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P.U.C. DOCKET NO. 47091

RATEPAYER PROTEST

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If you wish to PROTEST the proposed rate change, you must submit this form and 10 copies to:
PUBLIC UTILITY 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: Winford Last Name: Stone
Phone Number: 903-882-3630 Fax Number: _____
Address, City, State: 13141 CR 4201 Tyler, TX 75704
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)

Signature of Protestor:

W. C. Stone

Date: 6-9-17

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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June 2, 2017

To Whom It May Concern:

We the undersigned do hereby protest the Water Rate Change requested by Texas Water Systems for the following reasons:

1. Our home is located in an area that has old water lines and as a result, we do not always have clear water. Texas Water Systems has installed a flush valve near our home, but we have "muddy water" so often that we have to flush the system ourselves from time to time. This "muddy water" is unacceptable for use including drinking, cooking, washing clothes, and also leaves a muddy residue in the toilets and other places where water is standing.
2. We had a leak on the TWS side of the meter to our home in November 2015. We called Texas Water Systems several times before a serviceman was sent to inspect. So much water had leaked from the pipes that our insurance representative suggested that if the leak continued our foundation would be in jeopardy. There was standing water on our property for almost 50 yards from the leak. When the servicemen arrived, they told us our problems included old copper pipes that would have to be replaced, but that they would have to have permission from the Smith County Road Department in order to make the necessary repairs. The servicemen made temporary repairs. As of this date, June 2, 2017, we have not had any word from Texas Water Systems concerning this problem.

Thank you for your consideration in these matters.

W.C. Stone

Sarah Stone

Winford Stone and Sarah Stone
13141 CR 4201
Tyler, TX 75704
Home phone: 903-882-3630
Cell phone: 903-262-5979