



**Control Number: 52797**



**Item Number: 203**

RECEIVED

**Regarding Docket 52797**

2023 MAY -4 AM 11:11

PUBLIC UTILITY COMMISSION  
FILING CLERK

I'm writing this letter to become an intervenor and protest the proceedings filed by Conroe Resort Utilities and Undine Texas. I'm protesting the rate increases.

The water/sewer rate increase going from \$29.70 per month to \$81.22 per month for usage up to 2,000 gallons is astronomical. If you use 500 gallons or 10,000 per month you get billed more also. The sewer bill is going from \$44.27 per month up to \$110.00 per month. The total increase of \$117.00 per month!!!!

I was never notified in the summer of 2022 about a rate increase as Undine wrote in a letter that we were notified. There are 50 household cottages that were being sold at the time that didn't even have addresses. These were rental cottages that were owned by the Margaritaville resort and they never had individual addresses. They sold them off and it took months on end in 2022 to get addresses for these cottages and to get them filed with Montgomery County Appraisal District. If we were mailed a letter who knows where it went and I don't letters were even sent to the debacle with getting addresses with the post office and Montgomery County Appraisal District. None of my neighbors recall receiving a notice either.

You are also being unfair with billing around 296 homes with this high increase and Margaritaville Resort uses as much water/sewer as all the other 296 homes.

Margaritaville resort has 320 rooms, restaurants, bars, multiple swimming pools, 300 plus employees, golf course, etc. They are using more water than the other 296 households but the households are taking the brunt of the increase more.

Look at the rate breakdown Margaritaville is coming out on the sweet side of this deal! Plus it's easy for them just to say ok were going to raise the cost of every mixed drink and meal .25 cents to cover this water bill increase. Destination tourist resort what's another quarter to our guest!

This rate increase is proposed over a 3 year period. What's the rate after 3 years after these supposed improvements are done? Stay the same or go up or go down who knows! Will the improvements even get done? What if Undine flows in all

this extra money and decides not to do any repairs and then sells it off to another company?

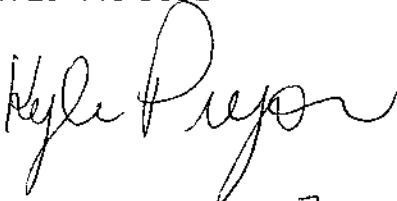
I can't understand that we were sent notice of rate increase without it getting approved by the PUC. We were told to intervene which I am and others are too but in the meantime we are already getting the increased water/sewer bills. Why now why weren't we told we could intervene before the higher bills started coming in? I can't see in the public documents that this new rate was approved and where it happened.

Kyle Pryor

3543 Balboa Circle

Montgomery, TX. 77356

#713-446-5651

A handwritten signature in black ink that reads "Kyle Pryor". The signature is written in a cursive style with a large, looped initial "K".

4.28.2023

The transaction transferring Conroe Resort Utilities, LLC sewer facilities and sewer service area to Undine Texas Environmental, LLC will change a customer's rates and services to the current approved rates and services of Undine Texas Environmental, LLC (in tariff as Rate Year 3, effective August 1, 2022), which are higher than the current approved rate for Conroe Resort Utilities, LLC for a 3/4" meter. A copy of the sewer tariff for Undine Texas Environmental, LLC (Docket No. 50018, new rates on page 3) can be viewed through our website at:

<https://www.undinellc.com/wp-content/uploads/Undine-Texas-Environmental-LLC-Sewer-Tariff.pdf>

or call: 713-574-5953 to request a copy of the water and/or sewer tariff.

**BILLING COMPARISON for a 3/4" meter**

**Water**

Existing	2,000 gallons: \$	<u>29.70</u>	/mo	New Rate	2,000 gallons: \$	<u>81.22</u>	/mo
Existing	5,000 gallons: \$	<u>36.54</u>	/mo	New Rate	5,000 gallons: \$	<u>88.45</u>	/mo
Existing	10,000 gallons: \$	<u>47.94</u>	/mo	New Rate	10,000 gallons: \$	<u>104.18</u>	/mo

**Sewer**

Existing	2,000 gallons: \$	<u>44.27</u>	/mo	New Rate	2,000 gallons: \$	<u>110.00</u>	/mo
Existing	5,000 gallons: \$	<u>55.31</u>	/mo	New Rate	5,000 gallons: \$	<u>110.00</u>	/mo
Existing	10,000 gallons: \$	<u>73.71</u>	/mo	New Rate	10,000 gallons: \$	<u>110.00</u>	/mo

*Persons who wish to intervene in the proceeding or comment upon action sought should contact the Public Utility Commission, P.O. Box 13326, Austin, Texas 78711-3326, or call the Public Utility Commission at (512) 936-7120 or (888) 782-8477. Hearing- and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136. The deadline for intervention in the proceeding is (30 days from the mailing or publication of notice, whichever occurs later, unless otherwise provided by the presiding officer). You must send a letter requesting intervention to the commission which is received by that date. The letter must include the person's name, address, email address and fax number if applicable.*

If a valid public hearing is requested, the Commission will forward the application to the State Office of Administrative Hearings (SOAH) for a hearing. If no settlement is reached and an evidentiary hearing is held, SOAH will submit a recommendation to the Commission for final decision. An evidentiary hearing is a legal proceeding similar to a civil trial in state district court.

Si desea información en español, puede llamar al 1-888-782-8477.

Carey Thomas

Utility Representative

Undine Texas, LLC and Undine Texas Environmental, LLC

Utility Name



<u>Undine Texas, LLC</u>		Water Tariff Page No. 9
<b>SECTION 1.0 -- RATE SCHEDULE</b>		
<u>Section 1.01 – Rates</u>		
<u>Rate Year 1</u>		<u>Effective Date: August 1, 2020</u>
<u>Meter Size</u>	<u>Monthly Base Rate</u>	<u>Gallonge Charge</u>
5/8"	<u>\$37.81</u> (Includes 0 gallons)	<u>\$2.02</u> per 1000 gallons from 0 to 6,000 gallons
3/4"	<u>\$56.72</u>	<u>\$2.94</u> per 1,000 gallons from 6,001 to 15,000 gallons
1"	<u>\$94.53</u>	<u>\$5.25</u> per 1,000 gallons from 15,001 gallons to 25,000 gallons
1 1/2"	<u>\$189.05</u>	<u>\$7.79</u> per 1,000 gallons from 25,001+ gallons
2"	<u>\$302.48</u>	
3"	<u>\$567.15</u>	
4"	<u>\$983.06</u>	
Other (Unmetered)	<u>\$60.50</u>	

The "Rate Year 2" rates in our current tariff that were effective August 1, 2021, will commence after the first anniversary of the "Rate Year 1" and will be effective April 1, 2024.

<u>Rate Year 2</u>		<u>Effective Date: August 1, 2021</u>
<u>Meter Size</u>	<u>Monthly Base Rate</u>	<u>Gallonge Charge</u>
5/8"	<u>\$44.37</u> (Includes 0 gallons)	<u>\$2.21</u> per 1000 gallons from 0 to 6,000 gallons
3/4"	<u>\$66.56</u>	<u>\$3.13</u> per 1,000 gallons from 6,001 to 15,000 gallons
1"	<u>\$110.93</u>	<u>\$5.44</u> per 1,000 gallons from 15,001 gallons to 25,000 gallons
1 1/2"	<u>\$221.85</u>	<u>\$7.98</u> per 1,000 gallons from 25,001+ gallons
2"	<u>\$354.96</u>	
3"	<u>\$665.55</u>	
4"	<u>\$1,153.62</u>	
Other (Unmetered)	<u>\$70.99</u>	

The "Rate Year 3" rates in our current tariff that were effective August 1, 2022, will commence after the second-year anniversary of the "Rate Year 1" and will be effective on April 1, 2025.

<u>Rate Year 3</u>		<u>Effective Date: August 1, 2022</u>
<u>Meter Size</u>	<u>Monthly Base Rate</u>	<u>Gallonge Charge</u>
5/8"	<u>\$50.93</u> (Includes 0 gallons)	<u>\$2.41</u> per 1000 gallons from 0 to 6,000 gallons
3/4"	<u>\$76.40</u>	<u>\$3.33</u> per 1,000 gallons from 6,001 to 15,000 gallons
1"	<u>\$127.33</u>	<u>\$5.64</u> per 1,000 gallons from 15,001 gallons to 25,000 gallons
1 1/2"	<u>\$254.65</u>	<u>\$8.18</u> per 1,000 gallons from 25,001+ gallons
2"	<u>\$407.44</u>	
3"	<u>\$763.95</u>	
4"	<u>\$1,324.18</u>	
Other (Unmetered)	<u>\$81.49</u>	

These water rates can be viewed on our tariff, page 9, on our website at:  
<https://www.undineinc.com/wp-content/uploads/Undine-Texas-LLC-Water-Tariff.pdf>

This three-year phase in will save our Conroe Resort Customers on average approximately \$1,026.72 annually.