



Control Number: 48342



Item Number: 26

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P.U.C. DOCKET NO. 48342

RATEPAYER PROTEST

2018 JUL 20 AM 9:15

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: Barry A Stacy Last Name: Evans

Phone Number: 832-623-5236 Fax Number: _____

Address, City, State: 453 County Road 4865, Dayton, TX 77535

Location where service is received: same as above

(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:

Barry A Stacy Date: 7/13/18

Si desea información en Español, 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

2ND PROTEST!

P.U.C. DOCKET NO. 48342

**NOTICE OF PROPOSED RATE CHANGE
PURSUANT TO TEX. WATER CODE § 13.1871**

EAST HOUSTON UTILITIES

12042

Company Name

CCN Number(s)

has filed a rate change application with the Public Utility Commission of Texas (Commission or PUC). The application may be reviewed online at interchange.puc.texas.gov. You may also inspect a copy of the rate change application at your utility's office at the address below or at the Commission's office (1701 N. Congress Ave, Austin, TX 78701). The proposed rates will apply to service received after the effective date provided below, unless modified or suspended by the Commission. If the Commission receives a sufficient number of protests, separately or in a combined protest letter, from at least _____ [number of] ratepayers (10 percent of the utility's customers over whose rates the Commission has original jurisdiction) or from any affected municipality before the 91st day after the proposed effective date, the matter will be set for hearing. See Protest Form on the next page for instructions on how to protest.

EFFECTIVE DATE OF PROPOSED INCREASE:

August 20th, 2018

(must be at least 35 days after notice is provided to customers and 35 days after application is filed)

(Proposed rates requested by the utility are not final. The Commission may modify the rates and order a refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest.)

Reason(s) for proposed Rate Change:

Insufficient funds for operation and maintenance

BILLING COMPARISON

Water

Existing	5,000 gallons:	\$ <u>23.⁰⁰</u>	/mo	Proposed	5,000 gallons:	\$ <u>51.⁰⁰</u>	/mo
Existing	10,000 gallons:	\$ <u>33.⁰⁰</u>	/mo	Proposed	10,000 gallons:	\$ <u>61.⁰⁰</u>	/mo
Existing	30,000 gallons:	\$ <u>13.⁰⁰</u>	/mo	Proposed	30,000 gallons:	\$ <u>101.⁰⁰</u>	/mo

Sewer N/A

Existing	5,000 gallons:	\$ _____	/mo	Proposed	5,000 gallons:	\$ _____	/mo
Existing	10,000 gallons:	\$ _____	/mo	Proposed	10,000 gallons:	\$ _____	/mo

Whitewing (Gunn Island Utility)

Subdivision(s) or System(s) Affected by Rate Change

11015 Sheldon Rd. HOUSTON TX 77044

Company Address

City

State

Zip

281-456-0883

Company Phone Number

\$13,293.⁰⁰

Annual Revenue Increase

7-10-18

Date Notice Delivered

N/A

Date of Last Rate Change

20th of every month

Date Meters Typically Read

* Prior to providing notice, the utility shall file a request for the assignment of a docket number for the application.

Dear Utility Commission,

We, Barry and Stacy Evans strongly protest the proposed increase presented by East Houston Utilities (Gum Island Utility) for the following reasons.

1. This is almost 125% increase in price and seems very excessive. Other local cities charge around \$60-\$70/month and this includes water, sewer, trash pick up and recycling services. With this increase our monthly bill would consist of \$51/month for Water, \$26.20/month for trash (\$78.61 every 3 months) and \$20.83 for septic maintenance (\$250/year) for a total of \$98.03/month vs \$70.03/month with the rate remaining at \$23, and we don't have any type of recycling program.
2. When Fred and Marilyn McCoy were running this system, we NEVER had the issues we have had since this company took over and they charged \$23 then, and never said they were operating at a loss.
3. The last time we lost water pressure, this company came out and "replaced something" without our approval and then proceeded to send us a bill 2 months later with a cut off notice for \$265, what can you do, they said either pay or we cut your water off.
4. We have sewer smelling water coming out of our faucets with lots of sediment in the water. We had to call the Texas Commission of Environmental Quality (TCEQ) to test the water and they discovered that this company never filed reports with them and since then they have failed some of the water tests.
5. We recently lost water pressure, to the point that you could turn the faucet on and NOTHING came out. We called the number for the company and got a message to call another cell. We called that number and got a 3rd number to call. We called that number and left a message and NO ONE ever called us back.
6. After the pressure loss we called a plumber to check our lines and they told us that so much sediment is coming through the lines that they clogged a charcoal filter we have installed. These filters used to last 5-6 months BEFORE this company took over, now they last 3-4 WEEKS!! This is unacceptable.

I truly feel that even with this increase we will not get any better service or water quality. When the power goes out we have no water and they will not come out to run a generator to keep the pumps going. This company doesn't provide any kind of trash service and \$51/month is highway robbery and more than double of the current rate! We are not allowed to have a well on our property due to deed restrictions, but the people across the street have one and we would prefer to not have to deal with this poor customer service and NASTY water this company provides. We are not the only location they provide services to, so to blame our neighborhood for insufficient funds for operation and maintenance I think they should have to provide us a copy of the financials to back up this claim. I don't believe them, neighbors had water leaks and it took them forever to fix them. I feel this money is squandered and this increase is absolutely ridiculous! We were even told by an employee that they have money and are just too cheap to fix anything the right way.

Please consider this protest and do not allow this company to raise these rates in our neighborhood!

Thank you,

Barry and Stacy Evans

453 County Road 4865

Dayton, TX 77535



6/7/18

1st Protest

7/13/18

2nd Protest

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Barry Evans San Juan Date: 6/7/18

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1st PROTEST