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DOCKET NO. 50721

**APPLICATION OF CRYSTAL CLEAR
WATER, INC. FOR AUTHORITY TO
CHANGE RATES**

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**PUBLIC UTILITY COMMISSION

OF TEXAS**

**ORDER NO. 29
REQUESTING CLARIFICATION**

This Order addresses the need for clarification from Crystal Clear and Commission Staff. In the Commission's May 2, 2023 Order Remanding to Docket Management, the Commission identified issues with the revised agreement related to affiliate transactions, notice, and the rate-case-expense surcharge.

After reviewing Crystal Clear's August 1, September 12 and 15, November 22, 2022 and January 20 and March 1, 2023 filings, it does not appear to the administrative law judge (ALJ) that all of the Commission's concerns and questions were addressed in Crystal Clear's filings and Commission Staff's recommendation.

Specifically, the Commission stated that "Crystal Clear must identify all affiliates and identify all affiliate payments during the test year for costs or expenses included in the proposed rates." While Crystal Clear provided general costs and expenses paid to affiliates, the ALJ was unable to locate costs or expenses specifically paid to affiliates during the test year.

Additionally, the ALJ was unable to locate a specific answer to question 3(j) or Commission Staff's analysis of the response, if any was received.

Finally, it does not appear that Crystal Clear adequately addressed the Commission's concerns regarding notice. The Commission expressed concern regarding the lack of notice to customers regarding changing fees. Crystal Clear explained that it was unaware that fees other than those specifically identified on the Commission standard notice form could be added and amended. Crystal Clear stated that on August 19, 2020, customers were notified of the following proposed rates and fees: \$2,500 tap fee, \$25 reconnect fee for non-payment fee, \$25 reconnect fee by customer request, 10% late charge, \$25 return check charge, \$50 deposit, and \$25 meter test fee. Crystal Clear clarified that all other fees were carried forward from tariff and that settlement negotiations lowered proposed rates and reduced the standard tap fee to \$1,500.

It is unclear from the filings whether customers received notice reflecting the updated rates and fees due to settlement negotiations or whether customers received notice of all other fees to be implemented as a result of this proceeding.

By June 30, 2023, Crystal Clear must provide responses to the above and any necessary supporting documentation. By July 21, 2023, Commission Staff must provide supplemental recommendations, if necessary, and the parties must file any necessary motions to admit evidence or a revised final order.

Signed at Austin, Texas the 5th day of June 2023.

PUBLIC UTILITY COMMISSION OF TEXAS

A handwritten signature in black ink, reading "Katie Moore Marx". The signature is written in a cursive, flowing style.

KATIE MOORE MARX
ADMINISTRATIVE LAW JUDGE