



Control Number 46245



Item Number 233

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RECEIVED

Mark K. Maness  
202 Eagle Point - Graford, Texas 76449  
(817) 212-8419 work + (817) 454-3192 cell  
[mark.maness@wellsfargoadvisors.com](mailto:mark.maness@wellsfargoadvisors.com)

2016 AUG 25 AM 9: 51  
PUBLIC UTILITY COMMISSION  
FILED CLERK

August 22, 2016

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

Gentlemen:

Enclosed are the required ten (10) copies of my Ratepayer Protest form concerning P.U.C. Docket No. 46245 and the water and sewer rate increases proposed by Double Diamond Utilities Company of Dallas, Texas servicing The Cliffs Resort on Possum Kingdom Lake to be effective October 1, 2016.

These proposed rate increases are out of line and unwarranted. The proposal for the water Base Rate increase is + 38 %. The 0-3,000 gallon rate is a + 35 % increase and the 3,001 – 10,000 gallon increase is + 33 %. Usage at 10,001 – 15,000 sees the rate go up + 28 %. How can this possibly be justified?

The proposed rate increases for sewer are equally egregious. They propose the sewer Base Rate to go from \$ 49.37 to \$ 72.00, an outrageous + 46 % increase. For every thousand gallons processed above the minimum of 3,000 gallons, they want the rate to go from \$ 8.25 to \$ 12.00, an almost equally high + 45 % increase.

In addition to these incredible increases, Double Diamond is proposing what they call a 'Rate Case Expense Surcharge' which is to be determined. It appears they are trying to pass on the costs to defend themselves in a rate case hearing caused by protest. They want the ratepayer to pay for their legal costs to defend indefensible rate increases.

Additionally, this water system being run by Double Diamond is an absolute disaster. The infrastructure used to deliver water and sewer services to ratepayers on their system is poorly constructed and maintained.

We experience regular periods of no water delivery for up to six hours at a time. Over the Independence Day holiday, we were out of water or had little or no pressure for nearly fourteen hours. Every time the water pressure dips below the required minimum we have to boil our water for a specified period to remove harmful bacteria and contaminants. We have experienced pressure drops and outages three times since we

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purchased our property on April 29<sup>th</sup> of this year. Not only is not is it incredibly inconvenient, but a significant health hazard.

I would encourage the TCEQ to look into the practices and procedures of Double Diamond and initiate some kind of investigation into the substandard infrastructure which utilizes the water from Possum Kingdom Lake. Double Diamond is claiming the 'current rates [are] not providing adequate recovery of revenue requirements. If these proposed rate increases or any rate increases are approved, we recommend that Double Diamond will be required to reinvest in permanent repair and improvement to the water utility infrastructure.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mark K Maness', with a long horizontal line extending to the right.

**Mark K Maness**

202 Eagle Point  
Graford, TX 76449

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: MARK Last Name: MANESS  
Phone Number: 817 212 8419 Fax Number: 817 877 9897  
Address, City, State: 1012 REMBRANDT COLLEYVILLE TX 76034  
Location where service is received: 202 EAGLE POINT GRAFARD TX  
(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:



Date: 8/22/16

Si desea informacion en Espanol, 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**