



Control Number: 46553



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*Public Utility Commission of Texas*

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**Memorandum**

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2017 APR 20 PM 2:57

FROM: Commissioner Kenneth W. Anderson, Jr.

PUBLIC UTILITY COMMISSION  
FILING CLERK

DATE: April 20, 2017

RE: **Docket No. 46553** – *Application of Carroll Water Company, Inc. for Authority to Change Rates.*

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Attached for filing find a copy of an email received April 20, 2017.

**Wakeland, Rich**

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**From:** Anderson, Kenneth  
**Sent:** Thursday, April 20, 2017 1:28 PM  
**To:** Wakeland, Rich  
**Subject:** FW: Docket #46553 Rate/Tariff Change Carroll Water Company, Inc.

See me today re this. thanks

Commissioner Kenneth W. Anderson, Jr.  
Public Utility Commission of Texas  
512-936-7005  
[kenneth.anderson@puc.texas.gov](mailto:kenneth.anderson@puc.texas.gov)

**From:** Suel [mailto:[suelhilton@hotmail.com](mailto:suelhilton@hotmail.com)]  
**Sent:** Thursday, April 20, 2017 1:18 PM  
**To:** Anderson, Kenneth <[Kenneth.Anderson@puc.texas.gov](mailto:Kenneth.Anderson@puc.texas.gov)>  
**Subject:** Docket #46553 Rate/Tariff Change Carroll Water Company, Inc.

**WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.**

Dear Mr. Anderson,

Docket #46553 Rate/Tariff Change for Carroll Water Company, Inc.

I am the secretary for a small water company. We have been trying to get a rate/tariff change. I completed the paperwork and sent it to the Public Utility Commission. The application was turned in in November 2016. I received word that we needed to fix some things in the application. I completed the instructions as requested by Michael Crnich. I turned in the changes in January of 2017. I was again told new items that needed to be fixed. I was also told that because my test year was not standard that I would need to complete a new application with the test year information for 2016. My test year was March 1, 2015 to February 28, 2016. Then when I called Mr. Crnich he said it would be okay to use the test year I had used. At the time that I turned the rate change application in I had used my latest complete data. I have now received a letter saying that my application is still incomplete, again asking for a new application with 2016 data and stating new problems with the application that have never been requested. The letter also said they were asking that my rate/tariff change request be dismissed.

The water company is very small with one full time office employee and myself part time and two full time employees at the systems. I think it is unfair that my application is being dismissed because they have found new problems. I can't fix things on the application that have not been brought to my attention. We have not had a new rate other than a pass through for the last eight year. We desperately need to make repairs to our systems and until we have a new rate we just cannot do many of these expensive updates. I want to give the customers better service but I am being punished for not being able to pay an engineer \$15,000 to complete the application.

I have gone through this process with the Texas Commission on Environmental Quality when we got the last rate change and did not have so much trouble. I feel that because we are a small water company we are not important enough for them to work with us to resolve the issues associated with this application. I want the

customers to have a good reliable source of water. I would appreciate it if you can either give me some help with our application so that we do not have to start over again or tell me who I need to contact.

Sincerely,

Patty Hilton

Secretary

Carroll Water Company, Inc.