



Control Number: 50721



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50721

CRYSTAL CLEAR WATER, INC.

**122 SOUTH AVENUE D
CLIFTON, TEXAS 76634
254-675-3551 /254-749-0942**

RECEIVED

2020 APR 24 AM 11:05

PUBLIC UTILITY COMMISSION
FILING CLERK

April 8, 2020

Water Customer – Lakeline & Glenshores

Dear Water Customer:

This letter is to inform you that we are filing for a Rate Increase to go into effect approximately July 1, 2020.

The last Rate Change was back in 1991, which has been **29 Years** ago. Now, due to the constant increases in electricity, chemicals, repairs, labor and etc. we must have a Rate Increase. As you know, there is **NOT** anything today that costs the same as it did 29 years ago.

We appreciate your loyalty as a customer and do hope you understand.

Sincerely,

Robert Payne
Owner



Attachments enclosed:

**NOTICE OF PROPOSED RATE CHANGE
PURSUANT TO
TEXAS WATER CODE §§ 13.1871 AND 13.18715**

Crystal Clear Water, Inc. Lakeline

0180025

Company Name

CCN Number(s)

has filed a rate change application with the Public Utility Commission of Texas (Commission or PUCT). The application may be reviewed online at interchange.puc.texas.gov. You may also inspect a copy of the rate change application at your utility's office at the address below or at the Commission's office (1701 N. Congress Ave, Austin, TX 78701). The proposed rates will apply to service received after the effective date provided below, unless modified or suspended by the Commission. If the Commission receives a sufficient number of protests, separately or in a combined protest letter, from at least [number of] ratepayers (10 percent of the utility's customers over whose rates the Commission has original jurisdiction) or from any affected municipality before the 91st day after the proposed effective date, the matter will be set for hearing. See Protest Form on the next page for instructions on how to protest.

EFFECTIVE DATE OF PROPOSED INCREASE: July 10, 2020

(must be at least 35 days after notice is provided to customers and 35 days after application is filed)

(Proposed rates requested by the utility are not final. The Commission may modify the rates and order a refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest.)

Reason(s) for Proposed Rate Change:

Necessary to maintain a constant and safe water supply

BILLING COMPARISON**Water**

Existin	5,000	gallons:			Proposed	5,000	gallons:	\$	82.37	/	mo	
g	\$		22.60	/mo	g	\$						
Existin	10,000	gallons:	\$	31.85	/mo	Existin	10,000	gallons:	\$	134.57	/	mo
g					g							

Water – Pass Through Charges

Existin	5,000	gallons:	\$		/mo	Proposed	5,000	gallons:	\$		/	mo
g						g						
Existin	10,000	gallons:	\$		/mo	Proposed	10,000	gallons:	\$		/	mo
g						g						

Sewer

Existin	5,000	gallons:	\$		/mo	Proposed	5,000	gallons:	\$		/	mo
g						g						

82.37
÷ 168 gal
= .494
per gal

Crystal Clear Water, Inc.-- Airport and Crystal Clear Water, Inc. – Whispering Ridge

Subdivision(s) or System(s) Affected by Rate Change

122 South Ave D
Company AddressClifton
CityTexas
State76634
Zip

254-675-3551

Company Phone Number

\$ 120,294.06 (Total for all
of Crystal Clear Water, Inc.)

Anticipated July 15, 2020

1991

Date Current Rate Change Notice Delivered

Date of Last Rate Change

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

PUCT DOCKET NO.

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**

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: Catherine Last Name: Svehlak

Phone Number: 817/706 3886 Fax Number: —

Address, City, State: 2801 Jones Rd Venus Tx 76084

Location where service is received: 320 Co Rd 1624 Clifton Tx 76034
(if different from the mailing address)

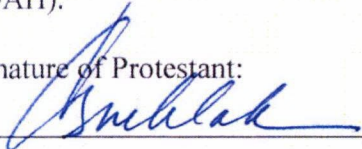
Please fill out the following:

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 Protestor:

 Date: 4/16/20

Si desea informacion en Espanol, puede llamar al
1-888-782-8477

**Hearing- and speech-impaired individuals with text telephones may contact the PUCT's Customer Assistance
Hotline at
512-936-7136**

NOTICE OF PROPOSED RATE CHANGE – WATER

CURRENT RATES				PROPOSED RATES			
Minimum Monthly Charge includes		3000	gallons	Minimum Monthly Charge includes		0	gallons
Meter Size:				Meter Size:			
RESIDENTIAL				RESIDENTIAL			
5/8"		\$	18.90	5/8"		\$	46.47
3/4"		\$		3/4"		\$	
1"		\$	35.00	1"		\$	116.16
1 1/2"		\$	N/A	1 1/2"		\$	232.33
2"		\$		2"		\$	
3"		\$		3"		\$	
Other:		\$		Other:		\$	
GALLONAGE CHARGE:				GALLONAGE CHARGE:			
TIER	VOLUME	CHARGE per 1000 gals.		TIER	VOLUME	CHARGE per 1000 gals.	
Tier 1	3000 to 5000 gals.	\$	1.85 /1000 gals.	Tier 1	0 to 5000 gals.	\$	7.18 /1000 gals.
Tier 2	5001 to 10000 gals.	\$	1.85 /1000 gals.	Tier 2	5001 to 10000 gals.	\$	10.44 /1000 gals.
Tier 3	to gals.	\$	/1000 gals.	Tier 3	>10000 to gals.	\$	14.68 /1000 gals.
Tier 4	to gals.	\$	/1000 gals.	Tier 4	to gals.	\$	/1000 gals.
Tier 5	to gals.	\$	/1000 gals.	Tier 5	to gals.	\$	/1000 gals.
MISCELLANEOUS FEES				MISCELLANEOUS FEES			
Tap Fee		\$	352.00	Tap Fee		\$	2500.00
Reconnect Fee:				Reconnect Fee:			
Non-payment		\$	25.00	Non-payment		\$	25.00
Customer's Request		\$	25.00	(Maximum - \$25.00)		\$	25.00
Transfer Fee		\$	10.00	Customer's Request		\$	25.00
Late Charge		\$	5.00	Transfer Fee		\$	50.00
Returned Check Charge		\$	5.00	Late Charge (Indicate either \$5.00 or 10%)		\$	10%
Deposit		\$	50.00	Returned Check Charge		\$	50.00
Meter Test Fee		\$	0	Deposit		\$	50.00
				(Maximum \$50.00)			
				Meter Test Fee		\$	25.00
				(Maximum - \$25.00)			

Regulatory Assessment of 1% is added to the minimum monthly charge and gallonage charges.
Additional fees and meter sizes may be shown on a separate page.

If applicable, list any bill payment assistance programs to low income ratepayers.

Proposed Rate Change for Lakeline Acres made by Crystal Clear Water, Inc. Lakeline CCN #0180025

PUCT Docket No. 50721

Effective Date of Proposed Increase: July 10, 2020

To Whom It May Concern:

We would like this letter to serve as our official protest to the level of rate change being requested by Crystal Clear Water, Inc.

First, we call into question the location of the proposed change in water rates. The Notice of Proposed Rate Change identifies the subdivision and/or systems affected by the rate change to be **Crystal Clear Water, Inc.—Airport and Crystal Clear Water, Inc. Whispering Ridge**. Does Lakeline Acres, in fact, fall under this subdivision and/or system? Our property is located at 320 County Road 1624, Clifton, Tx. It is located within the Lakeline Acres subdivision.

Second, part of the proposed change is to remove the 0-3000 gallon water usage minimum billing rate and place the minimum usage billing rate beginning at 5000 gallons. With conservation being our primary objective to help save a vital natural resource, this initial base rate level helps encourage us to conserve. As further proof of its effectiveness, we have only exceeded the minimum rate level once since purchasing our home in December 2016. This occurred when we placed a whole house water filtration system in our home so we could use the water being provided by Crystal Clear Water, Inc., for consumption, not just black water purposes. We had to flush the system repeatedly which caused our water usage to exceed the minimum gallon usage that month.

We complained on numerous occasions, with no remediation. We had gone so far as to complain to you and received no assistance from you either.

Third, the amount of rate increase being requested is beyond excessive. Requesting a rate increase of more than 435% over the current rate is too large of an increase. This is further justified by the fact that the area being affected is a low income area outside of any local industry which would provide jobs to the residents. The majority of the residents in Lakeline Acres are living on a fixed income, are unemployed or hold low paying jobs. There is no industry in the area so jobs held by residents that are able to find a job are low paying positions. Even a 100% increase in rates would be excessive.

The proposed rate amount is far in excess of metropolitan area rates. Metropolitan areas offer residents access to jobs. Metropolitan water companies offer higher quality drinking water and many more services for a much lower rate than is being proposed by Crystal Clear Water, Inc.

As an example of this, let me tell you about our primary residence water company. Our primary residence is located at 2801 Jones Rd, Venus, Tx. We operate a small cattle ranch on 50 acres. We have livestock and 2 residences on our property that use water from our water provider. Our water usage bills over the past 4 months has been \$46.09, \$49.17, \$51.47, and \$43.65 respectively. That's nearly 50% less than the proposed minimum rate being requested by Crystal Clear Water, Inc. The current rate structure of our primary residence water company is as follows: There is a residential base rate of

\$22.84. The tiered rate structure for consumption is also designed to encourage water conservation. They have set their usage rates as follows:

0-5,000	\$4.00/1,000 gallons
5,001-10,000	\$4.60/1,000 gallons
10,001-20,000	\$5.40/1,000 gallons
20,001-30,000	\$6.00/1,000 gallons
30,001-40,000	\$6.60/1,000 gallons

We feel this supports our position. The rate increase being requested is excessive and should be denied.

We purchased our home in Lakeline Acres in 2016 as our retirement home. We are planning to sell our primary residence in the near future and move to Lakeline acres full time. Should these water rates go into effect, we will not be able to follow through with our plan and will have to consider alternate locations.

The quality of water being provided to us by Crystal Clear Water, Inc., is inadequate and subpar. It contains a foul odor, a brown color and excessive sediment. It has been tested and deemed unsafe to drink. There have been no attempts by Crystal Clear Water, Inc. to correct any of these issues.

I respectfully request you deny the proposed rate increase until these certain criteria are met. The proposal needs to contain a 0-3000 gallon minimum rate. The amount of the increase should not exceed 50% of the existing rate structure on any of the services offered.

Based on the quality of water being provided, the condition of the delivery system in place and the residents being affected, we protest this increase. Thank you for your time and consideration.

Invoice

Crystal Clear Water Inc.

122 South Ave. D

Clifton, TX 76634

254-675-3551 [off.] 254-749-0942 [mob.]

Date

Invoice #

4/1/2020

19466A

Bill To

Catherine Svehlak

2801 Jones Rd

Venus, TX 76084

Terms	Customer #	Previous Reading	CURRENT READING	USAGE
Net 15		373821	373989	168
Quantity	Item Code	Description	Price Each	Amount
168	L L Water	Water Usage	0.1125	18.90
		Regulatory Assessment	1.00%	0.19

Total

\$19.09

Crystal Clear Water Inc.
122 South Ave. D
Clifton, TX 76634
254-675-3551 [off.] 254-749-0942 [mob.]

Catherine Svehlak
2801 Jones Rd
Venus, TX 76084

NORTH TEXAS TX PSDC
DALLAS TX 750
11 APR 2020 PM 7 L



Rec'd 4/16 [signature]

76084-399901

