



Control Number: 53765



Item Number: 258

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Docket # 53765

PUBLIC UTILITY COMMISSION  
FILING CLERK

**RatePayer Protest**

**In Regards To Undine Texas, LLC's Acquisition of Crystal Systems  
Texas, Inc's Service For Hideaway, Texas.**

**Mail To:**

**Public Utility Commission of Texas  
Central Records; Attn: Filing Clerk  
1701 N. Congress Avenue; P.O. Box 13326  
Austin, TX 78711-3326**

**Or Submit Online:**

**Web Address: <https://interchange.puc.texas.gov/filer/controlnumber/>**

**Control Number: 53765**

**Enter Your Contact Information; Enter Your Name as Filing  
Party; Select "Pleadings" From Pulldown Menu;  
Upload This Completed Form As A Word Document.**

**Ratepayer Information:**

**Name:** LARRY & PAM HILTON

**Address:** 119 HIDEAWAY LNE, HIDEAWAY, TX 75771

**Phone Number:** 417-331-0153

I, a ratepayer currently of Crystal Systems, inc. in Hideaway Texas, hereby enter the following protests in regards to the proposed acquisition of Crystal Systems Texas, inc service area in Hideaway, Texas by Undine Texas, LLC.

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During the first two weeks of December, ratepayers in Hideaway Texas were notified of the proposed acquisition, with a stated mailing date of December 2, 2022. The Notice's stated link to Undine's current approved tariff was an invalid link, depriving me of timely information.

I request that Undine Texas LLC send a corrected **Notice to Current Customers, Landowners, Neighboring Systems, and Cities** to all ratepayers and that the 30 day intervention period start from the **Date Notice Mailed** of the corrected Notice.

Subsequent research by the City of Hideaway found online in the **Application for Sale, Transfer, or Merger of a Retail Public Utility; Section 15**, Undine Texas states "rates will change to match those currently affected by the tariff enacted by Docket No. 50017 for CCN 13260." This tariff would result in a rate increase without any confirmed improvements or substantial changes in operation

I am protesting this rate increase and request that if the acquisition is completed, that Undine Texas' water tariffs for our service area be restricted to the existing approved Crystal Systems Texas' water tariffs, under the City of Hideaway Ordinance 31-11-06-05.

I also request that the City of Hideaway retain the authority to set or approve the water tariff of any systems operator operating in the City of Hideaway, as they have done with Crystal Systems, Inc; as evidenced by the existing water tariff being established under the City of Hideaway Ordinance 31-11-06-05.