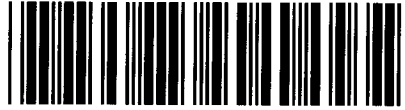


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**Fountainview Homeowners & Occupants Association**

**Karl E. Wolff, Board Member**

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**2015 MAY 13 AM 11:42**

**PUBLIC UTILITY COMMISSION  
FILING CLERK**

Re: **Douglas Utility Company**  
**TCEQ Docket No. 2013-1735-UCR**  
**SOAH Docket No. 582-14-1052**

This is my statement concerning Douglas' request for rate change: I want to state again that I am not an attorney.

I have been a customer of Douglas Utilities since October, 1975. There has been a lot of rate and service changes since that time. This hearing is about a rate change raising our rates excessively. Plus, one of the latest changes Douglas imposed was a GRP charge starting on the bill dated August 26, 2013, and continuing on each bill until the bill dated March 5, 2015. I called the Billing Company and asked them what the GRP charge was for. I was informed that was what Douglas Utilities was paying the city of Houston for water.

The March 5, 2015 bill had the following statement included:

To: All Customers of Douglas Utility Company

Re: Billings for City of Houston Groundwater Reduction Program

Douglas Utility Company (Utility) has filed a water and sewer utility rate/tariff change application with the Public Utility Commission (PUC). During the course of pre-trial discovery, it was determined that the Utility has incorrectly billed the fee it pays to the City of Houston to participate in the City's Groundwater Reduction Plan(GRP). The Utility is taking the following steps to correct this problem:

1. Effective immediately, the utility will cease placing a line item charge on customers' water bills for the GRP. All costs related to this government mandated program will be collected through the proposed monthly service rates.
2. The issue of refunds of past over-collections will be in the final order of the rate case. The Utility anticipates the PUC will use any refunds to offset charges the Utility would otherwise be allowed to collect. The effect of this treatment will be seen in water bills issued after the rate case is concluded.
3. This matter does not affect sewer bills.

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I brought one of my water bills to the mediation on July 29, 2014, that had a GRP charge listed. This was when the mistaken billing was discovered, not in pre-trial discovery. We pay \$10.35 a month for being connected to the water main and \$14.50 a month for being connected to the sewer lines. We are charged these fees even if we do not use a drop of water. If we use any water we are charged \$3.25 per each 1000 gallons for the water and \$3.00 per each 1000 gallons for sewer.

We would like this fee to be eliminated and our rates lowered to what the Utility really needs.

Karl E. Wolff  
Board Member FVHOA

cc: FVHOA