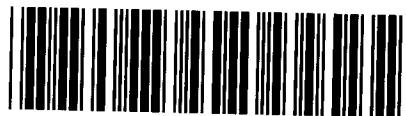


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PUBLIC UTILITY COMMISSION
FILING CLERK

WATER AND WASTEWATER UTILITIES ANNUAL REPORT

Docket No. 43134

(this number will be assigned by the Public Utility Commission after your document is filed)

of

Whispering Oaks Water Co. of
Exact Legal Name of Utility/Respondent

11680
Certificate of Convenience and Necessity (CCN) No.

Submitted to the



for the

Calendar Year Ended

314

Section 1: Utility Information

Utility Name Whispering Oaks Water Co-op

Address P.O. Box 113
Quinlan, TX 75474

Please check this box if your Official Address, which is noted on the enclosed letter, has changed.

Telephone Number 972-697-6211 Fax Number N/A

E-mail Address 903-356-2834

Contact Person Shelby Sartain Title Sec.

Check the business ownership entity of the utility as filed with the Internal Revenue Service

☐ Individual ☐ Partnership ☐ Corporation ☒ Nonprofit Association

Section 2: Utility Background

Water CCN No. _____
Number of PWSs 11680
TCEQ PWS ID No. 1
TCEQ PWS ID No. _____

(if the utility has more PWS ID Nos., please indicate in Section 10)

Number of Wastewater Systems _____
Sewer CCN No. _____
TCEQ Sewer Discharge Permit No. N/A
TCEQ Sewer Discharge Permit No. _____

(if the utility has more Discharge Permit Nos., please indicate in Section 10)

Section 3: Revenues

	Water	Wastewater	Total Water + Wastewater
OPERATING REVENUES:			
Utility Service/Sales	12,354.90	—	\$ 0.00
Fees (Tap, Reconnection, etc.)	25.00		\$ 0.00
OTHER REVENUES:			
Please Identify:			\$ 0.00
TOTAL REVENUES	\$ 0.00	\$ 0.00	\$ 0.00

12,379.90

Section 4: Expenses

	Water	Wastewater	Total Water + Wastewater
Salaries & Wages	—		\$ 0.00
Contract Labor	1530.00		\$ 0.00
Purchased Water	—		\$ 0.00
Chemicals for Treatment	639.71		\$ 0.00
Utilities (electricity)	3125.22		\$ 0.00
Repairs/Maintenance/Supplies	1121.40		\$ 0.00
Office Expenses	3734.25		\$ 0.00
Professional Fees (Accounting, Legal)	820.86		\$ 0.00
Insurance	—		\$ 0.00
Depreciation & Amortization	—		\$ 0.00
Miscellaneous (describe in remarks below)	1254.65		\$ 0.00
Subtotal	\$ 0.00	\$ 0.00	\$ 0.00
Taxes:			
Federal Income Taxes			\$ 0.00
Property and Other Taxes (Payroll, etc.)			\$ 0.00
Regulatory Expenses (Rate Case, Permits)			\$ 0.00
Other (describe in remarks below)			\$ 0.00
TOTAL EXPENSES	\$ 0.00	\$ 0.00	\$ 0.00

12,246.59

Remarks:

TCEQ fine 310.00
Jah 1044.65

Section 5: Operating Items

Debt Information:

Annual interest expense on long and/or short term debt? \$ _____
Annual principal payment on debt? \$ _____
Annual interest rate on debt? _____ %
Annual debt principal and interest? \$ _____
Principal balance on outstanding debt at end of this reporting period? \$ _____

Regulatory Assessment Fee:

What was the Regulatory Assessment fee amount submitted to TCEQ for the applicable Calendar Year
\$ 189.79

Rate Change:

What was the effective date of the last Rate Change? 1/01/1999

Section 6: Customer Information

Connection Type Water	Number of Connections at	
	Beginning of the Calendar Year	End of the Calendar Year
Total	36	36

Connection Type Wastewater	Number of Connections at	
	Beginning of the Calendar Year	End of the Calendar Year
Total		

Section 7: Water Production & Consumption

A What is the total amount of water produced/pumped?

5749630 gallons

B What is the total amount of water sold/billed?

 gallons

C How much water was lost?

 gallons

What is the total percent of water loss?

 %

To calculate the above, please reference the attached document Water and Wastewater Utilities Annual Report Instructions. Comments?

Section 8: Wastewater Treated

What is the total amount of wastewater treated?

1214 gallons

Comments?

Section 9: Utility Management & Operations Assessment

Utility Policy and Procedures

Do you have an Application Form or Formal Process for New Customers?

☒ Yes ☐ No

Do you have a copy of your approved tariff and drought contingency plan for customers to review?

☒ Yes ☐ No

Do you have Written Operating Procedures for Routine Operations?

☒ Yes ☐ No

Do you have Written Emergency Actions Plan(s)?

☒ Yes ☐ No

Do you have Written Personnel Procedures?

☒ Yes ☐ No

Do you have Risk Management & Safety Policies?

☒ Yes ☐ No

Do you have Customer Service Policies (including billing & collection)?

☒ Yes ☐ No

Do you have a Written Budget (normally updated annually)?

☒ Yes ☐ No

Did you or any utility staff attend any other utility/business related conferences?
this year? If so, please list them in Section 10.

Do you record complaints or keep a complaint log?

☒ Yes ☐ No

Is a customer service representative, water system employee, or
answering service accessible by phone at all times to all customers?

☒ Yes ☐ No

Rules and Regulations

If you own/operate a public water system, do you have a copy of
or have access to 30 Texas Administrative Code (TAC) Chapter 290?

☒ Yes ☐ No

If you own/operate a sewer system, do you have a copy of or have access
to 30 TAC 30 Subchapter J, 30 TAC 217, 30 TAC 308, and 30 TAC 309?

☒ Yes ☐ No

Do you have a copy of or have access to the TAC 16?

☒ Yes ☐ No

Do you have a copy of or have access to Texas Water Code Chapter 13?

☒ Yes ☐ No

Administrative Information

Do you notify customers prior to shutting down the system for repairs?

☐ Yes ☐ No ☒ Sometimes ☐ Only if greater than 2 hours

How do you keep your customers informed?

☒ Billing Statements ☐ Newsletter ☒ Meetings

Other _____

Are water records kept separate from other business and personal records?

☒ Yes ☐ No

Are records kept for additions to fixed assets?

☒ Yes ☐ No

Is the financial position of the system reviewed at least quarterly?

☒ Yes ☐ No

Are accounting records for water and wastewater kept separately?

☒ Yes ☐ No

Section 10: Remarks (please feel free to attach additional pages if necessary)

Section 11: Sworn Statement

I HEREBY CERTIFY THAT THE INFORMATION PROVIDED IN THIS REPORT IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. (This document MUST be signed by the President or Owner of the Utility)

This 30 day of NOV, 2015.

President or Owner:

Cindy Young
(Signature)

Cindy Young
(Printed name)