



Control Number: 50721



Item Number: 129

Addendum StartPage: 0

Public Utility Commission of Texas  
1701 N. Congress Ave.  
PO Box 13326  
Austin, TX 78711-3326

Aug. 23, 2020



Ref: PUCT Docket No. 50721

To Whom It May Concern

The proposed increase in water rates, a 350% to 400% increase, is very substantial. For many in the neighborhood on fixed income, I see hard choices ahead. Unfortunately, water is a monopoly hence no alternatives are possible. No tradeoffs can be made.

With no upfront transparency other than a history of lack of past increases that neither the residents nor present owner influenced, it is difficult to support. The recent meeting, Jun. 9, introduced us to a new owner but provided little structure to Crystal Clear Water Inc. longer term plans or present financial status. Unfortunately, a defensive posture was taken for much of the meeting as we all had received a notice of a pending rate increase.

During the past months, we have been designing a new home that will replace the current one at 339 CR 1630 as a forever retirement home. Part of the design is a water treatment and filtration system costing in excess of \$4000.00. This is necessary because of the quality of our current water in the neighborhood. The current water results in stains on plumbing fixtures, clothes, and washed cars. Four years ago, we found it necessary to add a drinking water filtration system to our home to ensure hydration and cooking with tap water was not averse to our long-term health. Recently, we have noted increase in chlorine smell and several days of no pressure – I can only **assume** that both are attempts at maintenance and improved water quality. Unfortunately, notifications - explanations are lacking so we are left speculating.

In our opinion - this needs to move from a defensive posture to one of structured planning and open transparency. We are requesting the following aspects be provided:

1. Full transparency of the profit and loss of Crystal Clear Water for the Lakeline Subdivision for the last 2 years and proforma for the next ~3 years without the rate increase and with the rate increase.
2. Full transparency into the condition of the full system supporting the subdivision. Planned infrastructure refurbishment should be linked to reason (i.e. water quality improvement, pressure sustainability,.).
3. Full transparency of the next five years of operational improvements that are being planned to ensure delivery of safe and quality water.

At this time, we have fragments of information and a lot of speculation. We do realize the infrastructure is dated and hence in need of upkeep and refurbishment. We see daily, the poor quality of water and residue in our plumbing fixtures. We, as a community, need to support improvements but our support will only come with openness and structured explanations.

Sincerely,

Pat and Renee' (Nutt) Cauley  
Owners of 335 CR 1630, and 339 CR 1630.  
[Familycauley27@gmail.com](mailto:Familycauley27@gmail.com) 972-413-5802

Copy: Crystal Clear Water Inc.; 122 S Ave D; Clifton, Tx 76634

129