



Control Number: 52797



Item Number: 228

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PUBLIC UTILITY COMMISSION
FILING CLERK

April 16, 2023

Ref: Complaint # CP2023040685
Ref Docket 52797

Filing Clerk
Public Utility Commission of Texas
PO Box 13326
Austin, Texas 78711-3326

Greetings Commissioners,

Reference:
James C MacRae Conroe Resort Utilities Account # 19045-1800180001
10 Balboa Road
Montgomery, Texas 77356

Subject for appeal: Outrageous Rates

Transfer of Conroe Resort Utilities PO Box 1170 Montgomery Texas Account # 19045-1800180001
Margaritaville Lake Resort and Inverness at Del Lago to Undine Texas Environmental LLC.

I am writing this letter to voice my concern/complaint on a take over of my water and sewer municipality service by Undine Texas LLC and the outrageous rate increases they are planning.

My old bill 01/31/23 through 02/28/23: Water 2 gallons \$31.98 Sewer \$51.63 Conroe Utilities

Undine new bill: Water 2 gallons \$81.22 Sewer \$110.00

How is this possible to increase rates this way? Please help us with your decision to readjust and reduce this crazy rate and make it affordable for more families.

Both my wife and I are on Social Security with fixed incomes and with the new rates being imposed we are having difficulty staying here.

Thank you,



James MacRae

Peter M. Lake
Chairman

Will McAdams
Commissioner

Lori Cobos
Commissioner

Jimmy Glotfelty
Commissioner

Kathleen Jackson
Commissioner

Greg Abbott
Governor

Thomas J. Gleeson
Executive Director

Public Utility Commission of Texas

5/4/2023

Mr James MacRae
10 Balboa Rd
Montgomery TX 77356

RE: Complaint # CP2023040685

Dear Mr MacRae:

The Customer Protection Division received your comments about Undine Texas LLC's application to acquire Conroe Resort Utilities LLC in Docket No. 52797. We received the comments through our online complaint form. To include your comments or request to intervene in the docket, you should file them electronically through the Commission's Interchange Filer found in the Filings section of our website at www.puc.texas.gov. The Filings section includes instructions on how to use the Filer.

In lieu of filing electronically, you may file your comments by mail through the following address.

Filing Clerk
Public Utility Commission of Texas
1701 North Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326

Please reference Docket No. 52797 in your filing. If you have any questions, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division
Public Utility Commission of Texas

