



Control Number 46245



Item Number 126

Addendum StartPage 0

Sheila and Ken Dixon  
120 Bel-Air Loop  
Graford, TX 76449  
806-224-6004 and 806-470-2390  
[sheilaedixon@gmail.com](mailto:sheilaedixon@gmail.com)  
[kendixon9@gmail.com](mailto:kendixon9@gmail.com)

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2016 AUG 22 AM 10:53  
PUBLIC UTILITY COMMISSION  
FILING CLERK

August 17, 2016

Attn: Filing Clerk  
Public Utility Commission of Texas  
1701 North Congress Avenue  
P.O. Box 13326  
Austin, Texas 78711-3326

Dear Commissioners,

Enclosed are the required ten copies of our Ratepayer Protest form concerning P.U.C. Docket No. 46245, the water and sewer rate increases proposed by Double Diamond Utilities Company of Dallas, Texas. Double Diamond services The Cliffs Resort on Possum Kingdom Lake. The proposed rate increase is scheduled to be effective October 1, 2016.

The percentage increases are way out of line. We have had these water leaks ever since we moved here in 2008. They have done nothing to take care of the problem but only to patch the leaks. We have reported many of the leaks ourselves; they do not take care of them in a timely manner. They do not notify us until after the water turns brown and sometimes not even then as in one of the most recent events. We happened to notice in a newspaper headline that Mineral Wells is also asking for a rate increase, but only 10% not the outrageous 30%-50%. They should notify the residents at the time the leaks are reported so we can make plans. By not taking care of this problem, the value of our properties will be affected.

The Rate Case Expense Surcharge appears to be Double Diamond's vehicle to pass on costs to defend themselves in a rate case hearing caused by protest. We certainly hope the Commission takes that into consideration and denies it.

In conclusion, if a rate increase is allowed, we would hope that they will be monitored to ensure that the money goes into permanently repairing and improving the infrastructure.

Thank you for your consideration.

Sincerely,

  
Kenneth and Sheila Dixon

P.U.C. DOCKET NO. 46245

**RATEPAYER PROTEST**

If you wish to PROTEST the proposed rate change, you must submit this form and 10 copies to:

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

Unless protests are received from at least 10% of ratepayers or from any affected municipality, or the Commission Staff requests a hearing, no hearing will be held and the rates will be effective as proposed.

CUSTOMER INFORMATION (to be completed by customers submitting protests)

First Name: Sheila Last Name: Dixon

Phone Number: 806-224-6004 Fax Number: —

Address, City, State: 120 Bel-Air Loop, Groesford, TX 76449

Location where service is received: \_\_\_\_\_

(if different from the mailing address)

Please fill out the following:

I wish to PROTEST the following proposed rate action/s:

- Water Rate Change  Sewer Rate Change  Both Water and Sewer Rate Change  
 Other (please specify below)

Signature of Protestant:

Sheila E. Dixon Date: 8/17/16

Si desea informacion en Español, puede llamar al  
1-888-782-8477

Hearing- and speech-impaired individuals with text telephones may contact the PUC's Customer Assistance  
Hotline at  
512-936-7136

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CUSTOMER INFORMATION (to be completed by customers submitting protests)

First Name: KENNETH Last Name: DIXON

Phone Number: 806-470-2390 Fax Number: \_\_\_\_\_

Address, City, State: 120 BEL-AIR LOOP, GRAFORD, TX

Location where service is received: \_\_\_\_\_

(if different from the mailing address)

Please fill out the following:

I wish to PROTEST the following proposed rate action/s:

- Water Rate Change  Sewer Rate Change  Both Water and Sewer Rate Change  
 Other (please specify below)

Signature of Protestor:

Kenneth R. Dixon Date: 8/17/16

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