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P.U.C. DOCKET NO. 46438

RECEIVED

RATEPAYER PROTEST

2016 DEC 15 AM 9:16

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

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: Tammy Last Name: Williams
Phone Number: 832 461 6940 Fax Number: _____
Address, City, State: 4820 Woodland Lane Old River 77835
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)

See letter attached

Signature of Protestant: Tammy Williams Date: 11/25/16

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

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To whom it may concern,

11/30/2016

I am writing this letter in protest of the rate increase from J&S Water Company.

For the past 11 years there has been nothing but problems from that water plant. The water most of the time is not suitable to drink, it has an odor, its discolored and sometimes even foamy when coming out of the faucet.

Who would want to drink water from a plant that allows sewage trucks to go in and out on a daily basis to dump sewage at the same place that drinking water is provided. Not to mention the stench of sewage that fills the neighborhood when the trucks are there dumping.

J&S Water Co. has been on the news due to having worms in the water, I myself had them in my water hose filter and neighbors were bringing jars of water from their faucet that had worms in it. I have had sewage in my front yard due to leaks or overflow from that plant. I have had sewage come up in my home because their lift stations going out either from a flipped breaker or due to the fact they are outdated and not properly maintained.

I have had to get TCEQ involved and I have many correspondence and photos of the issues with J&S Water plant. We have had many run in with the owner in which he has made threats to remove us from public water. It has been an ongoing nightmare to where getting TCEQ involved at least got me on my own lift station. The owner swore it was because we live next to the plant and we are on a low point of the neighborhood, but the only time we have an issue with sewage in the house or in the yard would be due to their lift stations going out.

But even being on our own lift station when that one goes out the sewage backs up and now flows out a cleanout which we had to have a plumber install and pay out of pocket for. But at least it doesn't come in the house anymore. As long as the pumps are working fine there is not a problem with sewage jeopardizing our home.

With all these problems J&S Water never offered to reimburse us for any out of pocket expenses regarding plumbing fees or the loss of household items and tile in the bathroom and closet area.

Old River Winfree may not be an upscale wealthy neighborhood but it's a small country town that should be treated just the same. There is a lot of elderly people in the neighborhood that can't even count on clean healthy water. If you could only see the eyesore that J&S Water plant is, it's horrible to be in the middle of a neighborhood.

Due to all these problems I DO NOT THINK a rate increase should be giving for water that can't even be safe to drink on a regular basis. I protest both rate increases.

Thank you, Tammy Early