



Control Number: 42864



Item Number: 20

Addendum StartPage: 0

House Bill (HB) 1600 and Senate Bill (SB) 567 83rd
Legislature, Regular Session, transferred the functions
relating to the economic regulation of water and sewer
utilities from the TCEQ to the PUC effective
September 1, 2014.

MD/KA 37728-R
9/24/13 TT (1)

Tuyet Truong

From: Tuyet Truong
Sent: Tuesday, September 24, 2013 8:09 AM
To: Kamal Adhikari; Mary Damron
Subject: RE: Hearing on water rates

42864

Hi Kamal,

This protest has been counted and entered into the protest count report.

Thanks,
Tuyet

From: Kamal Adhikari
Sent: Tuesday, September 24, 2013 7:59 AM
To: Tuyet Truong; Mary Damron
Cc: Kamal Adhikari
Subject: FW: Hearing on water rates

Tuyet:

Please count this protest against the rate change application (37728-R) filed by Enchanted Harbor Utility.

Thanks

Kamal Adhikari, E.I.T.
Plan and Technical Review Section, MC-159
Water Supply Division
Phone: 512/239-0680
Fax: 512/239-6972
email: kamal.adhikari@tceq.texas.gov

From: Melanie Edwards
Sent: Monday, September 23, 2013 4:50 PM
To: Kamal Adhikari
Subject: RE: Hearing on water rates

Hi Kamal,

I received this e-mail from a customer of Enchanted Harbor Utility wanting to protest the rate change.

Thanks
Melanie Edwards
Water Section Work Leader
Corpus Christi Region Office
Texas Commission on Environmental Quality
(361) 825-3113

20

From: Carrie Guevara [<mailto:carrieguevara57@hotmail.com>]

Sent: Monday, September 23, 2013 4:32 PM

To: Melanie Edwards

Subject: Hearing on water rates

Melanie Edwards

Office of Compliance and Enforcement

Texas Commission on Environmental Quality

6300 Ocean Drive, NRC Bldg., Ste 1200, Unit 5839

Corpus Christi, TX 78412-5839

I would like to request a hearing for the reasons behind such a large rate increase in for our water Port Alto, TX. This is to take effect by January 1st, 2014 by Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683).

Thank You,

Carrie Guevara

90 Marshall Johnson Ave N

Port Lavaca, TX 77979

361-356-1465

361-652-3177 mobile

281-786-3926 fax

Mary Damron

From: Melanie Edwards
Sent: Friday, March 14, 2014 11:05 AM
To: Kamal Adhikari; Mary Damron
Cc: Kelly Ruble
Subject: FW: Public Hearing on Proposed Rate Increase by Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683)

Hi Kamal and Mary

Here is another protest regarding the rate increase for Enchanted Harbor.

Thanks
Melanie

From: Sandy Wally [mailto:sandy_wally@yahoo.com]
Sent: Friday, March 14, 2014 10:30 AM
To: Melanie Edwards
Subject: Fw: Public Hearing on Proposed Rate Increase by Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683)

On Friday, March 14, 2014 10:20 AM, Sandy Wally <sandy_wally@yahoo.com> wrote:
We are protesting the proposed rate increase by Farmers Transport, Inc dba Enchanted Harbor Utility (CCN #12683) proposed to take place January 1, 2014. We would like a public hearing on this issue.

The proposed rate increase would more than double our monthly rates. Our water usage is seasonal, we are not full-time residents and the water is always turned off when we are not there. The proposed rate increase is not even reasonable.

Our property is located at Marshall Johnson Ave S., Arnold Koop, Lot 36, Port Alto, Tx.

Jerome Waligura
Randy Waligura
7572 Hwy 71
Garwood, Tx. 77442
(979) 758-1438

Mary Damron

From: Melanie Edwards
Sent: Wednesday, February 12, 2014 1:36 PM
To: Kamal Adhikari; Mary Damron
Cc: Kelly Ruble
Subject: FW: Enchanted Harbor Increase

Categories: To do

Hi Kamal and Mary,

I received this protest today. Can a protest be e-mailed?

Thanks
Melanie

From: Kristie Sievers [<mailto:kristie@woodhousespas.com>]
Sent: Wednesday, February 12, 2014 1:19 PM
To: Melanie Edwards
Subject: Enchanted Harbor Increase

To Whom it may Concern:

I am writing in to protest the increase in our water bill with Farmers Transport, Inc. dba Enchanted Harbor Utility CCN#12683. The increase is more than double with no water usage for the previous month. I do not recall that there was an approval for this rate. There is also a ~\$47.00 unexplained surcharge that we were told would be billed to all customers monthly for the next 3 years. With this added it more than triples our previous rates. We are requesting a public hearing on this.

There have not been any improvements done to the system that we can see and the water is not fit to drink. It has a horrible sulfur odor and most of the time comes out in a yellow/orange color. I will not even use the water to cook with. Thank you for your consideration for the community of Port Alto on this matter.

Mark & Kristie Sievers
(361) 648-8589
Kristie Sievers | Director of Vendor Relations

THE WOODHOUSE

day spa*

One O'Connor Plaza, First Floor • Victoria, Texas 77901

P 361.570.7772 | F 361 578 7116

Kristie@woodhousespas.com WoodhouseSpas.com

"You've gotta do what you love!"

MD/KA 37728-R
10/1/13 TT

(3)

Tuyet Truong

From: Melanie Edwards
Sent: Tuesday, October 01, 2013 1:30 PM
To: Tuyet Truong; Kamal Adhikari
Cc: Kelly Ruble
Subject: Enchanted Harbor Utility
Attachments: doc05569720131001132601 pdf

Hi Tuyet and Kamal -

Four additional protests received today in the Corpus Christi Region Office (James and Sheila Koop, Michael Rickaway, Fred and Salley Rickaway, and John and Linda Koop). *X Already counted on 9/20/13*

Thanks
Melanie

-----Original Message-----

From: Region.14.Scanner/Fax@tceq.texas.gov [<mailto:Region.14.Scanner/Fax@tceq.texas.gov>]
Sent: Tuesday, October 01, 2013 1:26 PM
To: Melanie Edwards
Subject:

From Scanner

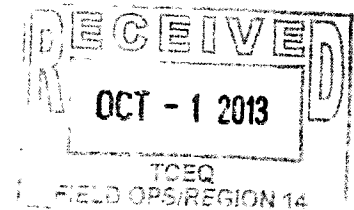
TASKalfa 520i
[00:c0:ee:4c:98:77]

September 26, 2013

Greetings,

We are protesting the proposed rate increase by "Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683) proposed to take effect January 1, 2014. We have no problem being charged a fair price for monthly water/sewer usage, but to increase the water rates to more than double, for the homeowners in the Enchanted Harbor Subdivision in South Port Alto, is ridiculous. We hope for a public hearing on this issue. We will look into an alternative water supply for our personal use if the rates are approved. Thank you for your time and attention on this matter.

James and Sheila Koop
1232 Co. Rd. 312
Edna, Texas 77957
361-782-3970 (home)
361-935-8968 (James cell)



September 28,2013

Greeting:

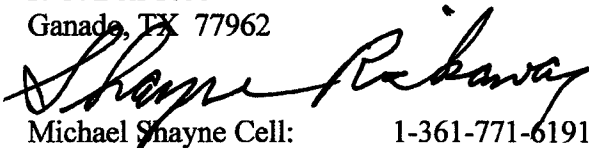
Mr. Woods is wanting to charge more than double the rate for water at Port Alto. I do feel that he is not treating the property owners fairly. In my opinion, he needs to reinvest the monies that he has collected back into Farmers Transport Inc. dba Enchanted Harbor Utility(CCN # 12683) for improvements as required. I feel he has invested into other personnel interests that have nothing to do with the consumers of water in the Port Alto area and now does not have the financial ability to invest to be in the compliance as set by TCEQ. He needs to keep the present system in compliance with TQEC regarding chlorination, leaks, reading meters regularly and low water pressure and not charge us for other personnel adventures.

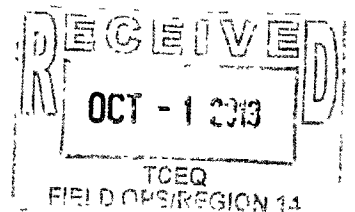
I do understand that reasonable increases are needed and justifiable because of the economy and increase in the cost of materials. I do not have a problem with a justified increase rate when necessary and would encourage any business to do so in order to continue being able to operate their business.

If it becomes necessary, I will consider having a well drilled to avoid being overcharged for water by Farmers Transport Inc. dba Enchanted Harbor Utilities.

I thank you for your time and hope you will investigate this injustice, not only for me and my family, but for all the the people who have invested in proprieties at Port Alto..

Michael Shayne Rickaway
P. O. Box 1055
Ganado, TX 77962


Michael Shayne Cell: 1-361-771-6191



September 28,2013

Greeting:

I totally disagree with Mr. Woods wanting to charge more than double the rate for water at Port Alto. I do feel that he is not treating the property owners fairly and possible legally by his actions. In my opinion, he has not invested the monies that he has collected back into Farmers Transport Inc. dba Enchanted Harbor Utility(CCN # 12683) for improvements as required, but has invested into other personnel interests that have nothing to do with the consumers of water in the Port Alto area and now does not have the financial ability to invest to be in the compliance as set by TCEQ. He needs to keep the present system in compliance with TQEC regarding chlorination, leaks, reading meters regularly and low water pressure and not charge us for other personnel adventures.

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Fred and Salley Rickaway

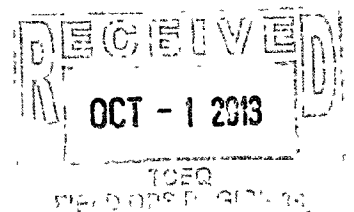
P. O. Box 595

Ganado, TX 77962

Fred Rickaway
Salley Rickaway
Home: 1-361-771-3424

Fred Cell: 1-361-771-5393

Salley Cell: 1-361-771-5800



JOHN & LINDA KOOP

340 MARSHALL JOHNSON AVE. S.

PORT ALTO, TX 77979

361 782 1485

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section
6300 Ocean Dr.
NRC Bldg, DTE 1200, Unity 5839
Corpus Christi, TX 78412-5839

September 18, 2013

Re: Enchanted Harbor
Rate Increase, Port Alto, TX

Gentlemen:

As a water user of Enchanted Harbor Utilities, we are against a rate change. Our water rates are already much higher than other entities in our area.

Enchanted Harbor Utilities has chosen to receive income from its customers and has not made any major improvements to the system in the 13 years that we have been a customer. Now that the system is in disrepair, Enchanted Harbor Utilities wants its customers to pay for the *Capitol Improvements* to its business.

This increase also will be a hardship to the people that only come to their bay homes a few weekends throughout the year. Why should they pay dearly for E.H.U.s improvements/ when they use only a small amount of the water?

Many people here in South Port Alto have stated that there would be a financial advantage to drilling their own water well, rather than pay this excessive rate increase. (with fewer customers, E.H.U. will then have to raise the rates again).

Please deny this rate increase as it will be a hardship on fixed income residents, as well as part time residents.

Very sincerely yours,

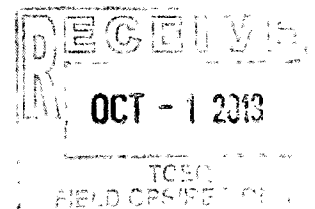


John Koop, resident

JK/I



Linda S. Koop, resident



September 26, 2013

Greetings,

We are protesting the proposed rate increase by "Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683) proposed to take effect January 1, 2014. We have no problem being charged a fair price for monthly water/sewer usage, but to increase the water rates to more than double, for the homeowners in the Enchanted Harbor Subdivision in South Port Alto, is ridiculous. We hope for a public hearing on this issue. We will look into an alternative water supply for our personal use if the rates are approved. Thank you for your time and attention on this matter.

James and Sheila Koop
1232 Co. Rd. 312
Edna, Texas 77957
361-782-3970 (home)
361-935-8968 (James cell)

September 28, 2013

Greeting:

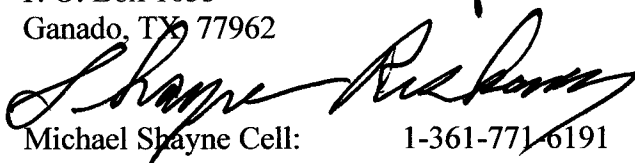
Mr. Woods is wanting to charge more than double the rate for water at Port Alto. I do feel that he is not treating the property owners fairly. In my opinion, he needs to reinvest the monies that he has collected back into Farmers Transport Inc. dba Enchanted Harbor Utility(CCN # 12683) for improvements as required. I feel he has invested into other personnel interests that have nothing to do with the consumers of water in the Port Alto area and now does not have the financial ability to invest to be in the compliance as set by TCEQ. He needs to keep the present system in compliance with TQEC regarding chlorination, leaks, reading meters regularly and low water pressure and not charge us for other personnel adventures.

I do understand that reasonable increases are needed and justifiable because of the economy and increase in the cost of materials. I do not have a problem with a justified increase rate when necessary and would encourage any business to do so in order to continue being able to operate their business.

If it becomes necessary, I will consider having a well drilled to avoid being overcharged for water by Farmers Transport Inc. dba Enchanted Harbor Utilities.

I thank you for your time and hope you will investigate this injustice, not only for me and my family, but for all the the people who have invested in proprieties at Port Alto..

Michael Shayne Rickaway
P. O. Box 1055
Ganado, TX 77962



Michael Shayne Cell:

1-361-771-6191

September 28, 2013

Greeting:

I totally disagree with Mr. Woods wanting to charge more than double the rate for water at Port Alto. I do feel that he is not treating the property owners fairly and possibly legally by his actions. In my opinion, he has not invested the monies that he has collected back into Farmers Transport Inc. dba Enchanted Harbor Utility (CCN # 12683) for improvements as required, but has invested into other personnel interests that have nothing to do with the consumers of water in the Port Alto area and now does not have the financial ability to invest to be in compliance as set by TCEQ. He needs to keep the present system in compliance with TQEC regarding chlorination, leaks, reading meters regularly and low water pressure and not charge us for other personnel adventures.

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If it becomes necessary, I will consider having a well drilled to avoid being overcharged for water by Farmers Transport Inc. dba Enchanted Harbor Utilities.

I thank you for your time and hope you will investigate this injustice, not only for me and my family, but for all the people who have invested in properties at Port Alto..

Salley Rickaway
Fred Rickaway

Fred and Salley Rickaway

P. O. Box 595

Ganado, TX 77962

Home: 1-361-771-3424

Fred Cell: 1-361-771-5393

Salley Cell: 1-361-771-5800

September 26, 2013

Greetings,

We are protesting the proposed rate increase Harbor Utility (CCN #12683) proposed to tax problem being charged a fair price for monthly water rates to more than double, for the home Subdivision in South Port Alto, is ridiculous. We will look into an alternative water supply approved. Thank you for your time and attention.

James and Sheila Koop
1232 Co. Rd. 312
Edna, Texas 77957
361-782-3970 (home)
361-935-8968 (James cell)

10/4/13 TT

September 28, 2013

Greeting:

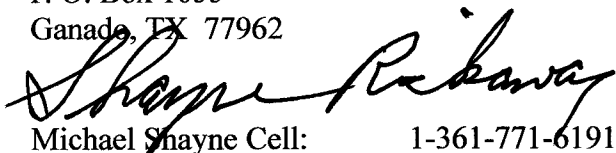
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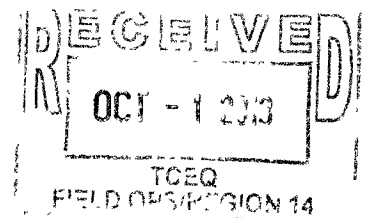
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Michael Shayne Rickaway
P. O. Box 1055
Ganado, TX 77962


Michael Shayne Cell: 1-361-771-6191



September 28, 2013

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Fred and Salley Rickaway

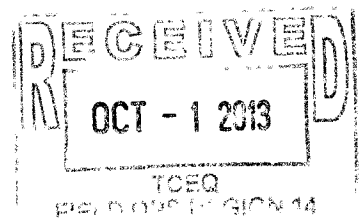
P. O. Box 595

Ganado, TX 77962

Home: 1-361-771-3424

Fred Cell: 1-361-771-5393

Salley Cell: 1-361-771-5800



Tuyet Truong

From: Mary Damron
Sent: Friday, March 14, 2014 11:11 AM
To: Melanie Edwards; Kamal Adhikari
Cc: Kelly Ruble; Tuyet Truong
Subject: RE: Public Hearing on Proposed Rate Increase by Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683)

Thank you

From: Melanie Edwards
Sent: Friday, March 14, 2014 11:05 AM
To: Kamal Adhikari; Mary Damron
Cc: Kelly Ruble
Subject: FW: Public Hearing on Proposed Rate Increase by Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683)

Hi Kamal and Mary

Here is another protest regarding the rate increase for Enchanted Harbor.

Thanks
Melanie

From: Sandy Wally [mailto:sandy_wally@yahoo.com]
Sent: Friday, March 14, 2014 10:30 AM
To: Melanie Edwards
Subject: Fw: Public Hearing on Proposed Rate Increase by Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683)

On Friday, March 14, 2014 10:20 AM, Sandy Wally <sandy_wally@yahoo.com> wrote:
We are protesting the proposed rate increase by Farmers Transport, Inc dba Enchanted Harbor Utility (CCN #12683) proposed to take place January 1, 2014. We would like a public hearing on this issue.

The proposed rate increase would more than double our monthly rates. Our water usage is seasonal, we are not full-time residents and the water is always turned off when we are not there. The proposed rate increase is not even reasonable.

Our property is located at Marshall Johnson Ave S., Arnold Koop, Lot 36, Port Alto, Tx.

Jerome Waligura
Randy Waligura
7572 Hwy 71
Garwood, Tx. 77442
(979) 758-1438

Mary Damron

From: Tuyet Truong
Sent: Thursday, February 06, 2014 11:13 AM
To: Mary Damron; Kamal Adhikari
Subject: FW: public hearing on proposed rate increase by Farmers Transport Inc. dba Enchanted Harbor Utility CCN #12683

Importance: High

FYI

From: Tammy Benter
Sent: Wednesday, February 05, 2014 3:39 PM
To: abillclark@sbcglobal.net
Cc: Tuyet Truong; Lisa Fuentes
Subject: FW: public hearing on proposed rate increase by Farmers Transport Inc. dba Enchanted Harbor Utility CCN #12683
Importance: High

Mr. & Mrs. Clark:

Thank you for contacting the Texas Commission on Environmental Quality (TCEQ) to discuss your concerns with the proposed rate increase for Farmers Transport, Inc., dba Enchanted Harbor Utility, CCN 12683. Your protest was received in our office and will be logged in accordingly.

Thanks,
Tammy Benter

From: Anne and Bill Clark [<mailto:abillclark@sbcglobal.net>]
Sent: Wednesday, February 05, 2014 7:08 AM
To: Melanie Edwards
Cc: greg.abbott@texasattorneygeneral.gov
Subject: Re: public hearing on proposed rate increase by Farmers Transport Inc. dba Enchanted Harbor Utility CCN #12683
Importance: High

We received our water bill from Enchanted Harbor Utility.

- The total went from 36.87 to 133.66 per month for NO usage.
- The bill is more than triple prior bills.
- Was this increase approved and is it legal?

Who can we contact for answers? We received no hearing notice.

Anne and William R "Bill" Clark
1212 West Live Oak Street
Lockhart TX 78644
512-398-6071

512-376-8483

From: Anne and Bill Clark

Sent: Wednesday, September 25, 2013 6:55 PM

To: Melanie.edwards@tceq.texas.gov

Subject: public hearing on proposed rate increase by Farmers Transport Inc. dba Enchanted Harbor Utility CCN #12683

We are protesting the proposed rate increase by Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683) proposed to take place January 1, 2014. We desire a public hearing on this issue.

The proposed rate increase would more than double our monthly rates yet there is no consideration for conservation. More than doubling the base rate, while keeping usage rates, appears environmentally irresponsible. We could support a more balanced approach for example a 50% increase on the base fee and a 50% increase on water usage.

We fully understand the need to charge a fair amount for water usage. We want a compliant system that protects the bay for the future.

Our Port Alto home is located at 142 Marshall Johnson Ave North

Anne and William R "Bill" Clark

1212 West Live Oak Street

Lockhart TX 78644

512-398-6071

512-376-8483

MW
Tuyet Truong

From: Melanie Edwards
Sent: Monday, September 30, 2013 1:43 PM
To: Tuyet Truong; Kamal Adhikari
Cc: Kelly Ruble
Subject: Enchanted Harbor Utility
Attachments: doc046277201309301443.doc

Hi Tuyet and Kamal

I have attached a protest letter from Joyce Erfurdt. The

Thanks
Melanie

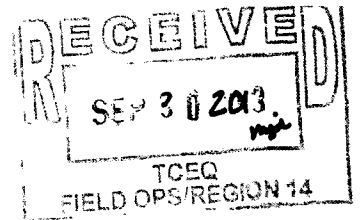
-----Original Message-----
From: Region.14.Scanner/Fax@tceq.texas.gov [[mailto:Region.14.Scanner/Fax@tceq.texas.gov](#)]
Sent: Monday, September 30, 2013 2:44 PM
To: Melanie Edwards
Subject:

From Scanner

TASKalfa 520i
[00:c0:ee:4c:98:2c]

September 26, 2013

Good morning,



I am protesting the proposed water rate increase by "Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683) proposed to take place January 1, 2014 for the Enchanted Harbor Subdivision in South Port Alto, Texas. I desire a public hearing on this issue.

My first and most important objection is that I do not think that any rate increase should take place until Enchanted Harbor Utility makes the necessary improvements to our system to bring it into compliance with TECQ. The system has been out of compliance for several years and no attempt has been made for improvements & his letter that is attached doesn't leave one feeling that he has means to finance these improvements. Homeowners shouldn't be required to pay for something that may or may not happen.

The proposed rate increase would more double my current monthly rate. The current base rates already exceed the water rates of Calhoun County Water Authority by 226%; the new rates will be 538% above that of Calhoun County Water authority of \$15.91.

There are about 22 full time residents on this system. This is predominately a summer-time community, with the largest influx of people being here between Memorial Day and Labor Day. There is not that much water usage outside of this period. Revenue is collected from residents who aren't even here most of the year. If this isn't 100% profit, I don't know what else to call it.

I fully understand the need to charge a fair amount for water usage. The fact that Enchanted Harbor Utility has failed to upgrade their system until the State mandated it does not warrant them trying to recover their costs all at one time. I purchased my property in 2007 and I was informed by other owners that improvements needed to be made and water lines needed replacing, but it never happened. I understand that Enchanted Harbor Utility was fully aware of this need long before it was State mandated. Enchanted Harbor Utility is a business and certainly the profits they have been collecting over the years should have been set aside knowing that needed repairs and upgrades were inevitable. I owned another house in Enchanted Harbor in 1990 and water was a problem back then. I have been coming to Port Alto since 1989 and water has always been a problem.

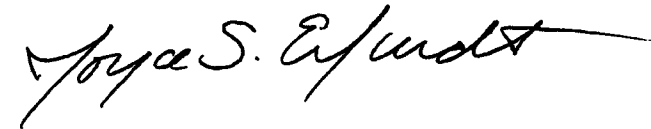
The attached letter sent to us from Jesse and Debbie Wood regarding their desire to invest in an RV Park concerns us. They tie in the need for new equipment for the Sunilandings Utility System with the prediction that "the increase in revenue from the RV Park will offset any rate increase due to labor. In order to avoid a steep rate increase, we need that RV Park", which a lot owners oppose. Please read through this attachment and determine for yourself what their intentions are. I don't see the relevance between rate increases and a proposed RV Park being built. It seems like two separate businesses to me. And while I am on the system at Enchanted Harbor, these are the same folks involved.

The rates they are proposing are more in line with the rates one would pay in Port O'Connor, Texas. Yet, for that amount, sewer and garbage collection would also be included in the price. Current price for all three in Port O'Connor is \$87.

Several families are considering installing a water well for our personal use if this proposed rate increase is allowed to be passed on. While our initial cost will be high, we won't have to worry about over-chlorination of our water, rust in the water that discolor our clothes or low flow, as is often the case now, especially on a holiday weekend. I would hope that by then this ridiculous mishandling of the water supply and price gouging for home owners in Enchanted Harbor Subdivision would be corrected.

Thank you for your time and attention to this matter.

Sincerely,

A handwritten signature in black ink, reading "Joyce S. Erfurdt". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

Joyce S. Erfurdt
166 Marshall Johnson Ave S
Port Lavaca, TX 77979
Cell 713.540.4664

ENCHANTED HARBOR UTILITY

2301 Nancy Lou St
El Campo, Texas 77437
973-637-0054 / water@jwnet.net

September 12, 2013

Dear Customers,

Enclosed is a notice of a Proposed Rate Change for Enchanted Harbor Utility. The last Rate Change was twelve years ago and an increase was delayed the last several years waiting on the outcome of the proposed MUD. Because rate changes are time consuming and expensive, we do them only when necessary instead of every few years. This makes the proposed increase of \$48.57 appear to be high, even though it is the first change in twelve years.

Although expenses have increased every year, we have done all we can to keep the system operating without increasing rates. As many of you know, Jesse & Debbie Wood have been doing all of the managing, monitoring, sampling, maintenance, accounting, meter reading, billing, customer service, and state reporting with very little outside help. Because of this we now find ourselves at a point where we need to hire help and due to the rising cost of fuel, electricity, materials, fees and the ever-increasing regulatory demand we are left with no choice but to request a substantial rate increase.

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We are seeking financing at this time, but in the current financial atmosphere funding could be difficult and anyone interested in financing all or part of this project, please let us know as soon as possible.

Please use the above email account for any questions you may have, or if you would like to have a group meeting. We would be more than happy to travel to a location of your choosing for a "town hall" meeting since most customers do not live full time in Port Alto.

IT IS CRUCIAL that we be able to communicate with our customers and the best way to communicate is by email as this tends to avoid confusion and misunderstandings. Please take time to drop us an email with your name and phone number to water@jwnet.net. Or call us at 973-637-0054

NOTICE OF PROPOSED RATE CHANGE

Farmers Transport Inc. dba Enchanted Harbor Utility

12683

Company Name

CCN Number

has submitted a rate change application to the Texas Commission on Environmental Quality (Commission). The proposed rates listed on the next page will apply to service received after the effective date provided below. If the Commission receives protests to the proposed increase from 10 percent of the ratepayers or from any affected municipality before the 91st day after the proposed effective date, a public hearing will be scheduled to determine if the proposed rates are reasonable. Protests should be mailed to:

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC 153
P. O. Box 13087
Austin, Texas 78711-3087

Unless protests are received from 10 percent of the ratepayers or the Commission staff requests a hearing, no hearing will be held and rates will be effective as proposed. Please read the following information carefully:

Enchanted Harbor Utility

Subdivisions or Systems Affected by Rate Change

2301 Nancy Lou St	El Campo Texas	77437	973-637-0054
Company Address	City	State	Zip
			Telephone
\$53,621	09/12/2013		
Annual Revenue Increase	Date Customer Notice Mailed		
10/01/2001	Last day of month		
Date of Last Rate Change	Date Meters Typically Read		

EFFECTIVE DATE OF PROPOSED INCREASE: January 1, 2014

BILLING COMPARISON

Water

Existing	10,000 gallons:	\$ 48.50 /mo	Existing	30,000 gallons:	\$ 78.50 /mo
Proposed	10,000 gallons:	\$ 95.57 /mo	Proposed	30,000 gallons:	\$ 125.57 /mo

Sewer

Existing	10,000 gallons:	\$ NA /mo	Proposed	10,000 gallons:	\$ NA /mo
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Si desea informacion en Espanol, puede llamar al 512-239-0200

September 26, 2013

Good morning,

I am protesting the proposed water rate increase by "Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683) proposed to take place January 1, 2014 for the Enchanted Harbor Subdivision in South Port Alto, Texas. I desire a public hearing on this issue.

My first and most important objection is that I do not think that any rate increase should take place until Enchanted Harbor Utility makes the necessary improvements to our system to bring it into compliance with TECQ. The system has been out of compliance for several years and no attempt has been made for improvements & his letter that is attached doesn't leave one feeling that he has means to finance these improvements. Homeowners shouldn't be required to pay for something that may or may not happen.

The proposed rate increase would more double my current monthly rate. The current base rates already exceed the water rates of Calhoun County Water Authority by 226%; the new rates will be 538% above that of Calhoun County Water authority of \$15.91.

There are about 22 full time residents on this system. This is predominately a summer-time community, with the largest influx of people being here between Memorial Day and Labor Day. There is not that much water usage outside of this period. Revenue is collected from residents who aren't even here most of the year. If this isn't 100% profit, I don't know what else to call it.

I fully understand the need to charge a fair amount for water usage. The fact that Enchanted Harbor Utility has failed to upgrade their system until the State mandated it does not warrant them trying to recover their costs all at one time. I purchased my property in 2007 and I was informed by other owners that improvements needed to be made and water lines needed replacing, but it never happened. I understand that Enchanted Harbor Utility was fully aware of this need long before it was State mandated. Enchanted Harbor Utility is a business and certainly the profits they have been collecting over the years should have been set aside knowing that needed repairs and upgrades were inevitable. I owned another house in Enchanted Harbor in 1990 and water was a problem back then. I have been coming to Port Alto since 1989 and water has always been a problem.

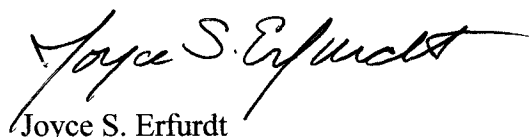
The attached letter sent to us from Jesse and Debbie Wood regarding their desire to invest in an RV Park concerns us. They tie in the need for new equipment for the Sunilandings Utility System with the prediction that "the increase in revenue from the RV Park will offset any rate increase due to labor. In order to avoid a steep rate increase, we need that RV Park", which a lot owners oppose. Please read through this attachment and determine for yourself what their intentions are. I don't see the relevance between rate increases and a proposed RV Park being built. It seems like two separate businesses to me. And while I am on the system at Enchanted Harbor, these are the same folks involved.

The rates they are proposing are more in line with the rates one would pay in Port O'Connor, Texas. Yet, for that amount, sewer and garbage collection would also be included in the price. Current price for all three in Port O'Connor is \$87.

Several families are considering installing a water well for our personal use if this proposed rate increase is allowed to be passed on. While our initial cost will be high, we won't have to worry about over-chlorination of our water, rust in the water that discolor our clothes or low flow, as is often the case now, especially on a holiday weekend. I would hope that by then this ridiculous mishandling of the water supply and price gouging for home owners in Enchanted Harbor Subdivision would be corrected.

Thank you for your time and attention to this matter.

Sincerely,

A handwritten signature in black ink, reading "Joyce S. Erfurdt". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Joyce S. Erfurdt

166 Marshall Johnson Ave S

Port Lavaca, TX 77979

Cell 713.540.4664

ENCHANTED HARBOR UTILITY

2301 Nancy Lou St
El Campo, Texas 77437
973-637-0054 / water@jwnet.net

September 12, 2013

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Company Address	City	State	Zip	Telephone
\$53,621		09/12/2013		
Annual Revenue Increase		Date Customer Notice Mailed		
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BILLING COMPARISON

Water					
Existing	10,000 gallons:	\$ 48.50	/mo	Existing	30,000 gallons: \$ 78.50 /mo
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NOTICE OF PROPOSED RATE CHANGE -WATER (Cont.)

Page

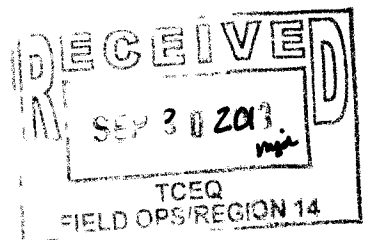
CURRENT RATES	PORPOSED RATES
Monthly base rate including 2000 gallons Meter Size: RESIDENTIAL	Monthly base rate including 3000 Meter Size: RESIDENTIAL
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1" \$	1" \$
1 1/2" \$	1 1/2" \$
2" \$	2" \$
3" \$	3" \$
Other: \$	Other: \$
GALLONAGE CHARGE:	GALLONAGE CHARGE:
\$ 1.50 for each additional 1000 gallons over the the minimum	\$ 1.50 for each additional 1000 g the minimum

MISCELLANEOUS FEES	MISCELLANEOUS FEES
Tap Fee \$ 200	Tap Fee \$ 500
Reconnect fee: Non-payment (Maximum - \$25.00) \$ 25	Reconnect fee: Non-payment (Maximum - \$25.00) \$ 25
Customer's Request \$ 100	Customer's Request \$ 500
Transfer Fee \$ 10	Transfer Fee \$ 10
Late Charge \$ 5	Late charge: (Indicate either \$5.00 or 10%) \$ 5
Returned Check Charge \$ 25	Returned Check Charge \$ 25
Deposit \$ 50	Deposit (Maximum \$50.00) \$ 50
Meter test fee \$ 25	Meter test fee \$ 25.00

Regulatory Assessment of 1% is added to base rate and gallonage charges

September 26, 2013

10/2/13
TT



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NOTICE OF PROPOSED RATE CHANGE -WATER (Cont.)

Page 2

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Regulatory Assessment of 1% is added to base rate and gallonage charges

MD/KA 37728-R
10/11/13 TT (1)

Tuyet Truong

From: Melanie Edwards
Sent: Thursday, September 26, 2013 4:00 PM
To: Tuyet Truong; Kamal Adhikari
Cc: Kelly Ruble
Subject: Enchanted Harbor
Attachments: doc04620620130926151530.pdf

Hi Kamal and Tuyet,

Here is another protest for the rate increase. This protest is from Robert and Shirley Hillyer. I will place the original in the mail today.

Thanks
Melanie

-----Original Message-----

From: Region.14.Scanner/Fax@tceq.texas.gov [<mailto:Region.14.Scanner/Fax@tceq.texas.gov>]
Sent: Thursday, September 26, 2013 3:16 PM
To: Melanie Edwards
Subject:

From Scanner

TASKalfa 520i
[00:c0:ee:4c:98:2c]

September 23, 2013

Greetings,

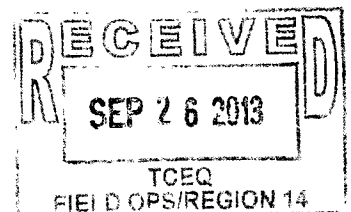
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It is with great concern that we write this letter to you regarding the proposed water rate increase for homeowners in the Enchanted Harbor Subdivision in South Port Alto, Texas. The proposed rate increase would more than double our monthly rates. We are not full time residents, but there are, in fact, 22 full time residents on this system. This is predominately a summer-time community, with the largest influx of people being here between Memorial Day and Labor Day. There is not that much water usage outside of this period. Revenue is collected from residents who aren't even here most of the year. If this isn't 100% profit, we don't know what else to call it.

We fully understand the need to charge a fair amount for water usage. The fact that Enchanted Harbor Utility has failed to upgrade their system until the State mandated it does not warrant them trying to recover their costs all at one time. When we purchased our property in 2009, we were informed by the owners of Enchanted Harbor Utility that improvements needed to be made and water lines needed replacing, but it never happened. So they were fully aware of this need long before it was State mandated. Enchanted Harbor Utility is a business, and certainly the profits they have been collecting over the years should have been set aside, knowing that needed repairs and upgrades were inevitable.

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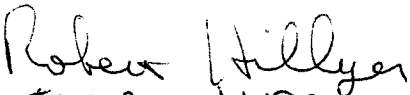

①



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Thank you for your time and attention to this matter.



Robert and Shirley Hillyer

1185 Kobitz Rd.

Victoria, Texas 77905

361-573-4530 (home)

361-550-1146 (Robert's cell)

361-550-2903 (Shirley's cell)

Jesse & Debbie Wood
2301 Nancy Lou
El Campo, Texas

Community of Port Alto:

In order to keep Sunilandings from having a dramatic rate increase WE NEED MORE CUSTOMERS and we think a small 24 space RV Park may be the solution.

My name is Jesse Wood and as most of you know my wife and I manage the water and wastewater for South Port Alto. We are in the process of putting in a real estate office on Hwy 159 near the corner of CR 306 that I have leased to a local realtor. Our plans also include a small 24 unit RV park. The office will be landscaped with a viewing pond with night lights and fountain and should look really nice when finished. I would like to install an ice machine and have ice available to our community. Everyone I've talked to is tickled pink to have a realtor in the immediate area and double tickled to have access to ICE!

Our plans are to sell our home in El Campo and move to Port Alto. Our dream was to invest in a quiet little RV park which we hoped would supplement our retirement income and also provide a place for others to enjoy the pleasures of this peaceful little coastal community. Not a shoddy, run down RV Park but a new, well maintained park full of your friends and family that come to visit you at Port Alto.

Up until the point that the investor appeared, the RV Park was ONLY a dream, not an engineer-required and county-approved project, but only a dream. A dream of a community garden, paved walking trails, two or three nice ponds stocked with fish for the kids that grandpa brought fishing, and maybe a bike trail or two. This was, and still is, to be shared with ALL of Port Alto, not just the ones within the RV Park.

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All those folks using Sunilandings water or sewer please listen up! The new equipment will cost over \$100,000, or about \$1,500 per month financed! Divide \$1,500 by 37 customers and you have a rate increase of over \$40.00 per month! Double what you pay now! If you add in the additional cost for labor and insurance....well you get the message.

Debbie and I propose to let the RV Park purchase ALL the equipment listed above and simply "loan" it to the utility when it needs it. In addition we predict that the increase in revenue from the RV Park will offset any rate increase due to labor. In order to avoid a steep rate increase, WE NEED THAT RV PARK!

The purpose of this letter is to provide transparency with respect to our intentions and to dispel all the rumors. Please voice your opinions and/or concern to me at: jwood@jwnet.net. Please send me an email today as your opinion matters.

Sincerely,

Jesse & Debbie Wood

September 23, 2013

2013 SEP 23 PM 5:22

Greetings,

We are protesting the proposed rate increase by "Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683) proposed to take place January 1, 2014. We desire a public hearing on this issue.

It is with great concern that we write this letter to you regarding the proposed water rate increase for homeowners in the Enchanted Harbor Subdivision in South Port Alto, Texas. The proposed rate increase would more than double our monthly rates. We are not full time residents, but there are, in fact, 22 full time residents on this system. This is predominately a summer-time community, with the largest influx of people being here between Memorial Day and Labor Day. There is not that much water usage outside of this period. Revenue is collected from residents who aren't even here most of the year. If this isn't 100% profit, we don't know what else to call it.

We fully understand the need to charge a fair amount for water usage. The fact that Enchanted Harbor Utility has failed to upgrade their system until the State mandated it does not warrant them trying to recover their costs all at one time. When we purchased our property in 2009, we were informed by the owners of Enchanted Harbor Utility that improvements needed to be made and water lines needed replacing, but it never happened. So they were fully aware of this need long before it was State mandated. Enchanted Harbor Utility is a business, and certainly the profits they have been collecting over the years should have been set aside, knowing that needed repairs and upgrades were inevitable.

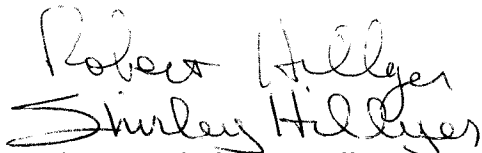
The attached letter sent to us from Jesse and Debbie Wood regarding their desire to invest in an RV Park concerns us. They tie in the need for new equipment for the Sunilandings Utility System with the prediction that "the increase in revenue from the RV Park will offset any rate increase due to labor. In order to avoid a steep rate increase, we need that RV Park". Please read through this attachment and determine for yourself what their intentions are. We don't see the relevance between rate increases and a proposed RV Park being built. It seems like two separate businesses to us. And while we are on the system at Enchanted Harbor, these are the same folks involved.

①

The rates they are proposing are more in line with the rates one would pay in Port O'Connor, Texas. Yet, for that amount, sewer and garbage collection would also be included in the price. Current price for all three in Port O'Connor is \$87.

We are considering installing a water well for our personal use if this proposed rate increase is allowed to be passed on. While our initial cost will be high, we won't have to worry about over-chlorination of our water, or low flow, as is often the case now, especially on a holiday weekend. We are looking at building a permanent structure on our lot in the next few years, and we would hope that by then this ridiculous mishandling of the water supply and price gouging for home owners in Enchanted Harbor Subdivision would be corrected.

Thank you for your time and attention to this matter.


Robert and Shirley Hillyer

1185 Kobitz Rd.

Victoria, Texas 77905

361-573-4530 (home)

361-550-1146 (Robert's cell)

361-550-2903 (Shirley's cell)

Jesse & Debbie Wood
2301 Nancy Lou
El Campo, Texas

Community of Port Alto:

In order to keep Sunilandings from having a dramatic rate increase WE NEED MORE CUSTOMERS and we think a small 24 space RV Park may be the solution.

My name is Jesse Wood and as most of you know my wife and I manage the water and wastewater for South Port Alto. We are in the process of putting in a real estate office on Hwy 159 near the corner of CR 306 that I have leased to a local realtor. Our plans also include a small 24 unit RV park. The office will be landscaped with a viewing pond with night lights and fountain and should look really nice when finished. I would like to install an ice machine and have ice available to our community. Everyone I've talked to is tickled pink to have a realtor in the immediate area and double tickled to have access to ICE!

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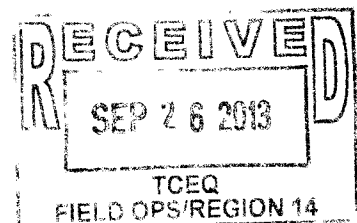
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Sincerely,

Jesse & Debbie Wood

Tuyet Truong

From: Melanie Edwards
Sent: Thursday, September 26, 2013 4:01 PM
To: Kamal Adhikari; Tuyet Truong
Subject: Enchanted Harbor Utility
Attachments: doc04620720130926151551.pdf

Hi Kamal and Tuyet,

Here is another protest for the rate increase. This protest is from Michael Gilbert. I will place the original in the mail today.

one protest from Dr. Alton Easton, PHD

Thanks
Melanie

-----Original Message-----

From: Region.14.Scanner/Fax@tceq.texas.gov [<mailto:Region.14.Scanner/Fax@tceq.texas.gov>]
Sent: Thursday, September 26, 2013 3:16 PM
To: Melanie Edwards
Subject:

From Scanner

TASKalfa 520i
[00:c0:ee:4c:98:2c]



Date: 9/23/2013

Melanie Edwards
Office of Compliance and Enforcement
Texas Commission on Environmental Quality
6300 Ocean Drive, NRC Bldg., Ste 1200, Unit 5839
Corpus Christi, TX 78412-5839
[Address 3]

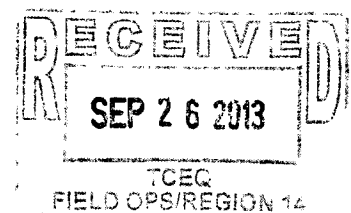
Dear Ms. Edwards:

Please find the attached letter describing the proposed rate hike for water in Port Alto Texas. I agree with Dr. Alton K. Easton and would also like to protest the proposed water rate increase by "Farmers Transport Inc. dba Enchanted Harbor Utility(CCN#12683) proposed to take place January 1, 2014 and desire a public hearing on this issue.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Gilbert", written over a horizontal line.

Michael Gilbert
Managing Partner



Dr. Alton K. Easton, PhD
207 Marshall Johnson Ave S
Port Lavaca-Alto, TX
77979-5341

361-893-5110

September 16, 2013

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC 153
PO Box 13087
Austin, Texas
78711-3087

To Whom It Concerns,

I am protesting the proposed water rate increase by "Farmers Transport Inc. dba Enchanted Harbor Utility (CCN #12683) proposed to take place January 1, 2014. And desire a public hearing on this issue.

I feel that increase is excessive for the following reasons:

1. The proposed base rate increase is a 134.8% increase; more than twice the current rate.
2. The proposed rate increase is not just and reasonable based upon the company's expenses.
3. The company's prior year's profits (since 2001) should have been sufficient to provide a reasonable profit and a reserve upgrade account to maintain the water system according to code.
4. The rate increase will inhibit economic growth in a county that already suffers from very limited economic growth. The Port Alto area has in the last few years

has seen more growth than seen in the cities of Port Lavaca, Port Comfort, and Seadrift.

5. The rate increase will inhibit sales of homes in the area and drive down selling pricing.
6. The current base rates already exceed the water rates of Calhoun County Water Authority by 226%; the new rates will be 538% above that of Calhoun County Water authority of \$15.91.
7. The stated expenses of the operations associated with Enchanted Harbor Utilities are questionable and overstated, due to other business operations occurring in association with Farmers Transport Inc. Company source documents associated with expenses should be made available to the committee and public for review/verification.

Thank you for your attention to this matter,

Dr. Alton K. Easton, PhD