



Control Number: 50721



Item Number: 55

Addendum StartPage: 0

Water Annual Revenue Increase

Water Pass-Through Annual Revenue Increase

Sewer Annual Revenue Increase

Anticipated July 15, 2020

Airport & Whispering Ridge 6/1/2008

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.**

2020 APR 27 AM 11:13  
PUBLIC UTILITY COMMISSION  
FILING CLERK

## **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: Rick & Donna Last Name: Easley

Phone Number: 654-709-6674 Fax Number: \_\_\_\_\_

Address, City, State: 201 PR 4297, Clifton, TX 76034

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 Protestant: \_\_\_\_\_

Date: 7-21-2020

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

55

To Whom It May Concern,

We are writing in protest to the "Notice of Proposed Rate Change" for "Crystal Clear Water, Inc. Airport/Whispering" CCN# 0180032/0180081 that we received. The letter is dated April 8<sup>th</sup>, 2020 and was received by us on April 11<sup>th</sup>, 2020.

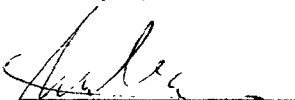
After reading the notice we found that the rate increase amount is unfair and taking advantage of the residents. We believe this because of the following reasons:

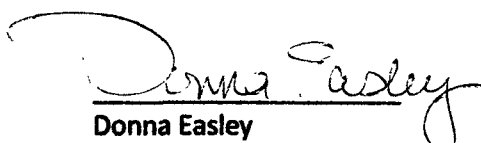
1. The rate increase is equivalent to a 211.2% increase. This is more than double! We understand the need for a rate increase but for the amount to double in a single increase is criminal.
2. The residents have no other choices. Unlike other utilities such as electricity, LP, or cable, we do not have any other options. A rate increase of this magnitude is simply taking advantage of the resident's inability to "shop around" for better service.
3. The quality of the service is lacking. Each time the service provider "maintains" the system the water becomes unbearable due to an overwhelming "bleach/chlorine" smell for a couple of weeks. During this period you do not want to drink it and you smell of "bleach/chlorine" after taking a shower. The remainder of the time the water is barely tolerable in taste and we find it is best to either purchase bottled water for drinking or at a minimum filter the water again ourselves before drinking.
4. Our location is within a mile or two of the city limits and after checking with various city residents we discovered that their water bill includes trash pickup and totals approximately \$99/mo. We do not have this option and have a separate trash bill that averages approximately \$54/mo. So with the proposed rate increase our water and trash would be approximately \$137/mo. This is 138% higher than what our nearby city residents pay and they have better quality and pressure of water and service.
5. The proposed rate increase includes a tier charge scale that increases in cost the more you use. This scale adds a third tier that was not previously there and the rate increase of the second tier is 278.4%. This is an even bigger increase than the more common 1<sup>st</sup> tier usage indicated above. And with the addition of the third tier, anyone who happens to get billed in this tier would experience a rate increase of 391.5%!
6. Quality of service and product do not match the requested rate increase.

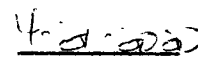
We get the potential need for a rate increase but this is just feels like price gouging since we do not have a choice. And right now, with the times we live in, it is as if the provider is taking advantage of the situation and the residents in order to simply make more money.

We hope that you take these things into consideration and at a minimum limit the amount allowed for the rate increase.

Thank you,

  
Rick Easley

  
Donna Easley

  
Date

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

Crystal Clear Water , Inc. Airport/Whispering0180032 / 0180081

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](http://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:							/
g	\$		39.00	/mo	Proposed	5,000 gallons:	\$	82.37	mo
Existin	10,000	gallons:	\$	57.75	/mo	Proposed	10,000 gallons:	\$	134.57
g									mo

**Water – Pass Through Charges**

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

**Sewer**

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

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	Clifton	Texas	76634
Company Address	City	State	Zip

254-675-3551

Company Phone Number

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

## NOTICE OF PROPOSED RATE CHANGE – WATER

CURRENT RATES			PROPOSED RATES		
Minimum Monthly Charge includes		1000 gallons	Minimum Monthly Charge includes		0 gallons
Meter Size: <b>RESIDENTIAL</b>			Meter Size: <b>RESIDENTIAL</b>		
5/8"		\$ 28.00	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	1001 to 5000 gals.	\$ 2.75 /1000 gals.	Tier 1	0 to 5000 gals.	\$ 7.18 /1000 gals.
Tier 2	5001 to 10000 gals.	\$ 3.75 /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		\$ 1000.00	Tap Fee		\$ 2500.00
Reconnect Fee: Non-payment		\$ 25.00	Reconnect Fee: Non-payment (Maximum - \$25.00)		\$ 25.00
Customer's Request		\$ 25.00	Customer's Request		\$
Transfer Fee		\$ 25.00	Transfer Fee		\$ 50.00
Late Charge		\$ 5.00	Late Charge (Indicate either \$5.00 or 10%)		\$ 10%
Returned Check Charge		\$ 25.00	Returned Check Charge		\$ 50.00
Deposit		\$ 50.00	Deposit (Maximum \$50.00)		\$ 50.00
Meter Test Fee		\$ 25.00	Meter Test Fee (Maximum - \$25.00)		\$ 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.**