



## Filing Receipt

**Received - 2022-05-09 06:15:37 PM**  
**Control Number - 52370**  
**ItemNumber - 26**

PUC DOCKET NO. 52370 \_\_\_\_\_

**RATEPAYER COMMENTS/REQUESTS TO INTERVENE**

If you wish to PROTEST the proposed rate change, you must complete this form and file it electronically using the PUC Interchange Filer (<http://www.puc.texas.gov/industry/filings/E-FilingInstructions.pdf>) or mail the original to:

Filing Clerk  
Public Utility Commission of Texas  
1701 North Congress Avenue  
P.O. Box 13326  
Austin, Texas 78711-3326

No hearing will be held and the rates will be effective as proposed unless protests are received from at least 10% of ratepayers or from any affected municipality, or the Commission Staff requests a hearing.

CUSTOMER INFORMATION (please provide all of the requested information)

First Name: Barny Last Name: Evans  
Phone Number: 832-623-5689 Fax Number: \_\_\_\_\_  
Email Address: Sonic1992@aol.com  
Address, City, State: 453 County Road 4865, DAYTON, TX  
Location where service is received: \_\_\_\_\_  
(if different from the mailing address)

Please select the applicable :

☒ 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 Ratepayer:

Barny Evans Date: 5-9-22

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**



Dear Utility Commission,

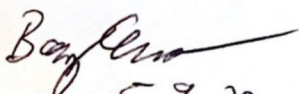
We, Barry and Stacy Evans strongly protest the proposed increase presented by East Houston Utilities (Gum Island Utility) for the following reasons.

1. This is a 935% increase in price from our current rate of \$23/Month to \$215/Month and seems very excessive. They stated on their proposed rate change form that we are currently paying \$27/month and that is a false statement. Other local cities charge around \$60-\$70/month and this includes water, sewer, trash pick up and recycling services. With this increase our monthly bill would consist of \$54/month for Water, \$36.58/month for trash (\$109.75 every 3 months) and \$20.83 for septic maintenance (\$250/year) for a total of \$272.41/month vs \$80.41/month with the rate remaining at \$23, and we don't have any type of recycling program. WATER SHOULD NOT COST MORE THAN OUR ELECTRIC SERVICE!!!!
2. The last time we lost water pressure, this company came out and "replaced something" without our approval and then proceeded to send us a bill 2 months later with a cut off notice for \$265, what can you do, they said either pay or we cut your water off.
3. We have sewer smelling water coming out of our faucets with lots of sediment in the water. We had to call the Texas Commission of Environmental Quality (TCEQ) to test the water and they discovered that this company never filed reports with them and since then they have failed some of the water tests.
4. We recently lost water pressure, to the point that you could turn the faucet on and NOTHING came out. We called the number for the company and got a message to call another cell. We called that number and got a 3<sup>rd</sup> number to call. We called that number and left a message and NO ONE ever called us back.
5. After the pressure loss we called a plumber to check our lines and they told us that so much sediment is coming through the lines that they clogged a charcoal filter we have installed. These filters used to last 5-6 months BEFORE this company took over, now they last 3-4 WEEKS!! This is unacceptable.
6. Mr. Krebs tried to increase our rates in 2018 and when we all disputed this increase to \$51 he decided to send us a fake letter that said he had been approved and then proceeded to send us a bill with the increase and then a cut off notice for non-payment after we found out that he couldn't legally charge this rate as it had not been approved by the courts. He has proven that he will not maintain or do anything additional with these funds as our water is still disgusting at this time! He would not even bring out a hammer and some nails to replace the section of fence that fell. We will be robbed blind by this guy if he is allowed to continue his shady ways. He likes to threaten the neighbors and I for one will not be bullied by this guy any longer. He should be investigated and held accountable for his own mistakes.

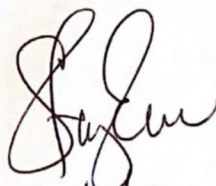
I truly feel that even with this increase we will not get any better service or water quality. When the power goes out we have no water and they will not come out to run a generator to keep the pumps going. This company doesn't provide any kind of trash service and \$215/month is highway robbery and almost a 1000% higher than the current rate! We are not allowed to have a well on our property due to deed restrictions, but the people across the street have one and we would prefer to not have to deal with this poor customer service and NASTY water this company provides. We are not the only location they provide services to, so to blame our neighborhood for insufficient funds for operation and maintenance is a farce. I think they should have to provide us a copy of the financials to back up this claim. I don't believe them, neighbors had water leaks and it took them forever to fix them. I feel this money is squandered and this increase is absolutely ridiculous! We were even told by an employee that they have money and are just too cheap to fix anything the right way.

Please consider this protest and do not allow this company to raise these rates in our neighborhood!

Thank you,

  
5-9-22

Barry and Stacy Evans  
453 County Road 4865  
Dayton, TX 77535

  
5/9/22