



Control Number: 50200



Item Number: 282

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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: TOM LANDELS Last Name: LANDELS
Phone Number: 713-497-6690 Fax Number: N/A
Address, City, State: 2111 PINE MANOR DR HUFFMAN TX 77336
Location where service is received: SAME
(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)

UNDINE FAILS TO PROVIDE QUALITY WATER. DUE TO BROKEN LINES - POOR FLOW - HEAVY RUST - ~~WE~~ ARE MAILED REPORT TO INFORM USE OF NET US. ONE NOTICE IN FRONT OF SUB
Signature of Protestor:

[Handwritten Signature]

Date: 12-29-2019

NOT ENOUGH - EMAIL COMMUNICATION NEEDS - CLEAN SAFE WATER. PLEASE.

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

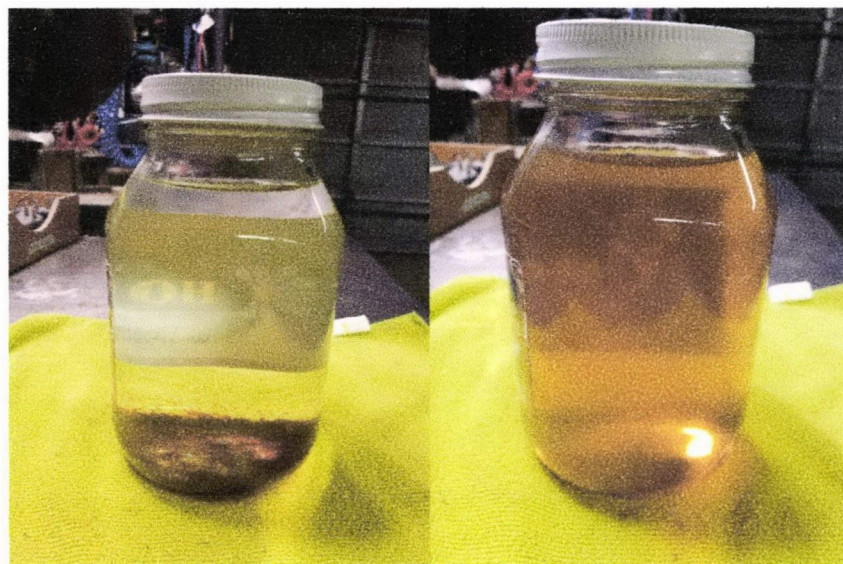
Hearing- and speech-impaired individuals with text telephones may contact the PUCT's Customer Assistance
Hotline at
512-936-7136



A LANDELS

THE LANDELS

If the Commission Staff would prefer to have the actual samples or videos please contact any resident in the Cypress Subdivision and Im 100% sure they will gladly fill your request. The residents of this subdivision spend thousands on filters and softeners. The current \$40 surcharge has been collected for years and It is doubtful that Undine will do any improvements with addition monies. If the funds from past collection are in a trust as they claim we would like to see a leger on the investments from the trust on improvements not Maintenance. I think the rate increase is just another way for them to collect more funds without a service improvement to the clients. If the Management from Undine would prepare a list of improvements and dates to be held accountable by the Commission. I believe we all would support the request from Undine for the increase but we have been burned before by empty promises and this one sounds the same. To accept on blind faith alone with nothing to measure them by is not a smart move on our part.



8 hours rest

Out of the tap

December 29, 2019

2111 PINE MANOR DR.
HUFFMAN, TX 77336

(713) 497-6690
TDLANDELS@GMAIL.COM