



Control Number: 50616



Item Number: 32

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Evelyn Mayo, MS, LPC ret
2503 Cheri Lane
Brenham, Tx 77833

Via Fax 512-936-7003

Public Utility Commission of Texas

Re: **Docket/Project No. 50616; Rate Increase of Corix Utilities**

Dear Sir or Madam:

I am a homeowner at Gun and Rod Estates in Brenham, Texas and will be a customer of the water system purchased by Corix from Staget Plumbing or David Staget.

I am opposed to a rate increase that Corix is proposing.

This neighborhood is small and the distances between the lots are not great. The proposed rates charged by Corix in the area are for rural water systems with meters very far apart, requiring much more piping and much more pressure.

Thus far, Corix has provided terrible service and possibly endangered the health and welfare of the residents of Gun and Rod Estates. Since their acquisition this month there has been very low water pressure once and one incidence of no water that resulted in a boil water notice. In all the years (over 20+) we have never had to boil water. The manner in which the residents found out about the no boil order was small signs at the entrance to the subdivision. Corix never made any further effort to contact residents. The residents who attempted to contact Corix were put on excessively long waits. Some were told there was no problem, some were told they only responded to emergency situations and some were told that they were not aware of any problems. There was no effort to telephone, email or text residents until the next day. I went on line but there was nothing there either.

My husband is a 75-year-old 100% disabled veteran who was exposed to potentially contaminated water for hours. A neighbor living near the entrance to the subdivision called to tell us about the notice or we may not have known until the next day.

The service provided has been totally unacceptable. This is a small subdivision with a quite a few elderly people who don't necessarily go out every day and some only received information of the boil water notice by word of mouth. We should have at least received a phone call, text or email immediately on discovery of the serious event, but received nothing.

At the meeting between Corix and residents before the purchase, residents were told to expect a rate increase of 3 to 5 times. There are many reasons to protest the proposed rate increase, not the least of which are extremely poor service, a lack of communication, being told that there would be local service with 24-hour response and the fact that this small neighborhood is not a rural area, as noted above, and would not require much more piping and pressure and therefore a huge rate increase.

My husband and I intend to be protesters about this would like to advised any further proceedings on this matter.

Sincerely,

Evelyn Mayo

Evelyn and Msgr Ret Kenneth Mayo

if I also do not understand why notifying customers of an event is a courtesy that would it should be mandatory. Finally, I found no option to receive a paper billing. Our interest is very unreliable

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