

Control Number 46245



Item Number 213

Addendum StartPage 0

46245

August 19, 2016

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2016 AUG 24 AM 9:39

PUBLIC UTILITY COMMISSION
FILING CLERK

P.U.C. of TX

1701 N. Congress Ave.

Austin, TX 78711

To Whom it Concerns:

As a property owner of 2 locations at the **Cliffs** we have multiple concerns regarding the **proposed rate increase** for water and the water system/maintenance that is managed by the Double Diamond corporation. There will, no doubt, be several owners who will be protesting this unprecedented rate hike because of the unrealistic amounts being proposed. I will leave the actual statistics to the individuals who are experts in that area but it is close to double what we are now paying; and what we are paying for now is too high for the service that is being provided. I trust you will give each protest letter careful consideration so I will attempt to be direct and brief.

Many excuses have been used to explain why 'bandaids' are being placed on a water and sewer system that needs major surgery. We **already pay fees** in order to have these issues dealt with as they come up however, it appears that the maintenance fees have not been applied to one of our most critical needs which is our water. We do not live in a 3rd world country and do not enjoy "forced" camping. By this I mean that boiling our water and being without water is not what we were expecting, but has been a normal occurrence. Having been a hospital liaison in the pharmaceutical industry I understand the potential threats that are imminent with **contaminants that enter our biological set up**. If residents miss a "boil water" notice this is **not a minor threat**. I could detail the **morbidity and mortality** potential if specific pathogens are introduced into a human's gastrointestinal tract but being an educated professional, I am sure you can fill in many of these blanks ranging from unpleasant to deadly. We are individuals who **pay our bills but expect something in return**. If a doctor charges **outside 'reasonable and customary' charges**, in some realms depending on circumstances, investigations and possible legalities are enforced. We feel that the rate increase proposal is way out of the 'reasonable and customary' arena.

Thank you for your consideration in these matters,

Yvonna Dunay 432 301 1603 135 Inverness/73 Berkshire professionalpursuits@gmail.com

213

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)

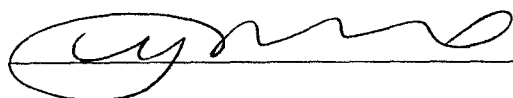
First Name: Vonna Last Name: Dunay
Phone Number: 432 301 1603 Fax Number: email professional pursuits@gmail.com
Address, City, State: 5613 SCR 1185, Midland, TX 79706
Location where service is received: 135 Inverness drive, graford, tx 76
(if different from the mailing address)

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 Protester:



Date: Aug 19, 2016

Si desea información 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