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Public Utility Commission of Texas

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PUBLIC UTILITY COMMISSION
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RE: Woodmark/Liberty Utilities Docket Case #46256

I am writing to express my concern about the Woodmark Utility increases I am expected to experience over the next few years. I am 63. I am self-employed, and collecting social security. My SS income is only around \$700 monthly. I have a home and auto payment. I'm extremely conservative with my finances! And I'm scared to death of what this increase will mean to me, as well as all of my neighbors. How can the PUC do this to me???? Such a lack of concern for the individual is very very obvious!

My water bill has averaged \$36 monthly for a 12-month period since I bought my home in 2010! Which means I use approximately 3-4 thousand gallons a month over a 12-month period.

My sewer bill was \$48.24 when I first bought my home in 2010. The bill increased to \$67.59 in Sept of 2013. That's a cost of \$235 EXTRA per year for sewage for me personally! Now, the bill is 76.19 per month, which is another \$103 extra per year for sewage. That's a total of \$340 increase over the last 3 years! It will then increase to \$90.53 in 2019 for an overall total increase of **\$510 yearly!!!** Truly unreasonable and highly unacceptable! Especially for a single person at my age! How do you expect me to pay for this????

I truly don't understand how the PUC can allow this price gouging to go forward. This company has not maintained their facilities. They have been cited on several occasions and have not made the repairs required of them! They are now in need of capital expenditures. And due to a lack of proper business sense and management on THEIR part, we, the customer, are now having to pay for their infrastructure and capital expenditures. **We aren't paying for our sewage services any longer.** We should be granted stocks in this company! And once the capital expenditures have been completed (which I seriously doubt they will be done as needed) the prices for sewage will still go UP!!! Where does this make sense?

The meeting that was held, here in Tyle in Oct of 2016 was extremely revealing. The president that attended the meeting wasn't even able to answer a simple question about the company's monthly profits! His own company's monthly profits!!! REALLY? Management – President!!! He even didn't know, on the map, where his sewage stations were!!! He couldn't answer simple questions from the public. There is video, if you would take the time to request it, so you can see the actual proof of total incompetence with which this company is being run.

The annual revenues for Algonquin Power (parent company) for 2017 are expected to be \$2 BILLION! This is a publicly held corporation. All of their financial reports are on line. I've provide a link below.

<http://investors.algonquinpower.com/Cache/1001222416.PDF?Y=&O=PDF&D=&FID=1001222416&T=&ID=4142273>

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Please see page 43 of their report. They expect to receive – across the board increases in 2017-2018 - equal to 30.78 MILLION DOLLARS! With Woodmark providing 2.0 MILLION of that increase!! WE ARE PROVIDING almost 7% OF THAT INCREASE!!! I guarantee we are now where near 7% of this company's customers. There are 3,800 customers in the Woodmark district!

Will you please help me understand how you, the PUC Board, can justify allowing an increase amounting to \$90.53 in my neighborhood, while the other neighborhoods increase is \$65.60? The city of Tyler average charge for sewage is based on usage. \$14.28 for the first 2000 gallons. WOW! And I'm paying \$76.19 today. I will be paying \$90.53 in 2019 regardless of the fact that I average 3-4 thousand gallons a month!

I truly do not understand how the PUC, in my state of Texas, could allow such a dastardly absurd and truly unethical increase to our sewage bill without having taken the time to review EVERYTHING about this company! There are numerous complaints against this company. They are not even BBB accredited here with the Tyler BBB! With an F for their BBB Rating.

<https://www.bbb.org/phoenix/business-reviews/water-companies-utility/liberty-water-woodmark-sewer-corp-in-phoenix-az-1000017554/bbb-accreditation>

They apparently have a lack of integrity and an inability to manage their stations around our country. If PUC allows this exorbitant increase to continue, then you are just as responsible for the financial destruction of many families. And your refusal to cause this company to learn to operate within their means, to the provide service to their customers in a reasonable manner makes, the PUC a party to their failure. To top it all off, we, the customers, are having to pay their legal fees. What a slap in the face!!!! Apparently, PUC represents big business and has little concern for the everyday simple person trying to make ends meet from month to month!!

I certainly hope the PUC will seriously reconsider their ruling! But, I'm guessing your pockets are lined with the big business lobbyist and nothing will change! It's so sad! Our government today is not what it is supposed to be!!

With all due respect,

Krista Rosebury
11360 Grand Slam
Flint, TX 75762