



Control Number: 50200



Item Number: 278

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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: KEITH Last Name: HENNESSEE
Phone Number: 281 685 4321 Fax Number: NONE
Address, City, State: 25624 GLADIATOR LN, SAN ANTONIO, TX 78260
Location where service is received: 4401 RANGER DR, PORT BOLIVAR, TEXAS
(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: *Keith C Hennessee* Date: DEC 29 2019

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

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Keith and Hella Hennessee
25624 Gladiator Lane
San Antonio, Texas 78260

2019 JAN 15 10:00 AM
PUBLIC UTILITY COMMISSION OF TEXAS

December 30, 2019

Filing Clerk
Public Utility Commission of Texas
1701 North Congress Avenue
PO Box 13326
Austin, Texas 78711-3326

Re: Rate Request of Undine, LLC
Docket Number 50200
Ratepayer Protest

Dear Sirs and Madams:

This is to protest the rate increase requested under PUCT docket number 50200. Undine LLC has failed to adequately notify Ratepayers and has failed to provide adequate information to judge the reasonableness of the request.

The information circulated to Ratepayers by Undine is misleading in that it shows no increase in water rates, but refers you to the Undine website where the rate request shows a 20% increase in water rates in addition to the 300 % increase shown for sewage rates.

The information regarding the rate increase was mailed to Ratepayers on December 20th in the midst of Christmas mail and vacations. The information did not reach my address in San Antonio until 2 days after Christmas. Given the discrepancy between the rate information shown in the communication, and the rate information shown on the Undine website, the mailed notice is misleading and incorrect.

The proposed increase is more than doubling the existing combined rates. There is no information in the communication or the website to support any change in rates,

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much less a rate increase off the magnitude requested. The website consists of 28 pages of charming pictures, and only ONE page of figures. There is no indication that any of these pictures are from the Bolivar Peninsula SUD for which the rate increase is requested.

Most importantly there is no information whatsoever on the cost of the facilities proposed for Bolivar Peninsula SUD, nor is there any proposed schedule for implementing any such proposed improvements, nor is there any specific identification of the improvements to be made.

The request for a rate increase appears to have been filed without any economic research or justification and is deficient because the notice to Ratepayers is incorrect and inadequate.

I request that you reject this filing on the basis that it is misleading and incomplete, and not accept any rate increase until such time as adequate and complete information is filed.

In addition, I request that you hold a hearing, with at least thirty days notice to all affected Ratepayers to give them time to organize appropriate representation and evidence. You may contact me at the number and address shown in the Rate Protest filed with this letter.

Sincerely,



Keith Hennessee

Cc:

Larry Wiley

Holiday Shores Homeowners Association

4810 Post Oak Timber Drive

Houston, Texas 77056