



Control Number: 53765



Item Number: 306

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2022 DEC 28 AM 11:29
PUBLIC UTILITY COMMISSION
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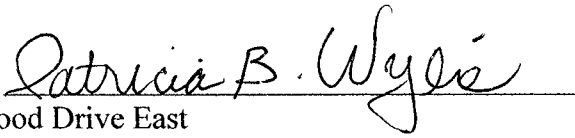
Docket #53765
Rate Payer Protest December 17, 2022

Public Utility Commission of Texas
Central Records: Attn: Filing Clerk
1701 N. congress Avenue: P.O. box 13326
Austin, Texas 78711-3326

Control Number: **53765**

Ratepayer:

Patricia Wylie
1519 Tanglewood Drive East
Hideaway, Texas 75771-5147
Phone: 903-882-1663



I am currently a rate payer of Crystal Systems, Inc., of Hideaway, Texas now and for the past 24 years. I hereby enter the following protest in regards to the proposed acquisition of Crystal Systems Texas, Inc., service area in Hideaway, Texas by Undine Texas, LLC.

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 that 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.

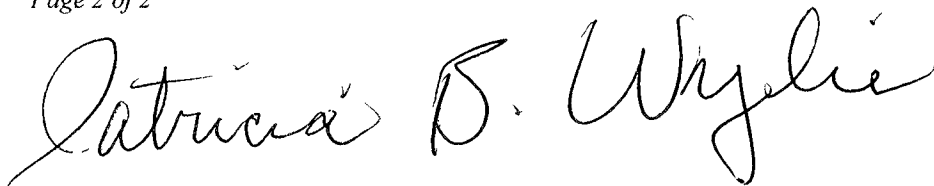
306

I am protesting this rate increase as the present Crystal System, Inc., is unable to meet the water demand in Hideaway, Texas. Crystal System, Inc., issued a letter the summer of 2022 that they were unable to meet the current daily demand for water and that certain water usage will be limited to every-other day.

I am protesting this proposed 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 evidence by the existing water tariff being established under the City of Hideaway Ordinance 31-11-06-05

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A handwritten signature in black ink that reads "Patricia B. Whyte". The signature is written in a cursive style with a large, looped initial "P".