



Control Number: 50721



Item Number: 162

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\*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**

2020 SEP 14 AM 9:13

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: Keith & Brenda Last Name: Finstad

Phone Number: 254-978-1068 Fax Number: \_\_\_\_\_

Email Address: brenda.finstad@gmail.com

Address, City, State: 134 County Road 9260 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:  Date: 9/16/20

Si desea informacion en Espanol, puede llamar al

1102

September 6, 2020

To Public Utility Commission of Texas,

As a customer of Crystal Clear Water, Inc. in the Airport subdivision, I am protesting the proposed rate increase. The owner states that he has not had a rate increase since 2008. He also has not done any preventive maintenance, no upgrades to the system, no modernization and has let the system deteriorate into disrepair. This poor planning on his part should not translate into a burden placed on residents in a single increase at 112% and 132% of current rates. I understand reasonable and planned rate increases are periodically necessary to operate, maintain, and expand; however, the proposed monthly charges exceed what is normal and reasonable for this area, and residents lack confidence as to whether this system is being adequately and safely managed. The water pressure is consistently low, chlorine content in the water is inconsistent, and the system is frequently down altogether. Someone must call to report that residents are without water before any attempt is made to fix the problem. Even then, the "fix" seems to be more of a patch than an actual repair. As I write this letter, we are AGAIN without water without any warning, without any notice, and without any idea when water will be restored.

Crystal Clear Water, Inc. services residential customers in rural subdivisions near the city of Clifton, Bosque County, TX. In comparing the proposed water rate change by this Provider with other rural cooperatives and municipal water systems in the local area, it is obvious that the proposed rates are well above the average and exceed the rates of all other water suppliers in the area—water suppliers who maintain uninterrupted and consistent service. As proposed, the average cost per thousand gallons is noticeably higher than what other rural residents pay in the entire North Texas area. The attached Exhibit A is a comparison of the proposed change with other local systems.

Further, I would like to note that I am a customer/member of both Childress Creek Water Supply and Mustang Valley Water at different property locations from where my home is located in the Airport subdivision. Monthly charges by these cooperatives are included in the attached comparison. Service by both of these suppliers is dependable, well managed, and neither the smell nor the taste of the water reeks of chlorine. In 15 years as a member of these two cooperatives, I have had an interruption in service ONLY one time and was notified by an automated system well in advance that the water would be off at a particular time; whereas, intermittent disruptions in available water, varying water pressure, and inconsistent chlorine levels are a regular and expected occurrence at the Airport property. These factors are likely attributable to inadequate planning and minimal maintenance of an old facility. In addition, when examining the documents provided by the owner to the PUCT, it appears the owner has inflated charges to the water system for services which he provides from another "business" that he owns in an effort to justify this outrageous increase in water rates.

I certainly don't mind paying a comparable rate for comparable service and consistency; however, the proposed rate increase is neither comparable nor consistent for the age of the facility and the dependability of service. I urge you to consider a nominal rate increase of 10-15% only with a clear plan by this provider to adequately upgrade, maintain, and service this facility; thereby, providing a constant and safe water supply to residents that is comparable to service by other providers in the area who have managed to be proactive in upgrading and maintaining their systems on a budget similar to the current rate of Crystal Clear Water system.

Sincerely,



James K. Finstad and Brenda Finstad  
134 County Road 3260  
Clifton, Texas 76634

Exhibit "A"

Water System (Residential)	Minimum Monthly Charge	Gal Included w/ Minimum Charge	Gallonge Charge per 1K, up to 5K	Gallonge Charge per 1K, up to 10K	Gallonge charge per 1K, up to 20K	Gallonge Charge per 1K, up to 50K
<b>Crystal Clear Water, Inc. (proposed)</b>	<b>\$ 46.47</b>	<b>0</b>	<b>\$ 5.56</b>	<b>\$ 8.08</b>	<b>\$ 11.37</b>	<b>\$ 11.37</b>

**Rural Water Systems in Area**

Childress Creek Water Supply Corp	\$ 35.00	2,000	\$ 4.50	\$ 4.50	\$ 4.50	\$ 4.50
Mustang Valley Water Supply	\$ 42.00	0	\$ 3.25	\$ 3.25	\$ 4.25	\$ 4.75
Hill County Water District	\$ 45.00	0	\$ 2.50	\$ 2.50	\$ 2.50	\$ 2.50
<b>Avg Rurual Water Monthly Charges</b>	<b>\$ 40.67</b>	<b>N/A</b>	<b>\$ 3.42</b>	<b>\$ 3.42</b>	<b>\$ 3.75</b>	<b>\$ 3.92</b>

**Municipal Water Systems in Area**

City of Meridian (w/o sewer, garbage, etc.)	\$ 11.00	2,000	\$ 5.98	\$ 5.98	\$ 5.98	\$ 5.98
City of Clifton (w/o sewer, garbage, etc.)	\$ 44.53	3,000	\$ 3.75	\$ 5.36	\$ 6.68	\$ 6.68
City of Valley Mills (w/o sewer, garbage, etc.)	\$ 18.00	1,000	\$ 2.80	\$ 2.80	\$ 2.80	\$ 5.10
<b>Avg Municipal Water Monthly Charges</b>	<b>\$ 24.51</b>	<b>N/A</b>	<b>\$ 4.18</b>	<b>\$ 4.71</b>	<b>\$ 5.15</b>	<b>\$ 5.92</b>