



Control Number: 44236



Item Number: 4

Addendum StartPage: 0

44236

2015 JAN 26 AM 11:05

FILED CLERK

To whom it may concern:

Re: Custom Water Co, LLC Montague, TX

CCN # 13211

Wow, Custom Water Co wants another rate increase; they just had one in 2012. Are they going to do this every 2-3 years? (People on a fixed income cannot keep affording this). And the water is sub-standard. I like white wash cloths but have to buy brown ones because the water turns my white ones ash gray. Cannot buy white work socks anymore because of the same ash gray color, we have to buy black ones now. Also, have ruined several coffee makers because of the sub standard water quality. And my poor dogs water bowls, yes she has multiples, gets lined with crap that comet can not get off. Get a glass of water & you see stuff floating in it & they expect us to drink it. I buy my drinking water now, which is getting expensive & now Custom Water Co wants to raise my rates. Absolutely ridiculous!

Right after we received the letter that they were going to ask for a rate increase we also received a postcard from Custom Water System. That they had violated the monitoring & reporting set by the TECQ, there is more & I am enclosing a copy of it.

And the last time there was to be a hearing with TECQ about Custom Water Co, LLC it was held in Ft Worth, WHY? Why not Montague where everybody lives, not everybody can afford to drive to Ft Worth for the hearing.

Montague Water System has violated the monitoring and reporting requirements set by Texas Commission on Environmental Quality (TCEQ) in Chapter 30, Section 290, Subchapter F. Public water systems are required to monitor for Lead and Copper and report the results of that monitoring to the TCEQ. During September 2014, we did not complete all monitoring and/or reporting for lead and copper, and therefore TCEQ cannot be sure of the safety of your drinking water during that time.

We are working to correct the problem.
Samples were performed during the 2014 test period but
(CONTINUED ON REVERSE)

failed to reach the laboratory before the deadline date. New samples will be taken during the reporting period in 2015 and will be submitted early to guarantee the results are received and accepted by TCEQ per their rules and prevent future violations of this nature.

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e. people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have questions regarding this matter, you may contact Montague Water Company at 940-894-3172.

Posted/Delivered on 1/05/2015

A