



Control Number: 48342



Item Number: 54

Addendum StartPage: 0

P.U.C. DOCKET NO. 48342

RECEIVED

2019 OCT -7 AM 9:35

RATEPAYER PROTEST

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 & Stacy Evans Last Name: Evans

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

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

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:

[Signature]

Date: 9/29/19

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

SH

Dear Utility Commission,

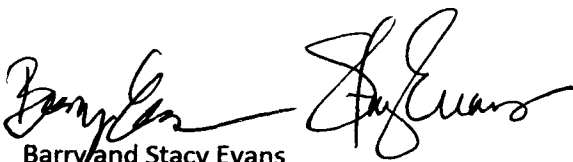
We, Barry and Stacy Evans strongly protest the proposed increase presented by East Houston Utilities (Gum Island Utility) for the following reasons.

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 \$54/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 \$101.03/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.
7. Mr. Krebs tried to increase our rates in 2018 and when we all disputed this increase to \$51 he decided to send us a fake letter that said he had been approved and then proceeded to send us a bill with the increase and then a cut off notice for non-payment after we found out that he couldn't legally charge this rate as it had not been approved by the courts. He has proven that he will not maintain or do anything additional with these funds as our water is still disgusting at this time! He would not even bring out a hammer and some nails to replace the section of fence that fell. We will be robbed blind by this guy if he is allowed to continue his shady ways. He likes to threaten the neighbors and I for one will not be bullied by this guy any longer. He should be investigated and held accountable for his own mistakes.

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 \$54/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

**11015 Sheldon Rd. Ste 102
Houston TX 77044
Phone 281-456-0883**

Mailed 5/13/16?
Rec'd 5/16/16

Barry & Stacy Evans
453 County Road 4865
Dayton, TX 77535

TOTAL	\$	265.00
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THANK YOU FOR YOUR BUSINESS!

EAST HOUSTON UTILITIES, INC.
11015 SHELDON RD
STE 102
HOUSTON, TX 77044



090-9015-00

ACCOUNT NUMBER

BARRY EVANS
453 COUNTY ROAD 4865
DAYTON, TX 77535

Notice Date 05/24/16 **FINAL - SHUT OFF NOTICE**
No Further Notice Will Be Given

Service Address
453 C.R. 4865

Disconnect Date 06/02/16 270.00

Please Include Account Number On Check
PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

PASTDUMS.FRX

EAST HOUSTON UTILITIES, INC.

ACCOUNT SUMMARY

Address	453 C.R. 4865	Account #	090-9015-00	Notice Date	05/24/16		
Explanation	Current Read/Date	Previous Read	Service Days	Used	Amount		
WATER							270.00

FINAL - SHUT OFF NOTICE
No Further Notice Will Be Given

Disconnect Date 06/02/16 270.00

BILLING INQUIRY OR CUSTOMER SERVICE
EAST HOUSTON UTILITIES, INC.
TEL 281/456-0883
FAX 281/456-0883

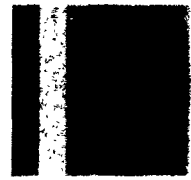
Please include
Account # on Check

MAKE CHECK PAYABLE TO
EAST HOUSTON UTILITIES, INC
11015 SHELDON RD
STE 102
HOUSTON, TX 77044

MESSAGES

EAST HOUSTON UTILITIES, INC.

EAST HOUSTON UTILITIES, Inc.



10.17.2018

Whitewing Subdivision Residents,

I'd like to take a moment to update you on your water service. For months I've been trying to arrange a meeting to explain rates and discuss any issues you may have. However, in talking with some of you we've realized it will be difficult to meet certain schedules.

Because of this, I can give you a brief summary of the reasons for the rate increase in this letter. I'll provide my cell number at the end if you need further details or explanation.

My company took over your water service in 2015 from the McCoy family, who also developed the land to sell. They were able to provide water service at a much discounted rate and apply the loss to land sale profits. I've kept the rates the same since the purchase so that I can get a good basis for how much I need to provide adequate service.

Several issues are coming up with your system that will need attention soon. The fence around the plant needs repairs, along with one of the pressure tanks, among other issues. I would also like to start funding for a standby well so that service will not be interrupted in case of a sub pump failure. With the ever-rising cost of lab tests and state regulatory fees, I've concluded that minimum I can charge for base 5,000 gal is \$51.00. This is consistent with the 7 other systems that I own and operate in this area. This is also well below other communities such as Newport in Crosby and Dayton Municipal Utility District, as they are publicly owned and therefore charge between 1.25% and 2.5% of your property value annually in their property tax invoice.

There are other options that you have. However, I sincerely believe that the least expensive and best service option by far is to stay with this plan. I have been approached by a company based in Porter to purchase your system. However, since they are not local and corporate owned I believe their rates will be significantly higher and certainly service will,



even though legally acceptable, not up to the standards of my Company. I have my personal number listed as the emergency contact and this is certainly beyond industry standard. Also, I'm concerned about service interruptions without a standby system. In this event, there is no way to provide service during a repair, which could take several days. While these interruptions are legal and common with other companies, I've prided myself on not having an overnight interruption in the 20 years I've owned my company.

Another option would be to be annexed by Dayton MUD. While it would provide more resources to your system, this plan would also have significantly higher rates when you include the property taxes that you're not currently paying at this time.

If you believe as I do that my plan is the best for you please contact PUC at (512) 936-7405 (doc # 48342) and ask to be removed from the protest list. If you would like further explanation or would like to pursue one of the other options, feel free to contact me on my cell at 281-236-9914. Also, I'd still be open to a meeting to discuss in person either individually or as group and I'm usually open to any time and date.

Thank you very much for you time and consideration, I hope this helps clarify the situation and provide some insight into the problems associated with your system.

Sincerely,

Stephen P. Krebs, owner

4/11/19

Stephen P. Krebs
11015 Sheldon Rd Ste 102
Houston, Tx 77044

Whitewing Subdivision Residents

Dear Landowners:

I would like to say congratulations and thank you for your attention and your understanding in the long rate change issue. Enough of you have withdrawn your protest so I can move forward with the process.

Although I have always maintained the standards required by TCEQ and the health department, I can now look to improving your system to my standards including aesthetic improvements to the grounds and preventative maintenance. As a matter of fact, the failure that occurred on 4/7/19 late evening could have been avoided had I had the resources available to me now. Even though I was able to have service available within a few hours, it was an inconvenience to you and a sleepless night for me. Furthermore, I'm hoping to have enough in the next couple of years to look into a standby plant for your community, which will eliminate the need for a complete shutdown during repairs.

The rate will officially change on 6/1/19 reflected in the bill you will receive between 6/20/19 and 7/1/19, due 7/15/19. Again, thank you; I've enjoyed talking to you during this time and look forward to future conversations. As I've always said, feel free to call me and discuss any questions you may have Monday to Thursday, 9 to 4, on my personal cell, 281-236-9914.

Thanks,

Stephen P. Krebs
Owner, EHU
281 456 0883

8/7/2019

Customer Name:

Evans

Account #:

090-9015-00

RE: Compliance Fee Charges

East Houston Utilities,

According to the Public Utility Commission of Texas, as of August 7, 2019 there has been no approval for any increase or additional fees to be added to our water bill. Therefore, we will only pay for the water usage charges, not the added comp fee. If, at a later date, this is approved through the Public Utility Commission of Texas, we will comply with their decision.

Thank you,

Barry & Stacy Evans

453 County Road 4865

Dayton, TX 77535

EAST HOUSTON UTILITIES, INC.
11015 SHELDON RD
STE 102
HOUSTON, TX 77044



090-9015-00

ACCOUNT NUMBER

BARRY EVANS
453 COUNTY ROAD 4865
DAYTON, TX 77535

Notice Date 08/19/19 **FINAL - SHUT OFF NOTICE**
No Further Notice Will Be Given

Service Address
453 C.R. 4865

Disconnect Date 09/04/19 33.00

Please Include Account Number On Check
PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

PASTDUMS.FRX

EAST HOUSTON UTILITIES, INC.

ACCOUNT SUMMARY

Address 453 C.R. 4865	Account # 090-9015-00	Notice Date 08/19/19
Explanation	Current Read/Date	Previous Read
COMPLIANCE FEE		
	Service Days	Used
		Amount
		28.00

FINAL - SHUT OFF NOTICE
No Further Notice Will Be Given

Disconnect Date 09/04/19 33.00

BILLING INQUIRY OR CUSTOMER SERVICE
EAST HOUSTON UTILITIES, INC.
TEL. 281/456-0883
FAX. 281/456-0883

Please include
Account # on Check

MAKE CHECK PAYABLE TO:
EAST HOUSTON UTILITIES, INC
11015 SHELDON RD
STE 102
HOUSTON, TX 77044

MESSAGES

P.U.C. DOCKET NO. 43842

**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 3 [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:

NOVEMBER 1, 2019

(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>54.⁰⁰</u>	/mo
Existing	10,000 gallons:	\$ <u>33.⁰⁰</u>	/mo	Proposed	10,000 gallons:	\$ <u>64.⁰⁰</u>	/mo
Existing	30,000 gallons:	\$ <u>73.⁰⁰</u>	/mo	Proposed	30,000 gallons:	\$ <u>104.⁰⁰</u>	/mo

Sewer

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

Gum Island Utility (Whitewing)

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

11015 Sheldon Rd. Ste 102 Houston, TX 77044

Company Address

City

State

Zip

281-456-0883

Company Phone Number

\$ 13,293.⁰⁰

Annual Revenue Increase

n/a

Date of Last Rate Change

September 16, 2019

Date Notice Delivered

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.

NOTICE OF PROPOSED RATE CHANGE - WATER

CURRENT RATES			PROPOSED RATES		
Monthly base rate including <u>5001</u> gallons			Monthly base rate including <u>5001</u> gallons		
Meter Size:			Meter Size:		
RESIDENTIAL			RESIDENTIAL		
5/8" or 3/4"	\$	<u>25.⁰⁰</u>	5/8" or 3/4"	\$	<u>54.⁰⁰</u>
1"	\$		1"	\$	
1 1/2"	\$		1 1/2"	\$	
2"	\$		2"	\$	
3"	\$		3"	\$	
Other:	\$		Other:	\$	
GALLONAGE CHARGE:			GALLONAGE CHARGE:		
TIER	VOLUME	CHARGE per 1000 gals.	TIER	VOLUME	CHARGE per 1000 gals.
Tier 1	1 to <u>5001</u> gals.	\$ <u>2.⁰⁰</u> /1000 gals.	Tier 1	1 to <u>5001</u> gals.	\$ <u>2.⁰⁰</u> /1000 gals.
Tier 2	to gals.	\$ /1000 gals.	Tier 2	to gals.	\$ /1000 gals.
Tier 3	to gals.	\$ /1000 gals.	Tier 3	to gals.	\$ /1000 gals.
Tier 4	to gals.	\$ /1000 gals.	Tier 4	to gals.	\$ /1000 gals.
Tier 5	to gals.	\$ /1000 gals.	Tier 5	to gals.	\$ /1000 gals.
MISCELLANEOUS FEES			MISCELLANEOUS FEES		
Tap Fee	\$	<u>250.⁰⁰</u>	Tap Fee	\$	<u>250.⁰⁰</u>
Reconnect fee:			Reconnect fee:		
Non-payment	\$	<u>25.⁰⁰</u>	Non-payment	\$	<u>25.⁰⁰</u>
			(Maximum - \$25.00)	\$	
Customer's Request	\$		Customer's Request	\$	
Transfer Fee	\$		Transfer Fee	\$	
Late Charge	\$	<u>5.⁰⁰</u>	Late charge: (Indicate either \$5.00 or 10%)	\$	<u>5.⁰⁰</u>
Returned Check Charge	\$		Returned Check Charge	\$	
Deposit	\$	<u>50.⁰⁰</u>	Deposit	\$	<u>50.⁰⁰</u>
			(Maximum \$50.00)	\$	
Meter test fee	\$		Meter test fee	\$	
			(Maximum - \$25.00)		

Regulatory Assessment of 1% is added to base rate and gallonage charges. Additional fees and meter sizes may be shown on a separate page.

If applicable, list any bill payment assistance programs to low income Ratepayers.

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