



Control Number: 52797



Item Number: 206

April 26, 2023

**Public Utility Commission of Texas by Undine Development LLC.**

1701 N. Congress Avenue  
P.O. Box 13326  
Austin, Texas 78711-3326

**Docket No 52797** – Undine Development LLC Service Conroe Resort Utilities

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PUBLIC UTILITY COMMISSION  
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Dear Commissioners,

Please accept this letter as a formal protest and expression of our significant discontent with the astronomically high rate increase as well as proposed 3 years continued increases by Undine Development LLC. This first-year increase hits hard and the future hikes will devastate this little community. This month, for a 2,000-gallon usage, the charges have doubled (\$31.98 to \$60.76) and the sewer a 59% increase (\$44.27 to new minimum \$75.00). The incremental 3-year rate for water will be a minimum of \$50.93 with zero gallons used plus as much as \$8.18 per thousand gallons used. A monthly flat rate of \$110 for sewer regardless of water usage favors only the extremely high-volume users like local commercial properties.

These increases are ridiculous and represent profiteering at the expense of retirees and ordinary citizens. It will create significant hardships for all families impacted by such unjust increases. The water and sewer services **will not** change; just cost more to neighborhood families.

We implore you to protect us from this travesty. This monopoly should not be allowed to gouge customers who cannot buy water or sewer services elsewhere and we strongly plead with the commission to intervene on behalf of affected residents. There has to be something that can be done.

Attached you can see Undine's three-year increases in water and sewer services that we have to look forward to. Please, please prevent this from happening to us.

Respectfully,

Allen Nause · HELEN HAESE @ 1CLEUD.COM.  
17 ALBA ROAD  
MONTGOMERY TX 77356



<b>Undine Texas, LLC</b>		<b>Water Tariff Page No. 9</b>
<b>SECTION 1.0 – RATE SCHEDULE</b>		
<b>Section 1.01 – Rates</b>		
<b>Rate Year 1</b>	<b>Effective Date: August 1, 2020</b>	
<b>Meter Size</b>	<b>Monthly Base Rate</b>	<b>Gallage Charge</b>
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.

<b>Rate Year 2</b>	<b>Effective Date: August 1, 2021</b>	
<b>Meter Size</b>	<b>Monthly Base Rate</b>	<b>Gallage Charge</b>
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.

<b>Rate Year 3</b>	<b>Effective Date: August 1, 2022</b>	
<b>Meter Size</b>	<b>Monthly Base Rate</b>	<b>Gallage Charge</b>
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.undinellc.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.



Likewise, to our customers' benefit, we will also phase in our "Rate Year 3" sewer rate over three years with the same implementation dates as mentioned above:

<u>Undine Texas Environmental, LLC</u>	Sewer Tariff Page No.3
<b>SECTION 1.0 - RATE SCHEDULE</b>	
<u>Section 1.01 – Rates</u>	
<u>Rate Year 1</u> <u>Meter Size:</u> All Meters	<u>Effective Date: August 1, 2020</u> <u>Monthly Minimum Charge</u> \$75.00 Flat Rate
<u>Rate Year 2</u> <u>Meter Size:</u> All Meters	<u>Effective Date: August 1, 2021</u> <u>Monthly Minimum Charge</u> \$92.50 Flat Rate
<u>Rate Year 3</u> <u>Meter Size:</u> All Meters	<u>Effective Date: August 1, 2022</u> <u>Monthly Minimum Charge</u> \$110.00 Flat Rate

This flat sewer rate can be viewed on our sewer tariff, page 3, on our website at:  
<https://www.undinellc.com/wp-content/uploads/Undine-Texas-Environmental-LLC-Sewer-Tariff.pdf>

For billing questions, customer service matters and after-hours emergencies, please call: 936-588-1166, as indicated on your utility bill.

Please look for future announcements regarding Undine's TOWN HALL MEETINGS where we will discuss needed utility improvements, the roles and responsibilities of the Public Utility Commission and any other issues of concern to our customers.

We look forward to serving you as a customer.

Sincerely,

UNDINE MANAGEMENT