



Control Number: 46077



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Reference: Docket No. 46077

Aqua Texas to purchase water facilities from Brushy Creek MUD

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I request a public hearing.

PUBLIC UTILITY COMMISSION  
FILING CLERK

Although I am in favor of Aqua Texas Inc. purchasing this portion of water service from Brushy Creek MUD, I have the following concerns and questions:

1. This water system CCN Area has Fire Hydrants with inadequate piping size and unusable Fire Truck connection interfaces. We have been informed that the Fire Hydrants in our neighborhood are only useful as system cleanouts and cannot be used to fight house or wild fires. I would like to know what Aqua Texas plans to do to rectify this potentially dangerous situation.
2. This CCN Area is not in compliance with the current Texas building codes for water supply pipe size and underground water line stabilization, this may be why we have so many leaks. What does Aqua Texas plan to do to bring our system up to current code?
3. I am concerned that Aqua Texas has a D- rating with the Texas BBB due to poor communications with its customers regarding boil orders and service issues, slow response to complaints, water outages and unexpected rate hikes. What assurances will Aqua Texas Inc. make to demonstrate that these past issues have been addressed and corrected?
4. I would like to know if our service connection and water rates will be locked in for any length of time after the transaction is approved or if Aqua Texas can raise our rates after a certain time period has passed or to pass along system improvement cost on to new CCN Area customers.
5. I would like Aqua Texas to disclose their service policies to all new customers before this transfer takes place.

Thank you, .

John Joyal (Home Owner)  
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