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Item Number - 222

Public Utility Commission of Texas by Undine Development LLC

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

DOCKET #52797

Commissioners,

Please accept this letter as a formal protest against the astronomically high rate increases proposed by Undine Development LLC which represent, for a basis of 2000 gallons of water usage per month, a 270% increase in water rates (from \$29.70 to \$81.22) and a 2500/4 increase in sewer rates (from \$44.27 to \$110). These exorbitant rate increases reflect the greed and price gouging of private corporations which are steadily increasing their market share of water systems. These corporations are utilizing rate hikes to maximize profits (which by definition is their bottom line) and inflate executive salaries. But these rate hikes will put undue hardship on our community which consists mainly of retirees, many of whom are living on a fixed income. Because living without water is not an option, these residents will be forced to cut back on other essentials to pay for this service.

I urge the commission to intervene on the behalf of the affected residents to ensure that our community has access to affordable water. At a very minimum, I urge you to demand that Undine Development LLC be accountable and transparent and share with their customers the basis for this astronomical price increase.

Respectfully,

Public Utility Commission of Texas by Undine Development LLC.

1701N. Congress Avenue

P.O. Box 13326

Austin, Texas 78711-3326

Docket No 52797 - Undine Development LLC Service Conroe Resort Utilities

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 year continued increases by Undine Development LLC.

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 nor sewer services will not change; just cost more to neighborhood families. **The commercial properties in the usage area are rumored to have "worked out a deal" with Undine at the expense of each homeowner.**

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.

Respectfully,

May1, 2023

Representative Will Metcalf
100 Nugent Street
Conroe, Texas 77301

Dear Rep. Metcalf,

The residents of the Del Lago subdivision of Montgomery are in shock about the new rates charged for water and sewer services. In February, many residents protested as documented by the PUC. **(Docket No 52797 - Undine Development LLC Service Conroe Resort Utilities)**

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 a base rate of \$254.65 plus \$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 you to intervene on behalf of affected residents.

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,
Nolan and Elda
Cummings
27 Alba Rd.
Montgomery, TX 77356



Undine Texas, LLC

Water Tariff Page No. 9

SECTION 1.0 – RATE SCHEDULE

Section 1.01 – Rates

Rate Year 1

Effective Date: August 1, 2020

<u>Meter Size</u>	<u>Monthly Base Rate</u>	<u>Gallage 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.

Rate Year 2

Effective Date: August 1, 2021

<u>Meter Size</u>	<u>Monthly Base Rate</u>	<u>Gallage 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.

Rate Year 3

Effective Date: August 1, 2022

<u>Meter Size</u>	<u>Monthly Base Rate</u>	<u>Gallage 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.undinelle.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
SECTION 1.0 - RATE SCHEDULE	
<u>Section 1.01 -- Rates</u>	
<u>Rate Year 1</u>	<u>Effective Date: August 1, 2020</u>
<u>Meter Size:</u>	<u>Monthly Minimum Charge</u>
All Meters	\$75.00 Flat Rate
<u>Rate Year 2</u>	<u>Effective Date: August 1, 2021</u>
<u>Meter Size:</u>	<u>Monthly Minimum Charge</u>
All Meters	\$92.50 Flat Rate
<u>Rate Year 3</u>	<u>Effective Date: August 1, 2022</u>
<u>Meter Size:</u>	<u>Monthly Minimum Charge</u>
All Meters	\$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