

Control Number: 46553



Item Number: 16

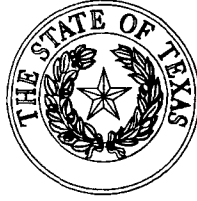
Addendum StartPage: 0

Donna L. Nelson
Chairman

Kenneth W. Anderson, Jr.
Commissioner

Brandy Marty Marquez
Commissioner

Brian H. Lloyd
Executive Director




Greg Abbott
Governor

RECEIVED
2017 MAY -2 PM 1:31
PUBLIC UTILITY COMMISSION
FILING CLERK

Public Utility Commission of Texas

TO: Central Records

FROM: Davida Dwyer 
Commission Advising & Docket Management

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

DATE: May 2, 2017

The commissioners' offices received the attached correspondence pertaining to the above-styled docket. Commission Advising is filing the correspondence. Parties will not be served copies of the attached documents, but can access it through the PUC Interchange at <http://www.puc.state.tx.us/interchange/index.cfm>.

Please note that a member or employee of a state agency assigned to render a decision in a contested case may not directly or indirectly communicate in connection with an issue of fact or law with any state agency, person, party, or representative of those entities, except on notice and opportunity for each party to participate. See Administrative Procedures Act, Texas Government Code § 2001.061 (West 2016).

cc: All Parties (without attachment)

Q:\CADM\Memos\Exparte\46553 ex parte May2.doc

Marty Marquez, Brandy

From: Suel <suelhilton@hotmail.com>
Sent: Thursday, April 20, 2017 1:21 PM
To: Marty Marquez, Brandy
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 Ms. Marty Marquez,

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.

Cantu, Lisa

From: Suel <suelhilton@hotmail.com>
Sent: Thursday, April 20, 2017 1:14 PM
To: Nelson, Donna
Subject: Docket #46553 Rate/Tariff Change for Carroll Water Company, Inc.

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

Dear Ms. Nelson,

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

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Patty Hilton
Secretary
Carroll Water Company, Inc.