



Control Number: 44236



Item Number: 23

Addendum StartPage: 0

MIKE HILTON
320 PINE RD.
NOCONA, TX 76255

44236

January 27, 2015

Filing Clerk
Public Utility Commission of Texas
1701 North Congress Avenue
P O Box 13326
Austin TX 78711-3326

2015 FEB 24 AM 11:33
PUBLIC UTILITY COMMISSION
FILING CLERK

Re: Custom Water Company LLC
CCN 13211

I protest the proposed rate change for the above referenced Company. Late in 2011 the monthly base rate was \$20, it was increased 80% beginning in 2012 to \$36. This new proposed rate increase represents a 51% increase over the most recently approved rate increase.

If the proposed rate is approved it would represent a whopping 172% increase over what had been charged as early as December 2011.

The Company has done very little to improve the quality of the water it sells. The Company has failed to comply with testing requirements and accordingly most customers are scared to drink the water. We receive no other services such as garbage or sewer from Custom Water Company LLC.

Accordingly, until such time as the Company improves compliance and implements measures to improve the quality I believe the proposed rate increase is **extremely** excessive and should be **DENIED**.

Respectfully submitted,



Continued on back

23

To Whom it may concern

I Drilled and serviced waterwells for 20 yrs. So believe me The water here at OAK Shores is unsuitable for human consumption. I have lost count on how many toilet floats, Faucets, and laundry I've had to replace and water heater. since 2005. I use to work for Montague water systems I know how things are done there but I prefer not to say. I have been able to read my meter since I moved here The glass is to damaged to see the numbers. I have said something to the guys that read my meter and they just laugh about it. Its pretty bad that a person that lives alone already pays 50⁰⁰/a month for water that you cant drink, part of the time you cant shower or wash clothes. Its 24 mile round trip to town Every time you need drinking water, are the times you need a shower, or clean clothes, It would be nice to not have to worry about the water and shouldn't have to. especially for what we already pay so I cant believe they want more money. Someone needs to do something about the problem we have with our water.

Thanks
Mike 