



Filing Receipt

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April 18, 2022

To Whom It May Concern:

Re: Protest Aqua Texas, Inc. PUC Docket 53428

We are a neighborhood of slightly less than 100 homes in the Marks Glen Neighborhood in Cypress, TX. In addition, we are not in a mud district. We are not part of a public water/wastewater system/water treatment plant et al. We only have a water well that feeds the neighborhood that Aqua Texas, Inc. operates and 2 water storage tanks for the well water. Each home has its own, private septic system for wastewater.

After seeing the PUC docket #53428 concerning Aqua Texas, Inc. desire to raise rates to cover infrastructure improvements, I felt compelled to respond. What infrastructure improvements???? (and I mean that sarcastically.). We have lived in this neighborhood for 18 years and I don't recall ever seeing Aqua Texas, Inc. in our neighborhood in years and years making any kind of infrastructure improvements. There have been incidences of water leaks near our roadway and it was like pulling teeth to get AT to acknowledge that there was an issue (I was also serving on the MGMA Board when these things came up.). Many times, we had to turn to the TCEQ for assistance. Furthermore, repairs were made with "so-so" quality equipment which has not served us well.

In addition, we have had many catastrophes hit our area: hurricanes/floods/winter storm Uri. Supposedly, Aqua Texas, Inc. has an emergency plan on file. However, we have yet to see the "emergency plan" executed. When the power goes out in our neighborhood, we have no water. During hurricanes/floods/Uri, no assistance was ever made by AT prior to a catastrophic event to get a generator on the water well so we wouldn't lose our drinking water in the midst of an emergency. During Uri, we had no water for days..... As a result, a few homes in our neighborhood, including ours, had pipe busts.....if water service had been available throughout the extended freeze, we might have been able to trickle water through our pipes to keep areas from freezing up. Many homes suffered damage as a result. Where was Aqua Texas, Inc. and their infrastructure improvements???? I even asked State/TCEQ for the emergency plan and was denied with the excuse that the information needed to stay confidential. Since we are a neighborhood that has just a water well and nothing else, I am assuming there is no emergency plan.

So their request for additional fees to cover infrastructure should not apply to our neighborhood nor should the residents in this community have to pay for improvements made elsewhere. Aqua Texas, Inc. has not demonstrated in any way, shape or form that they have ever put any improvements in our neighborhood either to improve water flow during normal conditions or to kept water flowing during emergency conditions.

I can be reached at diane@cmssc203.com/832-349-2833 if you have any questions.

Sincerely,

Diane Cipolla

PUC DOCKET NO. 53428

RATEPAYER COMMENTS/REQUESTS TO INTERVENE

If you wish to PROTEST Aqua Texas, Inc.'s ("Aqua") System Improvement Charge ("SIC") application or INTERVENE in Aqua's SIC application proceeding, you must complete this form and file it electronically using the PUC Interchange Filer (<http://www.puc.texas.gov/industry/filings/E-FilingInstructions.pdf>) or mail the original to:

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

CUSTOMER INFORMATION (please provide all of the requested information)

First Name: Diane Last Name: Cipolla
Phone Number: 832-349-2833 Fax Number: N/A
Email Address: diane@cmse203.com
Address, City, State: 14308 marks way Cypress, Tx.
Location where service is received: same 77429
(if different from the mailing address)


Please fill out the following:

I wish to PROTEST the following proposed rate action/s:

☒ I wish to be a COMMENTER. I understand that: I am NOT a party to this case; my comments are not considered evidence in this case; and I have no further obligation to participate in the proceeding. Public comments may help inform the PUCT of the public concerns and identify issues to be explored. Please provide comments below. Attach a separate page, if necessary.

☐ I am requesting to INTERVENE in this proceeding. As an INTERVENOR, I understand that: I am a party to the case; I am required to respond to all discovery requests from other parties; I may be required to attend hearings, and if I file testimony, I may be cross-examined in the hearing; if I file any documents in the case, I must provide a copy to every other party in the case; and I acknowledge that I am bound by the Procedural Rules of the PUCT and the State Office of Administrative Hearings (SOAH).

Signature of Ratepayer:

 Date: 4/18/22

Si desea informacion en Espanol, puede llamar al
1-888-782-8477

Hearing- and speech-impaired individuals with text telephones may contact the PUCT's Customer Assistance Hotline at
512-936-7136