



**Control Number: 52797**



**Item Number: 189**

From: 1jeanhousto@gmail.com  
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Date: Apr 26, 2023 at 7:07:33 PM  
To: customer@puc.texas.gov

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PUBLIC UTILITY COMMISSION  
FILING CLERK

Dear Commissioners,

This is my second letter protesting and requesting intervention on the rate increases resulting from the sale of Conroe Resort Utilities to Undine Texas, LLC and Undine Texas Environmental, LLC.

It has been a small feat to determine the out-of-pocket cost of our new combined water and sewer rates. After much effort I've calculated the overall percent increase for a consumer who uses a mere 1,000 gallons/month to be 160% (from \$75 in 2022 to \$195/mo in 2025.) My highest use over the last year was 21,000 gallons during the heat of last summer. This water/sewer cost is projected to go from \$189 in 2022 to approximately \$340 at the end of the 3 year phase-in period.

I am a newly retired teacher who planned carefully for my retirement years. As is the case with many of my neighbors, I am on a fixed income. Keeping up with the unprecedented high levels of inflation is already a struggle. Allowing the basic utilities of water and sewer to increase rates to this extent is intolerable. We are a small community surrounded by neighborhoods whose water/sewer costs are 1/2 ours. Not only will this take food off the table for many, but it will likely result in major resale issues for those who wish to move.

Also, it is rumored that Margaritaville Resort has negotiated exceptionally favorable rates. Since this is a public utility, I would expect that their fees as well as those of other business within our utility zone should be transparent and fair. If that is not the case, please address the issue. I understand the importance of being pro-business, but we are a

184

community of less than 300 residents. We cannot afford to shoulder a disproportionate burden.

We have yet to receive explanation as to what improvements to this utility can possibly justify these exorbitant rates. It is your job to ensure that private entities do not abuse the general public. This feels like we are being held hostage by profiteering. I am requesting a public hearing be held and the PUC intervene in these proceedings.

Thank you,  
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Jean