



**Control Number: 52797**



**Item Number: 209**

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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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,

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Kate Kempf  
15 LA COSTA DR  
MONTGOMERY TX  
77354

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