



Control Number: 48342



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P.U.C. DOCKET NO. 48342

RATEPAYER PROTEST

2018 JUN 12 AM 9:32

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 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: _____

(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 Protester:

Barry Evans Stacy Evans Date: 6/7/18

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

NOTICE OF PROPOSED RATE CHANGE – WATER

CURRENT RATES			PROPOSED RATES		
Monthly base rate including <u>5,000</u> gallons			Monthly base rate including <u>5,000</u> gallons		
Meter Size:			Meter Size:		
RESIDENTIAL			RESIDENTIAL		
5/8" or 3/4"	\$	<u>23.⁰⁰</u>	5/8" or 3/4"	\$	<u>51.⁰⁰</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>5,000</u> gals.	\$ <u>2.⁰⁰</u> /1000 gals.	Tier 1	1 to <u>5,000</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>
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.

N/A

Dear Utility Commission,

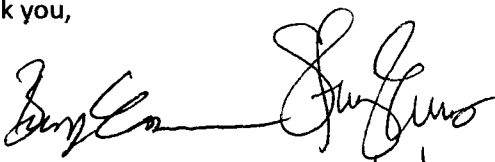
We, Barry and Stacy Evans strongly protest the proposed increase presented by East Houston Utilities (Gum Island Utility) for the following reasons.

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