



Control Number: 50721



Item Number: 141

Addendum StartPage: 0

*Prior to providing notice, the utility shall file a request for the assignment of a docket number for the application.

PUCT DOCKET NO. 50721**RATEPAYER COMMENTS/REQUESTS TO INTERVENE**

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

2020 AUG 31 AM 10:57
PUBLIC UTILITY COMMISSION OF TEXAS
FILING CLERK

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: SAM Last Name: WELLS

Phone Number: 254-253-1206 Fax Number: _____

Email Address: SAM.WELLS@LHOIST.COM

Address, City, State: 355 Fm 3221 CLIFTON TX 76634

Location where service is received: _____
(if different from the mailing address)

Please fill out the following:

I wish to PROTEST the following proposed rate action/s:

☒ I wish to be a COMMENTER. I understand that: I am NOT a party to this case; my comments are not considered evidence in this case; and I have no further obligation to participate in the proceeding. Public comments may help inform the PUCT of the public concerns and identify issues to be explored. Please provide comments below. Attach a separate page, if necessary.

☒ I am requesting to INTERVENE in this proceeding. As an INTERVENOR, I understand that: I am a party to the case; I am required to respond to all discovery requests from other parties; I may be required to attend hearings, and if I file testimony, I may be cross-examined in the hearing; if I file any documents in the case, I must provide a copy to every other party in the case; and I acknowledge that I am bound by the Procedural Rules of the PUCT and the State Office of Administrative Hearings (SOAH).

Signature of Protester:

Sam Wells

Date: 8-24-2020

Si desea informacion en Espanol, puede llamar al

August 27, 2020

Public Utility Commission of Texas
1701 North Congress Avenue
P.O. Box 13326
Austin, TX 78711-3326

RE: Crystal Clear Water, Inc. Rate Increase Proposal

To the Public Utility Commission of Texas,

I have lived in my home for the past 39 years. My family has owned the land on which we live for the past 150+ years. I was living here when the water system was built some 40+ years ago. The system that is currently servicing me as well as my family and neighbors is the same system that was servicing me when there were only a handful of houses on the system. At that time, there was a back up water system available. Today there is no backup and there are a substantial number of additional homes that are being serviced.

The system still has the same capacity as 30 years ago. No improvements or replacements. The electrical controls are not modernized and are in terrible disrepair. Wires are hanging out everywhere. The system is unreliable from a maintenance standpoint and we are lucky every day that we have water pressure. There has not been preventative maintenance on the system, no upgrades, no storage improvements, no backup wells and fuses are still used in parts of the system instead of breakers. The only way we know when we have no water is when we turn on a faucet at our house. There is no system in place to notify customers of problems with the system. A call or text to Robert is generally how he finds out if there is a problem.

The owner talks about his debt for the purchase. To my understanding the last purchase or note on the system is to himself. He employs the people who do his books and reads the meters for the water system at his main business, so I feel the expense is minimal for this. The repairs would be less now if he had maintained the system with past revenues that he collected monthly from customers. The well itself has had to be pulled and replaced 3-4 times over the years. That was only done when it failed and not on a preventative maintenance basis.

Where is all the money that was collected the past 30 years? I am not opposed to a modest increase of 15%-20% but the idea of a 100% increase is not reasonable. That would make this water supply the most expensive in the Central Texas area.

I appreciate the opportunity to express my concerns over his proposed rate increase. I have attached some photographs of the Airport Addition facility.

Sincerely, 

Sam Wells
355 FM 3221
Clifton, TX 76634

Crystal Clear Water, Inc. - Airport Addition

Clifton, TX 76634

