



Filing Receipt

Filing Date - 2023-05-03 01:13:16 PM

Control Number - 52797

Item Number - 200

RE: Docket # 52797-To: Consumer Protection Team & Customer Service & Judge Fw: Information on Water rate increase

Customer Service <customer@puc.texas.gov>

Tue 5/2/2023 10:23 AM

To: Kay Harvill <kay@khrealestateandloans.com>

Good morning:

[Complaint No:CP2023050071] - Kay Harvill

Thank you for contacting the Public Utility Commission of Texas. This information will be processed as a complaint, and we will be conducting an investigation. In accordance with Commission Rules, we will provide the company notice of our investigation and require their response to the complaint. At the conclusion of our investigation, we will email you a letter describing our findings along with any recommendations for the company.

If you have any additional information or documentation that supports your complaint, you may reply to this email, and we will ensure that it is added to your complaint file.

We also recommend that you file comments in the docket or request to intervene online at <https://interchange.puc.texas.gov/filer>.

Instructions for using the online filer are available at <https://www.puc.texas.gov/industry/filings/E-Filing%20Instructions.pdf>.

You may follow the docket through interchange on our website. Using the link below, enter 52797 in the field labeled control number.

PUC Interchange- <http://interchange.puc.texas.gov/>

Additionally, the link below will give instructions on how you may sign up to track and receive email notifications of PUCT filings that you would like to follow.

Filings Notification System

Feel free to contact us at (888) 782-8477 (M-F, 8am-4pm), if you have any additional questions or comments.

Sincerely,



Customer Protection Division
Public Utility Commission of Texas
P.O. Box 13326
Austin, TX 78711-3326
Toll-Free: (888) 782-8477 | **Fax:** (512) 936-7003

From: Kay Harvill <kay@khrealestateandloans.com>

Sent: Friday, April 28, 2023 3:48 PM

To: PUC DUO <duo@puc.texas.gov>; Water <Water@puc.texas.gov>; Customer Service <customer@puc.texas.gov>; Kay Harvill <kay@khrealestateandloans.com>

Subject: Docket # 52797-To: Consumer Protection Team & Customer Service & Judge Fw: Information on Water rate increase

Some people who received this message don't often get email from kay@khrealestateandloans.com. [Learn why this is important](#)

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

Hi, I own 4 properties side by side:

1. **3535 Balboa Circle, Montgomery, TX 77356**
2. **3539 Balboa Circle, Montgomery, TX 77356**
3. **3555 Balboa Circle, Montgomery, TX 77356**
4. **3559 Balboa Circle, Montgomery, TX 77356**

My complaint is against Undine and Conroe Resort Utilites for changing our water and sewage bills to a hardship for me an owner on SS benefits and my 3 renters that are on fixed incomes; international employees of the local resort which does not pay them very much violating Texas employment contracts with them which is not your issue but to show how this affects many people; renters; landlords; owners; retirees and more.

With this complaint, I am asking for subsidized payments from the Utility Commission to my renters and me as a homeowner to cover the increases.

I highly protest this injustice for a basic need of water and sewage when we have no alternative company that we can use.

Thank you, Kay Harvill

Cell for text and calls: 361.548.5765

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