



## **Filing Receipt**

**Filing Date - 2023-09-17 07:00:00 PM**

**Control Number - 52370**

**Item Number - 107**

To Whom it May Concern,

When the residents of Whitewing subdivision agreed to an increased rate as suggested by the PUC we did so under the belief that we would get the service we should have gotten all along. While waiting for the final submissions of EHU to become compliant with the PUC requests we were not having water issues like before, just billing issues and cutoffs over small \$'s, usually less than \$10.

HOWEVER, about 3 weeks ago a couple of neighbors noticed that the water coming out of the faucets were of a "soapy" nature and pretty much white instead of clear. One of them called EHU and they came out to flush the line.

Two weeks prior to that incident we changed our whole house water filters and they were clean, just the standard dirt that we would expect since they had been in for about 3 months. But after EHU flushed the lines to clear up the "milky" water we started to notice a slight smell. Then this past week it became stronger and to the point that if you used it to brush your teeth you would gag. We changed the filters out today 9/17/23 (3 weeks later) and I have attached what it looked like. We understand that the PUC does not direct the quality of the water, but what should be considered is the fact that they are NOT treating the water yet claiming chemical expenses.

It almost feels like we have been switched back to the well that was in question since we didn't have these types of issues once TCEQ fined them for an unauthorized well installation, about 4 months ago.

All we have asked in this process is that we get clean water. Also, once we agreed to the higher rate, everyone I have heard from (about 80% of the neighborhood) had their water consumption double as soon as the new rate went into place. I find that a bit suspicious given the history of this neighborhood and EHU. Below is a picture of the water filter from today (brown) vs. a new one (white).



Thank you for your patience with us  
and for your understanding of our  
reasons to fight this increase.

Barry & Stacy Evans