

UNDINE, LLC

CHANGE IN OWNERSHIP OF SOME OF THE NERRO WATER AND WASTEWATER SYSTEMS*

Dear Customers:

Welcome to the growing family of Undine utility customers. We are pleased to announce that, as of July 1, 2020, Undine has acquired the water and/or wastewater systems that serve your neighborhood. Since that time, we have been responsible for management and operations and on September 1, 2020 we will begin billing and customer service functions for these utilities:

Undine is a privately-owned utility owner/manager/operator that is in the process of acquiring small to mid-sized regulated water and wastewater systems throughout Texas, with the intent and commitment to bring these utilities into regulatory compliance and to improve customer service. As your utility owner, we will be reviewing your water capacity and quality issues and we will develop improvement plans, designed to ensure all of the Nerro systems we are acquiring meet the Texas Commission on Environmental Quality (“TCEQ”) regulations and standards and all customers are provided a safe and clean water supply, as well as environmentally sound wastewater service.

Undine’s philosophy is to maintain open communications with our customers and to keep them informed of improvements being made as well as to educate them regarding the regulated utility industry, including the roles and responsibilities of the Texas Public Utility Commission (“PUC”) and TCEQ.

As soon as possible, we look forward to beginning regular Town Hall meetings where we can share information about coming improvements and hear comments and suggestions from you, our customers. Please look for future announcements in the mail regarding upcoming meetings.

UNDINE CONTACT INFORMATION:

Customer Service: 281-496-5896, or 979-314-4413

- After hours Operational emergencies: 888-201-4314 (Toll Free)
- Please begin immediately to make checks payable to Undine Texas, LLC
- Mailing Address: Undine Texas, LLC, PO Box 691288, Houston, TX 77269
- Walk-in Payments: 17681 Telge Road, Cypress, TX 77429, M-F 7:30 a.m.– 4:30 p.m.
- Website: <http://www.undinellc.com/>
- On-line bill payment options, previously available in the Payclix system, will be disconnected on 8/31/2020. Undine’s on-line bill payment options will be available on our website in early September for our customers’ convenience. Please note - if you have auto draft you will need to set that up in the new online bill payment system.

Thank you in advance for your cooperation during this period of transition.

We look forward to serving you, to making needed improvements, and to meeting with you soon to discuss your water/wastewater utility.

Sincerely,
Undine Management

*NERRO SYSTEMS ACQUIRED

Allendale
Hill Green
Loch Ness Cove
River Club
Woodhaven
Bayridge
Lost Lakes
Oaks at Houston Point

KBR WWTP
Benchley Oaks
Lakewood Estates
Smetana Forest
Oak Forest Lakeway
Somerville Place
Apache Hills
Lakeview N. Marshall Oaks

Little Oak Forest
Whispering Woods
Wildwood Shores/Sam Houston Forest
Wildwood Shores WWTP
Hazy Hollow
Spring Creek Valley

