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Ratepayer Comments

I have been a customer of Aqua Texas for 5 years - 1 at my current address, and 4 previous at a nearby home. The price of water in relation to the quality of water provided is so far from comparable, it can't even be fully explained. I will provide some examples to try to show you.

Our water is frequently brown or yellow when I run a bath for my children. Fixtures in the house are caked with mineral deposits, despite having a whole-house softener. Dishes washed and air dried look dirty; we must wash and wipe dry every dish before putting it away. Often, the water has a bad smell to it. There's no way we'd ever drink it straight from the tap.

In addition to these experiences, I have received notices over the years of how Aqua regularly and consistently fails the required water quality tests.

Aqua customers already pay considerably more for this subpar water than nearby residents with other water supplies. To continue to provide this borderline-unusable water, AND raise rates, is absolutely ridiculous. If you cannot provide a decent, reliable product, then you're in the wrong business. Please consider providing clean and usable water BEFORE instituting a rate hike.

Thank you,

Angela Rendon