



Filing Receipt

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Intervention request concerning the Undine/Orbit Systems Acquisition

This is an intervention/complaint concerning the upcoming acquisition of Orbit Systems by Undine.

I received letters stating Undine will be buying Orbit Systems and the bill in this area will increase but the explanation of charges described (seen in <https://www.undinellc.com/wp-content/uploads/Undine-Texas-LLC-Water-Tariff.pdf>) are beyond what the layman understands.

Also, Undine is taking over Orbit but does not say a thing about what improvements will be done to warrant the price increase. There is also no discounts such as for elderly, impaired, or veterans. There is a charge of approx. 220 dollars that the customer must pay. What is that and why?

There are a lot of low/fixed income people in this area and the bill is already too high. In light of the inflationary economic situation, this seems like an additional, unfair imposition in the interests of greedy businesses.

I want to know what improvements, if any, will be included in the acquisition such as

will the water quality improve, (it's always been suspect)?

Will the problems be fixed promptly and professionally?

What about discounts for elderly, disabled, veterans?

So, based on the letters I've received, and websites I've searched. This is going forward with substantial cost to the consumer with no commitment to improvement.

Looks like it's a take or leave it situation. People here can't just install a \$6,000 septic/water system to bypass this so they are at this company's mercy.