



Control Number: 44001



Item Number: 5

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

37526-R EF/GH 44001
3/7/13 JT (2)

MCDOWELL

RECEIVED

1827 HICKORY MANOR

2014 DEC 22 AM 7:28 FFMAN, TEXAS 77336

PUBLIC UTILITY COMMISSION
FILING CLERK

February 27, 2013

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

Re: Forest Manor Subdivision Proposed Rate Change

Dear Sir/Madam:

The purpose of this letter is to notify you that I am opposed to the proposed rate change that has been submitted for the Forest Manor Subdivision. Since moving into Forest Manor in December 2003, the water cost has already increased approximately 400%. We continue to deal with discolored water along with various water smells. Additionally, as our neighborhood is on a well and when we lose power, we have no access to water. Unfortunately, Community Utility Company will not provide our neighborhood with a generator. I am also not certain why each house has been put on a meter, when the water source is a well.

In summary, Community Utility Company continues to increase our monthly water bill, while not providing any additional services and/or increasing the water quality. An additional \$60 surcharge on my current bill will increase my monthly bill to approximately \$120, which is well above what the City of Houston charges, and that cost includes garbage service.

Thank you for your consideration.

Sincerely,

Glyna McDowell

Glyna McDowell

RECEIVED
MAR 04 2013

UTILITIES & DISTRICTS
SECTION

37526-R EF/HG
4/30/13 TT (3)

Tuyet Truong

From: Tuyet Truong
Sent: Tuesday, April 30, 2013 9:30 AM
To: 'brady0170@yahoo.com'
Cc: Lisa Fuentes
Subject: RE: Protest - Community

Dear Mr. Brady,

Your protest will be counted towards the requirement of 10 percent or 1,000 whichever is less of the ratepayers protesting the application(s) within 90 days of the effective date of the proposed rates.

If the Texas Commission on Environmental Quality (TCEQ) receives the minimum required protests, the application(s) will be sent to the State Office of Administrative Hearings (SOAH) to schedule and conduct a hearing.

If you have any questions, please contact me.

Sincerely,

Tuyet Truong, Auditor
Texas Commission on Environmental Quality
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Texas 78753
Phone: 512/239-0605
Fax: 512/239-0030
E-mail: Tuyet.Truong@tceq.texas.gov

From: Glen Brady [<mailto:brady0170@yahoo.com>]
Sent: Monday, April 29, 2013 10:34 PM
To: Lisa Fuentes
Subject: Re:

From: Glen Brady <brady0170@yahoo.com>
To: "Lias.Fuentes@tceq.texas.gov" <Lias.Fuentes@tceq.texas.gov>
Sent: Monday, April 29, 2013 10:28 PM
Subject:

my name is glen brady my address is 409 heather gate ln. crosby tx. 77532 account # 73 route20
i am protesting the 60 dollar a month for 10 year surcharge that they are imposing on use.
the water has been poor ever since i have lived here for three years. I believe if we are paying for a

product then the co. should pay for it equipment and its up keep.
the co. is
community utility co.
po box 58
spring tx
77383

Tuyet Truong

From: Tuyet Truong
Sent: Tuesday, April 30, 2013 9:08 AM
To: 'juan.mendo@yahoo.com'
Cc: Lisa Fuentes
Subject: RE: Protesta por cobro de la compania de agua.utility company spring,tx

Dear Mr. Mendo,

Your protest will be counted towards the requirement of 10 percent or 1,000 whichever is less of the ratepayers protesting the application(s) within 90 days of the effective date of the proposed rates.

If the Texas Commission on Environmental Quality (TCEQ) receives the minimum required protests, the application(s) will be sent to the State Office of Administrative Hearings (SOAH) to schedule and conduct a hearing.

If you have any questions, please contact me.

Sincerely,

Tuyet Truong, Auditor
Texas Commission on Environmental Quality
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Texas 78753
Phone: 512/239-0605
Fax: 512/239-0030
E-mail: Tuyet.Truong@tceq.texas.gov

From: Juan Mendo [<mailto:juan.mendo@yahoo.com>]
Sent: Sunday, April 28, 2013 10:40 AM
To: Lisa Fuentes
Subject: Protesta por cobro de la compania de agua.utility company spring,tx

Buenos dias. Mi nombre es juan jose mendo,mi direccion es 400 heather gate crosby tx,77532.
Numero d cuenta 68.

Estoy protestando por el cobro de 60 dolares mensuales que esta cargando utility company ya que la calidad del agua siempre ha sido y sigue siendo muy mala calidad el agua sale color cafe,tengo bebes y tengo que comprar agua embotellada para banarlos,no es potable,y la ropa cuando lavamos queda sucia. Esperamos apoyo por este medio ya que es un cobro excesivo por el mal servicio de esta compania. Gracias.

Enviado desde Yahoo! Mail en Android

Tuyet Truong

From: Lisa Fuentes
Sent: Monday, April 29, 2013 10:47 AM
To: Tuyet Truong
Subject: FW: Protesta por cobro de la compania de agua.utility company spring,tx

Hi Tuyet,
This is a protest on Community's rate increase.
Please add to the protest log and respond.
Thanks,

Lisa

From: Juan Mendo [<mailto:juan.mendo@yahoo.com>]
Sent: Sunday, April 28, 2013 10:40 AM
To: Lisa Fuentes
Subject: Protesta por cobro de la compania de agua.utility company spring,tx

Buenos dias. Mi nombre es juan jose mendo,mi direccion es 400 heather gate crosby tx,77532.
Numero d cuenta 68.

Estoy protestando por el cobro de 60 dolares mensuales que esta cargando utility company ya que la calidad del agua siempre ha sido y sigue siendo muy mala calidad el agua sale color cafe,tengo bebes y tengo que comprar agua embotellada para banarlos,no es potable,y la ropa cuando lavamos queda sucia. Esperamos apoyo por este medio ya que es un cobro excesivo por el mal servicio de esta compania. Gracias.

Enviado desde Yahoo! Mail en Android

Tuyet Truong

From: Tuyet Truong
Sent: Monday, April 29, 2013 4:04 PM
To: 'tje@conlawfirm.com'
Cc: Lisa Fuentes
Subject: RE: Water Bill Protest

Dear Ms. Embry,

Your protest will be counted towards the requirement of 10 percent or 1,000 whichever is less of the ratepayers protesting the application(s) within 90 days of the effective date of the proposed rates.

If the Texas Commission on Environmental Quality (TCEQ) receives the minimum required protests, the application(s) will be sent to the State Office of Administrative Hearings (SOAH) to schedule and conduct a hearing.

If you have any questions, please contact me.

Sincerely,

Tuyet Truong, Auditor
Texas Commission on Environmental Quality
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Texas 78753
Phone: 512/239-0605
Fax: 512/239-0030
E-mail: Tuyet.Truong@tceq.texas.gov

From: Tanya Embry [<mailto:tje@conlawfirm.com>]
Sent: Friday, April 26, 2013 5:51 PM
To: Lisa Fuentes
Subject: Water Bill Protest

Good Afternoon Ms. Fuentes,

Please see the attached document from my father, William Lowry, protesting the \$60.00 monthly surcharge that will be imposed on his water bill. Have a pleasant weekend.

Best regards,
Tanya Embry
Legal Assistant to W. Leslie Shireman
Connolly & Shireman, LLP
2930 Revere Street, Suite 300
Houston, Texas 77098
Office 713.520.5757
Fax 713.520.6644
www.connollyshireman.com

Either my mail or by email....

TCEQ

12100 Park 35 Circle, Bldg. F, MC-153

Austin, Tx. 78753

512-239-0605

Attn: Lisa Fuentes

Or to Lisa Fuentes

Lisa.Fuentes@tceq.texas.gov

Just state your name/address/account number and the Utility company that you are protesting about.

Ours is:

Community Utility Co.

Spring, Tx. P.O. Box 58 - 77383-0058

*W. Lowry 20602 Castle Point Crosby TX. 77532
Acct # 41*

W.E. Lowry

We are protesting the \$60 monthly surcharge that they are trying to impose on our neighborhood.

I would also mention the fact that this water has been, and continues to be very bad quality.

37526-R EF/HG
4/30/13 TT (1)

Tuyet Truong

From: Tuyet Truong
Sent: Monday, April 29, 2013 9:05 AM
To: 'stormwalker.tlp@gmail.com'
Cc: Lisa Fuentes
Subject: FW: Complaint against a Utility Co.

Dear Mr. Powlison,

Your protest will be counted towards the requirement of 10 percent or 1,000 whichever is less of the ratepayers protesting the application(s) within 90 days of the effective date of the proposed rates.

If the Texas Commission on Environmental Quality (TCEQ) receives the minimum required protests, the application(s) will be sent to the State Office of Administrative Hearings (SOAH) to schedule and conduct a hearing.

If you have any questions, please contact me.

Sincerely,

Tuyet Truong, Auditor
Texas Commission on Environmental Quality
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Texas 78753
Phone: 512/239-0605
Fax: 512/239-0030
E-mail: Tuyet.Truong@tceq.texas.gov

From: Thomas Powlison [<mailto:stormwalker.tlp@gmail.com>]
Sent: Thursday, April 25, 2013 10:03 PM
To: Lisa Fuentes
Subject: Complaint against a Utility Co.

Dear Sirs;

We have received a surcharge on our bill of \$60 dollars and are very upset because the service here is not very good. We are lodging this complaint against the Community Utility Co. in Spring, TX 77383.. Our account is Route 20 Account 30 . We live at 20609 Bright Meadow Ln. Crosby, TX 77532. the account is in the name of Reyes, Maria Elena.

Please help us stop this increase in our water bill.

Sincerely

Maria Elena Reyes.

P.S. This letter was written in English by a friend who can also speak Spanish and is willing to help us make our voices heard.

Either my mail or by email....

37526-R EF/HG
5/2/13 TT (6)

TCEQ
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Tx. 78753
512-239-0605
Attn: Lisa Fuentes

Or to Lisa Fuentes
Lisa.Fuentes@tceq.texas.gov

RECEIVED
MAY 01 2013
UTILITIES & DISTRICTS
SECTION

Just state your name/address/account number and the Utility company that you are protesting about.

Ours is:
Community Utility Co.
Spring, Tx.

We are protesting the \$60 monthly surcharge that they are trying to impose on our neighborhood.

I would also mention the fact that this water has been, and continues to be very bad quality.

Jack Jimenez

Lorena Jimenez

Tuyet Truong

From: Tuyet Truong
Sent: Wednesday, May 01, 2013 1:14 PM
To: 'eb33newlife@hotmail.com'
Cc: Lisa Fuentes
Subject: RE: Protesting the \$60.00 monthly Surcharge

Dear Ms. Beasley,

Your protest will be counted towards the requirement of 10 percent or 1,000 whichever is less of the ratepayers protesting the application(s) within 90 days of the effective date of the proposed rates.

If the Texas Commission on Environmental Quality (TCEQ) receives the minimum required protests, the application(s) will be sent to the State Office of Administrative Hearings (SOAH) to schedule and conduct a hearing.

If you have any questions, please contact me.

Sincerely,

Tuyet Truong, Auditor
Texas Commission on Environmental Quality
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Texas 78753
Phone: 512/239-0605
Fax: 512/239-0030
E-mail: Tuyet.Truong@tceq.texas.gov

From: Elizabeth Beasley [<mailto:eb33newlife@hotmail.com>]
Sent: Wednesday, May 01, 2013 9:56 AM
To: Lisa Fuentes
Subject: Protesting the \$60.00 monthly Surcharge

Elizabeth Beasley
20603 Honey Dale Ln
Crosby, Tx 77532

Account # 105
Community Utility Company
Spring, Tx 77383

I am protesting the \$60.00 monthly surcharge that they are trying to impose on our neighborhood. The water has been and still is brown, smells and not drinkable. The water off and on all the time because their have a problem and we go without water all day. If you try calling you will get an answering service that doesn't have any idea when it will be back on. Late at night you have a problem with the water pressure. They don't check the meter, I pay at least \$50 a month for water for only 2 people in the household. Last year when my mor was dying I lived at the hospital and my bill was still the same with only one person there. To top it all

Tuyet Truong

From: Tuyet Truong
Sent: Wednesday, May 01, 2013 1:17 PM
To: 'xvrshaw@hotmail.com'
Cc: Lisa Fuentes
Subject: RE: Protesting the monthly surcharge

Dear Mr. Shaw,

Your protest will be counted towards the requirement of 10 percent or 1,000 whichever is less of the ratepayers protesting the application(s) within 90 days of the effective date of the proposed rates.

If the Texas Commission on Environmental Quality (TCEQ) receives the minimum required protests, the application(s) will be sent to the State Office of Administrative Hearings (SOAH) to schedule and conduct a hearing.

If you have any questions, please contact me.

Sincerely,

Tuyet Truong, Auditor
Texas Commission on Environmental Quality
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Texas 78753
Phone: 512/239-0605
Fax: 512/239-0030
E-mail: Tuyet.Truong@tceq.texas.gov

From: Danny Shaw [<mailto:xvrshaw@hotmail.com>]
Sent: Wednesday, May 01, 2013 10:16 AM
To: Lisa Fuentes
Subject: Protesting the monthly surcharge

Darral Moor
20602 Bright Meadow Ln.
Crosby, Tx. 77532

Community Utility Company
Spring, Tx.

I am protesting the \$60.00 monthly surcharge that they are trying to impose on our neighborhood. The water has been and still is brown and not drinkable. The water off and on all the time because their have a problem and we go without water all day. If you try calling you will get an answering service that doesn't have any idea when it will be back on. They do not check meter. Thank you for your help.

Tuyet Truong

From: Tuyet Truong
Sent: Wednesday, May 01, 2013 1:20 PM
To: 'allofit883@aol.com'
Cc: Lisa Fuentes
Subject: RE: Protesting rate in-creas in Water Bill

Dear Ms. Browning,

Your protest will be counted towards the requirement of 10 percent or 1,000 whichever is less of the ratepayers protesting the application(s) within 90 days of the effective date of the proposed rates.

If the Texas Commission on Environmental Quality (TCEQ) receives the minimum required protests, the application(s) will be sent to the State Office of Administrative Hearings (SOAH) to schedule and conduct a hearing.

If you have any questions, please contact me.

Sincerely,

Tuyet Truong, Auditor
Texas Commission on Environmental Quality
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Texas 78753
Phone: 512/239-0605
Fax: 512/239-0030
E-mail: Tuyet.Truong@tceq.texas.gov

From: Allofit883 [<mailto:allofit883@aol.com>]
Sent: Wednesday, May 01, 2013 12:32 PM
To: Lisa Fuentes
Subject: Protesting rate in-creas in Water Bill

Hello ,To Whom it Concerns
Vonda K Browning
408 Heather Gate Ln
Crosby Texas -77532
Acct# 072
Route-20

I am a New Customer and have finally after 2 Months received my First Bill ,Im very unhappy to see an EXTRA \$60.00 ADDED .i AM pro Testing THIS BECAUSE OF THE QUALITY OF THE WATER ISN'T FIT TO DRINK.I have to buy Bottle water.. And also it is an Unforeseeable price for those of us in this area..I simoly cant understand the reason for this increase its not even explained its just there on the bill..Its unfair and Un Godly to be Greedy and this is what seems to be happening with this situation, I am hoping to hear an explanation very soon as for our entire Neighborhood is in stress and concern.

Tuyet Truong

From: Tuyet Truong
Sent: Wednesday, May 01, 2013 1:21 PM
To: 'verayvale@hotmail.com'
Cc: Lisa Fuentes
Subject: RE: Protesting the \$60 monthly Surcharge

Dear Ms. Gomez,

Your protest will be counted towards the requirement of 10 percent or 1,000 whichever is less of the ratepayers protesting the application(s) within 90 days of the effective date of the proposed rates.

If the Texas Commission on Environmental Quality (TCEQ) receives the minimum required protests, the application(s) will be sent to the State Office of Administrative Hearings (SOAH) to schedule and conduct a hearing.

If you have any questions, please contact me.

Sincerely,

Tuyet Truong, Auditor
Texas Commission on Environmental Quality
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Texas 78753
Phone: 512/239-0605
Fax: 512/239-0030
E-mail: Tuyet.Truong@tceq.texas.gov

From: Valeria gomez [<mailto:verayvale@hotmail.com>]
Sent: Wednesday, May 01, 2013 12:39 PM
To: Lisa Fuentes
Subject: Protesting the \$60 monthly Surcharge

Luis Fernandez, 215 Heathergate Ln. Crosby Texas 77532. Account number #59 Community Utility Co.

I don't believe that they're such should a surcharge of \$60 because the service that we currently get is not good because the water is always dirty. That has always been a problem here and sometimes I can't do my daily routines, like washing clothes or washing the dishes, taking a shower and other miscellaneous things, because of the dirty water. Also, I don't think it's fair because a few years ago i only paid \$15 and now I'm going to pay more then a \$100.

Thank you for your attention.

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

FEB 12, 2013

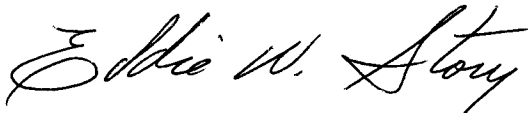
Re: Community Utility Co. Rate Change Application
For Forest Manor Subdivision Huffman, TX

I received a notice of proposed rate change effective April 1, 2013. This request is for a Monthly surcharge of \$60.00 per connection. If I read this correctly, this amount will be added to our current bill of about \$40.00 per month.

The last rate increase, January 21, 2009, was from \$12.50 to the current \$40.00 per month and I will say, the water has been much cleaner. However, we have a water delivery service bring us drinking water and or filter the water coming from the tap, as we can't stand the taste.

If an increase will give us drinkable water (not just safe water per the State standards, but tastes good) I would be in favor of one. However I feel \$60.00 per month for 120 months is too much. Why can't Community Utility Company just advise us what they plan to do that warrants this \$7200.00 per customer increase.

Respectively



Eddie W. Story
1730 Oak Manor Dr.
Huffman, Texas 77336

RECEIVED
FEB 15 2013

UTILITIES & DISTRICTS
SECTION

RECEIVED
FEB 22 2013

UTILITIES & DISTRICTS
SECTION

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC153
P.O. Box 13087
Austin Texas, 78711-3087

Dear Sir:

This letter is being sent in protest of the surcharge proposed by the **Community Utility Company CCN 10350**. The surcharge will increase the average water bill to over **\$100 per month**, which could go up based on the cost of meeting TCEQ requirements. Community Utility Company provides no other service to the Forest Manor Residents.

In the four years since the last rate increase, there have been no improvements to the system.

Based on the letter Community Utility Company CCN 10350 has no incentive to manage these proposed improvements to hold down costs and provide its customers with an affordable water supply.

Sincerely

Forest Manor Resident

H. Rush
20507 Honeydate Lane
Crosby, TX 77532

Note - Water is Nasty -
and we are on a fixed
income and can not afford
the rate increase -

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC153
P.O. Box 13087
Austin Texas, 78711-3087

Dear Sir:

This letter is being sent in protest of the surcharge proposed by the **Community Utility Company CCN 10350**. The surcharge will increase the average water bill to over **\$100 per month**, which could go up based on the cost of meeting **TCEQ** requirements. Community Utility Company provides no other service to the Forest Manor Residents.

Based on the letter Community Utility Company CCN 10350 has no incentive to manage these proposed improvements to hold down costs and provide its customers with an affordable water supply.

Sincerely

Julie Sullivan

Forest Manor Resident

RECEIVED
FEB 22 2013
UTILITIES & DISTRICTS
SECTION

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC153
P.O. Box 13087
Austin Texas, 78711-3087

Dear Sir:

This letter is being sent in protest of the surcharge proposed by the **Community Utility Company CCN 10350**. The surcharge will increase the average water bill to over **\$100 per month**, which could go up based on the cost of meeting **TCEQ** requirements. Community Utility Company provides no other service to the Forest Manor Residents.

In the four years since the last rate increase, there have been no improvements to the system.

Based on the letter Community Utility Company CCN 10350 has no incentive to manage these proposed improvements to hold down costs and provide its customers with an affordable water supply.

Sincerely

Forest Manor Resident

RECEIVED
FEB 20 2013

UTILITIES & DISTRICTS
SECTION

Debi Patterson
20707 Honeydale Ln
Crosby, TX 77532
281-814-6923

Why would I pay more for water that we can't even drink. Water is unhealthy. And no steps have been taken to fix

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

RECEIVED
FEB 20 2013
UTILITIES & DISTRICTS
SECTION

This letter is in protest to the increase in our sub division for a monthly surcharge of 60.00, to which I find very insulting to all of us at Forest Manor and Heathergate Subdivision. The quality of our water is far below what I would think is eligible to be considered safe for drinking. We have filters on the outside of our house and also located at the kitchen sink and the refrigerator located inside. These filters need to be changed monthly due to the poor quality of water.

It is far too often that we have to run the water in the tub for several minutes before it is even fit to shower in. This water is ruining all of our clothes and some of our appliances (water heater, dishwasher and washing machine). The build up from the calcium deposit is horrendous on everything that it comes in contact with.

I believe that last year there was an increase imposed I did not protest that increase due to the fact that I was hoping it would improve the water from the well. However I was wrong and it has continued to be an embarrassment as well as a problem for everyone.

I definitely do not understand why you would need to raise the annual revenue increase to \$137,520.00. As I can't imagine what you are doing with the money that you receive now, there has definitely been no improvement.

If you would like I can send you one of the filters that come from my water and let you take a look at what we are drinking.

Thank You,

Michael and Jo Anna Taylor
832-754-7973
2121 Hickory Manor
Huffman TX 77336

Mr & Mrs Michael R Taylor

NOTICE OF PROPOSED RATE CHANGE

Community Utility Company

10350

Company Name

CCN Number

has submitted a rate change application to the Texas Commission on Environmental Quality (Commission). 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:

Forest Manor and Heathergate Subdivisions

Subdivisions or Systems Affected by Rate Change

| | | | | |
|--------------------|---------------|-----------|--------------|---------------------|
| P.O. Box 58 | Spring | TX | 77383 | 281-367-4460 |
| Company Address | City | State | Zip | Telephone |

\$ 137,520

January 29, 2013

Annual Revenue Increase

Date Customer Notice Mailed

January 21, 2009

Second week of the month

Date of Last Rate Change

Date Meters Typically Read

EFFECTIVE DATE OF PROPOSED INCREASE: April 1, 2013

MONTHLY SURCHARGE: \$ 60.00 per connection per month (Monthly fee to be collected for 120 months)

This fee is being requested to collect sufficient revenues to pay for capital improvements mandated by the Texas Commission on Environmental Quality (TCEQ) and to bring the utility's facilities into compliance with TCEQ minimum standards. This surcharge can be increased or decreased based on the amount necessary to make required TCEQ approved capital improvements, thirty (30) days after notice of any change in the surcharge is sent to all affected customers and the filing of notice with the TCEQ as required by 30 TAC 291.21 (i)

The proposed rates will apply to all service rendered after the effective date and will be reflected on the bill you receive approximately 30 to 45 days after the effective date.

In the event that the application is set for hearing, the specific rates requested by the utility may be decreased or increased by order of the Commission. If the Commission orders a lower rate to be set, the utility may be ordered to refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest. You may inspect a copy of the rate change application at your utility's office or at the Commission's office at Park 35 - Building F, 12015 Park 35 Circle, Suite 3101, Austin, Texas, west side of IH-35, south of Yager Lane. Additional information about the application can be obtained by contacting the Utilities and Districts Section at 512/239-4691. Information about how you can participate in the rate setting process can be obtained by contacting the Public Interest Counsel at 512/239-6363.

Si desea informacion en Espanol, puede llamar al 512-239-0200

You need to contact Texas Commission on Environmental Quality (TCEQ). They handle the protests for the utility companies.

Either my mail or by email....

TCEQ
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Tx. 78753
512-239-0605
Attn: Lisa Fuentes

Or to Lisa Fuentes
Lisa.Fuentes@tceq.texas.gov

Just state your name/address/account number and the Utility company that you are protesting about.

Ours is:
Community Utility Co.
Spring, Tx.

Alice Suarez & Juan Gonzalez
20606 Bright Meadow
Crosby, Texas 77532

acct. 20 28

acct 20 26

We are protesting the \$60 monthly surcharge that they are trying to impose on our neighborhood.

I would also mention the fact that this water has been [redacted] and continues to be very bad quality.

You need to contact Texas Commission on Environmental Quality (TCEQ). They handle the protests for the utility companies.

Either my mail or by email .

TCEQ
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Tx. 78753
512-239-0605
Attn Lisa Fuentes

Or to Lisa Fuentes
Lisa.Fuentes@tceq.texas.gov

Just state your name/address/account number and the Utility company that you are protesting about.

Ours is
Community Utility Co.
Spring, Tx.

Kenneth Ray Gill
403 Heather Gate Ln
Crosby, Tx 77532

Account 71

Community Utility Co
P.O. Box 58
Spring, Tx 77383-0058

protesting the \$60
monthly surcharge

You need to contact Texas Commission on Environmental Quality (TCEQ). They handle the protests for the utility companies.

Either my mail or by email ...

TCEQ
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Tx. 78753
512-239-0605
Attn Lisa Fuentes

Or to Lisa Fuentes
Lisa.Fuentes@tceq.texas.gov

Just state your name/address/account number and the Utility company that you are protesting about.

Ours is
Community Utility Co.
Spring, Tx.

SHAUN SIMS
404 HEATHERGATE

PEOPLE AROUND HERE
CANT AFFORD \$60⁰⁰ EXTRA
PLUS YOU CANT
DRINK THE WATER
WITHOUT GETTING SICK!

Protesting the \$60
monthly surcharge

37526-R EF/HG
5/15/13 TT (4)

Tuyet Truong

From: Tuyet Truong
Sent: Tuesday, May 14, 2013 1:37 PM
To: 'anita.greenlea@bayer.com'
Cc: Lisa Fuentes
Subject: RE: Protest about Community Utility Co.

Dear Ms. Greenlea,

Your protest will be counted towards the requirement of 10 percent or 1,000 whichever is less of the ratepayers protesting the application(s) within 90 days of the effective date of the proposed rates.

If the Texas Commission on Environmental Quality (TCEQ) receives the minimum required protests, the application(s) will be sent to the State Office of Administrative Hearings (SOAH) to schedule and conduct a hearing.

If you have any questions, please contact me.

Sincerely,

Tuyet Truong, Auditor
Texas Commission on Environmental Quality
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Texas 78753
Phone: 512/239-0605
Fax: 512/239-0030
E-mail: Tuyet.Truong@tceq.texas.gov

From: Anita Greenlea [<mailto:anita.greenlea@bayer.com>]
Sent: Tuesday, May 14, 2013 10:25 AM
To: Lisa Fuentes
Subject: Protest about Community Utility Co.

This is my address:

Anita Greenlea
20508 Berry Thicket Ln.
Crosby, TX 77532

Acct. #131
I am protesting about Community Utility Co. for the \$60 a month surcharge that they are charging us each month. I would also mention the fact that this water has been and continues to be of very bad quality.

Anita Greenlea
[Anita.greenlea@bayer.com](mailto:anita.greenlea@bayer.com)
QC Clerk
281-383-7728

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC153
P.O. Box 13087
Austin Texas, 78711-3087

Dear Sir:

This letter is being sent in protest of the surcharge proposed by the **Community Utility Company CCN 10350**. The surcharge will increase the average water bill to almost **\$100 per month**, which could go up based on the cost of meeting **TCEQ** requirements. Community Utility Company provides no other service to the Heather Gate Residents.

Based on the letter Community Utility Company CCN 10350 has no incentive to manage these proposed improvements to hold down costs and provide its customers with an affordable water supply.

Sincerely

Heather Gate Resident

Brenda
281 324 6500

20606

RECEIVED
FEB 20 2013

UTILITIES & DISTRICTS
SECTION

37526-R EF/HG
5/2/13 TT (1)

Tuyet Truong

From: Tuyet Truong
Sent: Thursday, May 02, 2013 8:50 AM
To: 'taylorg7692@gmail.com'
Cc: Lisa Fuentes
Subject: RE: Surcharge protest

Dear Ms. Gonzalez,

Your protest will be counted towards the requirement of 10 percent or 1,000 whichever is less of the ratepayers protesting the application(s) within 90 days of the effective date of the proposed rates.

If the Texas Commission on Environmental Quality (TCEQ) receives the minimum required protests, the application(s) will be sent to the State Office of Administrative Hearings (SOAH) to schedule and conduct a hearing.

If you have any questions, please contact me.

Sincerely,

Tuyet Truong, Auditor
Texas Commission on Environmental Quality
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Texas 78753
Phone: 512/239-0605
Fax: 512/239-0030
E-mail: Tuyet.Truong@tceq.texas.gov

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

From: taylorg7692@gmail.com [<mailto:taylorg7692@gmail.com>]
Sent: Wednesday, May 01, 2013 10:52 PM
To: Lisa Fuentes
Subject: Surcharge protest

Taylor Gonzalez
613 heather gate lane
Crosby, TX 77532
Account number 92
Community utility company
Spring, TX

This water company has poor water quality. They take forever to do anything. It took them 4 months to process the name change on my account. In the 4 months i did not receive a bill. The bill for the 4 months was 124 dollars and the bill for last month which because of a 60 dollar surcharge was 108 dollars for only one month. If i am paying for my water i dont think i should pay a surcharge especially since i have to drive about 45 minutes just to go pay my bill.

37526-R EF/HG.
5/21/13 TT (2)

Tuyet Truong

From: Tuyet Truong
Sent: Monday, May 20, 2013 1:15 PM
To: 'kpvalenzuela@hotmail.com'
Cc: Lisa Fuentes
Subject: RE: Community Utility Co.

Dear Ms. Pineda,

Your protest will be counted towards the requirement of 10 percent or 1,000 whichever is less of the ratepayers protesting the application(s) within 90 days of the effective date of the proposed rates.

If the Texas Commission on Environmental Quality (TCEQ) receives the minimum required protests, the application(s) will be sent to the State Office of Administrative Hearings (SOAH) to schedule and conduct a hearing.

If you have any questions, please contact me.

Sincerely,

Tuyet Truong, Auditor
Texas Commission on Environmental Quality
12100 Park 35 Circle, Bldg. F, MC-153
Austin, Texas 78753
Phone: 512/239-0605
Fax: 512/239-0030
E-mail: Tuyet.Truong@tceq.texas.gov

From: Karina Pineda [<mailto:kpvalenzuela@hotmail.com>]
Sent: Saturday, May 18, 2013 7:53 PM
To: Lisa Fuentes
Subject:

Mrs. Lisa Fuentes ;

Escribo esta carta porque deseo comunicarles el ,abuso que esta compania Community Utility Co., esta cometiendo con nosotros.

Somos un colonia sencilla, todas trailas, y me parece un abuso el hechos de cobrar...extra \$60.00 dollars. (aparte del mes del bill que son alrededor de \$55.00 - \$80 cada mes) un total de \$110 a \$140.00 dollars.) SOLO ,POR AGUA.

Una agua que:

No se puede tomar. Jamas. porque viene Sucia , salubre.

No puedes cocinar

No puedes lavar ropa directamente por que la mancha.

Ha manchado de color naranja las tinas de bano.

Hacer cortes de agua hasta por mas de 12Hrs.

Hace dos meses la cortaron mas de 4 veces un period de 21 dias.

Somos una familia . con tres ninos.

Sandra L Melton

May 08, 2013

Dear Ms. Lisa Fuentes ,

My name is Sandra Melton , My address is 504 Heathergate Lane Crosby, Texas. I am writing to you asking if you could please help me and my fellow neighbors . The water company that owns the well in this neighborhood is robbing us blind. We no longer have a Civic Asst. because of lack of interest, and people have moved on to other places. I have been here for over 30 yrs. I own my home, I have no choice but to pay this water company, Community Utility out of Spring, Texas. Whatever they choose to charge the residents of Heathergate Estates. I have lived here when my water bill was \$15.50 a month, now without any improvements, like promised . This water company has raised our monthly bill to \$121.64 . Now if we had public sewage instead of septic tanks, or meters to correctly charge for water consumption, maybe a back up tank, or a new pump. But we have none of those things. Maybe in Spring, Texas they pay a water bill this high, but in Crosby, Texas we just can't afford to.



Sandra L Melton

*I am retired and live on social security and
S.S.I. But I no where in my wildest dreams could
afford to pay such sur charges as \$60.00 a month.
FOR 5 YEARS. I will have no choice but to
apply for government assistance, to include my
utilities with my monthly rent.*

*And yet another subdivision is abandoned and we
all wonder why? Please , won't you at least look into
this increase in our water. I along with my fellow
neighbors ,would greatly appreciate your help .*

*Sincerely,
Sandra Melton*

RECEIVED
MAY 14 2013

UTILITIES & DISTRICTS
SECTION



36103 - R EF/HG
9/9/08 TT (12)

Community Utility Company

We are writing this letter because of the price increase you want to do on our water service.

We strongly disagree with an increase that is almost five times more of what we currently pay. I don't know if you have been on this street, but the majority of the people here have mobile homes not big houses that use a lot of water. We agree with a price decrease but not too much. The city water has meters and everyone pays according to what they use, and in a lot of cases is not even so high. With this water we have different kinds of problems,

like how dirty (brown) it comes out. The tubs and toilets have to be cleaned with rust cleaners and they don't get completely clean. I hope you see all of the options you have or maybe we can get the city to give us water or someone else. We hope to hear from you to see if we have other options.

*Thank you
Beckman community*

2008 SEP -4 AM 11:16

RECEIVED
TCEO WATER SUPPLY

Oct. 16, 2008

Water Supply Division:

I have tried to talk to the people at the Community Utility Co. in Spring, Texas and they refuse to answer my call or to call me back. On pp 2 of your notice of price increase it states that all unmetered connections would be charged \$45.59 per month. I have had my meter over 25 years and never missed paying my bill. The owner before me had the meter too. When the guys came looking for meters I showed them where it is and I told them they could inspect it, but they refused. This month I was charged for a non-meter. The way I understand it is - that I should only pay \$12⁵⁰ per month + not have to pay for someone who doesn't have a meter. I live alone and can't possibly use 10,000 gallons a month. Please help me on this. Thank you!

Sincerely,

Mrs. Mae Hasty
302 Misty Day
Crosby, Texas 77532

2008 OCT 17 PM 4:24

RECEIVED
TOWN OF CROSBY

36103-R
EF/HG
9/12/08 TT (1)

Ralph & Isabel Alley
402 Indian Shores Road
Crosby, TX 77532-3422
281-324-2908

Texas Commission on Environmental Quality

Water Supply Division

Utilities & Districts Sections, MC 153

P.O. Box 13087

Austin, TX 78711-3087

15 August 2008

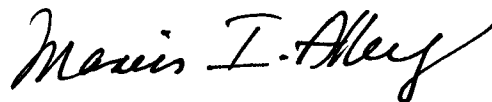
To whom it may concern:

The rate increase for Heathergate Subdivision in Harris County should not be allowed. This water is awful and it has been this way for years. The water pressure is low. We don't drink this water or cook with it. This water stains our clothes, sink, toilets and tub.

The proposed rate is more than neighboring subdivisions that also have sewer services.

Please do not allow this increase.

Sincerely,



2008 SEP 12 11:45

RECEIVED
TOEQ WATER SUPPLY

2008 AUG 22 PM 12:00
8/25/08 TT
RECEIVED
TOEQ WATER SUPPLY

NOTICE OF PROPOSED RATE CHANGE

Community Utility Company

10350

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:

Forest Manor Subdivision, Heathergate Public Utility Co & Sweetgum Forest

Subdivisions or Systems Affected by Rate Change

| | | | | |
|--------------------------|----------------|--------------|--------------|---|
| P.O. Box 58 | Springs | Texas | 78383 | (281)444-7747 |
| Company Address | City | State | Zip | Telephone |
| \$76,500 | | | | On or before June 30, 2008 |
| Annual Revenue Increase | | | | Date Customer Notice Mailed |
| April 14, 1989 | | | | 1st & 2nd weeks of the month |
| Date of Last Rate Change | | | | Date Meters Typically Read |

EFFECTIVE DATE OF PROPOSED INCREASE: September 1, 2008

BILLING COMPARISON

| | | | | | |
|-----------------|-----------------|--------------------|----------|-----------------|----------------------|
| Water: Existing | 10,000 gallons: | <u>\$ 12.50/mo</u> | Existing | 30,000 gallons: | <u>\$ 12.50 /mo</u> |
| Proposed | 10,000 gallons: | <u>\$ 56.27/mo</u> | Proposed | 30,000 gallons: | <u>\$ 109.67 /mo</u> |

The proposed rates will apply to all service rendered after the effective date and will be reflected on the bill you receive approximately 30 to 45 days after the effective date.

In the event that the application is set for hearing, the specific rates requested by the utility may be decreased or increased by order of the Commission. If the Commission orders a lower rate to be set, the utility may be ordered to refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest. You may inspect a copy of the rate change application at your utility's office or at the Commission's office at Park 35 - Building F, 12015 Park 35 Circle, Suite 3101, Austin, Texas, west side of IH-35, south of Yager Lane. Additional information about the application can be obtained by contacting the Utilities and Districts Section at 512/239-4691. Information about how you can participate in the rate setting process can be obtained by contacting the Public Interest Counsel at 512/239-6363.

CURRENT RATES

PROPOSED RATES

Meter Size: Residential

Monthly base rate including 0 gallons

Meter Size: Residential

All Connections:

Unmetered Rate: **\$ 45.59** per month per connection until all service meters are installed.

Flat Rate of **\$ 12.50** per month

| | | |
|----------------|----|---------------|
| 5/8" or 3/4" • | \$ | 29.57 |
| 1" | \$ | 73.93 |
| 1 1/2" | \$ | 147.85 |
| 2" | \$ | 236.56 |
| 3" | \$ | 443.55 |
| 4" | \$ | 650.54 |

Gallonge Charge:

\$ **2.67** for each additional 1000 gallons over the minimum

Miscellaneous Fees

Miscellaneous Fees

| | | |
|------------------------------------|----|---------------------|
| Tap fee | \$ | 250.00 |
| Reconnection fee | \$ | 0.00 |
| Non-payment (Maximum - \$25.00) | \$ | 0.00 |
| Customer's request | \$ | 0.00 |
| Transfer fee | \$ | 0.00 |
| Late charge | \$ | 1.00 or 5.0% |
| Returned check charge | \$ | 0.00 |
| Deposit | \$ | 0.00 |
| Meter test fee | \$ | 0.00 |

| | | |
|--|----|---------------|
| Tap fee | \$ | 600.00 |
| Reconnection fee | \$ | 25.00 |
| Non-payment (Maximum - \$25.00) | \$ | 25.00 |
| Customer's request | \$ | 50.00 |
| Transfer fee | \$ | 35.00 |
| Late charge (Indicate either \$5.00 or 10%) | \$ | 10 % |
| Returned check charge | \$ | 25.00 |
| Deposit (Maximum \$50.00) | \$ | 50.00 |
| Meter test fee | \$ | 25.00 |

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

Pass Through Adjustment Clause:

The utility may pass on only to those customers served by a system subject to the jurisdiction of any regional water authority and/or any groundwater reduction plan, any increase or decrease in its underground water district pumpage fee or purchased water fee, thirty (30) days after noticing of any change to all effected customers and filing notice with the TCEQ as required by 30 TAC 291.21

The change per customer shall be calculated as follows:

$(AxB) / C + L$ [(AxB) / C] = increase or decrease to existing gallonge rate

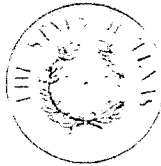
Where: A = Utility's annualized change in cost of water subjected to district's fee

B = Average number of gallons

C = 1000 gallons

L = percentage system wide line loss for the proceeding 12 months, not to exceed 15 %

Buddy Garcia, *Chairman*
Larry R. Soward, *Commissioner*
Bryan W. Shaw, Ph.D., *Commissioner*
Mark R. Vickery, P.G., *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

August 29, 2008

Mr. & Mrs. Ralph & Isabel Alley
402 Indian Shores Road
Crosby, TX 77532-3422

Re: Protest of Rate Increase

Dear Mr. & Mrs. Alley:

We have received your attached letter concerning a proposed rate increase. ~~Since you did not indicate the name of the utility, we are unable to properly log in your complaint.~~ Please assist us by enclosing a copy of the letter or notice of the rate increase you received from the utility.

Please note that if you are served by a municipal system and/or live within the city limits, the Texas Commission on Environmental Quality does not have original jurisdiction over your rates.

If you have any questions, please contact me at 512/239-0605, by fax at 512/239-6190, or if by correspondence include MC 153 in the letterhead address below.

Sincerely,

Handwritten signature of Tuyen Truong in cursive.

Tuyen Truong, Auditor
Utilities & Districts Section
Water Supply Division

TT/as

Enclosures

37526-R EF/GH
2/22/13 T (7)

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC153
P.O. Box 13087
Austin Texas, 78711-3087

Dear Sir:

This letter is being sent in protest of the surcharge proposed by the **Community Utility Company CCN 10350**. The surcharge will increase the average water bill to almost **\$100 per month**, which could go up based on the cost of meeting **TCEQ** requirements. Community Utility Company provides no other service to the Heather Gate Residents.

Based on the letter Community Utility Company CCN 10350 has no incentive to manage these proposed improvements to hold down costs and provide its customers with an affordable water supply.

Sincerely

Ms Claudette M. Webb
20510 Honeydale

Heather Gate Resident

RECEIVED
FEB 20 2013

UTILITIES & DISTRICTS
SECTION

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC153
P.O. Box 13087
Austin Texas, 78711-3087

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This letter is being sent in protest of the surcharge proposed by the **Community Utility Company CCN 10350**. The surcharge will increase the average water bill to almost **\$100 per month**, which could go up based on the cost of meeting **TCEQ** requirements. Community Utility Company provides no other service to the Heather Gate Residents.

Based on the letter Community Utility Company CCN 10350 has no incentive to manage these proposed improvements to hold down costs and provide its customers with an affordable water supply.

Sincerely

Candyn Bowers
Heather Gate Resident

RECEIVED
FEB 20 2013

**UTILITIES & DISTRICTS
SECTION**

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC153
P.O. Box 13087
Austin Texas, 78711-3087

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Based on the letter Community Utility Company CCN 10350 has no incentive to manage these proposed improvements to hold down costs and provide its customers with an affordable water supply.

Sincerely

JOHN LASSEIGNE

Heather Gate Resident

20513 HONEYDALE LN



RECEIVED
FEB 20 2013

UTILITIES & DISTRICTS
SECTION

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC153
P.O. Box 13087
Austin Texas, 78711-3087

Dear Sir:

This letter is being sent in protest of the surcharge proposed by the **Community Utility Company CCN 10350**. The surcharge will increase the average water bill to almost **\$100 per month**, which could go up based on the cost of meeting **TCEQ** requirements. Community Utility Company provides no other service to the Heather Gate Residents.

Based on the letter Community Utility Company CCN 10350 has no incentive to manage these proposed improvements to hold down costs and provide its customers with an affordable water supply.

Sincerely

Heather Gate Resident

Elizabeth Beasley
20603 Honey Dale Ln
Crosby TX 77532
832-452-4097

RECEIVED
FEB 20 2013
UTILITIES & DISTRICTS
SECTION

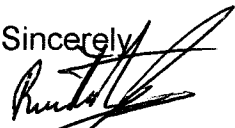
Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC153
P.O. Box 13087
Austin Texas, 78711-3087

Dear Sir:

This letter is being sent in protest of the surcharge proposed by the **Community Utility Company CCN 10350**. The surcharge will increase the average water bill to almost **\$100 per month**, which could go up based on the cost of meeting **TCEQ** requirements. Community Utility Company provides no other service to the Heather Gate Residents.

Based on the letter Community Utility Company CCN 10350 has no incentive to manage these proposed improvements to hold down costs and provide its customers with an affordable water supply.

Sincerely,



Heather Gate Resident

Richard JONES
20206 Honeydale, LN
Crosby, TX 77532

RECEIVED
FEB 20 2013

UTILITIES & DISTRICTS
SECTION

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC153
P.O. Box 13087
Austin Texas, 78711-3087

Dear Sir:

This letter is being sent in protest of the surcharge proposed by the **Community Utility Company CCN 10350**. The surcharge will increase the average water bill to almost **\$100 per month**, which could go up based on the cost of meeting **TCEQ** requirements. Community Utility Company provides no other service to the Heather Gate Residents.

Based on the letter Community Utility Company CCN 10350 has no incentive to manage these proposed improvements to hold down costs and provide its customers with an affordable water supply.

Sincerely

Heather Gate Resident

Benjamin J. Miley 311 Heathergate Ln.
B. Miley

RECEIVED
FEB 20 2013
UTILITIES & DISTRICTS
SECTION

Texas Commission on Environmental Quality

Feb 1, 2013

Water Supply Division Mc153

PO Box 13087, Austin Texas 78711-3087

Subject: Protest reference Forest Manor and Heathergate Subdivisions rate increase

Dear Sir:

The proposed rate increase of \$60.00 per month for 10 years will be a burden on low and middle income level people living in this area. Community Utility Company has been over charging by estimating meter readings and not correcting charges when lower readings are presented to their billing company.

Neglect of regular maintenance by the Company should not be place upon the users.

A better solution if some sort of Grant funds cannot be obtained for needed repairs would be to spread the expense over 30 years thus charging \$20. Per month instead of \$60. I feel that if the \$60 per month extra fee is approved I will have no option but to try to sell my place and seek another area to live, or just have the water shut off and bring in water when the property is occupied.

Thank you in advance for considering the hardship this drastic increase will cause.



James K. Eastham

2206 Beckman Dr

Huffman Texas ,

RECEIVED
FEB 06 2013

UTILITIES & DISTRICT
SECTION

88 10 10 10 10

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC153
P.O. Box 13087
Austin Texas, 78711-3087

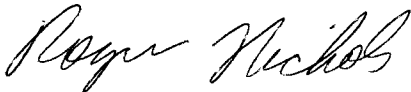
Dear Sir:

This letter is being sent in protest of the surcharge proposed by the **Community Utility Company CCN 10350**. The surcharge will increase the average water bill to over **\$100 per month**, which could go up based on the cost of meeting TCEQ requirements. Community Utility Company provides no other service to the Forest Manor Residents.

Based on the letter Community Utility Company CCN 10350 has no incentive to manage these proposed improvements to hold down costs and provide its customers with an affordable water supply.

Community Utility Company CCN 10350 has entered mediated agreements thru TCEQ with its customers, which it has failed to live up to. Based on past dealings, confidence in this company to manage and honor their commitments is not very high.

Sincerely



Royce Nichols
Forest Manor Resident
23306 Fantasia
Huffman Texas 77336

RECEIVED
FEB 08 2013

UTILITIES & DISTRICTS
SECTION

Wrester Manor

This is a protest of RATE INCREASE
to Community Utility Com.

They don't deserve a hike
they haven't did anything for the
first increase or the second.
There is no communication with
them. most times don't answer
phone. what i pay now to much
for water we get now. I pay
\$16.00 A month for filters I put
my house. I need 6 filters. I
want to drill my own well,
He has made ~~enough~~ enough off us.
CAN I

Mike Law

23303 ~~Star~~ Dew C.
Huffman TX 77336

Are you trying to get us not to write
with letter head like that

To Texas Commission on
Environmental Quality
Water Supply Division

I would like to file a formal
protest on the rate increase
by Community Utility Company
CCN Number 10350

Forest Manor and Heathergate
Subdivisions
P.O. Box 58 Spring, Texas 77383

From

Thank you for your time.
Robert Shannahan

From

Robert Shannahan
1903 Hickory Manor
P.O. Box 831
Huffman, Texas 77336

RECEIVED
FEB 13 2013

UTILITIES & DISTRICTS
SECTION

NOTICE OF PROPOSED RATE CHANGE

Community Utility Company

10350

Company Name

CCN Number

has submitted a rate change application to the Texas Commission on Environmental Quality (Commission). 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:

Forest Manor and Heathergate Subdivisions

Subdivisions or Systems Affected by Rate Change

| | | | | |
|--------------------|---------------|-----------|--------------|---------------------|
| P.O. Box 58 | Spring | TX | 77383 | 281-367-4460 |
| Company Address | City | State | Zip | Telephone |

| | |
|--------------------------|---------------------------------|
| \$ 137,520 | January 29, 2013 |
| Annual Revenue Increase | Date Customer Notice Mailed |
| January 21, 2009 | Second week of the month |
| Date of Last Rate Change | Date Meters Typically Read |

EFFECTIVE DATE OF PROPOSED INCREASE: April 1, 2013

MONTHLY SURCHARGE: \$ 60.00 per connection per month (Monthly fee to be collected for 120 months)
 This fee is being requested to collect sufficient revenues to pay for capital improvements mandated by the Texas Commission on Environmental Quality (TCEQ) and to bring the utility's facilities into compliance with TCEQ minimum standards. This surcharge can be increased or decreased based on the amount necessary to make required TCEQ approved capital improvements, thirty (30) days after notice of any change in the surcharge is sent to all affected customers and the filing of notice with the TCEQ as required by 30 TAC 291.21 (l)

The proposed rates will apply to all service rendered after the effective date and will be reflected on the bill you receive approximately 30 to 45 days after the effective date.


In the event that the application is set for hearing, the specific rates requested by the utility may be decreased or increased by order of the Commission. If the Commission orders a lower rate to be set, the utility may be ordered to refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest. You may inspect a copy of the rate change application at your utility's office or at the Commission's office at Park 35 - Building F, 12015 Park 35 Circle, Suite 3101, Austin, Texas, west side of IH-35, south of Yager Lane. Additional information about the application can be obtained by contacting the Utilities and Districts Section at 512/239-4691. Information about how you can participate in the rate setting process can be obtained by contacting the Public Interest Counsel at 512/239-6363.

Si desea informacion en Espanol, puede llamar al 512-239-0200

To Whom it may concern at TCEQ,

This is my official letter of protest to the proposed rate change from "Community Utility Company" The CCN number is 10350. I do not feel that this is a fair rate. We currently pay \$29 a month as a base rate plus the rate per usage and a 1% fee. This \$60 surcharge is more than double of my average bill of approximately \$45 per month.

Clarence Morace, Jr.


2007 Hickory Manor Drive

Huffman, TX 77336

936-346-1367

RECEIVED

FEB 06 2013

UTILITIES & DISTRICTS
SECTION

CC 3 1 11 11 11

DONALD R HAVEN
FOREST MANOR SUB DIVISON
2210 HICKORY MANOR DR

Dear Sirs,

I feel this surcharge is nothing short of price gouging. The water co. got the last raise so they could improve things this has not happen & also not all of the subdivision has water meters yet. Some homes don't even get a water bill. I still have to buy water to drink. We still get dirty water & it has ruined lots of white t shirts & shorts. This would put our water bill above other subdivisions that have fire protection. Please do not let them have this large surcharge for they will not make any improvements.

Donald R. Haven
Forest MANOR
Huffman, Texas
2210 Hickory Manor Dr.
Huffman, Texas 77336

2009 FEB 12 10 00 AM
1
2

37526-R EF/GH
2/15/13 TT (7)

February 5, 2013

Texas Commission on Environmental Quality Water Supply Division
Utilities & Districts Sections, MC153
PO Box 13087
Austin, TX -78711-3087

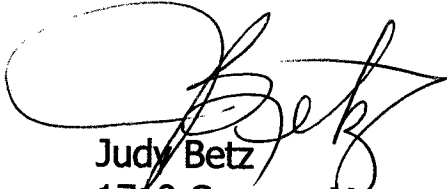
Subdivision: Forest Manor
Re: CCN # 10350

TO WHOM IT MAY CONCERN:

Due to the fact that I am an unemployed senior citizen on a fixed income I am opposed to this \$60.00 a month increase.

Thank you for your concern for this matter.

Regards,



Judy Betz
1719 Cypress Manor Dr.
Huffman, TX 77336

2013 FEB 12 10 00 AM
MAIL ROOM

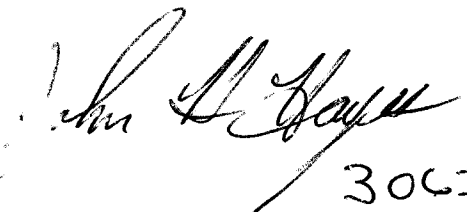
37526-R EF/EH
2/15/13 IT (1)

Texas Commission on Environmental Quality
Water Supply Division
Utilities & Districts Section, MC153
P.O. Box 13087
Austin Texas, 78711-3087

Dear Sir:

This letter is being sent in protest of the surcharge proposed by the **Community Utility Company CCN 10350**. The surcharge will increase the average water bill to almost **\$100 per month**, which could go up based on the cost of meeting **TCEQ** requirements. Community Utility Company provides no other service to the Heather Gate Residents.

Based on the letter Community Utility Company CCN 10350 has no incentive to manage these proposed improvements to hold down costs and provide its customers with an affordable water supply.

Sincerely 

Heather Gate Resident

306 Indian Shores Crosby TX
77532

RECEIVED
FEB 13 2013
UTILITIES & DISTRICTS
SECTION

RECEIVED

FEB 20 2013

UTILITIES & DISTRICTS
SECTION

02-15-2013

To Whom it May Concern,

THIS IS MY LETTER OF PROTEST CONCERNING A \$60.⁰⁰ SURCHARGE PROPOSED BY COMMUNITY UTILITY CO. FOR THE FOREST MANOR SUBDIVISION IN HUFFMAN, TX.

THE LAST RATE CHANGE IN JANUARY, 2009 FROM \$12.⁵⁰ /MO TO \$43.⁶⁸ WAS A LARGE INCREASE THAT SHOULD BE SUFFICIENT COMPARED TO THE WATER QUALITY. THE WATER IS NOT DRINKABLE DUE TO TASTE AND OCCASSIONAL OFF COLOR. IN 2005, I HAD A VERY EXPENSIVE WATER FILTRATION SYSTEM INSTALLED ON MY HOME, INCLUDING A REVERSE OSMOSIS SYSTEM, JUST TO MAKE THE WATER USABLE AND DRINKABLE. I CONTINUE TO SPEND APPROXIMATELY \$300/YR TO MAINTAIN THE FILTRATION SYSTEM DUE TO FILTER CHANGES, MAINTENANCE AND SALT FOR THE SOFTENER.

A \$60.⁰⁰ SURCHARGE THAT IS PROPOSED IS GREED OR BAD MANAGEMENT ON THE PART OF COMMUNITY UTILITY CO., CCN# 10350.

SINCERELY,

Mike S. Steg