

Corpus Christi Region Office  
Texas Commission on Environmental Quality  
(361) 825-3113

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

From: [Region.14.Scanner/Fax@tceq.texas.gov](mailto:Region.14.Scanner/Fax@tceq.texas.gov) [<mailto:Region.14.Scanner/Fax@tceq.texas.gov>]

Sent: Tuesday, September 24, 2013 2:44 PM

To: Melanie Edwards

Subject:

From Scanner

-----  
TASKalfa 520i

[00:c0:ee:4c:98:2c]  
-----

## Tuyet Truong

---

**From:** Kamal Adhikari  
**Sent:** Tuesday, September 24, 2013 2:49 PM  
**To:** Melanie Edwards  
**Cc:** Tuyet Truong; Mary Damron  
**Subject:** RE: Enchanted Harbor Utility

Thanks Melanie!

Tuyet - Here is another one for Enchanted Harbor. Please record this one as well.

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](mailto:kamal.adhikari@tceq.texas.gov)

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

From: Melanie Edwards  
Sent: Tuesday, September 24, 2013 2:45 PM  
To: Kamal Adhikari  
Cc: Kelly Ruble  
Subject: Enchanted Harbor Utility

Hi Kamal,

I received another protest from a customer of Enchanted Harbor Utility regarding the rate increase. The original letter will be placed in the mail to you today.

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

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

From: [Region.14.Scanner/Fax@tceq.texas.gov](mailto:Region.14.Scanner/Fax@tceq.texas.gov) [<mailto:Region.14.Scanner/Fax@tceq.texas.gov>]  
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[00:c0:ee:4c:98:2c]

## Tuyet Truong

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**From:** Kamal Adhikari  
**Sent:** Tuesday, September 24, 2013 2:49 PM  
**To:** Tuyet Truong; Mary Damron  
**Subject:** FW: Enchanted Harbor Utility  
**Attachments:** doc04617220130924144410.pdf

Here is the attachment.

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](mailto:kamal.adhikari@tceq.texas.gov)

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

From: Melanie Edwards  
Sent: Tuesday, September 24, 2013 2:45 PM  
To: Kamal Adhikari  
Cc: Kelly Ruble  
Subject: Enchanted Harbor Utility

Hi Kamal,

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Thanks  
Melanie Edwards  
Water Section Work Leader  
Corpus Christi Region Office  
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TASKalfa 520i  
[00:c0:ee:4c:98:2c]  
-----

Linda Dane  
100 N. Marshall Johnson  
Port Lavaca, Texas 77979

September 23, 2013

Melanie Edwards  
Texas Commission on Environmental Quality  
6300 Ocean Drive, NRC Bldg., Ste. 1200, Unit 5839  
Corpus Christi, Texas 78412-5839

Dear Ms. Edwards,

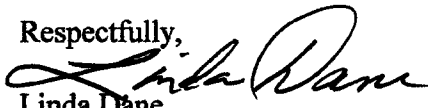
I am writing this letter to express mu concern regarding the proposed rate increase for water by Enchanted Harbor Utilities, owned by Jesse Woods in South Port Alto.

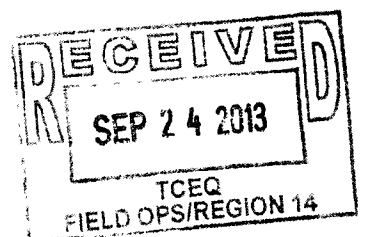
The current rate of \$40 per month minimum is already higher than any I have encountered and the proposed increase to \$83 seems outrageous. I also pay \$66 per month for sewer to Sunnilandings Utilities, another company owned by Jesse Woods. I live alone and pay as much for these services as a family of five next door.

Though I was not here at the time, other residents have reported that the last rate increase did not result in promised changes and improvements. Others believe the rate increase now is the result of residents questioning the development of an RV park by Mr. Woods and is retaliatory in nature.

I am requesting a hearing on this proposed rate increase and I want to know why the system cannot be maintained with the significant current revenue collected.

Respectfully,

  
Linda Dane  
254 434-1477



## **Tuyet Truong**

---

**From:** Tuyet Truong  
**Sent:** Wednesday, September 25, 2013 1:50 PM  
**To:** Kamal Adhikari; Melanie Edwards  
**Cc:** Mary Damron  
**Subject:** RE: Enchanted Harbor Utility

I just received the original protest from Ms. Linda Dane today.

Tuyet

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

From: Tuyet Truong  
Sent: Wednesday, September 25, 2013 8:28 AM  
To: Kamal Adhikari; Melanie Edwards  
Cc: Mary Damron  
Subject: RE: Enchanted Harbor Utility

Hi Kamal,

This protest has been recorded to the protest count report.

Thanks,  
Tuyet

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

From: Kamal Adhikari  
Sent: Tuesday, September 24, 2013 2:49 PM  
To: Melanie Edwards  
Cc: Tuyet Truong; Mary Damron  
Subject: RE: Enchanted Harbor Utility

Thanks Melanie!

Tuyet - Here is another one for Enchanted Harbor. Please record this one as well.

Thanks

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Plan and Technical Review Section, MC-159 Water Supply Division  
Phone: 512/239-0680  
Fax: 512/239-6972  
email: [kamal.adhikari@tceq.texas.gov](mailto:kamal.adhikari@tceq.texas.gov)

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To: Kamal Adhikari

Cc: Kelly Ruble  
Subject: Enchanted Harbor Utility

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Water Section Work Leader  
Corpus Christi Region Office  
Texas Commission on Environmental Quality  
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Linda Dane  
100 N. Marshall Johnson  
Port Lavaca, Texas 77979

September 23, 2013

Melanie Edwards  
Texas Commission on Environmental Quality  
6300 Ocean Drive, NRC Bldg., Ste. 1200, Unit 5839  
Corpus Christi, Texas 78412-5839

Dear Ms. Edwards,

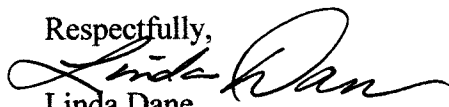
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Though I was not here at the time, other residents have reported that the last rate increase did not result in promised changes and improvements. Others believe the rate increase now is the result of residents questioning the development of an RV park by Mr. Woods and is retaliatory in nature.

I am requesting a hearing on this proposed rate increase and I want to know why the system cannot be maintained with the significant current revenue collected.

Respectfully,

  
Linda Dane  
254 434-1477

Linda Dane  
100 N. Marshall Johnson  
Port Lavaca, Texas 77979

September 23, 2013

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Texas Commission on Environmental Quality  
6300 Ocean Drive, NRC Bldg., Ste. 1200, Unit 5839  
Corpus Christi, Texas 78412-5839

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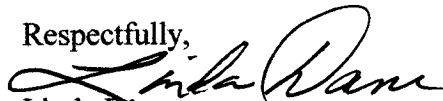
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Respectfully,

  
Linda Dane  
254 434-1477





MD/KA 37128-R  
9/20/13 TT (1)

**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, MC 153  
P.O. Box 13087  
Austin, TX 78711-3087

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

  
Linda S. Koop, resident

JK/I

10/4/13  
77

**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

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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

RECEIVED  
OCT - 1 2013

MO/KA

37728-R  
10/1/13 TT (1)

**Tuyet Truong**

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**From:** Tuyet Truong  
**Sent:** Friday, September 27, 2013 2:53 PM  
**To:** Melanie Edwards; Kamal Adhikari  
**Cc:** Kelly Ruble; Mary Damron  
**Subject:** RE: Port Alto Water System Protest Letter

Hi Melanie,

This protest has been recorded to the protest count report.

Thank you,

Tuyet Truong, Auditor  
Texas Commission on Environmental Quality  
12100 Park 35 Circle, Bldg. F, MC-153  
Austin, Texas 78753  
Phone: 512/239-0605  
Fax: 512/239-6190  
E-mail: [tuyet.truong@tceq.texas.gov](mailto:tuyet.truong@tceq.texas.gov)

**From:** Melanie Edwards  
**Sent:** Thursday, September 26, 2013 11:01 AM  
**To:** Kamal Adhikari; Tuyet Truong  
**Cc:** Kelly Ruble  
**Subject:** FW: Port Alto Water System Protest Letter

Hi Kamal and Tuyet,

We received another protest for Enchanted Harbor.

Thanks  
Melanie

**From:** [gandygirl2013@aol.com](mailto:gandygirl2013@aol.com) [<mailto:gandygirl2013@aol.com>]  
**Sent:** Thursday, September 26, 2013 10:25 AM  
**To:** Melanie Edwards  
**Subject:** RE: Port Alto Water System Protest Letter

Melanie Edwards:

Attached please find our letter regarding the Port Alto Water System rate increase and request for a hearing regarding this matter.

Respectfully,  
H. J. "Butch" Houck  
Port Alto, Texas Homeowner

September 26, 2013

H. J. Houck

655 Marshall Johnson Ave S

Port Lavaca-Alto, Tx 77979

Cell: 361-739-5692

Texas Commission on Environmental Quality

Water Supply Division

Utilities & Districts Section, MC 153

PO Box 13087

Austin, Tx 78711-3087

To Whom It May Concern:

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

Before any rate increase is even considered we need to have a water system that is in compliance with all TCEQ rules and regulations and adequate to serve all of the existing customers.

The water system has been out of compliance and inadequate for years and the owners have been sent many notices to this effect and have done nothing to correct these violations. In fact over the years it has gotten worse. We used to have two (2) water wells to service the system and now the system is being serviced by one. Above all we need to have safe and clean water. At the present time we have neither.

Thank you for your attention to this matter.

H. J. and Virgie Houck

Homeowners

September 26, 2013

H. J. Houck

655 Marshall Johnson Ave S

Port Lavaca-Alto, Tx 77979

Cell: 361-739-5692

Texas Commission on Environmental Quality

Water Supply Division

Utilities & Districts Section, MC 153

PO Box 13087

Austin, Tx 78711-3087

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Thank you for your attention to this matter.

H. J. and Virgie Houck

Homeowners



MD/KA 3728-R  
2/20/14 TT (3)

**Tuyet Truong**

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**From:** Tuyet Truong  
**Sent:** Friday, February 14, 2014 8:57 AM  
**To:** Melanie Edwards  
**Cc:** Mary Damron; Kamal Adhikari; Kelly Ruble  
**Subject:** RE: Water Utility @ Port Alto, Texas

Thank you.

Tuyet Truong, Auditor  
Texas Commission on Environmental Quality  
12100 Park 35 Circle, Bldg. F, MC-153  
Austin, Texas 78753  
Phone: 512/239-0605  
Fax: 512/239-6190  
E-mail: [tuyet.truong@tceq.texas.gov](mailto:tuyet.truong@tceq.texas.gov)

**From:** Melanie Edwards  
**Sent:** Wednesday, February 12, 2014 2:22 PM  
**To:** Tuyet Truong  
**Cc:** Mary Damron; Kamal Adhikari; Kelly Ruble  
**Subject:** FW: Water Utility @ Port Alto, Texas

Hi Tuyet,

Did you get this one?

Thanks  
Melanie

**From:** Monty King [<mailto:montyking@laward.net>]  
**Sent:** Friday, February 07, 2014 10:34 PM  
**To:** Melanie Edwards  
**Subject:** Water Utility @ Port Alto, Texas

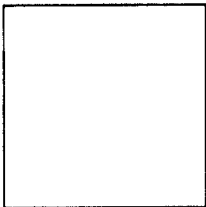
Hello, my name is Monty King and I reside at 187 Marshall Johnson Ave. N. Port Lavaca, Tx. This property is in the Port Alto area.

We have received our water bill for the month and it has increased by a factor of 3.69. I see there is a surcharge for water line replacement in our system. I hear this is to increase water pressure for the residents near the end of the addition. The water usage part of the bill has also increased. My wife and I feel that the new charges are excessive and will have to consider going back to our private well on our property. We shutdown this well when the water utility co. became available to us at a competitive rate. However... the reasons for using a water utility company in the first place is for reliability. The reliability of our system has also not been in line. We have received notice from said company that recommends that we do not drink this water. The analysis, of the water, shows that an organic substance is slightly above the Texas State level. Also when repairs are made to the system, invariably it has to shut down multiple times to get an effective repair. Quick-fix compression "O" ring fittings are used through out the repair process. No repair that I've seen has been of a permanent

nature. Leaks in the system have been put off for months at a time. I've had water plants growing in my front ditch from a neighbor's repair job. Right now there is stagnant water standing in the ditch around the corner from my house. Also my dogs have had to have very expensive surgery to their knees from tripping in open water meter covers. Even the inspection window cover is never replaced when reading the meters.

I have just paid \$10,000 to have a well drilled on our ranch, about 9 miles up the river. I'll get with the driller and see if I can get him to reopen the well here on my property at 187 Marshall Johnson Ave. N. Port Lavaca, Tx.

Thank you,  
Monty King



This email is free from viruses and malware because [avast! Antivirus](#) protection is active.

## Tuyet Truong

---

**From:** Tuyet Truong  
**Sent:** Friday, February 14, 2014 8:52 AM  
**To:** Mary Damron  
**Subject:** RE: public hearing on proposed rate increase by Farmers Transport Inc. dba Enchanted Harbor Utility CCN #12683

Correct.

Thank you,  
Tuyet

---

**From:** Mary Damron  
**Sent:** Friday, February 14, 2014 7:51 AM  
**To:** Tuyet Truong  
**Subject:** FW: public hearing on proposed rate increase by Farmers Transport Inc. dba Enchanted Harbor Utility CCN #12683

Tuyet,  
I don't need to print this out. Right? You will put it in my box after you count it??

Thanks,

Mary

---

**From:** Kamal Adhikari  
**Sent:** Friday, February 14, 2014 7:14 AM  
**To:** Mary Damron  
**Cc:** Tuyet Truong  
**Subject:** FW: public hearing on proposed rate increase by Farmers Transport Inc. dba Enchanted Harbor Utility CCN #12683

Here is another protest. Please keep this in protest file.

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](mailto:kamal.adhikari@tceq.texas.gov)

---

**From:** Anne and Bill Clark [<mailto:abillclark@sbcglobal.net>]  
**Sent:** Wednesday, February 12, 2014 7:06 AM  
**To:** Kamal Adhikari  
**Cc:** Ronald Clinkscates  
**Subject:** Fwd: public hearing on proposed rate increase by Farmers Transport Inc. dba Enchanted Harbor Utility CCN #12683

Kamal,  
I do not know if you received this Enchanted Harbor Utility CCN #12683 rate increase complaint, so here it is.



Thanks,  
Bill and Anne Clark  
cell #512-376-8483

**From:** Ronald Clinkscales <[palmettorealty@sbcglobal.net](mailto:palmettorealty@sbcglobal.net)>

**Date:** February 7, 2014 at 3:47:03 PM CST

**To:** Anita Koop <[baygal@laward.net](mailto:baygal@laward.net)>

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

On 2/7/2014 3:32 PM, :WE ARE RON AND JAN CLINKSCALES WE OWN 92 MARSHALL JOHNSON DRIVE A SMALL WEEKEND HOUSE,OUR WATER BILL HAS MORE THAN DOUBLED THIS MONTH,OUR HOME IN EDNA BILL IS 10.00 LESS PER MONTH FOR WATER,SEWER,AND TRASH PICKUP,WE HAVE NEVER USED OVER THE MIN. IN PORT ALTO,AND NEVER WILL WE ARE THERE 4-5 TIME PER YEAR AVG. 3 DAYS WHEN WE COME,COME TO MAX. OF 15 DAYS PER YEAR.I AM VERY UNHAPPY ABOUT THIS AND WILL JOIN ANY GROUP TO TRY AND GET IT BACK TO WHERE IT WAS

MD/KA 37128-R  
10/1/13 TT

(2)

## Tuyet Truong

**From:** Melanie Edwards  
**Sent:** Monday, September 30, 2013 3:02 PM  
**To:** Tuyet Truong; Kamal Adhikari  
**Cc:** Kelly Ruble  
**Subject:** Enchanted Harbor Utility  
**Attachments:** doc05560020130930145429.pdf

Hi Tuyet and Truong -

Protests from Evelyn Saucier, Anne and William Clark, Ronald & Carol Crist, copy of the Robert and Shirley Hillyer letter with Sharla Goad agreeing with the letter. The originals that were sent to the Corpus Christi Region Office will be placed in the mail today.

Thanks  
Melanie

*Duplicate protest / Already counted  
see email dated  
9/26/13 @ 8:52 AM  
T.T.*

*Duplicate protest / Already counted / see email  
dated 9/27/13 @ 3:05 PM  
T.T.*

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

**From:** [Region.14.Scanner/Fax@tceq.texas.gov](mailto:Region.14.Scanner/Fax@tceq.texas.gov) [<mailto:Region.14.Scanner/Fax@tceq.texas.gov>]  
**Sent:** Monday, September 30, 2013 2:55 PM  
**To:** Melanie Edwards  
**Subject:**

From Scanner

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TASKalfa 520i  
[00:c0:ee:4c:98:77]  
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4404 Balcones Wds. Dr.  
Austin, TX 78759  
September 27, 2013

Dear Ms. Edwards,

I have a second home at 547 Marshall Johnson S in Port Alto. I am requesting a hearing on the proposed rate increase submitted by Enchanted Harbor Utility. After contacting your office in Corpus Christi and receiving information from Kamal Adhikari in the Austin office, it appears that my monthly water bill will increase by approximately \$100 a month for minimum usage in Port Alto.

The proposed rate would increase from 36.50 a month for 2000 gallons, to 85.07 for 3000 gallons. In addition, the utility company is asking for a 47.73 per month surcharge. That would bring the total bill to \$132.80. The fact that I may now use 1000 gallons of water more each month is of little use to me. In the 6 years that I have had the Port Alto home, I have gone above minimum usage only twice, one time when I had a break in the water line. Even then my water bill was under \$50.

I fall under the 80% of Port Alto homeowners who do not live full time in this community. I understand that water lines need to be built, upgraded and maintained and whether I am there or not, bills have to be paid. Mr. Wood, the utility owner, claims that the water upgrade as recommended by the engineering firm calculated repair costs at \$600,000. He also states that he has reduced this amount to \$455,000. I believe those of us who will have to pay for the upgrade need to see some verification of these figures. I would hope to see this addressed at a public hearing.

I also do not understand why Enchanted Harbor first received a violation notice in June of 2013. Did the new law requiring 4 inch water lines instead of 2 inches just go in effect? If not, when was Mr. Wood made aware of the problem, and why has he waited so long to communicate with water customers?

In his letter to Port Alto homeowners, dated September 12, 2013, Mr. Wood stated that it was crucial his company be able to communicate with us. He left e-mail address and a phone number. I have sent two emails and called twice, but have received no reply. I finally had to contact your office to get some basic answers to questions. I appreciate the reply I received from you in less than two hours, and wish Mr. Wood was as communicative.

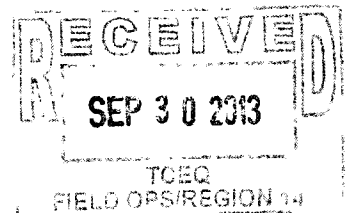
If it is not yet apparent, I formally oppose the proposed rate change for Enchanted Harbor Utility, and as stated earlier, request a public hearing.

Thank you for your consideration.

Sincerely,



Evelyn Saucier



Anne and William R "Bill" Clark  
1212 West Live Oak Street  
Lockhart TX 78644  
512-398-6071  
512-376-8483

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  
[Melanie.edwards@tceq.texas.gov](mailto:Melanie.edwards@tceq.texas.gov)

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

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.

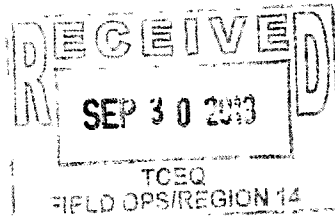
The proposed rate increase would more than double our monthly rates yet there is no consideration for conservation. More than doubling the base rate, while keeping usage rates, appears environmentally irresponsible. We could support a more balanced approach for example a 50% increase on the base fee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

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Anne Clark

William R Bill Clark



September 27, 2013

TO: Melanie Edwards  
Office of Compliance and Enforcement  
Texas Commission on Environmental Quality  
6300 Ocean Drive, NCR Bldg. Ste 1200 Unit 5839  
Corpus Christi TX 78412-5839  
melanie.edwards@tceq.texas.gov

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

RE: Notice of Proposed Rate Change

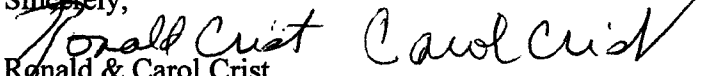
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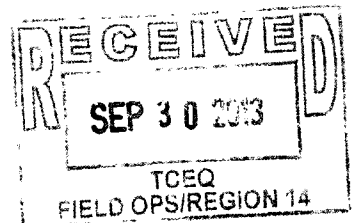
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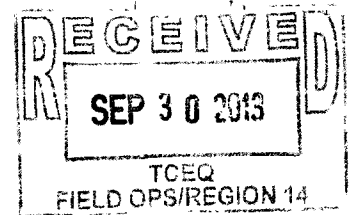
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Marshall Johnson Sub. of Cancunakua Beach  
Port Alto, TX - I agree with this*

*letter:*

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9-27-2013

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.

The Park plans on getting water and sewer service from the Sunilandings utility system. Sunilandings has enough water capacity to provide water to over 300 customers which is more than double what we need. The sewer plant is designed to handle 25,000 gallons per day and we are averaging less than 5,000 per day. ANY rumors you may have heard to the contrary are simply false. The great state of Texas insures that we are doing things correctly through regular and rigorous inspections of our facility and books.

Sunilandings is very expensive to maintain and operate. Large purchases need to be made in the near future to keep us up and running and in compliance with the State. As many of you know Debbie and I do ALL the maintenance and repairs ourselves, most times at 3 am when everyone is asleep as to not disrupt service.

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](mailto:jwood@jwnet.net). Please send me an email today as your opinion matters.

Sincerely,

Jesse & Debbie Wood

4404 Balcones Wds. Dr.  
Austin, TX 78759  
September 27, 2013

To Whom It May Concern:

I have a second home at 547 Marshall Johnson S in Port Alto. I am requesting a hearing on the proposed rate increase submitted by Enchanted Harbor Utility. After contacting your office in Corpus Christi and receiving information from Kamal Adhikari in the Austin office, it appear that my monthly water bill will increase by approximately \$100 a month for minimum usage in Port Alto.

The proposed rate would increase from 36.50 a month for 2000 gallons, to 85.07 for 3000 gallons. In addition, the utility company is asking for a 47.73 per month surcharge. That would bring the total bill to \$132.80. The fact that I may now use 1000 gallons of water more each month is of little use to me. In the 6 years that I have had the Port Alto home, I have gone above minimum usage only twice, one time when I had a break in the water line. Even then my water bill was under \$50.

I fall under the 80% of Port Alto homeowners who do not live full time in this community. I understand that water lines need to be built, upgraded and maintained and whether I am there or not, bills have to be paid. Mr. Wood, the utility owner, claims that the water upgrade as recommended by the engineering firm calculated repair costs at \$600,000. He also states that he has reduced this amount to \$455,000. I believe those of us who will have to pay for the upgrade need to see some verification of these figures. I would hope to see this addressed at a public hearing.

I also do not understand why Enchanted Harbor first received a violation notice in June of 2013. Did the new law requiring 4 inch water lines instead of 2 inches just go in effect? If not, when was Mr. Wood made aware of the problem, and why has he waited so long to communicate with water customers?

In his letter to Port Alto homeowners, dated September 12, 2013, Mr. Wood stated that it was crucial his company be able to communicate with us. He left e-mail address and a phone number. I have sent two emails and called twice, but have received no reply. I finally had to contact your office to get some basic answers to questions. I appreciate the reply I received from you in less than two hours, and wish Mr. Wood was as communicative.

If it is not yet apparent, I formally oppose the proposed rate change for Enchanted Harbor Utility, and as stated earlier, request a public hearing.

Thank you for your consideration.

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Evelyn Saucier



September 27, 2013

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Office of Compliance and Enforcement  
Texas Commission on Environmental Quality  
6300 Ocean Drive, NCR Bldg. Ste 1200 Unit 5839  
Corpus Christi TX 78412-5839  
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10/2/13 TT

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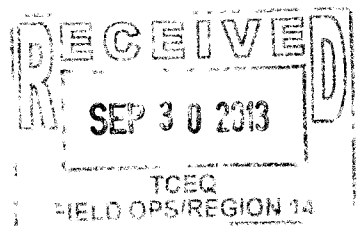
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Anne and William R "Bill" Clark  
1212 West Live Oak Street  
Lockhart TX 78644  
512-398-6071  
512-376-8483

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  
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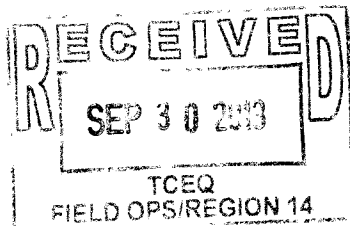
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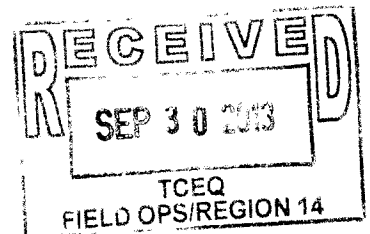
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Port Alto, TX - I agree with this  
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my wife & I  
RONALD + JAN CHINKSCALES  
OWN  
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OF CARANCAHUA BEACH  
PORT ALTO, TEXAS 9-27-13  
WE AGREE WITH  
TILIA LETTER

*[Signature]* Jan Chinkscables

MD/KA 37728-R  
10/11/13 TT

②

**Tuyet Truong**

---

**From:** Melanie Edwards  
**Sent:** Friday, September 27, 2013 3:05 PM  
**To:** Kamal Adhikari; Tuyet Truong  
**Cc:** Kelly Ruble  
**Subject:** FW: TWO LETTERS ATTACHED  
**Attachments:** PORT ALTO WATER.pdf

Hi Kamal and Tuyet,

I just received two more protests - one from Ronald and Jan Clinkscales and one from Sharla ?.

Thanks  
Melanie

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

**From:** Ronald Clinkscales [<mailto:palmettorealty@sbcglobal.net>]  
**Sent:** Friday, September 27, 2013 2:59 PM  
**To:** Melanie Edwards  
**Subject:** TWO LETTERS ATTACHED

THANKS FOR YOUR HELP RONALD CLINKSCALES

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Sincerely,

Jesse & Debbie Wood

September 23, 2013

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1185 Kobitz Rd.  
Victoria, Texas 77905  
361-573-4530 (home)  
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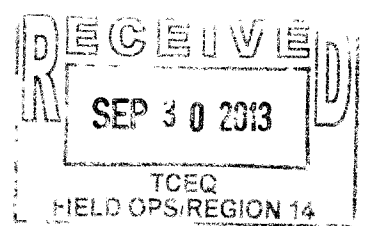
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my wife & I  
RONALD & JAN CHINKSCALES  
OWN  
LOT 34 BLOCK 2  
MARSHALL JOHNSON SUB.  
OF CARANAHUA BEACH  
PORT ALTO, TEXAS 9-27-13  
WE AGREE WITH  
THIS LETTER

*[Signature]*

*[Signature]*

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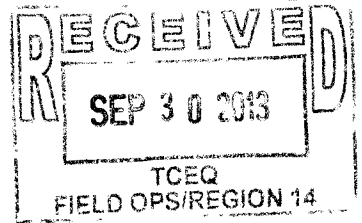
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10/21/13  
11



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Jesse & Debbie Wood

MD/KA 37728-R  
10/11/13 TT (2)

September 27, 2013

Priscilla Wissink

181 Marshall Johnson Ave S

Port Lavaca-Alto, Tx 77979

Cell: 979.240.4787

RECEIVED  
TCEQ  
WATER SUPPLY DIV.  
2013 OCT 1 AM 8 53

Texas Commission on Environmental Quality

Water Supply Division

Utilities & Districts Section, MC 153

PO Box 13087

Austin, Tx 78711-3087

To Whom It May Concern:

My mailing address is P. O. Box 829, Bay City Texas 77404-0829.

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

Before any rate increase is even considered we need to have a water system that is in compliance with all TCEQ rules and regulations and adequate to serve all of the existing customers.

The water system has been out of compliance and inadequate for years and the owners have been sent many notices to this effect and have done nothing to correct these violations. In fact over the years it has gotten worse. We used to have two (2) water wells to service the system and now the system is being serviced by one. Above all we need to have safe and clean water. At the present time we have neither.

Thank you for your attention to this matter.

*Priscilla Wissink*

Priscilla Wissink

Homeowners



September 27, 2013

Cornelia Normann-Petersen  
181 Marshall Johnson Ave S  
Port Lavaca-Alto, Tx 77979  
Cell: 979.241.8687

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

To Whom It May Concern:

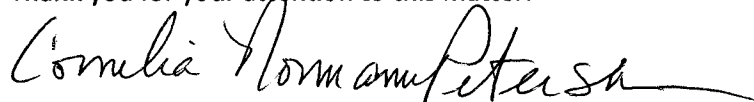
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RECEIVED  
TCEQ  
WATER SUPPLY DIV.  
2013 OCT 1 AM 8 53

Dr. Alton K. Easton, PhD

207 Marshall Johnson Ave S

Port Lavaca-Alto, TX

77979-5341

261-893-5110

September 16, 2013

Texas Commission on Environmental Quality

Water Supply Division

Utilities & Districts Section, MC 153

PO Box 13087

Austin, Texas

78711-3087

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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

This letter states exactly the concerns of all the homeowners under Enchanted Harbor Utility. My husband and I are also one of these property owners. We are in full agreement and support all the concerns stated above. Our home is located at 262 Dolphin Drive. Please request a public hearing on this enormous increase on water rate.

Sincerely,

John C. Amy, Claudia H. Amy

Property owners: 262 Dolphin Dr., Port Alto, Tx.

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  
[Melanie.edwards@tceq.texas.gov](mailto:Melanie.edwards@tceq.texas.gov)

Re: Proposed rate increase  
"Farmers Transport dba Enchanted Harbor Utility" (CCN # 12683)

Dear Ms Edwards,

I am a homeowner (77 Sailfish Landing) in the Sunnilandings subdivision located in South Port Alto, Texas. We obtain our water and sewer services from the above captioned entity.

I am told there is movement by this entity to raise our sewer / water rates by, if what I am being told is correct, an astounding amount. I have been told the proposed increase is in the neighborhood of 100%.

I find it impossible to understand how any entity could be allowed to double our utility rates.

Please accept this letter as a request, from a very concerned Homeowner, for a formal hearing to cause this entity to prove justification for an increase of such proportion.

Additionally and out of ignorance – is there any governmental entity that, has the right or responsibility to review the financial statements of a utility, when a rate increase is requested to validate said request?

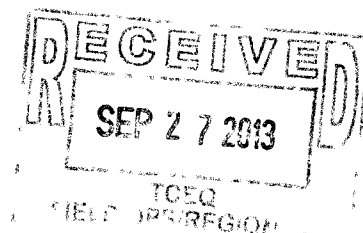
In closing, again please accept this letter as my formal request for a hearing on the proposed rate increase.

Your attention on this matter would be very appreciated.

Kind regards,



Lynn E. Obenhaus  
24715 Mather Drive  
Katy, Tx 77494



2 of 2

cc:

Texas Commission on Environmental Quality

Water Supply Division

Utilities and Districts Section, MC 153

PO Box 13087

Austin, TX 78711-3087

## Tuyet Truong

---

**From:** Melanie Edwards  
**Sent:** Friday, September 27, 2013 4:36 PM  
**To:** Kamal Adhikari; Tuyet Truong  
**Cc:** Kelly Ruble  
**Subject:** Enchanted Harbor  
**Attachments:** doc04623720130927163511.pdf

Hi Kamal and Tuyet,

Here is a scanned copy of a letter protesting the rate increase. The original will be placed in the mail today.

Thanks  
Melanie

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

**From:** [Region.14.Scanner/Fax@tceq.texas.gov](mailto:Region.14.Scanner/Fax@tceq.texas.gov) [<mailto:Region.14.Scanner/Fax@tceq.texas.gov>]  
**Sent:** Friday, September 27, 2013 4:35 PM  
**To:** Melanie Edwards  
**Subject:**

From Scanner

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

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  
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Please accept this letter as a request, from a very concerned Homeowner, for a formal hearing to cause this entity to prove justification for an increase of such proportion.

Additionally and out of ignorance – is there any governmental entity that, has the right or responsibility to review the financial statements of a utility, when a rate increase is requested to validate said request?

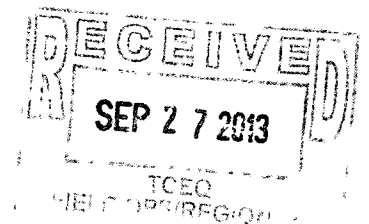
In closing, again please accept this letter as my formal request for a hearing on the proposed rate increase.

Your attention on this matter would be very appreciated.

Kind regards,



Lynn E. Obenhaus  
24715 Mather Drive  
Katy, Tx 77494



2 of 2

cc:

Texas Commission on Environmental Quality

Water Supply Division

Utilities and Districts Section, MC 153

PO Box 13087

Austin, TX 78711-3087



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  
[Melanie.edwards@tceq.texas.gov](mailto:Melanie.edwards@tceq.texas.gov)

Re: Proposed rate increase  
"Farmers Transport dba Enchanted Harbor Utility" (CCN # 12683)

Dear Ms Edwards,

I am a homeowner (77 Sailfish Landing) in the Sunnilandings subdivision located in South Port Alto, Texas. We obtain our water and sewer services from the above captioned entity.

I am told there is movement by this entity to raise our sewer / water rates by, if what I am being told is correct, an astounding amount. I have been told the proposed increase is in the neighborhood of 100%.

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