



SEIS LAGOS UTILITY DISTRICT

Brockdale | Commons of Camden | Seis Lagos

COMMUNITY UPDATE | SPRING 2026

The services provided by Seis Lagos Utility District are fundamental to the quality of life we enjoy, the public safety we rely on, and the long-term value of the homes in our communities. Clean water, reliable wastewater management, safe roads, and resilient stormwater infrastructure are not luxuries — they are the foundation on which our community is built. This newsletter is intended to keep residents informed about the challenges we have overcome, what is being done to strengthen the District, and the work that remains ahead.

2025 CHALLENGES

Staffing & Institutional Knowledge

The District experienced significant staffing shortages that pushed core operations to a breaking point.

- Retirement of the District's 40+ year tenured Superintendent resulted in the loss of substantial institutional knowledge which led to increased tensions between remaining staff and the Board
- Abrupt consecutive resignations of both the Superintendent's trained successor and a long-tenured Office Administrator caused operational disruptions in accounts payable and other critical workflows
- In the Fall of 2025, all District (superintendent, office and field) operational duties fell to a single employee requiring that the Board step into a more hands-on role in operational support to keep the district operating

Technology & IT Infrastructure

Outdated, unreliable technology created risk across billing, finance, communications, and security.

- Much of the older computer hardware and software were no longer supported and caused compatibility issues
- Financial accounting software was not designed for multi-user operation, causing instability and data corruption
- Outdated water-meter software was discontinued with inadequate notice resulting in an emergency move to a new system
- Billing systems are aging, limited in functionality, and lack reliable backups and support
- Absence of unified communication capabilities for resident notification, emergency response, or staff in the field
- Ongoing issues for secure front-gate access, lack of cameras and connectivity for monitoring at water storage facilities presented significant security risks for the District
- No formal contract with IT provider who was unable to meet the District's increasing needs, often resulting in challenges and delays for critical system modifications

Cybersecurity Incident

The District was targeted by a sophisticated cyberattack that disrupted finances and operations.

- The District's cybersecurity insurance was not renewed in 2024, removing an important layer of protection
- A Business Email Compromise (Spear Phishing) incident targeted internal email communication
- Attackers were able to impersonate a vendor and redirect legitimate payment to a counterfeit account resulting in an initial loss of funds
- **Impacted** banking accounts were subsequently frozen pending security review, compounding challenges caused by staffing shortages and the loss of institutional knowledge and workflows
- The incident halted the already in-progress financial systems upgrade which delayed financial reporting and led to increased resident scrutiny and speculation

PROGRESS TO DATE

Rebuilding Our Team

Despite significant turnover, the District is rebuilding its administrative and operational foundation.

- Recruited and onboarded a new Office Manager and engaged an experienced consultant restoring continuity to day-to-day operations
- Development and standardization of industry role definitions, onboarding/offboarding processes, and compensation benchmarks
- Formalized performance expectations and accountability standards for field and office staff
- Increased direct Board engagement with staff, including active discussions to understand working conditions, field observations, and operational challenges, along with mentorship and hands-on time spent in the field alongside employees
- Invested in a more positive workplace culture. One that is collaborative, respectful, and supportive of the people who serve our community every day

Technology Modernization

Major strides have been taken toward modernizing and securing the District's core technology.

- Completed full Financial Systems migration from an aging onsite server to a modern cloud-based system following annual audit reconciliation
- Completed emergency water metering software migration to cloud platform within the one-month deadline
- Evaluated several IT Managed Service Providers and transitioned to a new provider that is more aligned with the District's growing operational needs and enhanced cybersecurity requirements
- Procured new technology and negotiated cellular service contracts to establish reliable field communication for staff and required Internet connectivity for security systems at ground water storage tanks
- Launched new SLUD website and initiated planning for improved digital communications to help enhance and unify community outreach

Reevaluating Contracts and Reducing Costs

- Reviewed and updated major professional service agreements, including master services agreements with civil engineering firms, concrete maintenance and repair contractors
- Strengthened contracts for critical software systems, including water metering, financial, and accounting platforms, providing clearer terms, improved support, and stronger accountability
- Identified and eliminated charges for services the District did not use or could not rely upon
- Educated staff on the District's tax-exempt status and updated vendor records to ensure SLUD receives all applicable tax exemption
- Terminated or restructured underperforming vendor relationships, replacing them with solutions better suited to the District's infrastructure, security, and operational needs

Cybersecurity Response

Immediate and comprehensive steps were taken to contain the attack, protect District systems, and strengthen safeguards against future threats.

- Isolated the devices involved; changed associated passwords; scanned all District equipment for malware
- Filed formal reports with Collin County Sheriff, FBI, State of Texas Chief Information Security Office, and the FTC
- Conducted forensic investigation of cyber-attack to identify and remediate vulnerabilities
- Established new partnerships with more robust banking partners, and overhauled payment processes to enhance verification and payment confirmation measures
- Moved to a more capable IT provider with more expertise in cybersecurity to better protect District systems
- Adopted enhanced security technology and added focused safeguards to better defend against cyber threats
- Reinstated cyber-liability insurance coverage and began developing Identity and Access Management (IAM) policies and controls
- Working in close coordination with law enforcement as they continue recovering funds. A majority of funds have been recovered through Collin County Sheriff's efforts. The investigation remains ongoing

Infrastructure Assessment

The District now has a clear picture of system conditions and a roadmap for capital investment.

- Completed first phase of assessments for roads, water systems, stormwater assets, and dam structures
- Identified critical system dependencies to guide project prioritization and ensure improvements are sequenced efficiently and responsibly
- Phase II geologic soil sampling and structural analysis is occurring for Lago Grande / Riva Ridge dam in April
- Laying the groundwork for a comprehensive Revitalization Bond to address significant infrastructure needs
- Reallocated funds and established a limited budget to address the most urgent concrete panel failures in Brockdale and Seis Lagos, where initial repairs have begun

THE ROAD AHEAD

Staffing & Organizational Development

Building a stable, sustainable team remains a top priority for long-term District health.

- Hire a full-time, General Manager to provide dedicated operational leadership, rather than relying on Board to manage daily District operations and resolve longstanding challenges
- Increase staffing levels to address shortages in both office and field operations, supporting proper segregation of duties, documented procedures, and reliable oversight
- Ongoing coaching and professional development for staff and field crew
- Finalize documented workflows, safety protocols, and performance accountability frameworks
- Create fair and competitive compensation structures to support hiring and the long-term retention of hard-to-find talent in a highly competitive workforce market
- Continue to strengthen the collaboration between the Board and Staff through team building efforts, mutual trust, clear expectations and transparent reporting

Technology Stabilization

Critical technology transitions are underway but not yet finished.

- Continue reviewing our office technology, retire outdated systems, and streamline processes for simplified operations and efficiency
- Conclude evaluations and make determination on cloud-based utility management platform to replace existing billing software — vendor search in progress
- Finish onboarding and integration with our new IT Service Provider
- Finalize rollout of District-issued technology, tools, and a digital work-order system to modernize field operations
- Complete Cyber-Security audit and remediation effort

Infrastructure & Capital Projects

Major infrastructure work is prioritized by safety, regulatory obligation, and service reliability.

- Restore or replace out of service Pumps required to ensure the district can support ongoing water demands
- Complete rehabilitation of all water storage tanks and install automated metering
- Complete rehabilitation of equipment in the clarifier and chlorine feed areas, including installation of effluent filters, electrical system upgrades, and installation of a new generator at the Wastewater Treatment Plant
- Replace aging main valves that cannot currently be closed to isolate leaks
- Complete stormwater drainage improvements to meet Texas Commission on Environmental Quality (TCEQ) requirements under the Stormwater Management Program (SWMP)
- Conduct District-wide sewer smoke testing; perform targeted Inflow & Infiltration (I&I) repairs
- Complete engineering assessments of the Lago Grande dam and determine what repairs may be needed to ensure long-term structural safety
- Advance rehabilitation projects in Brockdale, Commons of Camden, and Seis Lagos through a voter-approved bond program to support critical improvements to Infrastructure: water service, drainage, lighting and road repair
- Replace aging water meters and install advance cellular electronic remote transmission systems (ERTs) to improve reading accuracy, reduce maintenance issues, and support long-term system reliability

- Replace existing guard lamp lights in the Commons of Camden and Seis Lagos with upgraded lighting maintained directly by the District. This change will improve reliability and allow faster repairs, instead of relying on ONCOR and state-regulated systems that have delayed maintenance
- Develop phased median tree replacement plan with supporting irrigation in coordination with a professional arborist assessment

Communication & Governance

Rebuilding and maintaining community trust depends on consistent, transparent, multi-channel communication and strong, accountable governance.

- Publish quarterly newsletters and continue expanding clear, informational content on the District website
- Launch official SLUD social media presence to provide timely and verified updates
- Host Town Hall meetings to educate residents about ongoing efforts, funding needs, and infrastructure priorities
- Finalize and adopt updated District bylaws—last revised in 2012—along with strengthened conflict-of-interest and ethics policies
- Establish a formal, transparent process for Board stipend documentation and public disclosure, reinforcing accountability and public confidence
- Educate residents about the District’s Stormwater Management Plan (SWMP) to support regulatory compliance and encourage responsible stormwater practices throughout the community
- Create structured volunteer committees to support District initiatives and community engagement, promoting collaboration, shared responsibility, and civic leadership
- Pursue grant writing initiatives to identify, apply for, and secure state and federal funding opportunities that reduce the financial burden on residents while supporting communication, infrastructure improvements, resiliency projects, and long-term planning efforts

STAY CONNECTED: [WWW.SLUD.US](http://www.slud.us)

Attend monthly Board meetings | Subscribe to the Mailing List | Attend upcoming Town Halls

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