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May 10, 2022

The Honorable Commissioners
Public Utility Commission of Texas
P.O. Box 13326
Austin, Texas 78711-3326

Re: PUC Docket No. 51091, Complaint of Certain Members of Rio Ancho Homeowners Association (“Rio Ancho HOA”) Against Aqua Texas, Inc. (“Aqua”)

Dear Commissioners:

This letter responds to the numerous letters filed in this docket by organizations representing retail water utilities in support of the Proposal for Decision in this proceeding, which excuses chronic service failures and continuous imposition of the most severe drought plan water use restrictions to avoid making system improvements.

It should come as no surprise that water utilities would support approving these actions. Water utilities will now respond to system failures by blaming the consumers. Utilities will now be authorized to impose drought plan restrictions without regard to drought or supply declines, but instead to avoid having to make system improvements to meet anticipated demand.

The amount of water these customers use is higher than on other systems not because the use is unreasonable, but because no other system has a customer base that is 100% large lot landscaped homes. Failure to provide continuous and reliable service should only be permitted when unforeseen or temporary conditions are the cause.

PUC Staff is in the best position to weigh the policy implications and the facts, and joined the Rio Ancho HOA in recommending that Aqua be ordered to make necessary system improvements. The Commission should adopt the proposed Proposal for Decision submitted by PUC Staff and the Complainants.

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Respectfully submitted,



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ATTORNEYS FOR COMPLAINANTS
RIO ANCHO HOMEOWNERS ASSOCIATION,
ET AL.

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of this document was served on counsel for Aqua Texas, Inc., as required by order or in accordance with 16 TEX. ADMIN. CODE § 22.74, on this 10th day of May, 2022, as follows:

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