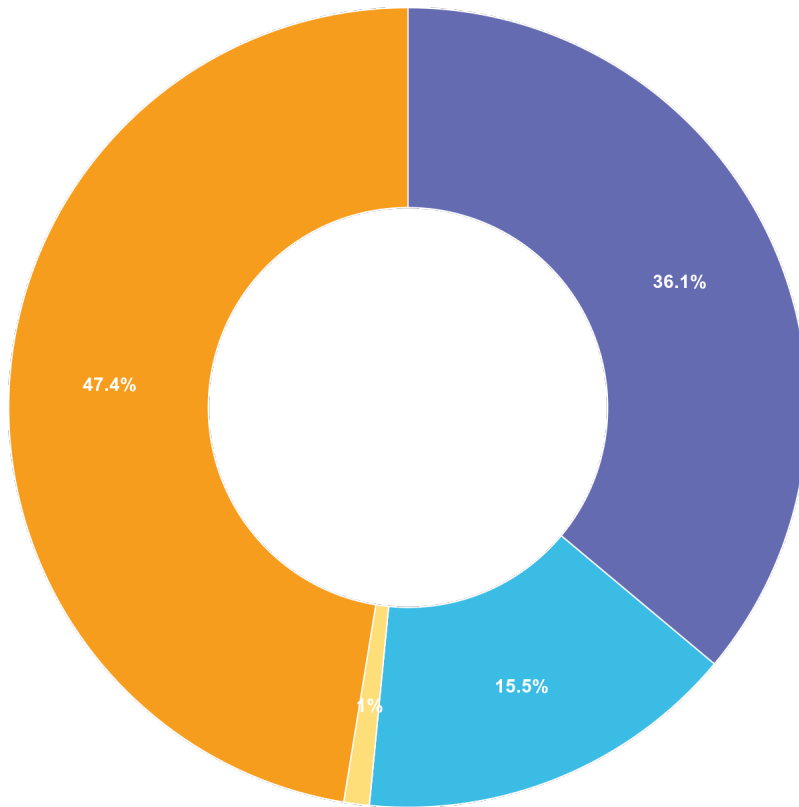
Q11 Do you think our election ballots should be mailed to a third party with no association to the utility or the community?*



Answered: 97 Unanswered: 0

| Choice | Total |
|--------|-------|
| yes | 80 |
| no | 17 |

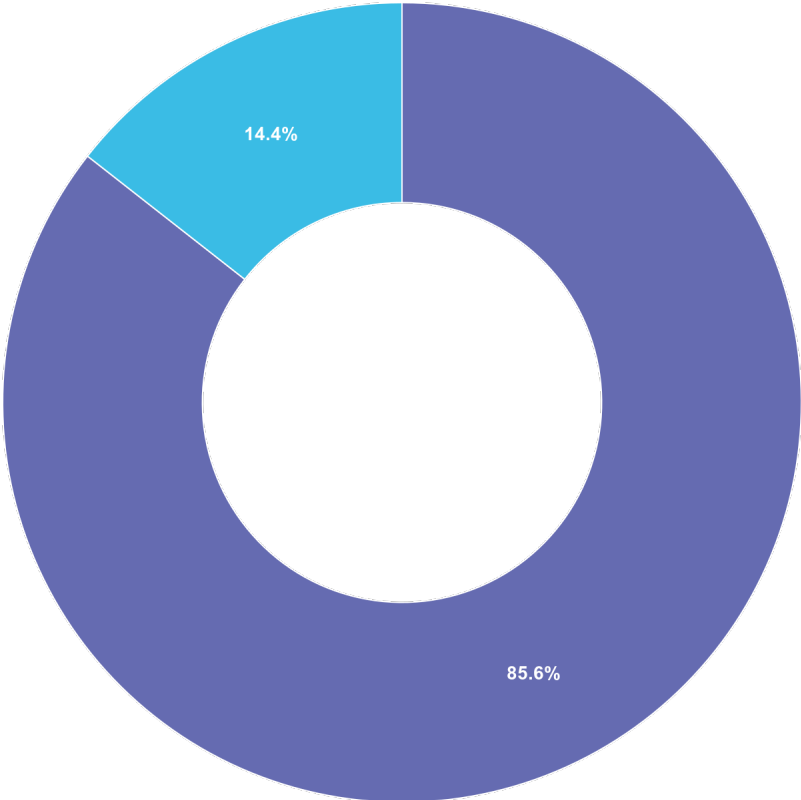
Q12 How do feel about our water corporation becoming a private water system if our water/sewer rates could go down?*



Answered: 97 Unanswered: 0

| Choice | Total |
|---|-------|
|  Strongly Agree | 35 |
|  Agree | 15 |
|  Disagree | 0 |
|  Strongly Disagree | 1 |
|  Need more information | 46 |

Q13 Would you attend a town hall meeting to find out more information about our water supply corporation becoming a private utility (investor owned utility - no more boards, elections, politics, etc.)*



Answered: 97 Unanswered: 0

| Choice | Total |
|--------|-------|
| Yes | 83 |
| No | 14 |

Q14 Do you have any comments you would like to share?

Friday, August 21, 2020, 11:42 PM UTC

Tired of paying an extremely high water bill- 3 years ago when I moved in the average monthly bill \$86.000

Friday, August 21, 2020, 8:34 PM UTC

I believe that there have been many illegal expenses paid by a few of the WOWSC board of directors Without having the entire board vote on the actions taken and without records of the actions being recorded in minutes.

Friday, August 21, 2020, 8:25 PM UTC

I heard that the people suing the water company once hired the water company attorneys about this same issue and now they are representing the water company, isn't this a conflict of interest? How can this law firm represent both the defendant and plaintiff? Maybe someone needs to contact the State Bar.

Thursday, August 20, 2020, 3:36 PM UTC

I have NEVER lived ANYWHERE and paid this much for water. LCRA charges WOWSC \$175.00 per acre ft of water from the lake. (firm rate to utility companies) An acre ft is 325,851 gallons. So if I use that much water in a month--at my current rate of \$.016 cents per gallon -- my bill would be \$5,213.62 not including the sewer upcharge. Quite a mark-up. So is all this extra \$\$ going to lawyers?? FED-UP with this whole system.

Thursday, August 20, 2020, 2:46 PM UTC

WOWSC rates have always been too high. The law suits are not helping

Thursday, August 20, 2020, 11:34 AM UTC

The law suits against WOWSC need to stop. The courts have spoken and these legal battles are not in the best interest of the community.

Thursday, August 20, 2020, 6:06 AM UTC

Not at this time.

Thursday, August 20, 2020, 4:58 AM UTC

This guy Joe and these board members have got to go. Clearly they are not looking out for the members but their own personal interests and obviously have agendas. A handful of our neighbors have lost their jobs due to covid or are living on limited income, this board doesn't care all they want is your money to pay for their legal bills. The fact that they're telling us they could possibly bankrupt our system is extremely concerning. They're going to bankrupt the system over a \$200,000 land deal to Danna Martin this is insane.

Thursday, August 20, 2020, 4:16 AM UTC

The price we get charged for Water should be a crime.....

Thursday, August 20, 2020, 2:38 AM UTC

If the utility wasn't being sued for BS non compete property sales then they wouldn't need to pay for lawyers to litigate all the lawsuits. In my opinion both parties are [REDACTED] crazy and both to blame!!! I think that the Water Company should declare bankruptcy and be sold to a large water company. So you tasking the survey have also cause this BS. Not in support of either side. YOU ARE ALL [REDACTED] CRAZY!!!

Thursday, August 20, 2020, 2:35 AM UTC

I think it's ridiculous that we are paying a base rate in excess of \$150. I have friends in neighboring communities who are appalled by the amount I pay for water. Most them pay less than \$100/month and also live on Lake Travis and depend on a private utility district. I'm concerned the amount we pay for water will affect home sales. Lawsuits need to stop and members should not have to pay fir the decisions/ mistakes made by a few. I can't afford a \$300 monthly bill and many neighbors are on fixed incomes and are struggling. Since Covid, some people lost jobs and the WOWSC still raised rates as planned, without considering the members of our community. It's sad that a few people seemingly decide to pursue lawsuits without member input.

Thursday, August 20, 2020, 1:59 AM UTC

In my opinion Dana Martin gets away with a lot of questionable, fraudulent practices.

Wednesday, August 19, 2020, 10:17 PM UTC

This is the most I have ever paid for water in my life! It's my most expensive bill I have second to my mortgage! Ridiculous!!!

Wednesday, August 19, 2020, 9:58 PM UTC

Thank you for sending out the survey.

Tuesday, August 18, 2020, 8:58 PM UTC

Water shut-off notices need to be sent with 24 hrs notice when there is planned maintenance...not day of, or after it's already off.

Sunday, August 16, 2020, 6:41 PM UTC

This is absolutely ridiculous and in my opinion corrupt. I have never fealt so helpless while an entity that by definition and conception has misutilized and taken advantage of myself and my family while all the while benefiting for personal gain! This is q violation that I believe should merit not only civil but criminal retribution! I am discusted, helpless and at times wish I would had never joined this community 8 years ago....this has been an absolute shameful management of resources and community owned assets!

Sunday, August 16, 2020, 5:51 PM UTC

I think there are two very important questions the WOWSC board and Dana Martin need to answer. The WOWSC netted \$203,000 on the land sale to siting director Dana Martin. #1) Why would the board spend over \$500,000 fighting the people trying to get the land back so that it can be sold to the highest bidder? #2) We know that former WOWSC director Jeff Hagar asked Ms Martin to give the land back before any money had been spent on legal. Why would they spend OUR money fighting to keep that land? That money was to be earmarked for our aging infrastructure. Ms Martin claims to love our community but when the rubber meets the road its all about greed. In closing, please keep the youtube videos coming. They have been a wealth of incredible truth, something we do not get from the board.

Sunday, August 16, 2020, 5:33 PM UTC

The suspensions of the water boards activities is enough to consider going private and due serious consideration

Sunday, August 16, 2020, 4:52 PM UTC

Every month when I pay my water bill I can't help but feel that half of it is going straight into the pockets of Dana Martin and Joe Gimenez.

Saturday, August 15, 2020, 9:15 PM UTC

I feel that the rate hike is unfair and unjust. We should not be paying for someone else's debt that was incurred by Irresponsible, unethical practices.

Saturday, August 15, 2020, 2:05 AM UTC

I like to drink water sometimes.

Friday, August 14, 2020, 3:35 PM UTC

Appreciate a survey being done & that results will be available to all so all people can understand where issues are so we can move forward-to a private Co with no more board involvement. As a new homeowner You can see how the current situation Hasn't worked in years.

Friday, August 14, 2020, 12:27 AM UTC

Any Board Member who has demonstrated an inability to act in a fiduciary capacity and has failed to put the needs of the community at large first, should be barred from any further involvement in said board's operations or governance, period.

Unauthorized use of WOWSC funds for any self-serving reason should result in the immediate recall of said member(s) involved and all remedies available to recover said funds should be pursued.

Thursday, August 13, 2020, 6:32 PM UTC

From the corrupt land deal to the resulting legal fees causing completely ridiculous monthly customer bills, began due to dishonorable board members and then mismanagement by obviously inexperienced and incapable people.

If sold to a private entity how will the legal fees be resolved?

In order to mitigate existing financial liabilities is the possibility of a bankruptcy and then an asset sale to a private entity an option?

Thursday, August 13, 2020, 4:34 PM UTC

After watching the disturbing depositions on YouTube I was blown away. Now I hear that Mr Jimenez is spending more of OUR money to have a judge remove the depositions from YouTube. I do not think most WO residents realize that the WOWSC is a coop. A coop by definition, is member owned. It belongs to you even though Mr Jimenez tries to deny that fact in his deposition. I back the rate appeal and hopefully the utility commission will disband our waterboard. This community needs one less Dana Martin controlled board that is stuffed with her appointed friends and cronies.

Thursday, August 13, 2020, 4:12 PM UTC

The rates could be lowered simply by the disgruntled members dropping their frivolous lawsuits they continue to file and lose.

Thursday, August 13, 2020, 1:47 PM UTC

If I knew all the shenanigan's with the board , and all the law suits that are being filled I would have thought twice about moving into this neighborhood. We are being raped with the increase in water rates.

Thursday, August 13, 2020, 1:45 AM UTC

I feel that we need to dissolve the water system anconsider an investor own utility company. Corix is an investor owned utility company that operates our water system. We really should be using our money for upgrade the infrastructure. We had 2 major leaks this year, I feel there will be more to come in the future. It's obvious that we can not count on our current directors to do the right thing by the members. It really seems as though they have personal agendas, that are not in the best interest of our community. In addition, those deposition utube videos show who and what we are really dealing with now.

Thursday, August 13, 2020, 1:19 AM UTC

Get rid of th current board.

Thursday, August 13, 2020, 12:30 AM UTC

a few of these questions have now promoted me to check our usage

Wednesday, August 12, 2020, 11:27 PM UTC

I thought WOWSC was Already private.

Just to be clear..our rates have more then doubled to pay for legal fees? We are paying high rates for something that could drag on indefinitely. Even if we win , we still have to pay the lawyers.

Wednesday, August 12, 2020, 10:19 PM UTC

My water bill last month was \$436.

This month it dropped \$140 to a bargain basement price of ONLY \$296.

How ridiculous is that!! And that's for just water, no sewer!

The buffoons on our water board need to be prosecuted!

Wednesday, August 12, 2020, 10:15 PM UTC

N/A

Wednesday, August 12, 2020, 9:40 PM UTC

While fire plugs would be good it is probably not affordable. We will probably have to be satisfied with fill plug at water plant. This was a big step up from nothing.

Wednesday, August 12, 2020, 9:20 PM UTC

It would make more sense to me if these were statements instead of questions. I don't want to sell our water system to someone outside the neighborhood. I know of several of these sales and the bills always went up. Then..... you have no elections or anyone to represent you.

Wednesday, August 12, 2020, 9:08 PM UTC

It is unfortunate to see the videos of the water company board membership being so explicitly defensive and insulting to the ratepayers.

Wednesday, August 12, 2020, 8:03 PM UTC

I believe the current board has not put the water members first. They have allowed their personal feelings drive their decisions regarding the lawsuits. They have chosen to continue to push forward at all cost even if it bankrupts this water supply corporation.

Wednesday, August 12, 2020, 8:01 PM UTC

I am tired of the ridiculous lawsuits filed by a few selfish people who same to be the same people when we had the marina lawsuits. John Lecky

Wednesday, August 12, 2020, 7:50 PM UTC

It's all about airport property and Dana !!!

Wednesday, August 12, 2020, 7:44 PM UTC

This water rate increase is unacceptable!

Wednesday, August 12, 2020, 7:39 PM UTC

No

Wednesday, August 12, 2020, 7:30 PM UTC

An uphill battle in a growing community that is in transition from good ol boy to modern representation.

Unfortunately, growth never pays for itself and its a painful transition.

Along with fire hydrants, our potentially 45-year-old infrastructure needs to be addressed. Big project, I'm sure big money that would be better spent on pipes rather than lawsuits.

Wednesday, August 12, 2020, 7:21 PM UTC

I am very frustrated that I come out just a few days a month to use my home, use very little water and am forced to pay a water bill higher than my permanent home due to dishonest practices of the board.

Wednesday, August 12, 2020, 7:18 PM UTC

This all so awfull. How can we fix it.

Wednesday, August 12, 2020, 7:13 PM UTC

i find it hard to believe that the water company can justify defending prior members accused of and involved in actions damaging to the water company.

i find it harder to believe that the water company could spend this much on litigation. it makes themn simply a deep pocket for defense counsel and no incentive to resolve the matter.

i frankly did not know we had one hydrant and having lost a house see this as negligence.

Wednesday, August 12, 2020, 7:07 PM UTC

A small thing: There are typos in this survey -- I am happy to proofread surveys like this prior to publication in the future. Thank you for doing this!

Wednesday, August 12, 2020, 6:58 PM UTC

I am aware of the challenges before us from having indepth conversations with Dorthy Taylor who has served on the water board for some time. She has served when no one else would step up to the plate & do so. I know that the monthly rate went up due to the legal fees at the time of early Feb 2020 meeting. Either we pay by higher monthly bill or by a special assessment. The underlying problem is that this group that is pursuing the lawsuit - the continual faction that is constantly keeping the board members having to give information, still trying to get money back from the Dana purchase & has a sad you tube spot going on on the web needs to flat cease. It has already gone to the Supreme Court. Give it up. I think those of you in the group that got & continues this lawsuit business should have to be paying for this lawsuit - Not all the rest of us - A Greater Majority than the Constant Suing Group wants you all to stop the lawsuits. Get over it. STOP NOW.

Our Windermere Oaks does Not Need This!

Wednesday, August 12, 2020, 6:58 PM UTC

I'm unable to attend meetings as this home isn't my permanent residence.

Wednesday, August 12, 2020, 6:52 PM UTC

I am new to this community and am absolutely astonished at the amount of corruption!

Wednesday, August 12, 2020, 6:52 PM UTC

I feel there has been mismanagement of our water dept . Now we are paying for their mistakes . There was a problem with land being sold to friends at a reduced price. If the land would have been sold at a fair market price , Windermere subdivision would have made enough money to over come the big mistakes of the board members. I feel the boards land sale should be looked into for possible legal action against the board members.

The land should be given back to Windermere ,Parties paid back and land sold at fair market value.

Wednesday, August 12, 2020, 6:42 PM UTC

I would not be able to attend due to illness. My daughter and son in law keep me informed.

Wednesday, August 12, 2020, 6:42 PM UTC

I have bought two lots in this subdivision over the last three years & our plan was to retire there. The water increase is a serious concern & speaking with new neighbors it is a concern of all the neighborhood.

Wednesday, August 12, 2020, 6:39 PM UTC

We also consistently have low water pressure

Wednesday, August 12, 2020, 6:37 PM UTC

The water tastes terrible.

Wednesday, August 12, 2020, 6:26 PM UTC

As a hangar owner, I felt the prior \$83/mo was too high for my very low usage (a few hundred gallons, a few flushes). Now that the rate has gone way up, it is that much worse! I own properties in other jurisdictions and the rates are MUCH lower ... even though I use thousands of gallons per month.

Wednesday, August 12, 2020, 6:10 PM UTC

need a town hall to discuss things probably

Wednesday, August 12, 2020, 6:06 PM UTC

town hall meeting through zoom? Throw out the current board especially Joe.

Wednesday, August 12, 2020, 5:53 PM UTC

Thanks for the survey initiative -- doubtful whether any changes will be effected.

Answered: 58 Unanswered: 39