



Control Number: 52797



Item Number: 180

April 25, 2023

RECEIVED

2023 APR 28 AM 10:31

Attn PUC: Intervention by the commission requested

PUBLIC UTILITY COMMISSION
FILING CLERK

I filed an informal online complaint with you against Undine Texas on April 15th.

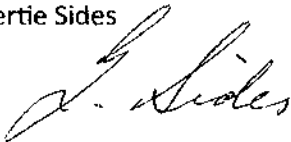
We received a letter dated March 30th 2023 and another dated April 8th 2023 informing us of a proposed purchase of the water facilities from Conroe Resort Utilities by Undine Texas LLC.

I herewith wish to formally oppose and ask that you intervene in the proceeding of the sale Conroe Resort Utilities LLC to Undine Texas LLC.

The reason for this opposition is that our last two water bills have increased for no reason by 100% in one month. There are approximately 300 Del Lago home owners affected by this unjustified, unethical increase of a life necessity: WATER.

We are 50 cottages who live on Balboa Circle. Each home is identical: 1200 sq ft, 2-bedroom cottages which were all only available for purchase starting April 11, 2022. Many of us are retired and on a fixed income and the proposed increase amount of 250% over the next 3 yrs. Is astronomical!

Gertie Sides



3440 Balboa Circle
Montgomery TX 77356

gertiesides@hotmail.com

Docket No. 52797

180

SIDES GERTIE

MAKE CHECK PAYABLE TO: Conroe Resort Utilities P.O. BOX 1170 MONTGOMERY, TEXAS 77356	SERVICE ADDRESS		ACCOUNT NUMBER																
	3440 BALBOA CIR 44		19045-1801427002																
	SERVICE PERIOD	FROM TO	BILLING DATE																
	01/31/23	02/28/23	03/01/23																
READ DATE(W) 02/28/23 METER NUM. 1890 PRES. READ 1145.0 PREV. READ 1143.0 TOTAL GALLONS 2.0	TOTAL GALLONS 		<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>BALANCE FORWARD</td> <td>76.62</td> </tr> <tr> <td>PAYMENT 02/10</td> <td>-76.62</td> </tr> <tr> <td>WATER</td> <td>31.98</td> </tr> <tr> <td>SEWER</td> <td>36.91</td> </tr> <tr> <td>REG ASSMENT</td> <td>0.69</td> </tr> <tr> <td>SJRA</td> <td>7.04</td> </tr> <tr> <td>THIS MONTH</td> <td>76.62</td> </tr> </tbody> </table>	DESCRIPTION	AMOUNT	BALANCE FORWARD	76.62	PAYMENT 02/10	-76.62	WATER	31.98	SEWER	36.91	REG ASSMENT	0.69	SJRA	7.04	THIS MONTH	76.62
DESCRIPTION	AMOUNT																		
BALANCE FORWARD	76.62																		
PAYMENT 02/10	-76.62																		
WATER	31.98																		
SEWER	36.91																		
REG ASSMENT	0.69																		
SJRA	7.04																		
THIS MONTH	76.62																		
TOTAL NOW DUE			76.62																
PENALTY AMOUNT			PAY THIS AMOUNT AFTER																
6.88			03/24/23 83.50																

SIDES GERTIE

MESSAGES

TO PAY YOUR WATER BILL, GO TO WWW.HAYSWATER.COM OR CALL OUR AUTOMATED SYSTEM AT 877-589-7961	<p align="center">***** PLEASE NOTICE *****</p> <p>THE SAN JACINTO RIVER AUTHORITY RATES HAVE CHANGED FROM \$3.40. PER THOUSAND TO \$3.52 PER THOUSAND. EFFECTIVE SEPTEMBER 1, 2022</p> <p>2021 Drinking Water Quality Report now available online at https://hayswater.com/conroeresort/ccr Or you can request a copy by calling Hays Utility North at (936)588-1166</p>
---	---

IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT
PLEASE RETURN WITH PAYMENT



Conroe Resort Utilities
 P.O. BOX 1170
 MONTGOMERY, TEXAS 77356
 SERVICE: 936-588-1166

Account Number **19045-1801427002**
 Service Address **3440 BALBOA CIR 44**
045

76.62	03/24/23	83.50
ON OR BEFORE DUE DATE	DUE DATE	AFTER DUE DATE

AMOUNT PAID

SIDES GERTIE
 HARDY
 212D LAKEVIEW TERRACE
 MONTGOMERY TX 77356

Conroe Resort Utilities
 P.O. BOX 1170
 MONTGOMERY, TEXAS 77356

SIDES GERTIE

MAKE CHECK PAYABLE TO: Conroe Resort Utilities P.O. BOX 1170 MONTGOMERY, TEXAS 77356	SERVICE ADDRESS 3440 BALBOA CIR 44		ACCOUNT NUMBER 19045-1801427002															
	SERVICE PERIOD 02/28/23	TO 03/31/23	BILLING DATE 04/03/23															
	TOTAL GALLONS 		<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>BALANCE FORWARD</td> <td>76.62</td> </tr> <tr> <td>PAYMENT 03/10</td> <td>-76.62</td> </tr> <tr> <td>WATER</td> <td>60.76</td> </tr> <tr> <td>SEWER</td> <td>75.00</td> </tr> <tr> <td>REG ASSMENT</td> <td>1.36</td> </tr> <tr> <td>SJRA</td> <td>7.04</td> </tr> <tr> <td>THIS MONTH</td> <td>144.16</td> </tr> </tbody> </table>	DESCRIPTION	AMOUNT	BALANCE FORWARD	76.62	PAYMENT 03/10	-76.62	WATER	60.76	SEWER	75.00	REG ASSMENT	1.36	SJRA	7.04	THIS MONTH
DESCRIPTION	AMOUNT																	
BALANCE FORWARD	76.62																	
PAYMENT 03/10	-76.62																	
WATER	60.76																	
SEWER	75.00																	
REG ASSMENT	1.36																	
SJRA	7.04																	
THIS MONTH	144.16																	
		TOTAL NOW DUE	144.16															
		PENALTY AMOUNT	PAY THIS AMOUNT AFTER															
		14.28	04/24/23 158.44															

SIDES GERTIE

MESSAGES

<p>TO PAY YOUR WATER BILL, GO TO WWW.HAYSWATER.COM OR CALL OUR AUTOMATED SYSTEM AT 877-589-7961</p>	<p align="center">***** PLEASE NOTICE *****</p> <p>THE SAN JACINTO RIVER AUTHORITY RATES HAVE CHANGED FROM \$3.40. PER THOUSAND TO \$3.52 PER THOUSAND. EFFECTIVE SEPTEMBER 1, 2022</p> <p>2021 Drinking Water Quality Report now available online at https://hayswater.com/conroeresort/ccr Or you can request a copy by calling Hays Utility North at (936)588-1166</p>
--	---

IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT
 PLEASE RETURN WITH PAYMENT



Conroe Resort Utilities
 P.O. BOX 1170
 MONTGOMERY, TEXAS 77356
 SERVICE: 936-588-1166

Account Number **19045-1801427002**
 Service Address **3440 BALBOA CIR 44**
045

144.16	04/24/23	158.44
ON OR BEFORE DUE DATE	DUE DATE	AFTER DUE DATE

AMOUNT PAID

SIDES GERTIE
 HARDY
 212D LAKEVIEW TERRACE
 MONTGOMERY TX 77356

Conroe Resort Utilities
 P.O. BOX 1170
 MONTGOMERY, TEXAS 77356

SIDES GERTIE

MAKE CHECK PAYABLE TO: Conroe Resort Utilities P.O. BOX 1170 MONTGOMERY, TEXAS 77356	SERVICE ADDRESS 3440 BALBOA CIR 44		ACCOUNT NUMBER 19045-1801427002	
	SERVICE PERIOD	FROM 04/11/22	TO 04/29/22	BILLING DATE 05/02/22 <i>first bill</i>
		TOTAL GALLONS		DESCRIPTION
READ DATE(W) 04/29/22 METER NUM. 1890 PRES. READ 1138.0 PREV. READ 1137.0 TOTAL GALLONS 1.0			MTR-CONNECT WATER 50.00 ADJUSTMENTS(3) 150.00 PAYMENT 04/08 -200.00 WATER 29.70 SEWER 36.91 REG ASSMENT 0.67 SJRA 3.40 THIS MONTH 70.68	
			TOTAL NOW DUE	70.68
			PENALTY AMOUNT	PAY THIS AMOUNT AFTER
			6.66	05/24/22 77.34

SIDES GERTIE

MESSAGES

TO PAY YOUR WATER BILL, GO TO WWW.HAYSWATER.COM OR CALL OUR AUTOMATED SYSTEM AT 877-589-7961	2020 Drinking Water Quality Report now available online at www.hayswater.com/cru/ccr Or you can request a copy by calling Hays Utility North at (936)588-1166
---	--

IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT
PLEASE RETURN WITH PAYMENT



Conroe Resort Utilities
 P.O. BOX 1170
 MONTGOMERY, TEXAS 77356
 SERVICE: 936-588-1166

Account Number **19045-1801427002**
 Service Address **3440 BALBOA CIR 44**
045

70.68	05/24/22	77.34
ON OR BEFORE DUE DATE	DUE DATE	AFTER DUE DATE

AMOUNT PAID

SIDES GERTIE
 HARDY
 212D LAKEVIEW TERRACE
 MONTGOMERY TX 77356

Conroe Resort Utilities
 P.O. BOX 1170
 MONTGOMERY, TEXAS 77356