



Control Number: 50200



Item Number: 966

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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 & Katy Last Name: Herman & Floyd

Phone Number: 303-358-5140 Fax Number: —

Address, City, State: 101 Birdie Drive Lipan, TX 76462

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)

Signature of Protester:

[Signature] Katy Lyle Date: 1/2/2020

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**

FILE

To: PUC

From: Tom Herman and Katy Froyd

Date: January 2, 2020

Re: PUCT Docket No. 50200

Handwritten signature in black ink, appearing to read "TH KF", enclosed in a hand-drawn oval.

We have lived in our home in the Sugartree subdivision serviced by Undine LLC for less than a year. We have witnessed firsthand the subpar sewer service provided by Undine. When we experienced a line break due to an increase of pressure in their sewer lines, they let raw sewage flow for 26 hours because they could not find the sewer shut off that was for our home. Turning our own system off did not work because the break was on their side of the lines. After 26 hours, they had to dig up my yard to find the shutoff that was buried. It then took them months to repair my lawn and put a cap on the sewer pipe. The fact that we already pay \$85.85 per month for sewer out here is absolutely outrageous. The services they provide are not worth that amount and certainly not work \$131.65. I personally work for a city that runs their own wastewater treatment plant and know what goes in to running that system and upgrading the system. There is no reason other than pure greed on Undine's part to request such an enormous increase. I would challenge the PUC to look further into their finances. I am confident that the salaries paid to their management are quite hefty and it certainly is not the customer's responsibility to pad Undine's pockets. We have been told that Undine was given a large sum of money (over \$100,000) by the declarant of Sugartree to make improvements to the wastewater treatment plan that services the subdivision. We have also been told that they cannot account for what was done with that money. Again...pure greed on their part. We understand that, perhaps, many of the upgrades they are talking about are for the Houston area where they provide service. Why do we have to pay increased rates to pay for upgrades that are not for our area? They have been told for weeks that there is an awful smell of sewage when you drive into our neighborhood and there has been nothing done about it. As a matter of fact, when residents from Sugartree call Undine and try to speak with someone other than a regular customer service agent, we are told they have been told no one will speak with anyone from Sugartree. Horrible customer service! The bottom line is that there is no reason for Undine to request an outrageous increase in rates when they have shown no one in the Sugartree subdivision that they have any intention on making improvements. Thank you for your time and consideration.