



Control Number: 47091



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P.U.C. DOCKET NO. 47091

RECEIVED

RATEPAYER PROTEST

2017 JUN -1 AM 9:38

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

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: TERRY Last Name: HOLMES

Phone Number: 903-530-5468 Fax Number: _____

Address, City, State: 11933 FM 724, TYLER TX 75704

Location where service is received: 11933 FM 724 TYLER TX 75704

(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 attached formal complaint

Signature of Protestor: [Signature] Date: 5-25-2017

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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May 25, 2017

Public Utility Commission of Texas
1701 N. Congress Ave.
P.O. Box 13326
Austin, TX 78711-3326

Re: Proposed Rate Change P.U.C Docket No. 47091

To: Whom it may concern,

My reason for protesting the rate increase can be seen in this photo of our bath tub, filled with water from Texas Water Systems.



We live at the end of the line, where the build-up from our community settles in the pipes, then flows into our tap water, making laundry dingy and causing our drinking water to taste bad.

I installed an elaborate system to filter the tap water at the kitchen sink, but the filters quickly turn dark with muck and need replacing more often than they should (which I have been doing as an added expense).

Also, it is embarrassing when a bath is drawn for visiting family and babies are expected to be cleaned in filthy water.

The crew chief, Randy, of Texas Water Systems, has been very friendly to talk with us about this and flush the valve at our property on a periodic basis which provides a brief reprieve. However, this is a weak solution and not really solving the problem. Although it has been implied that this is "normal" for our area, we have not yet become accustomed to these sub-standard, 3rd world water conditions and struggle with the idea of paying more.

I could possibly feel better about a rate hike if an *automatic* flush valve were installed or some other significant measure (like installing a pipe to the main line to complete the loop) would fix the problem on a more realistic, wholly functioning level. Thus far, "promising" to manually flush the valve on a monthly basis has proven ineffective. At this point, I'd really appreciate your help to insure basic, clean water is consistently available in our home, to my family and visitors.

Terry D. Holmes,

11933 FM 724
Tyler, TX 75704

cc: Texas Water Systems, 7891 US Hwy 271, Tyler, TX 75708-4002
New Harmony Hills Group Members, FM 724, Tyler, TX 75704