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August 12, 2020

Cypress Cove Water Supply Corporation  
180 Tanglewood Trail Ct.  
Spring Branch, TX 78070

**Subject: Resignation**

CCWSC Board Members,  
CC: CCWSC Members of the Community

It has been my privilege to serve this community through this administrative office position for over seven years. It has always been my goal and desire to give our customers excellent customer service as well as meeting and going beyond the board's expectations. I have been pleased to meet the many challenges which have arisen due to the growth of the neighborhood, including the increase in time and work related to this growth. Some of these changes include board members leaving before expiration of their terms, many contractors, employees and vendors leaving with new ones joining, an increased overturn rate of customers, and most importantly, the transition in company entity from Cypress Cove Maintenance Association DBA Water System, into Cypress Cove Water Supply Corporation, which was completed in July, 2018 under Public Utility Commission, public docket #47752.

Throughout these years, there have been misunderstandings from board members as to what my job description is. When viewed onsite by various board members, it was noted with surprise what my duties actually entail. From the beginning, these have expanded from simple billing responsibilities into full-time Administrative Office Manager of company affairs, the description of which seems to be continually evolving, with more responsibilities added. The position I was hired for was, and always has been, an independent sub-contracted position. Under this agreement, the Cypress Cove Water Supply Corporation (hereafter referred to as the CCWSC) has hired me to provide a service, while taking directions from the board, ***with specific contracted duties assigned***. My position has never been that of an "employee" of the CCWSC.

Within the past 4 months, workload has proven to be more of a challenge than ever before, not only out of necessity due to the growth of the neighborhood, but also because of demands of the current Board President.

It is my desire that the board in its entirety be the decision making entity for what is specified in the contract for this position, and if there is any temporary additional task needing to be done which would logically fit my skill set, that should also be dictated by the board in its entirety and require reasonable temporary additional compensation, in order to prevent free service from becoming part of a compensated position. Based on my workload and contract, it should be my determination whether I can accommodate an additional task at any time, and if this accommodation cannot be made, I would respectfully advise the board. Further, the manner in which my tasks are discharged should be my choice, to facilitate efficiency.

I have always communicated whether I was able to handle the extra duties in the past, but since the 2020 election, the president has not given me that option. Rather, she has made these additional tasks to be requirements, not options, so they are in essence free services outside of the scope of the contract.

To her credit, the president has excellent leadership qualities and has played a large role in returning some normalcy back into the way the CCWSC is run and volunteered much of her time to help get her choice of vendors in place for repairs to the system.

However, I now do hereby terminate this contract immediately, based on breach of contract, Item #13, "Terminating the Agreement," material violation of this contract agreement by Board President, Shelly Ludwig for the following reasonable causes:

Aside from contracted duties, I was required, without option, to complete these tasks, among many others too numerous to include:

- May 2020\_ Required by president to place Monthly Operating Reports into a Shared One-Drive Folder, and also prepare spreadsheets for customers' past and present water usage to put into this folder for her access, for the purpose of analyzing data for the drought contingency plan before thoroughly researching whether this was even required for our company.
- May 2020\_ Required by president to order a company Laptop for water operators.
- May 2020- Required by president to return company laptop after received because another board member has one the CCWSC can have for the operators' use, then never needed it at all.
- May 2020\_ Required by president to set up mass emailing to those who have emails for purpose of notifications, aside from alerts customers can set up for themselves, through CCWSC's website. Initially this took 6 hours but is an ongoing process to keep it updated.
- May 2020\_ Required by president to mail to approx. 530 customers, a 7pg. drought contingency document, which took up an entire day of printing, and stuffing envelopes. Learned later this DCP cannot be enforced and is not required for our system.
- May 2020\_ Required by president to file for Comal AD's property value protesting for 3 of CCWSC's properties in question.
- June 2020\_ Required by president to create a Vendor list spreadsheet as a resource for all necessary vendors for board to have options to contact in case of emergencies (2 hrs. and ongoing).
- June 2020\_ Required by president to provide response to TCEQ within a week's time, based upon TCEQ's unexpected Exit Interview form to clear of us violation due to previously employed water operator's report to TCEQ we are in violation for not having BFA's at 4 members' locations. (this took several hrs. involving multiple contacts to 4 CCWSC members and BFA licensed professionals in order to meet deadline)
- July 2020\_ Required by president a deeper involvement into timely installations of new members' taps and meters, by working with the Utility Manager to mark meters, the contractor to perform taps, the water operators to prepare meter/vacuum breaker device combo, all of which used to be the responsibilities of the previously employed water operators since current operators don't perform this task. Each new tap requires at least 3-4 hours of time to process from start to finish, considering all communications required to accomplish these.
- July 2020\_ Required by president to facilitate filing of company's insurance renewal policy, normally handled by board members in the past (3 hrs.), saying she doesn't have time and has no one else to do it.

- July 2020\_ Required by president to file an appeal to TWC's decision on unemployment benefits for previous water operator employee after already processing the claim to TWC regarding this decision. (2 hrs.)

In addition, I have received regular lengthy phone calls which include a barrage of profanity, criticism of the way I write emails, accusations of my being too demanding, and commands to change the way I do things. There is certainly an abuse of power in this role, in the form of false accusations, continually micromanaging by issuing emails or phone calls to tell me what my job is and isn't, when to do tasks, what to say or not to say, how to say it, continually referring to herself as my "boss," and publicly announcing through the social networking website for CCWSC members that I have no documented processes and SOP's in place, and therefore the company needs to make some changes. If change is desired under new management, which is not unusual, the proper way for this to take place would be to work with existing staff in a conciliatory manner toward effective change, rather than to berate. Good leadership should ideally have excellent people skills as well as job skills.

It is precisely because I am still the resourceful person I am that I have been able to discharge my duties responsibly thus far without negative intervention.

I sincerely hope and pray for the best for CCWSC's future, and although I truly wish I could be a part of it, I refuse to continue under these conditions. If the board and the members of this community feel they need the president to continue to fulfill her role in this fashion, then I am not able to work for this company any longer. In addition, I will not be expected to train someone to fill this position due to these reasons: my processes being criticized and due to the board's history of continually changing company processes, which affect my processes, such that any list of processes I could provide would potentially be obsolete next week anyway.

With all due respect to each and every board member who has volunteered and is now volunteering valuable time and energy to this company, I have also enjoyed being part of the company for the majority of the past seven years in service to this community. I sincerely hope for the best future in all aspects for this water system.

Best Regards,  
Angelyn Price,  
CCWSC Administrative Office Manager