



Control Number: 50200



Item Number: 1288

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PUCT DOCKET NO. 50200

2020 JAN 13 AM 10:27

**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: Miguel Last Name: Castro

Phone Number: 327035475 Fax Number: \_\_\_\_\_

Address, City, State: 5112 Rio Alamo St Roshamon TX 77583

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:

Miguel Castro Date: 1. 10. 20

Si desea informacion en Espanol, puede llamar al  
1-888-782-8477

Hearing- and speech-impaired individuals with text telephones may contact the PUCT's Customer Assistance  
Hotline at  
512-936-7136

1288



December 20, 2019

Dear Undine Customers,

Attached is a Customer Notice for our filing with the Texas Public Utility Commission of Texas (“PUCT”) to request a rate increase for our Texas water and wastewater customers. Regulated utilities, such as Undine, are under the jurisdiction of the PUCT and are entitled to recover all reasonable and necessary costs associated with providing water and/or wastewater service.

We request that you support our rate increase at this time to help cover the costs of the many improvements that we are incurring in our efforts to bring these aging utilities into regulatory compliance. The revenue generated by current rates do not cover costs of the necessary improvements or the day-to-day operations and maintenance expenses. We are committed to providing all of our customers with the utility services they deserve. This rate increase is necessary to achieve that commitment.

**Reason for Requesting an Increase**

In order to comply with Texas Commission on Environmental Quality (“TCEQ”) and Environmental Protection Agency (“EPA”) rules and regulations, necessary costs of operations and maintenance procedures have significantly increased. These regulations and procedures are designed to ensure a safe, clean, consistent water supply, as well as environmentally safe wastewater collection and treatment processes

The increase in these operations and maintenance costs, as well as the physical improvements that are being made to our utilities, such as new wastewater collection and treatment equipment, water wells, storage tanks, and pressure pumps, require us to seek a rate increase at this time.

The PUCT has total jurisdiction over utility rates and must approve any change in rates. Their audit of our expenses and capital improvement costs will determine whether or not we are entitled to an increase in rates. The Customer Notice suggests an increase could be effective 35 days after the filing of the request. Please know that we DO NOT intend to put a rate increase into effect until it is approved by the PUCT. Additionally, you have the right to protest this proposed rate increase. To this end, we have attached a Ratepayer Protest form for you to complete and mail to the PUCT.

For more information on this proposed rate increase and the rate process please see the RATES PRESENTATION, found on the Undine website at <http://www.undinellc.com/>

Respectfully,

Undine Management

**PUCT DOCKET NO. 50200 \***  
**NOTICE OF PROPOSED RATE CHANGE**  
**PURSUANT TO**  
**TEXAS WATER CODE §§ 13.1871 AND 13.18715**

Undine Texas, LLC

13260

Company Name

CCN Number(s)

has filed a rate change application with the Public Utility Commission of Texas (Commission or PUCT). The application may be reviewed online at [interchange.puc.texas.gov](http://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:** January 24, 2020

(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:**

Combining tariffs of recently acquired water and sewer systems and increasing revenue requirement to recover costs of improvements.

**BILLING COMPARISON**

**Water**

Existing	5,000 gallons:	\$	<u>46.50</u>	/mo		Proposed	5,000 gallons:	\$	<u>72.30</u>	/mo
Existing	10,000 gallons:	\$	<u>56.75</u>	/mo		Proposed	10,000 gallons:	\$	<u>90.58</u>	/mo

**Sewer**

Existing	5,000 gallons:	\$	_____	/mo		Proposed	5,000 gallons:	\$	_____	/mo
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Affected systems are those formerly known as Gulf Coast Utility Company-Cold River Ranch.

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

17681 Telge Road	Cypress,	Texas	77429
Company Address	City	State	Zip

(713) 574-5953

Company Phone Number

Water - \$214,996  
Annual Revenue Increase

December 20, 2019  
Date Notice Delivered

April 21, 2005  
Date of Last Rate Change

2nd-4th  
Date Meters Typically Read

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