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About Online Utilities acting upon water bills  
21755 I - 43 Blg # 11  
Spring, Tx 77388

Dec. 7, 2014

We received a letter from Online saying that they are going up in their water rates. They had said they have never gone up in their rates. They have gone from \$45 to \$85 but when they joined NACWA they <sup>stayed</sup> at \$85. There are people in this neighborhood who live by themselves on a set income and they have a hard time paying for just \$85. One person we know turns off their water & hot water heater during the day so they will not have to pay a lot of money for water. Now that this last month they reduced to \$76. One person whose home does not use as much water as a 4-6 person home. So you should look at that. One person we know would not use the dishwasher or take showers or baths except every 2 weeks. Sometimes when you send in a check they will hold it before they cash it. You call up to ask them something about your bill and if they do not like what you say they will hang up on you. If they do not want you in their building they will not let you in. I hope you do not go up in your price. Oh yes, when in the last year they started reading meters. Sometimes when I see them reading them - they had every other one. The owner has gone bankrupt before.

Sharon Braswell  
21311 Sweet Grass Lane  
Ombali, Tx 77375

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