



Control Number: 50200



Item Number: 1456

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PUBLIC UTILITY COMMISSION
FILING CLERK

PUCT DOCKET NO. 50200

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: Barbara Last Name: Wylie
Phone Number: 281-353-7093 Fax Number: _____
Address, City, State: 2918 GREEN LAKE Dr. Springs, TX 77388
Location where service is received: GREENGATE ACRES
(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 ^{no sewer}
- Both Water and Sewer Rate Change
- Other (please specify below)

Please READ attached letter

Signature of Protestor:

Barbara J. Wylie Date: 1-6-2020

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

1456

1/7/2020

Public Utility Commission of Texas.

I would like for you to know why I am PROTESTING this rate change. I have lived in this house for 51 years. I have had terrible water for that long. The previous owner Mr. Martin did not maintain the well which was originally designed for a small neighbor hood. We have low water pressure, brown dirty water, frequent breaks in the lines and unacceptable notification notices of boil water. The new company Undine which purchased the company from the Martins has made no effort to improve the facility. Last year I had a water leak on my street. I called the office and they said for me to go find the leak. I explained that I am 80 years old, and that is their job to find, and repair leaks in the system. They were rude and they made no effort to help the people on my block. My neighbor did go look for he leak. My son was disturbed by the service and rudeness of the people so he contacted the NEWS Media, and they contacted Undine. At that time the Resource department contacted me and said he would take care of it. The water is still undrinkable for most of us, as we are afraid of the quality of the water. Most of us buy drinking water. There are Still the same problems, low pressure, frequent breaks in the lines, and poor notifications. The boil signs are usually placed on the next block which leads to Dove Meadows and not on the block where I live. Unless I go through Dove Meadows I never know the water needs to be boiled. They are asking for a raise of almost double which I would not mind paying for if they were making any improvements. This issue is one all of us who have lived here for a long period of time have dealt with. I HOPE someone will listen to our PROTEST and DENY their request until they make some effort to improve the water problems in this neighbor hood. This poor water situation makes it difficulty to sell your property if you disclose the problems we have currently and have had for many years. If you need to talk to someone I will be happy to talk to you.

Thanks for your cooperation.
Barbara Wylie
2918 Greenlake Drive
Spring, Texas
281-353-7093

Proposed rates
5000 gal. 38.83 - to *new rate* 72.30

