



Control Number: 46553



Item Number: 15

Addendum StartPage: 0

Public Utility Commission of Texas

Memorandum

RECEIVED

2017 APR 28 AM 9:10

PUBLIC UTILITY COMMISSION
FILING CLERK

TO: ALL PARTIES of RECORD

FROM: Commissioner Kenneth W. Anderson, Jr.

DATE: April 28, 2017

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

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

15

Olney, Carey

From: Olney, Carey
Sent: Thursday, April 20, 2017 5:24 PM
To: 'suelhilton@hotmail.com'
Cc: Wakeland, Rich
Subject: FW: Docket #46553 Rate/Tariff Change Carroll Water Company, Inc.

Dear Ms. Hilton:

We are in receipt of your email dated April 20, 2017.

Because this is a contested case, our office cannot discuss the matter with any individual party, including Carroll Water Company, Inc., without all parties to the proceeding present. If the contested case is noticed, and included on the agenda of an open meeting of the Public Utility Commission of Texas (PUCT), then the matter may be discussed with any parties that are present at the open meeting. The contested case in Docket No. 46553 is scheduled for discussion at the PUCT's open meeting on May 4, 2017. If you are unable to attend, but would like to watch the proceedings online, you may do so at <http://www.puc.texas.gov/agency/Broadcasts.aspx>.

I have filed your email dated April 20, 2017 in Docket No. 46553.

Sincerely,

Carey Olney
Attorney Advisor for Commissioner Anderson
Public Utility Commission of Texas

From: Suel [<mailto:suelhilton@hotmail.com>]
Sent: Thursday, April 20, 2017 1:18 PM
To: Anderson, Kenneth <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.