



Control Number: 50200



Item Number: 723

Addendum StartPage: 0

RECEIVED

PUCT DOCKET NO. 50200 2020 JAN -9 AM 9:12

RATEPAYER PROTEST PUBLIC UTILITY COMMISSION FILING CLERK

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: Felecia [scribble] Last Name: AUTREY
Phone Number: 214 356 8892 Fax Number: n/a
Address, City, State: 136 BIRDIE DR LIPAN TX 76462
Location where service is received: n/a
(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)

A 550 TO GO FROM \$85/MTH TO \$131.65/MTH
PRICE INCREASE FOR JUST
WASTEWATER IS CRAZY! IN 16 YRS
OF HOME OWNERSHIP I HAVE NEVER
SEEN SUCH AN INCREASE

Signature of Protestant:

Date: 1/4/2020

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

723



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. Regulatory 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

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