

III

## Aqua Texas Southwest Region Rate Increase Protest Petition

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

We the undersigned Aqua Texas, Inc. ratepayers in Kerr County, Texas, submit this Protest Petition for review of the proposed rate changes in the Aqua Texas, Inc. Notice of Proposed Rate Change affecting CCN Numbers 11157, 12902, 11421 and 11484 dated December 16, 2011. The undersigned ratepayers designate William H. Cathey, 1555 Horizon Blvd, Kerrville, Texas, 830-896-5799, to represent them in discussions, hearings, negotiations and other proceedings associated with this protest. The name, telephone number, address (location where service is received) of each signatory ratepayer are listed below.

Signature: Patricia Presley  
Name: Patricia Presley  
Phone: 830-896-3168  
Address: 1000 Horizon Blvd,  
Kerrville 78028

Signature: Raymond H. Orr  
Name: Raymond H. Orr  
Phone: 830-792-9893  
Address: 1631 Horizon Blvd  
Kerrville, TX 78028

Signature: Thomas E. Cuswell, Jr.  
Name: Thomas E. Cuswell, Jr.  
Phone: 830-792-2160  
Address: 1166 Horizon Blvd  
Kerrville, Texas 78028

Signature: William H. Cathey  
Name: WILLIAM H CATHEY  
Phone: 830 896-5799  
Address: 1555 HORIZON BLVD  
KERRVILLE, TX 78028

Signature: Greg Amborough  
Name: Greg Amborough  
Phone: 830 896-4549  
Address: 1852 Horizon Blvd  
Kerrville, Tx 78028

Signature: Larry V. Ward  
Name: Larry V. Ward  
Phone: 830 792 6853  
Address: 244 Genesis  
Kerrville Tx 78028

IV

# Aqua Texas Southwest Region Rate Increase Protest Petition

TO: Texas Commission on Environmental Quality  
Water Supply Division  
Utilities & Districts Section, MC 153  
P.O. Box 13087  
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Signature: [Signature]  
Name: FRANK BROOKSHER  
Phone: 830-257-0743  
Address: 201 LANDMARK Rd  
Kerrville TX 78028

Signature: [Signature]  
Name: PAT THORNBLON  
Phone: 896-3586  
Address: 1391 LANDMARK

Signature: [Signature]  
Name: Woodrow Mock  
Phone: 281-682-4920  
Address: 1800 Landmark

Signature: [Signature]  
Name: JAMES HARTSHORN  
Phone: 830 792 6868  
Address: 314 GENESIS TR  
Kerrville TX 78028

Signature: [Signature]  
Name: SHARON Mock  
Phone: 792-2124  
Address: 1800 Landmark

Signature: [Signature]  
Name: R. L. ROBERTSON  
Phone: 377-7585  
Address: 2121 LANDMARK  
KERRVILLE, TX 78028

V

## Aqua Texas Southwest Region Rate Increase Protest Petition

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Water Supply Division  
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P.O. Box 13087  
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Signature:

Vincent C. Rifici

Name:

VINCENT C. RIFICI

Phone:

830-792-1104

Address:

320 CHRISTIAN DR  
KERRVILLE, TX 78028

Signature:

Dinah Morgan

Name:

Dinah Morgan

Phone:

830-895-3086

Address:

277 Honor Dr

Kerrville Tx 78028

Signature:

Wayne Alworth

Name:

WAYNE ALSWORTH

Phone:

830-896-8934

Address:

1779 HORIZON BLVD  
KERRVILLE TX 78028

Signature:

Nancy Vaughan

Name:

NANCY VAUGHAN

Phone:

830-257-3723

Address:

Kerrville Tx 78028  
1588 LAUREL DR

Signature:

Isaac E. Morgan

Name:

ISAAC E. MORGAN

Phone:

830-895-3086

Address:

277 Honor Dr

KERRVILLE, TX 78028

Signature:

TOM Torgert

Name:

TOM TORGERT

Phone:

830-257-8966

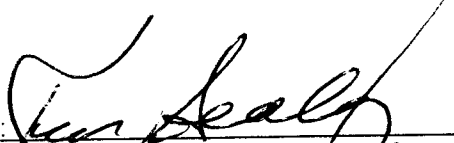
Address:

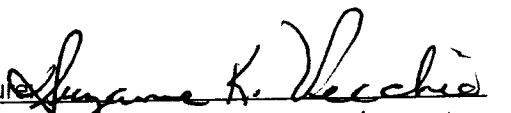
264 ST. MARK PATH  
KERRVILLE, TX 78028


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Texas Commission on Environmental Quality  
Water Supply Division  
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rville, Texas, 830-896-5799, to represent them in discussions, hearings, negotiations and  
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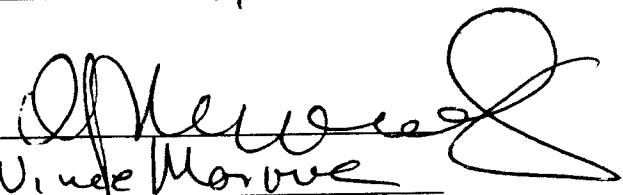
Signature:   
Name: Kenneth C. Sealey  
Phone: 830-896-9147  
Address: 4500 Horizon Blvd  
Kerrville, TX 78028

Signature:   
Name: Suzanne K. Vecchio  
Phone: 830-895-7490  
Address: 220 Peace Lane  
Kerrville, TX 78028

Signature:   
Name: Alma D. Sparks  
Phone: 830-896-8598  
Address: 4500 Christian Dr.  
Kerrville, TX 78028

Signature:   
Name: Ron Hargis  
Phone: 830-896-1741  
Address: 1926 Horizon Blvd  
Kerrville, TX

Signature:   
Name: Mike Bunch  
Phone: 896-3050  
Address: 100 Landmark  
78028

Signature:   
Name: Vince Morone  
Phone: 830-896-4015  
Address: 1061 Landmark Rd  
Kerrville TX

VII

## Aqua Texas Southwest Region Rate Increase Protest Petition

TO: Texas Commission on Environmental Quality  
Water Supply Division  
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P.O. Box 13087  
Austin, TX 78711-3087

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Signature: [Signature]  
Name: Ken Higginbotham  
Phone: \_\_\_\_\_  
Address: 401 Horizon Blvd  
Kerrville TX 78028

Signature: [Signature]  
Name: TOM M. KING  
Phone: 792-3439  
Address: 1031 HORIZON BLVD  
Kerrville 78028

Signature: [Signature]  
Name: JACK HAMPTON  
Phone: 792.7686  
Address: 184 HONOR DR  
KERRVILLE TX 78028

Signature: [Signature]  
Name: GERALD IRION  
Phone: 469/585-0959  
Address: 148 Box Canyon Rd  
Kerrville, TX 78028

Signature: [Signature]  
Name: ROBERT ALLEY  
Phone: 830-896-9579  
Address: 730 HONOR DR  
KERRVILLE, TX 78028

Signature: [Signature]  
Name: GREGG STE  
Phone: 361-442-7792  
Address: 200 Landmark  
Kerrville TX

VII

## Aqua Texas Southwest Region Rate Increase Protest Petition

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

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Signature: Richard Schulteis  
Name: RICHARD SCHULTEIS  
Phone: 830-896-3559  
Address: 1876 LANDMARK  
KERRVILLE

Signature: BREZ WIGGINS  
Name: BREZ WIGGINS  
Phone: 512 992 8680  
Address: 1345 Horizon  
KVILLE, 78028

Signature: Joan Glazner  
Name: JOAN GLAZNER  
Phone: 830-896-2365  
Address: 570 LANDMARK  
Kville TX 78028

Signature: Beth Fite  
Name: BETH FITE  
Phone: 323-3142601  
Address: 800 Landmark  
KERRVILLE, TX 78028

Signature: Mary C. Hann  
Name: MARY C. HANN  
Phone: 896-3495  
Address: 689 Honor


Signature: Sam Bejeman  
Name: SAM Bejeman  
Phone: 896-0541  
Address: 180 Dawn Drive

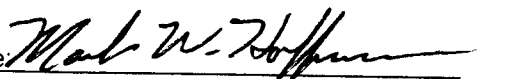
TX


# Aqua Texas Southwest Region Rate Increase Protest Petition

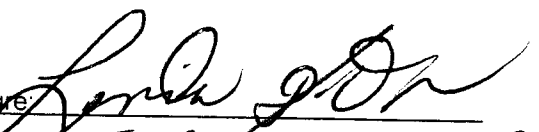
TO: Texas Commission on Environmental Quality  
Water Supply Division  
Utilities & Districts Section, MC 153  
P.O. Box 13087  
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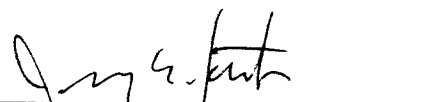
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Signature:   
Name: RONALD H. DOSS  
Phone: 830 792-0647  
Address: 195 LANDMARK  
KERRVILLE, TX

Signature:   
Name: MARK W. HOFFMAN  
Phone: 830-295-1852  
Address: 265 S. Mark Roth  
Kerrville TX 78028

Signature:   
Name: Marilyn J. Igel  
Phone: 830-792-6199  
Address: 925 Landmark Rd  
Kerrville, TX

Signature:   
Name: LINDA D. ORR  
Phone: 830-792-7513  
Address: 1431 HORIZON BLVD

Signature:   
Name: Jeremy Keith  
Phone: 210-364-4992  
Address: 151 Kerr Canyon Pass  
Kerrville, TX 78028

Signature:   
Name: C.V. WARRINGTON  
Phone: 830-257-2842  
Address: 929 HORIZON BLVD.  
KERRVILLE, TX 78028

ONLY ONE SIGNATURE PER HOUSEHOLD

X

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Signature:

Mary Andrews

Name:

MARY ANDREW

Phone:

(830) 896-1852

Address:

361 CHRISTIAN

KERRVILLE, TX 78028

Signature:

Name:

Phone:

Address:

Signature:

Rick McRae

Name:

Rick McRae

Phone:

830-377-9578

Address:

110 Kerr Canyon Pass

Signature:

Gilbert E. Kranke

Name:

GILBERT E. KRANKE

Phone:

830-895-7451

Address:

1524 LANDMARK

KERRVILLE, TX 78028

Signature:

Ron K. Stoeckel

Name:

Ron K. Stoeckel

Phone:

257-5553

Address:

149 Box Canyon

Kerrville TX 78028

Signature:

Cynthia Hoffmann

Name:

Cynthia Hoffmann

Phone:

(830) 895-1852

Address:

265 St Mark Path

Kerrville, TX 78028

ONLY ONE SIGNATURE PER HOUSEHOLD



XL

# Aqua Texas Southwest Region Rate Increase Protest Petition

O: Texas Commission on Environmental Quality  
Water Supply Division  
Utilities & Districts Section, MC 153  
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Signature: [Signature] ✓  
Name: Jay Beeze  
Phone: 896-3722  
Address: 1027 Landmark

Signature: [Signature] ✓  
Name: DAVID + RUTH MANIPOLC  
Phone: 830 251 7362  
Address: 1088 Harrison Blvd

Signature: [Signature]  
Name: JUDITH COUGH  
Phone: 210-725-0654  
Address: 370 ST. MARK PATH  
KERRVILLE TX

Signature: [Signature]  
Name: Mary Yarbrough  
Phone: 896 4549  
Address: 1852 Horizon Blvd  
Kerrville

Signature: [Signature] ✓  
Name: James A. Wingo  
Phone: 830-896-1543  
Address: 510 Christian  
Kerrville, Tx 78028

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Address: \_\_\_\_\_

ONLY ONE SIGNATURE PER HOUSEHOLD

XII

## Aqua Texas Southwest Region Rate Increase Protest Petition

TO: Texas Commission on Environmental Quality  
Water Supply Division  
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Signature:

*Robert E. Couch*

Name:

ROBERT E. COUCH

Phone:

830-377-4740

Address:

370 ST. MARK PATH

KERRVILLE, TX 78028

Signature:

*Carl Johnson*

Name:

CARL JOHNSON

Phone:

830-895-5173

Address:

2016 LANDMARK

KERRVILLE TX 78028

Signature:

*Ann Ogle*

Name:

Ann Ogle

Phone:

830 896-0923

Address:

236 Christian

Kerrville TX 78028

Signature:

*Bob Ogle*

Name:

Bob Ogle

Phone:

830-896-0923

Address:

236 Christian

Kerrville, TX 78028

Signature:

*Willard Burgess*

Name:

Willard Burgess

Phone:

830-257-1160

Address:

101 Landmark

Kerrville, TX 78028

Signature:

Name:

Phone:

Address:

ONLY ONE SIGNATURE PER HOUSEHOLD

XIII

## Aqua Texas Southwest Region Rate Increase Protest Petition

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Water Supply Division  
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Austin, TX 78711-3087

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Signature: St. Arnes  
Name: Steven Arnes  
Phone: (830) 329-2540  
Address: 345 Honor Dr.  
Kerrville, Tx. 78028

Signature: W. Henderson  
Name: WILLIAM HENDERSON  
Phone: 281-513-9976  
Address: 123 KERR CANYON  
PASS  
KERR. 78028

Signature: Ronnie Griffith  
Name: RONNIE GRIFFITH  
Phone: 830-792-6224  
Address: 1260 LANDMARK RD  
KERRVILLE, TX 78028

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

ONLY ONE SIGNATURE PER HOUSEHOLD

XIV

## Aqua Texas Southwest Region Rate Increase Protest Petition

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Water Supply Division  
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Signature:



✓

Name:

Marie Fudd

Phone:

830-896-3775

Address:

1355 Landmark

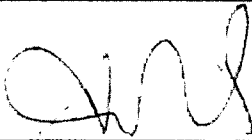
Signature:

Name:

Phone:

Address:

Signature:



✓

Name:

Greg Richards

Phone:

896-2392

Address:

1701 Landmark

Signature:

Name:

Phone:

Address:

Signature:

Name:

Phone:

Address:

Signature:

Name:

Phone:

Address:

ONLY ONE SIGNATURE PER HOUSEHOLD

April 24, 2012

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

RE: Aqua Texas, Inc. Rate Increase Protest Petitions

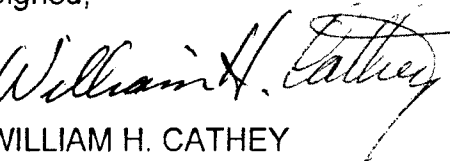
To: Texas Commission on Environmental Quality, ATTN: Mr. Kamal Adhikari

Enclosed are protest petitions from Aqua Texas Southwest Region ratepayers from Kerr County, Texas. Petitioners are protesting the rate increase by Aqua Texas, Inc. for their Southwest Region filed with TCEQ o/a December 29, 2011 that became effective on February 21, 2012..

For your convenience, petitioners' locations are annotated with page number and line number from the Aqua Texas, Inc. North Texas Region & Southwest Region Customer Listing provided with the Filing.

Please notify me of any hearing related dates and location of such, as I will be representing myself and the petitioners.

Signed,



WILLIAM H. CATHEY  
555 Horizon Blvd  
Kerrville, TX 78028-7595  
[wcathey.aqtx.protest@gmail.com](mailto:wcathey.aqtx.protest@gmail.com)

Enclosures: Protest Petitions signed by ten (10) Aqua Texas, Inc. Southwest Region Ratepayers

## Aqua Texas Southwest Region Rate Increase Protest Petition

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051  
21  
332  
Signature: 

Name: PAUL SMITH

Phone: 896 1347

Address: 400 LANDMARK  
KERRVILLE

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ONLY ONE SIGNATURE PER HOUSEHOLD

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368  
55  
200  
Signature: Pamela Jung

Name: Pamela Jung

Phone: 830-896-7615

Address: 175 Spicer Loop So.

Kerrville, Tx. 78028

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

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368  
30  
200  
Signature: Beth Aaron  
Name: Beth Aaron  
Phone: 830-257-6877  
Address: 221 Harville Road  
Kerrville, Texas 78078

p368  
l 47  
T200  
Signature: Beth Aaron  
Name: Beth Aaron  
Phone: 830-257-6877  
Address: 235 Harville Road  
Kerrville, Texas 78078

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Address: \_\_\_\_\_

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Address: \_\_\_\_\_

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Address: \_\_\_\_\_

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Address: \_\_\_\_\_

ONLY ONE SIGNATURE PER HOUSEHOLD



# Aqua Texas Southwest Region Rate Increase Protest Petition

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

We the undersigned Aqua Texas, Inc. ratepayers in Kerr County, Texas, submit this Protest Petition for review of the proposed rate changes in the Aqua Texas, Inc. Notice of Proposed Rate Change affecting CCN Numbers 11157, 12902, 11421 and 11484 dated December 16, 2011. The undersigned ratepayers designate William H. Cathey, 1555 Horizon Blvd, Kerrville, Texas, 830-896-5799, to represent them in discussions, hearings, negotiations and other proceedings associated with this protest. The name, telephone number, address (location where service is received) of each signatory ratepayer are listed below.

328  
13  
81

Signature: Patricia C. Honeycutt

Name: Patricia C. Honeycutt

Phone: 830 257-8057

Address: 169 Forest Circle  
Kerrville TX 78028

192  
350  
ie 60

Signature: Sherie Smart

Name: Sherie Smart

Phone: 830-634-7375

Address: 112 Wyatt St.  
Center Point, TX 78010

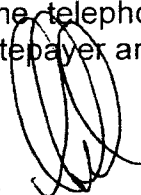
302  
19  
172

Signature: Leticia Sifuentes

Name: Leticia Sifuentes

Phone: (830) 257-4332

Address: 535 Mountain Dr.  
Kerrville, TX 78028



Signature: Michael Hebert

Name: MICHAEL HEBERT

Phone: 830 739-7678

Address: 135 DUFFY DR  
Kerrville TX 78028

mikeaher2004@yahoo.com

Signature: Robert R. Buscher Jr.

Name: Robert R. Buscher Jr.

Phone: 432 386-6209

Address: 472 Rhum Rd  
Kerrville TX 78028

Signature: Sue McGuire

Name: Sue McGuire

Phone: 895-9585

Address: 1703 Scott Rd  
Kerrville, TX 78028

## Aqua Texas Southwest Region Rate Increase Protest Petition

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

We the undersigned Aqua Texas, Inc. ratepayers in Kerr County, Texas, submit this Protest Petition for review of the proposed rate changes in the Aqua Texas, Inc. Notice of Proposed Rate Change affecting CCN Numbers 11157, 12902, 11421 and 11484 dated December 16, 2011. The undersigned ratepayers designate William H. Cathey, 1555 Horizon Blvd, Kerrville, Texas, 830-896-5799, to represent them in discussions, hearings, negotiations and other proceedings associated with this protest. The name, telephone number, address (location where service is received) of each signatory ratepayer are listed below.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

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Signature: \_\_\_\_\_

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Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

ONLY ONE SIGNATURE PER HOUSEHOLD

May 11, 2012

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

RE: Aqua Texas, Inc. Rate Increase Protest Petitions

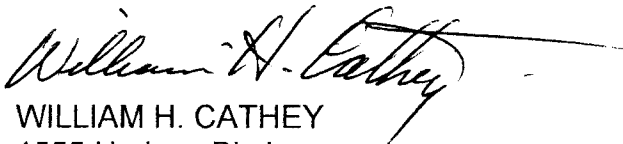
To: Texas Commission on Environmental Quality, ATTN: Mr. Kamal Adhikari

Enclosed are protest petitions from Aqua Texas Southwest Region ratepayers from Kerr County, Texas. Petitioners are protesting the rate increase by Aqua Texas, Inc. for their Southwest Region filed with TCEQ o/a December 29, 2011 that became effective on February 21, 2012..

For your convenience, petitioners' locations are annotated with page number and line number from the Aqua Texas, Inc. North Texas Region & Southwest Region Customer Listing provided with the Filing.

Please notify me of any hearing related dates and location of such, as I will be representing myself and the petitioners.

Signed,



WILLIAM H. CATHEY  
1555 Horizon Blvd  
Kerrville, TX 78028-7595  
[wcathey.aqtx.protest@gmail.com](mailto:wcathey.aqtx.protest@gmail.com)

Enclosures: Protest Petitions signed by four (4) Aqua Texas, Inc. Southwest Region Ratepayers

# Aqua Texas Southwest Region Rate Increase Protest Petition

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

HIGHLANDS  
RANCH

We the undersigned Aqua Texas, Inc. ratepayers in Kerr County, Texas, submit this Protest Petition for review of the proposed rate changes in the Aqua Texas, Inc. Notice of Proposed Rate Change affecting CCN Numbers 11157, 12902, 11421 and 11484 dated December 16, 2011. The undersigned ratepayers designate William H. Cathey, 1555 Horizon Blvd, Kerrville, Texas, 830-896-5799, to represent them in discussions, hearings, negotiations and other proceedings associated with this protest. The name, telephone number, address (location where service is received) of each signatory ratepayer are listed below.

Signature:

Name:

Phone:

Address:

19  
8  
Name: REID WELLS  
Phone: 830-660-0494  
Address: 417 Victoria Dr  
Kerrville, TX 78028

Signature:

Name:

Phone:

Address:

Signature: D.E. B. dell p19  
Name: D.E. B. dell l25  
Phone: 830-367-1262  
Address: 215 RHUMRD  
Kerrville, TX 78028

Signature:

Name:

Phone:

Address:

19  
13  
Signature: D.L. Fay  
Name: D.L. Fay  
Phone: 830-367-7109  
Address: 120 Victoria Drive  
Kerrville, TX 78028

Signature:

Name:

Phone:

Address:

Signature:

Name:

Phone:

Address:

19  
22  
Signature: Harold A. Palmer  
Name: HAROLD A. PALMER  
Phone: (830) 367-3319  
Address: 435 MULL ROAD  
KERRVILLE, TX 78028

Signature:

Name:

Phone:

Address:

ONLY ONE SIGNATURE PER HOUSEHOLD

PARTY REP ① Hill Country Group

LGWESTFALL@AOL.COM



STATE OFFICE OF ADMINISTRATIVE HEARINGS  
PUBLIC HEARING REGISTRATION

ALL PERSONS IN ATTENDANCE ARE REQUESTED TO COMPLETE  
PLEASE PRINT CLEARLY



Date: 7/16/2012

Name: LARRY WESTFALL

Occupation: RETIRED

Mailing Address: 450 RIM ROCK ROAD  
Street or P.O. Box

City: KERUVILLE TX Zip: 78028

Daytime Phone: (830) 792 5506 Fax #: (830) 792 5510

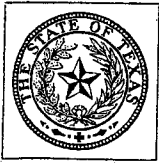
E-Mail address (if available): lgwestfall@aol.com

Representing: ☒ Self ☒ Other (specify): KERUVILLE SOUTH  
COMMUNITY ACTION GROUP (CAG)  
SW REGION AQUA RATE CASE

Title of matter being considered: ~~SAH DOCKET~~ 582-12-6658

SOAH Docket No. (if known): 582-12-6658

Your position regarding the matter being considered: ☐ In Favor ☒ Opposed ☐ Undecided ☐ Observer  
TO THE RATE INCR.



STATE OFFICE OF ADMINISTRATIVE HEARINGS  
PUBLIC HEARING REGISTRATION  
ALL PERSONS IN ATTENDANCE ARE REQUESTED TO COMPLETE  
PLEASE PRINT CLEARLY



Date: 7-16-2012

Name: Jack R. Millikan

Occupation: Retired - CHAIRMAN

Mailing Address: 106 Rim Rock Rd  
Street or P.O. Box

Kerrville TX. 78028  
City State Zip

Daytime Phone: (830) 895-7555 Fax #: ( ) Same

E-Mail address (if available): JMILL@STX.PR.COM

Representing: ☐ Self ☐ Other (specify): KERRVILLE SOUTH

Title of matter being considered: AQUA Rate Increase

SOAH Docket No. (if known): 582-12-6658

Your position regarding the matter being considered: ☐ In Favor ☒ Opposed ☐ Undecided ☐ Observer

NOT A PARTY



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PUBLIC HEARING REGISTRATION  
ALL PERSONS IN ATTENDANCE ARE REQUESTED TO COMPLETE  
PLEASE PRINT CLEARLY



Date: 7-16-2012

Name: JAMES KURZ

Occupation: RETIRED

Mailing Address: 235 VALLEY VIEW DR.  
Street or P.O. Box

KERRVILLE, TX  
City

78028  
State Zip

Daytime Phone: ( 830 ) 257-7620

Fax #: ( )

E-Mail address (if available):

Representing: ☐ Self ☒ Other (specify): COMMUNITY ACTION COMMITTEE  
KERRVILLE SOUTH

Title of matter being considered: SOUTHWEST REGION RATE CASE

SOAH Docket No. (if known): 582-12-6658

Your position regarding the matter being considered: ☐ In Favor ☒ Opposed ☐ Undecided ☐ Observer

NOT A  
PARTY



STATE OFFICE OF ADMINISTRATIVE HEARINGS  
PUBLIC HEARING REGISTRATION  
ALL PERSONS IN ATTENDANCE ARE REQUESTED TO COMPLETE  
PLEASE PRINT CLEARLY



Date: 7-16-2012

Name: Bill E Davis

Occupation: RET

Mailing Address: 150 Hilltop Dr  
Street or P.O. Box

Kennville TX 79028  
City State Zip

Daytime Phone: ( 830 ) 257-9672 Fax #: ( )

E-Mail address (if available):

Representing: ☒ Self ☐ Other (specify):

Title of matter being considered: 582-12-6658

SOAH Docket No. (if known):

Your position regarding the matter being considered: ☐ In Favor ☒ Opposed ☐ Undecided ☐ Observer

NOT  
A  
PARTY





STATE OFFICE OF ADMINISTRATIVE HEARINGS  
PUBLIC HEARING REGISTRATION  
ALL PERSONS IN ATTENDANCE ARE REQUESTED TO COMPLETE  
PLEASE PRINT CLEARLY



Date: July 16, 2012

Name: FRAN DAVIS

Occupation: RETIRED

Mailing Address: 150 HILLTOP DR  
Street or P.O. Box

City KERRVILLE State TX Zip 78028

Daytime Phone: (830) 257-9672 Fax #: ( )

E-Mail address (if available): fdavis31@gmail.com

Representing: ☒ Self ☐ Other (specify):

Title of matter being considered:

SOAH Docket No. (if known): 582-12-6658

Your position regarding the matter being considered: ☐ In Favor ☒ Opposed ☐ Undecided ☐ Observer

NOT A  
PARTY

# COMMUNITY ACTION GROUP BY LAWS

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1987

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\*\*\*\*AMENDED FEBRUARY 21, 1995-SEE PAGE SEVEN

BY-LAWS  
OF  
THE COMMUNITY ACTION GROUP

1987

ARTICLE I - DESCRIPTION

THIS NON-PROFIT ORGANIZATION, NAMED COMMUNITY ACTION GROUP, IS FORMED TO REPRESENT THE PEOPLE ESSENTIALLY IN THE KERRVILLE SOUTH AREA, PARTICULARLY, BUT NOT LIMITED TO THOSE PEOPLE RESIDING IN THE AREA SERVED BY THE KERRVILLE SOUTH WATER COMPANY. MEMBERSHIP IS OPEN TO ALL THOSE RESIDING OUTSIDE KERRVILLE WHO HAVE A PARTICULAR INTEREST IN AND CONCERN WITH PROBLEMS AFFECTING THE KERRVILLE SOUTH COMMUNITY AND ITS SURROUNDING NEIGHBORHOOD.

ARTICLE II - OBJECTIVES

THE COMMUNITY ACTION GROUP SHALL, THROUGH ITS BOARD OF DIRECTORS, BUILDING BOARD AND APPOINTED COMMITTEES, ESTABLISH POLICIES, PROGRAMS, AND PRIORITIES, DESIGNED TO FACILITATE THE GENERAL PURPOSES AND OBJECTIVES OF THE GROUP, NAMELY, TO STUDY AND EVALUATE ALL MAJOR ISSUES WHICH MAY AFFECT THE MEMBERSHIP, AND THE IMPACT OF THESE ISSUES ON THE QUALITY OF LIFE IN THE COMMUNITY AND TO SEEK PROPER AND EQUITABLE SOLUTIONS TO COMMUNITY PROBLEMS.

THE COMMUNITY ACTION GROUP SHALL PROVIDE ITS MEMBERS A MEANS FOR UNIFIED ACTION IN MATTERS CONCERNED WITH THE PRESERVATION OF THE RESIDENTIAL AREA OF OUR UNINCORPORATED AREAS IN KERR COUNTY, TEXAS (HERE-IN CALLED AREA), WITH EMPHASIS PLACED ON THE FOLLOWING:

- (A) ASSURE COMPLIANCE WITH RESTRICTIONS AND COVENANTS AS MAY BE IN DEEDS AND OTHER CONVEYANCES OF PROPERTIES WITHIN THE AREA.
- (B) ASSURE THAT THE AREA AND THE MEMBERS THEREOF ARE ACCORDED FAIR, REASONABLE, AND UNIFORM TREATMENT REGARDING TAXATION, UTILITY RATES, SERVICES AND REGULATORY ACTION.

ARTICLE III - POLICY AND VALUES

FURTHERMORE, IT WILL BE A POLICY OF THE BOARD OF DIRECTORS TO UPHOLD SUCH VALUES THAT ARE RELATIVE TO OUR CIRCUMSTANCES AND WELL-BEING, AS:

- (1) THE ENVIRONMENT TO BE PRESERVED.
- (2) A GROWTH-RATE TO BE BASED UPON CAREFULLY DETERMINED GUIDE LINES THAT ARE IN HARMONY WITH THE NEEDS OF OUR MEMBERSHIP.
- (3) UTILIZE THE STRENGTHS, INNOVATIVE IDEAS AND SKILLS OF OUR MEMBERS AS WELL AS ANY OTHER OUTSIDE RESOURCES WHICH WE FEEL MAY BE NECESSARY TO ACHIEVE OUR GOALS.
- (4) RETAIN AND ENHANCE THE HILL COUNTRY ENVIRONMENTS.
- (5) AT NO TIME SHALL THIS ORGANIZATION BE USED FOR PARTISAN, POLITICAL, OR RELIGIOUS PURPOSES. AT NO TIME SHALL THIS ORGANIZATION DISCRIMINATE AGAINST RACE, CREED, OR SEX IN APPLICATION OR MEMBERSHIP.

ARTICLE IV - OFFICES

THE PRINCIPAL OFFICE OF THE CORPORATION IN THE STATE OF TEXAS SHALL BE LOCATED IN THE AREA IDENTIFIED IN ARTICLE I. THE REGISTERED OFFICE MAY BE, BUT NEED NOT BE, IDENTICAL WITH THE PRINCIPAL OFFICE

ARTICLE V - MEMBERS

SECTION 1. (CLASSES OF MEMBERSHIP) THE CORPORATION SHALL HAVE TWO CLASSES OF MEMBERS. THE DESIGNATION OF SUCH CLASSES AND THE QUALIFICATIONS AND RIGHTS OF THE MEMBERS OF SUCH CLASSES SHALL BE AS FOLLOWS:

- (A) BOARD OF DIRECTORS.

LARRY WESTFALL HAS  
-PAGE 1- BEEN DESIGNATED AS COMMITTEE  
CHAIRMAN OF COMMITTEE DEALING  
WITH AQUA PROTEST  
J. W. Westfall  
CHAIRMAN



STATE OFFICE OF ADMINISTRATIVE HEARINGS  
PUBLIC HEARING REGISTRATION  
ALL PERSONS IN ATTENDANCE ARE REQUESTED TO COMPLETE  
PLEASE PRINT CLEARLY



Date: 7-16-2012

Name: Nancy Armstrong

Occupation: housewife

Mailing Address: 1333 Tanagua Ln  
Street or P.O. Box

City Austin State TX Zip 78739

Daytime Phone: (512) 2152663 Fax #: (512) 2152663

E-Mail address (if available): \_\_\_\_\_

Representing: ☐ Self ☒ Other (specify): Oak Ridge POA Horseshoe Bay TX

Title of matter being considered: 582-12-6658 2012-1058URC Wacker  
↓ ✓ Park's

SOAH Docket No. (if known): \_\_\_\_\_

Your position regarding the matter being considered: ☐ In Favor ☒ Opposed ☐ Undecided ☐ Observer

Larry Western  
Rep  
Hill Country  
Group

GILL

Hill Country  
Group



STATE OFFICE OF ADMINISTRATIVE HEARINGS  
PUBLIC HEARING REGISTRATION  
ALL PERSONS IN ATTENDANCE ARE REQUESTED TO COMPLETE  
PLEASE PRINT CLEARLY



Date: July 16, 2012

Name: CLOVIS LAFLEUR

Occupation: Retired

Mailing Address: P.O. Box 1802

Street or P.O. Box

City Fredericksburg

State Texas

Zip 78624

Daytime Phone: (830) 997-7198

Fax #: ( )

E-Mail address (if available): clafleur1@austin.rr.com

Representing: ☐ Self ☒ Other (specify): Deerwood Subdivision

Title of matter being considered: Aqua Texas Proposed Rate Change

SOAH Docket No. (if known): 582-12-6658

Your position regarding the matter being considered: ☐ In Favor ☒ Opposed ☐ Undecided ☐ Observer

*PAIR*

*G. Admitted*

**Deerwood Rate Change Comment / Testimony  
Preliminary Hearing -SOAH Docket #582-12-6658**

Date: July 16, 2012

From: Clovis LaFleur; Representing Deerwood Subdivision Aqua Customers

To: State Office of Administrative Hearing

Subject: Aqua Texas Proposed Rate Change Preliminary Hearing - SOAH Docket #582-12-6658

**Designated Representative Petitions**

My name is Clovis LaFleur and my place of residence is 1208 Deerway, located in the Deerwood Subdivision, Gillespie County, Texas. I am a Aqua Texas, Inc. customer.

Attached are petitions signed by 66 residents of Deerwood Subdivision who are customers of Aqua Texas, Inc. Petitions in Spanish were made available for 31 of these customers, to assure they understood they were designating Mr. LaFleur as their representative at the subject SOAH Hearing.

The signatures on the attached petitions designate Mr. Clovis LaFleur, a customer of Aqua Texas, to represent them at the subject Hearing. As they cannot be present at this hearing, they request to be a party to the proceedings by being represented by Mr. Clovis LaFleur in all matters concerning the proposed rate change. All matters would include but not be limited to discovery, discussion, testimony, negotiation, and/or settlement. [See Page 2 for Clovis LaFleur's Prepared comments / Testimony.]

**Deerwood Rate Change Comment / Testimony**  
**Preliminary Hearing -SOAH Docket #582-12-6658**

**Mr. Clovis LaFleur's Prepared Comments / Testimony**

Deerwood became customers of Aqua in June of 2007, or about 5 years ago. We were informed of the Proposed Water Hike by Aqua's letter dated December 16, 2011. To my knowledge, there was not a notice sent to our Spanish Speaking Customers. My first bill with the proposed rate hike was dated April 9, 2012 amounting to \$81.60 for 7,800 gallons of water usage. My bill dated March 8, 2012 was \$39.39 for 8,000 gallons of water usage. [See attached copies of the referenced bills for the court's records.] This was approximately a 207% rise in my water bill in one month. This has caused considerable financial hardship for many of my Deerwood neighbors.

On July 11, 2012, I attended the meeting in Kerrville organized for the TCEQ and Aqua Texas, Inc. to explain the reasons and necessity for these increases. In particular in the presentation by Aqua Texas President Robert Laughman, I observed Aqua Texas had spent \$60,000 in the Deerwood Subdivision over the five years they have owned the water system. We are about 100 customers, so this amounts to about \$600 / customer over that period; about \$1,700 less than the \$2,300 / customer Aqua stated they had spent since 2004 in the Southwest Texas. [See Attached Aqua December 16, 2011 Correspondence to Harper System Customers.] We must ask why such a discrepancy?

The answer of course, is Regionalization; especially as it is applied in this rate hike proposal. In reviewing the rate hike changes for Aqua's Southwest Region 13 named water systems in this proposal, there was considerable disparity in the before charges relative to the Minimum Monthly Charges and the per 1,000 gallon water usage rates. (See attached summary chart for Southwest Region.) Before the rate increase, The minimum monthly charge ranged from a low of \$21 in the Kings Cove Subdivision to a high of \$48.50 in the Woodcreek Subdivision. Harper Water Co. (which includes Deerwood), had a minimum charge of \$25. For water usage of 10,000 gallons or less, Deerwood was charged a low of \$1.75 / 1,000 gallons; while Pecan Utilities was charged a high of \$6.28 per 2,000 to 10,000 gallons of water usage. As a result of regionalization, how did Aqua choose to normalize rates for all of it's Southwest Region Water systems?

1. Raise everyone's minimum charge rate to \$48.33, just below the \$48.50 before rate for Woodcreek.
2. Raise everyone's 1,000 gallon charge rate to \$3.10 in the 0 to 20,000 gallons usage range.
3. Because it was certain the water districts with the lowest before charges would object, added a new Pass-through charge of \$1.10 per 1,000 gallons used.

Therefore, for Deerwood, the rate hike results is a minimum charge of \$48.33 versus the before rate of \$25; and a total of \$4.20 charge per 1,000 gallons of water usage under 10,000 gallons versus the before rate of \$1.75 per 1,000 gallons used under 10,000 gallons. For water usage of 5,000 gallons, the Deerwood rates are higher by 204%; while for 10,000 gallons of water usage the rates are higher by 210%. In conclusion, if there is interest in a negotiated settlement, I would suggest the following be considered.

1. Reduce the Minimum Charge to an average of the 13 Southwest systems before rates ( \$34.48).
2. Aqua voluntarily reduce the Pass-through charge to 24 cents / 1,000 gallons ; the same rate they are charging the North Texas Region in their rate hike proposal.
3. Voluntarily eliminate the Pass-through charge by January, 2013.
4. To encourage customer water conservation, establish a rate for water usage from 0 to 10,000 gallons. Perhaps a rate of \$2.45 per 1,000 gallons of water usage.
5. Continue the rate charge of \$3.10 per 1,000 gallons used in the range between 10,000 and 20,000 Gallons. Continue the \$4.10 per 1,000 gallons used higher than 20,000 gallons.

I consider this a good starting position for negotiations. While I am sure this will lower Aqua's planned revenue increases, I believe this will be fair and more equitable for Aqua's Southwest customers and still allow Aqua to obtain a return on their Capital Investments in the Southwest Region — *obviously at a slower pace than desired* — but one should consider Aqua America, Inc., the parent company, is presently enjoying a 19% Net Profit Margin and annually paying a dividend of .66 cents to holders of 138 Million shares for a total of approximately \$91 million annually. Seems reasonable that Aqua Texas, Inc. can find a way lighten the financial hardship many of their Southwest Region customers are experiencing, including many of my Deerwood Neighbors.



Service To:  
**CLOVIS LA FLEUR**  
**1203 DEERWAY DR**  
**FREDRICKSBURG, TX 78624**

Account Number  
**001404512 1041120**  
 HARPER WATER  
 1317076 PWSID # TX0860098

**Aqua Texas, Inc.**  
 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

Questions about your water service?... Contact us before the due date.

Bill Date  
**March 08, 2012**

Total Amount Due  
**\$ 39.39**

Current Charges Due Date  
**March 30, 2012**

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
07494371	5/8	03/06/12	29	Actual	332200	8,000	Gallons
		02/06/12		Actual	324200		
Total Usage:						8,000	Gallons

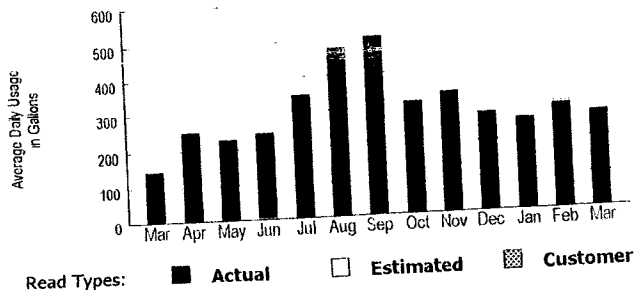
Average Daily Usage = 275 Gallons

Total Days: 29

## Billing Detail

Amount Owed from Last Bill .....	\$ 41.51
Total Payments Received .....	41.51
<b>Remaining Balance .....</b>	<b>0.00</b>
Water Base Facility Charge .....	25.00
8,000 gallons @ \$0.00175 per gallon .....	14.00
Total Water Charges .....	39.00
Regulatory Assessment Fee .....	0.39
<b>Amount Due ON or BEFORE 03/30/12 .....</b>	<b>\$ 39.39</b>
<b>Amount Due AFTER the Current Due Date .....</b>	<b>\$ 43.29</b>

## Water Usage History



Service To:  
**CLOVIS LA FLEUR**  
**1203 DEERWAY DR**  
**FREDRICKSBURG, TX 78624**

Account Number  
**001404512 1041120**  
 HARPER WATER  
 1317076 PWSID # TX0860098

**Aqua Texas, Inc.**  
 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

Questions about your water service?... Contact us before the due date.

Bill Date  
**April 09, 2012**

Total Amount Due  
**\$ 81.60**

Current Charges Due Date  
**May 01, 2012**

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
07494371	5/8	04/05/12	30	Actual	340100	7,900	Gallons
		03/06/12		Actual	332200		
Total Usage:						7,900	Gallons

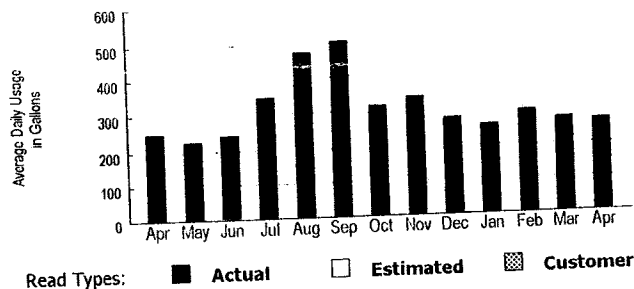
Average Daily Usage = 263 Gallons

Total Days: 30

## Billing Detail

Amount Owed from Last Bill .....	\$ 39.39
Total Payments Received .....	39.39
<b>Remaining Balance .....</b>	<b>0.00</b>
Total Water Charges .....	72.82
Regulatory Assessment Fee .....	0.81
Regional Pass-Through Gallonage Charge .....	7.97
<b>Amount Due ON or BEFORE 05/01/12 .....</b>	<b>\$ 81.60</b>
<b>Amount Due AFTER the Current Due Date .....</b>	<b>\$ 88.88</b>

## Water Usage History







Aqua Texas, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, Texas 78723

T: 512-990-4400  
F: 512-990-4411  
www.aqua-texas.com

December 16, 2011

Dear Harper System Customer:

On or before December 23, 2011, Aqua Texas (Aqua) will file a request to increase water rates in our Southwest Texas region, which includes your service area. Information about your current and proposed new rates accompanies this letter. **Even with the proposed increase, an average Aqua customer would pay a little more than a penny per gallon for water.**

This rate request is necessary to enable Aqua to recover \$31.7 million — about \$2,300 per customer — that we have spent since 2004, most of which we invested to improve water quality, service and reliability for about 43,500 residents in Southwest Texas. Aqua typically spends more per customer after acquiring smaller systems such as yours to ensure that we continue to meet increasingly stringent state and federal environmental standards by drilling new water supply wells, installing new water mains and stand-by power generators, increasing storage capacity, and making other infrastructure improvements. These capital improvement costs represent almost the entire reason for Aqua's proposed increase.

Examples of Aqua's improvements to the Harper system include the installation of new hydro-tanks at Guadalupe Heights and Deerwood to increase water pressure, the installation of a new ground storage tank at Highlands Ranch, construction of a new fence surrounding the plant site in Northwest Hills, enhancements to the West Oak Heights water plant, and the replacement of manual meters with radio-frequency water meters that can be read without accessing our customers' properties.

We understand that customers are concerned about bill increases of any amount, but Aqua must make timely and prudent investments in wells, treatment plants, and water mains to help ensure quality, dependable water service for our customers. Although we had to make these necessary capital improvements to bring the Southwest Texas systems' water infrastructure up to today's standards, we're committed to keeping water rates as low as possible in the future. In fact, Aqua has reduced our operations and maintenance cost per customer in Southwest Texas since 2004.

Aqua looks forward to providing our customers with a high-quality, sustainable source of water in the years to come. If you have any questions about your service or bill, please call Aqua at 877.WTR.AQUA (877.987.2782).

Sincerely,

Robert L. Laughman  
President

**Southwest Region Before &  
After Charges**

Southwest Region SubDivisions	Bef. chg / 1k < 10k	Bef. 5k gal	Bef. 10k gal	Bef. Minimum	5k Rate Change %	10k Rate Change %
Kings Cove	<2k=0 / >2k=\$2.00	\$27.00	\$37.00	\$21.00	255.07%	241.68%
Harper Water Co., P. SW-17	\$1.75	\$33.75	\$42.50	\$25.00	204.06%	210.40%
Mountain Crest	<2k=0 / >2k=\$2.50	\$32.50	\$45.00	\$25.00	211.91%	198.71%
Canyon Springs	<2k=0 / >2k=\$3.00	\$35.78	\$50.78	\$26.78	192.48%	176.09%
Kerville South Outside City, P. SW-2	<2k=0 / >2k=\$2.75	\$41.23	\$55.00	\$33.00	167.04%	162.58%
Kerrville South Inside City, P. SW-2	<2k=0 / >2k=\$2.75	\$43.25	\$57.00	\$35.00	159.24%	156.88%
Cardinal Valley	<1k=0 / >1k=\$2.75	\$48.00	\$61.75	\$37.00	143.48%	144.81%
Pecan Utilities	<2k=0 / 2k-10k=\$6.28	\$56.50	\$87.90	\$37.66	121.89%	101.73%
Others Not Included Charts, P. SW-2	\$3.61	\$56.99	\$75.04	\$38.94	120.85%	119.16%
Indian Springs, San Gabriel River Rd	\$3.61	\$56.99	\$75.04	\$38.94	120.85%	119.16%
Stone Mountain At Cavern Springs	\$2.00	\$50.00	\$60.00	\$40.00	137.74%	149.03%
Briar creek	1k to 8k=\$3.25	\$57.61	\$75.86	\$41.36	119.55%	117.88%
Woodcreek	\$3.61	\$66.55	\$84.60	\$48.50	103.49%	105.70%

< 10k = \$3.10 per 1k  
 Pass-thru=\$1.1 per 1k  
 Tot =\$4.20 per 1k  
 <10k

**After Rate Hike Charges**

\$48.33

\$68.87

\$89.42

**Deerwood Rate Change Comment / Testimony  
Preliminary Hearing -SOAH Docket #582-12-6658**

Date: July 16, 2012

From: Clovis LaFleur; Representing Deerwood Subdivision Aqua Customers

To: State Office of Administrative Hearing

Subject: Aqua Texas Proposed Rate Change Preliminary Hearing - SOAH Docket #582-12-6658

**Designated Representative Petitions**

My name is Clovis LaFleur and my place of residence is 1203 Deerway, located in the Deerwood Subdivision, Gillespie County, Texas. I am a Aqua Texas, Inc. customer.

Attached are petitions signed by 66 residents of Deerwood Subdivision who are customers of Aqua Texas, Inc. Petitions in Spanish were made available for 31 of these customers, to assure they understood they were designating Mr. LaFleur as their representative at the subject SOAH Hearing.

The signatures on the attached petitions designate Mr. Clovis LaFleur, a customer of Aqua Texas, to represent them at the subject Hearing. As they cannot be present at this hearing, they request to be a party to the proceedings by being represented by Mr. Clovis LaFleur in all matters concerning the proposed rate change. All matters would include but not be limited to discovery, discussion, testimony, negotiation, and/or settlement [See Page 2 for Clovis LaFleur's Prepared comments / Testimony.]

**Deerwood Rate Change Comment / Testimony**  
**Preliminary Hearing -SOAH Docket #582-12-6658**

**Mr. Clovis LaFleur's Prepared Comments / Testimony**

Deerwood became customers of Aqua in June of 2007, or about 5 years ago. We were informed of the Proposed Water Hike by Aqua's letter dated December 16, 2011. To my knowledge, there was not a notice sent to our Spanish Speaking Customers. My first bill with the proposed rate hike was dated April 9, 2012 amounting to \$81.60 for 7,800 gallons of water usage. My bill dated March 8, 2012 was \$39.39 for 8,000 gallons of water usage. [See attached copies of the referenced bills for the court's records.] This was approximately a 207% rise in my water bill in one month. This has caused considerable financial hardship for many of my Deerwood neighbors.

On July 11, 2012, I attended the meeting in Kerrville organized for the TCEQ and Aqua Texas, Inc. to explain the reasons and necessity for these increases. In particular in the presentation by Aqua Texas President Robert Laughman, I observed Aqua Texas had spent \$60,000 in the Deerwood Subdivision over the five years they have owned the water system. We are about 100 customers, so this amounts to about \$600 / customer over that period; about \$1,700 less than the \$2,300 / customer Aqua stated they had spent since 2004 in the Southwest Texas. [See Attached Aqua December 16, 2011 Correspondence to Harper System Customers.] We must ask why such a discrepancy?

The answer of course, is Regionalization; especially as it is applied in this rate hike proposal. In reviewing the rate hike changes for Aqua's Southwest Region 13 named water systems in this proposal, there was considerable disparity in the before charges relative to the Minimum Monthly Charges and the per 1,000 gallon water usage rates. (See attached summary chart for Southwest Region.) Before the rate increase, The minimum monthly charge ranged from a low of \$21 in the Kings Cove Subdivision to a high of \$48.50 in the Woodcreek Subdivision. Harper Water Co. (which includes Deerwood), had a minimum charge of \$25. For water usage of 10,000 gallons or less, Deerwood was charged a low of \$1.75 / 1,000 gallons; while Pecan Utilities was charged a high of \$6.28 per 2,000 to 10,000 gallons of water usage. As a result of regionalization, how did Aqua choose to normalize rates for all of its Southwest Region Water systems?

1. Raise everyone's minimum charge rate to \$48.33, just below the \$48.50 before rate for Woodcreek.
2. Raise everyone's 1,000 gallon charge rate to \$3.10 in the 0 to 20,000 gallons usage range.
3. Because it was certain the water districts with the lowest before charges would object, added a new Pass-through charge of \$1.10 per 1,000 gallons used.

Therefore, for Deerwood, the rate hike results is a minimum charge of \$48.33 versus the before rate of \$25; and a total of \$4.20 charge per 1,000 gallons of water usage under 10,000 gallons versus the before rate of \$1.75 per 1,000 gallons used under 10,000 gallons. For water usage of 5,000 gallons, the Deerwood rates are higher by 204%; while for 10,000 gallons of water usage the rates are higher by 210%. In conclusion, if there is interest in a negotiated settlement, I would suggest the following be considered.

1. Reduce the Minimum Charge to an average of the 13 Southwest systems before rates ( \$34.48).
2. Aqua voluntarily reduce the Pass-through charge to 24 cents / 1,000 gallons ; the same rate they are charging the North Texas Region in their rate hike proposal.
3. Voluntarily eliminate the Pass-through charge by January, 2013.
4. To encourage customer water conservation, establish a rate for water usage from 0 to 10,000 gallons. Perhaps a rate of \$2.45 per 1,000 gallons of water usage.
5. Continue the rate charge of \$3.10 per 1,000 gallons used in the range between 10,000 and 20,000 Gallons. Continue the \$4.10 per 1,000 gallons used higher than 20,000 gallons.

I consider this a good starting position for negotiations. While I am sure this will lower Aqua's planned revenue increases, I believe this will be fair and more equitable for Aqua's Southwest customers and still allow Aqua to obtain a return on their Capital Investments in the Southwest Region — *obviously at a slower pace than desired* — but one should consider Aqua America, Inc., the parent company, is presently enjoying a 19% Net Profit Margin and annually paying a dividend of .66 cents to holders of 138 Million shares for a total of approximately \$91 million annually. Seems reasonable that Aqua Texas, Inc. can find a way lighten the financial hardship many of their Southwest Region customers are experiencing, including many of my Deerwood Neighbors.



Service To:  
**CLOVIS LA FLEUR**  
**1203 DEERWAY DR**  
**FREDRICKSBURG, TX 78624**

Account Number  
**001404512 1041120**  
 HARPER WATER  
 1317076 PWSID # TX0860098

**Aqua Texas, Inc.**  
 762 W. Lancaster Avenue  
 Bryn Mawr, PA 19010-3489

Tel: **877.987.2782**  
 Fax: **866.780.8292**  
 e Mail: **custserv@aquaaamerica.com**

Questions about your water service?... Contact us before the due date.  
 Bill Date **March 08, 2012** Total Amount Due **\$ 39.39** Current Charges Due Date **March 30, 2012**

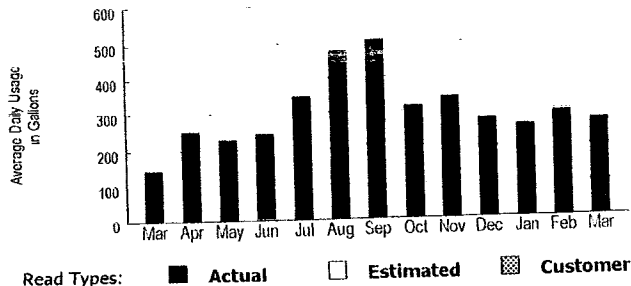
## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
07494371	5/8	03/06/12	29	Actual	332200	8,000	Gallons
		02/06/12		Actual	324200		
Average Daily Usage = 275 Gallons						Total Usage: 8,000	Gallons

## Billing Detail

Amount Owed from Last Bill .....	\$ 41.51
Total Payments Received .....	41.51
<b>Remaining Balance .....</b>	<b>0.00</b>
Water Base Facility Charge .....	25.00
8,000 gallons @ \$0.00175 per gallon .....	14.00
Total Water Charges .....	39.00
Regulatory Assessment Fee .....	0.39
<b>Amount Due ON or BEFORE 03/30/12 .....</b>	<b>\$ 39.39</b>
<b>Amount Due AFTER the Current Due Date .....</b>	<b>\$ 43.29</b>

## Water Usage History



Service To:  
**CLOVIS LA FLEUR**  
**1203 DEERWAY DR**  
**FREDRICKSBURG, TX 78624**

Account Number  
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Tel: **877.987.2782**  
 Fax: **866.780.8292**  
 e Mail: **custserv@aquaaamerica.com**

Questions about your water service?... Contact us before the due date.  
 Bill Date **April 09, 2012** Total Amount Due **\$ 81.60** Current Charges Due Date **May 01, 2012**

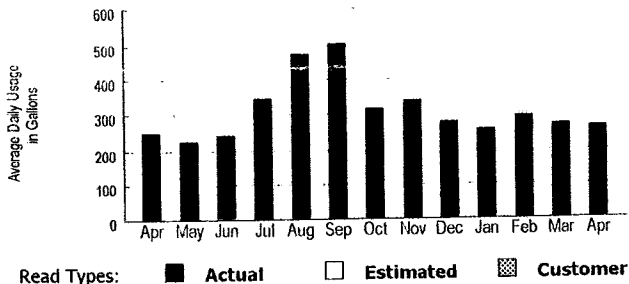
## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
07494371	5/8	04/05/12	30	Actual	340100	7,900	Gallons
		03/06/12		Actual	332200		
Average Daily Usage = 263 Gallons						Total Usage: 7,900	Gallons

## Billing Detail

Amount Owed from Last Bill .....	\$ 39.39
Total Payments Received .....	39.39
<b>Remaining Balance .....</b>	<b>0.00</b>
Total Water Charges .....	72.82
Regulatory Assessment Fee .....	0.81
Regional Pass-Through Gallonage Charge .....	7.97
<b>Amount Due ON or BEFORE 05/01/12 .....</b>	<b>\$ 81.60</b>
<b>Amount Due AFTER the Current Due Date .....</b>	<b>\$ 88.88</b>

## Water Usage History





Aqua Texas, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, Texas 78723

T: 512-990-4400  
F: 512- 990-4411  
[www.aqua-texas.com](http://www.aqua-texas.com)

December 16, 2011

Dear Harper System Customer:

On or before December 23, 2011, Aqua Texas (Aqua) will file a request to increase water rates in our Southwest Texas region, which includes your service area. Information about your current and proposed new rates accompanies this letter. **Even with the proposed increase, an average Aqua customer would pay a little more than a penny per gallon for water.**

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Sincerely,

Robert L. Laughman  
President

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**After Rate Hike Charges**

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\$48.33

\$89.42

\$68.87

# Aqua Texas Proposed Rate Change Preliminary Hearing SOAH Docket #582-12-6658




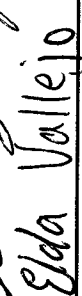

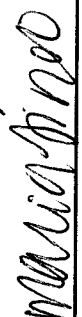
Summary	Request to be designated a Party to above Hearing and Authorization of a Representative to the proceedings as follows:
Statement	We, the undersigned, are customers of Aqua Texas, and designate <u>CLLOUIS LAFLEUR</u> , a customer of Aqua Texas to represent us in the above Hearing. As we cannot be present at the Preliminary Hearing we request to be a party to the proceedings represented by the above person in all matters concerning the proposed rate change. All matters would include but not be limited to discovery, discussion, testimony, negotiation and/or settlement. Furthermore, we agree to hold the above designated person harmless in this representation on our behalf.

Printed Name	Signature	Address	City/Subdivision	Date
Patricia de la	<i>Patricia de la</i>	516 Deercreek	Fredericksburg / Deerwood	7/6/12
Susan Pockett	<i>Susan Pockett</i>	509 Deer Creek	Fredericksburg / Deerwood	7/6/12
Luis Chavarria	<i>Luis Chavarria</i>	1128 Deer Trail	157 Duvon Dr. West Cape Fredericksburg / Deerwood P.O. Box 436	7-6-12
JULIO MARTINEZ	<i>Julio Martinez</i>	510 Deer Creek	Fredericksburg / Deerwood	7-6-12
Silvia Deluna	<i>Silvia Deluna</i>	514 Deercreek	Fredericksburg / Deerwood	7-6-12
Filberto Chavarria	<i>Filberto Chavarria</i>	513 Deercreek	Fredericksburg / Deerwood	7-6-12
SAREE HOLT	<i>Saree Holt</i>	517 Deercreek	Fredericksburg / Deerwood	7-6-12
			Fredericksburg / Deerwood	
			Fredericksburg / Deerwood	



# Aqua Texas Proposed Rate Change Preliminary Hearing SOAH Docket #582-12-6658

Summary	Request to be designated a Party to above Hearing and Authorization of a Representative to the proceedings as follows:
Statement	We, the undersigned, are customers of Aqua Texas, and designate <u>CLAVIS LAFLER</u> , a customer of Aqua Texas to represent us in the above Hearing. As we cannot be present at the Preliminary Hearing we request to be a party to the proceedings represented by the above person in all matters concerning the proposed rate change. All matters would include but not be limited to discovery, discussion, testimony, negotiation and/or settlement. Furthermore, we agree to hold the above designated person harmless in this representation on our behalf.

Printed Name	Signature	Address	City/Subdivision	Date
JONES AM		508 Deer View	Fredericksburg/Deerwood	7-8-12
Juan Rivera		516 Deerview	Fredericksburg/Deerwood	7-8-12
Rob Yegor		12 Deerview	Fredericksburg/Deerwood	7-8-12
Elda Vallejo		618 Deerview Dr	Fredericksburg/Deerwood	7-8-12
Antonio Neri		20 Deerview Dr.	Fredericksburg/Deerwood	7-8-12
MARIA LINDO		515 Deerview Dr	Fredericksburg/Deerwood	7-8-12
			Fredericksburg/Deerwood	
			Fredericksburg/Deerwood	
			Fredericksburg/Deerwood	

<b>Sumario</b>	Solicitud para ser designada a una Parte de la audiencia mencionada y autorizacion de un representante en el procedimiento de la siguiente manera:
<b>Declaración</b>	Nosotros, los firmantes, somos de Agua Texas, y designamos a <u>CLOVIS LAFLAIR</u> , cliente de Agua Texas, para que nos represente en la audiencia anterior. Como no podemos estar presentes en la audiencia preliminar solicitamos ser parte en los procedimientos representados por la persona anteriormente de todas las cuestiones relacionadas a la tasa de cambio propuesto. Todas las cuestiones se incluyen, pero no se limita al descubrimiento, el debate, el testimonio, la negociación y / o de liquidación. Por otra parte, estamos de acuerdo en mantener a la persona anteriormente designada e inofensiva en esta representación en nuestro nombre.

Nombre (Letra de Imprenta)	Firma	Dirección	Ciudad / Subdivisión	Fecha
Jerónimo Años	Jerónimo Años	511 Deerview Dr	Fredericksburg/Deerwood	7-7-2012
Euterio Sosa Jr.	Euterio Sosa Jr.	509 Deer View Dr	Fredericksburg/Deerwood	7-7-12
Fernando Hernandez	Fernando Hernandez	604 Deerwood	Fredericksburg/Deerwood	7-7-12
Fernando Hernandez	Fernando Hernandez	610 Deer View Dr	Fredericksburg/Deerwood	7-8-12
Bernardo	Bernardo	614 Deerwood Dr	Fredericksburg/Deerwood	7-8-12
Eneida Albitar	Eneida Albitar	616 Deer View Dr	Fredericksburg/Deerwood	7-8-12
JUAN M Lopez	JUAN M Lopez	628 Deer View Dr	Fredericksburg/Deerwood	7-8-12
Josefina Oloquez	Josefina Oloquez	502 Deer View Dr	Fredericksburg/Deerwood	7/9/12
Refugio Oloquez	Refugio Oloquez	500 Deer View Dr	Fredericksburg/Deerwood	7/9/12

4 582-12-0658

<b>Sumario</b>	Solicitud para ser designada a una Parte de la audiencia mencionada y autorización de un representante en el procedimiento de la siguiente manera:
<b>Declaración</b>	Nosotros, los firmantes, somos de Aqua Texas, y designamos a <u>CELVIS LAFFLEUR</u> , cliente de Aqua Texas, para que nos represente en la audiencia anterior. Como no podemos estar presentes en la audiencia preliminar solicitamos ser parte en los procedimientos representados por la persona anteriormente de todas las cuestiones relacionadas a la tasa de cambio propuesto. Todas las cuestiones se incluyen, pero no se limita al descubrimiento, el debate, el testimonio, la negociación y / o de liquidación. Por otra parte, estamos de acuerdo en mantener a la persona anteriormente designada e inofensiva en esta representación en nuestro nombre.

[illegible]

# Propuesta Tasa de Cambio de Agua Texas Audencia Preliminar SOA Expediente

# 582-12-6658

Sumario	Solicitud para ser designada a una Parte de la audiencia mencionada y autorizacion de un representante en el procedimiento de la siguiente manera:
<b>Declaración</b>	Nosotros, los firmantes, somos de Agua Texas, y designamos a <u>CLOVIS LAFFLEUR</u> , cliente de Agua Texas, para que nos represente en la audiencia anterior. Como no podemos estar presentes en la audiencia preliminar solicitamos ser parte en los procedimientos representados por la persona anteriormente de todas las cuestiones relacionadas a la tasa de cambio propuesto. Todas las cuestiones se incluyen, pero no se limita al descubrimiento, el debate, el testimonio, la negociación y / o de liquidación. Por otra parte, estamos de acuerdo en mantener a la persona anteriormente designada e inofensiva en esta representación en nuestro nombre.

Nombre (Letra de Imprenta)	Firma	Dirección	Ciudad / Subdivisión	Fecha
CRISTIAN C. GARCIA	<i>Cristian Garcia</i>	505 Deervue	Fredericksburg / Deervue	7-6-2012
Cara R.	<i>Cara R. Chavira</i>	615 Deervue	Fredericksburg / Deervue	07-06-12
Fatima Rothe	<i>Fatima Rothe</i>	1019 Deervue Dr	Fredericksburg / Deervue	7-6-2012
Luis Perez	<i>Luis Perez</i>	609 Deervue	Fredericksburg / Deervue	7-6-2012
			Fredericksburg / Deervue	
			Fredericksburg / Deervue	
			Fredericksburg / Deervue	
			Fredericksburg / Deervue	
			Fredericksburg / Deervue	

**Aqua Texas Proposed Rate Change Preliminary Hearing SOAH Docket #582-12-6658**

Summary	Request to be designated a Party to above Hearing and Authorization of a Representative to the proceedings as follows:
Statement	<p>We, the undersigned, are customers of Aqua Texas, and designate <u>LOUIS LAFLEUR</u>, a customer of Aqua Texas to represent us in the above Hearing. As we cannot be present at the Preliminary Hearing we request to be a party to the proceedings represented by the above person in all matters concerning the proposed rate change. All matters would include but not be limited to discovery, discussion, testimony, negotiation and/or settlement. Furthermore, we agree to hold the above designated person harmless in this representation on our behalf.</p>

Printed Name	Signature	Address	City/Subdivision	Date
Maryellen Nieto	Maryellen Nieto	506 Deer Hollow	Fredericksburg / Deerwood	7/6/12
<del>ART Lopez</del>	<del>ART Lopez</del>	<del>Fredericksburg</del>	<del>Fredericksburg / Deerwood</del>	<del>7/6/12</del>
Sore Calene	Sore Calene	508 Deer Hollow	Fredericksburg / Deerwood	7-6-12
James Fields	James Fields	516 Deer Hollow	Fredericksburg / Deerwood	7/7/12
Tracy Feuge	Tracy Feuge	518 Deer Hollow	Fredericksburg / Deerwood	7/7/12
<del>Roberto Colon</del>	<del>Roberto Colon</del>	<del>514 Deer Hollow</del>	<del>Fredericksburg / Deerwood</del>	<del>7/8/12</del>
Ramon Arizola	Ramon Arizola	514 Deer Hollow	Fredericksburg / Deerwood	7/8/12
Lucila Velasquez	Lucila Velasquez	502 Deer Hollow	Fredericksburg / Deerwood	7/8/12



## Propuesta Tasa de Cambio de Agua Texas Audencia Preliminar SOA expid 2011

4582-12-9058

<b>Sumario</b>	Solicitud para ser designada a una Parte de la audiencia mencionada y autorización de un representante en el procedimiento de la siguiente manera:
<b>Declaración</b>	Nosotros, los firmantes, somos de Agua Texas, y designamos a <u>CLOVIS LAFLEUR</u> , cliente de Agua Texas, para que nos represente en la audiencia anterior. Como no podemos estar presentes en la audiencia preliminar solicitamos ser parte en los procedimientos representados por la persona anteriormente de todas las cuestiones relacionadas a la tasa de cambio propuesto. Todas las cuestiones se incluyen, pero no se limita al descubrimiento, el debate, el testimonio, la negociación y / o de liquidación. Por otra parte, estamos de acuerdo en mantener a la persona anteriormente designada e inofensiva en esta representación en nuestro nombre.

[illegible]

# Aqua Texas Proposed Rate Change Preliminary Hearing SOAH Docket #582-12-6658


Summary	Request to be designated a Party to above Hearing and Authorization of a Representative to the proceedings as follows:
Statement	We, the undersigned, are customers of Aqua Texas, and designate <u>NOVIS LAFEUR</u> , a customer of Aqua Texas to represent us in the above Hearing. As we cannot be present at the Preliminary Hearing we request to be a party to the proceedings represented by the above person in all matters concerning the proposed rate change. All matters would include but not be limited to discovery, discussion, testimony, negotiation and/or settlement. Furthermore, we agree to hold the above designated person harmless in this representation on our behalf.

Printed Name	Signature	Address	City/Subdivision	Date
Albano Castuita	<i>Albano Castuita</i>	916 Eberle Lane	Fredericksburg / Deerwood	7-8-12
Albano Castuita	Albano Castuita	632 Groehmann Ln	Fredericksburg / Deerwood	7-8-12
<del>Albano Castuita</del>	<del>Albano Castuita</del>	<del>632 Groehmann Ln</del>	<del>Fredericksburg / Deerwood</del>	<del>7-8-12</del>
<del>Albano Castuita</del>	<del>Albano Castuita</del>	<del>632 Groehmann Ln</del>	<del>Fredericksburg / Deerwood</del>	<del>7-8-12</del>
Lucas Hols	<i>Lucas Hols</i>	624 Groehmann Ln	Fredericksburg / Deerwood	7-8-12
<del>Albano Castuita</del>	<del>Albano Castuita</del>	<del>632 Groehmann Ln</del>	<del>Fredericksburg / Deerwood</del>	<del>7-8-12</del>
J P Castile	<i>J P Castile</i>	518 DEERVIEW	Fredericksburg / Deerwood	
Janice Nette	<i>Janice Nette</i>	102 Deer View	Fredericksburg / Deerwood	7-8-12
DELL NEELEY	<i>Dell Neeley</i>	516 Boehman	Fredericksburg / Deerwood	7-10-12



# Aqua Texas Proposed Rate Change Preliminary Hearing SOAH Docket #582-12-6658

Summary	Request to be designated a Party to above Hearing and Authorization of a Representative to the proceedings as follows:
Statement	We, the undersigned, are customers of Aqua Texas, and designate <u>CLOVIS LAFEUR</u> , a customer of Aqua Texas to represent us in the above Hearing. As we cannot be present at the Preliminary Hearing we request to be a party to the proceedings represented by the above person in all matters concerning the proposed rate change. All matters would include but not be limited to discovery, discussion, testimony, negotiation and/or settlement. Furthermore, we agree to hold the above designated person harmless in this representation on our behalf.

Printed Name	Signature	Address	City/Subdivision	Date
Constance Hoppens		507 Deerview Drive	Fredericksburg / Deerwood	7/8/2012
<del>Ernest Nichols</del>	<del>Ernest Nichols</del>	<del>1202 Deerwood Dr</del>	<del>Fredericksburg / Deerwood</del>	<del>7/8/12</del>
MARIA Guzman	Maria Guzman	456-13013 621 Deerview Drive	Fredericksburg / Deerwood	7/08/12
CLOVIS LAFEUR	Clovis Lafeur	1203 Deerway	Fredericksburg / Deerwood	7/08/12
			Fredericksburg / Deerwood	
			Fredericksburg / Deerwood	
			Fredericksburg / Deerwood	
			Fredericksburg / Deerwood	
			Fredericksburg / Deerwood	

# Propuesta Tasa de Cambio de Agua Texas Audencia Preliminar SOAH expediente

# 582-12-6658

<b>Sumario</b>	Solicitud para ser designada a una Parte de la audiencia mencionada y autorizacion de un representante en el procedimiento de la siguiente manera:
<b>Declaración</b>	Nosotros, los firmantes, somos de Aqua Texas, y designamos a <u>CLOUIS LAFLEUR</u> , cliente de Aqua Texas, para que nos represente en la audiencia anterior. Como no podemos estar presentes en la audiencia preliminar solicitamos ser parte en los procedimientos representados por la persona anteriormente de todas las cuestiones relacionadas a la tasa de cambio propuesto. Todas las cuestiones se incluyen, pero no se limita al descubrimiento, el debate, el testimonio, la negociación y / o de liquidación. Por otra parte, estamos de acuerdo en mantener a la persona anteriormente designada e inofensiva en esta representación en nuestro nombre.

Nombre (Letra de Imprenta)	Firma	Dirección	Ciudad / Subdivisión	Fecha
Antonia Avila	antonia avila	608 Goehmann Ln	Fredericksburg / Deerwood	7 / 6 / 2012
ALFREDO GALINDO	Alfredo Galindo	630 Goehmann Ln	Fredericksburg / Deerwood	7-6-12
Eduardo <del>Marquez</del>	<del>Marquez</del>	608 Goehmann Ln	Fredericksburg / Deerwood	7-10-12
WILSON VARGAS	Wilson Vargas	608 Goehmann Ln	Fredericksburg / Deerwood	7-10-12
Jose Antonio Neri	Jose Antonio Neri	616 Goehmann Ln	Fredericksburg / Deerwood	7-10-12
			Fredericksburg / Deerwood	
			Fredericksburg / Deerwood	
			Fredericksburg / Deerwood	
			Fredericksburg / Deerwood	