



## Filing Receipt

**Received - 2023-02-23 03:03:19 PM**  
**Control Number - 54565**  
**ItemNumber - 1231**

PUC DOCKET NO. 54565

RATEPAYER COMMENTS/REQUESTS TO INTERVENE

If you wish to PROTEST the proposed rate change, 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

No hearing will be held and the rates will be effective as proposed unless protests are received from at least 10% of ratepayers or from any affected municipality, or the Commission Staff requests a hearing.

CUSTOMER INFORMATION (please provide all of the requested information)

First Name: Diane Elaine Last Name: Linton  
Phone Number: 832.859.5289 Fax Number: na  
Email Address: elaine.linton@gmail.com  
Address, City, State: 175 Branding Iron, Livingston, TX 77351  
Location where service is received: Same  
(if different from the mailing address)

Please select the applicable :

**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:

Diane Elaine Linton Date: 2/23/2023

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

Public Utility Commission of Texas  
1701 N Congress Ave  
P.O. Box 13326  
Austin, TX 78711-3326

February 23, 2023

Re: PROTEST rate change by CSWR-TEXAS

Dear Honorable Commissioners, -

My water and sewer provider, CSWR-TEXAS, sent a letter to me and fellow customers on February 3, 2023 about an increase in water and wastewater rates they requested. Please accept this letter as my formal protest to the rate increase specifically for the following reasons.

1. When CSWR-TEXAS became our utility provider on June 27<sup>th</sup>, 2022 they sent customers a letter stating "your rate for water will remain unchanged". Less than a year later and our rates are increasing. See **Exhibit 1**.

2. The NOTICE OF PROPOSED RATE CHANGE - Reason(s) for Proposed Rate Change states "To recover revenues sufficient to cover the cost to provide safe and reliable service through maintenance and repairs". Our service is disrupted often with the existing infrastructure, and I believe CSWR should replace water wells and lines instead of maintaining. If they update and replace the infrastructure, then the current rates for maintenance and repairs will be sufficient. To update and replace the system should be a one-time assessment to each customer not a rate increase. See **Exhibit 2**.

3. To support number 2 above to drill better water wells, I have also provided \*\*\*IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER\*\*\* letter provided by CSWR 11/18/2022, see **Exhibit 3**. I had my water analyzed after moving into Texas Landing in 2019 and had two (2) filters installed. One filter is for sedimentation and the other for contaminants. I only use water for washing and bathing never to drink. My neighbors warned me not to drink the water and I never will.

4. To further support number 2 above, I include "LEAD & COPPER RULE CORROSION CONTROL MANDATORY LANGUAGE – TIER II" letter provided by CSWR 10/4/2022, see **Exhibit 4**. There must be good reason for CSWR not to perform corrosion control studies. The system needs to be replaced.

Please do not **award** CSWR increased rates, that is not the answer to the problems I face with CSWR as my utility provider.

Thank you for your consideration.

All the best,



Diane Elaine Linton  
175 Branding Iron – Texas Landing  
Livingston, TX 77351



**CSWR-TEXAS**  
Utility Operating Company  
A CSWR Managed Utility

Welcome, CSWR-Texas Customers,

As of June 27<sup>th</sup>, 2022, CSWR-Texas Utility Operating Company (CSWR-Texas), a Central States Water Resources (CSWR) company, is your new water service provider. We are committed to providing safe, reliable, and environmentally responsible water service to you and your community today and every day, 365 days a year.

Your rate for water will remain unchanged.

Our operations and maintenance professionals are here to serve and listen. We provide 24-hour emergency services for major utility issues with the water main line or plant. If there is ever a problem, we encourage you to call our toll-free emergency number at 1-866-301-7725.

Please follow the instructions on your first bill to create an online account to further aid our ability to communicate with you. During this process, we encourage all customers to provide their contact information including an email address and phone number so that we can provide service-related updates directly to you.

Payment will be available on the CSWR-Texas website, [www.centralstateswaterresources.com/texas](http://www.centralstateswaterresources.com/texas). If you have automatic payments set up through your banking provider, please be sure to update your financial institution with the new utility company name, mailing information, and your new account number. We cannot accept cash payments. If you made your payments to a local office in the past, please understand that this method is no longer available. For more information about our company, you can find us on Facebook at [facebook.com/CSWRTexasWaterUOC](https://facebook.com/CSWRTexasWaterUOC).

We look forward to serving you and your community.

Sincerely,

CSWR-Texas Utility Operating Company

Exhibit 2  
PUC DOCKET NO. 54565

NOTICE OF PROPOSED RATE CHANGE  
PURSUANT TO  
TEXAS WATER CODE §§ 13.1871 AND 13.18715

CSWR-Texas Utility Operating Company

13290 (Water) & 21120 (Sewer)

Company Name

CCN Number(s)

has filed a rate change application with the Public Utility Commission of Texas (Commission or PUCT). The application may be reviewed online at [interchange.puc.texas.gov](http://interchange.puc.texas.gov). You may also inspect a copy of the rate change application at your utility's office at the address below or at the Commission's office (1701 N. Congress Ave, Austin, TX 78701). The proposed rates will apply to service received after the effective date provided below, unless modified or suspended by the Commission. If the Commission receives a sufficient number of protests, separately or in a combined protest letter, from at least 835 ratepayers (10 percent of the utility's customers over whose rates the Commission has original jurisdiction) or from any affected municipality before the 91st day after the proposed effective date, the matter will be set for hearing. **See Protest Form on the next page for instructions on how to protest.**

**EFFECTIVE DATE OF PROPOSED INCREASE:** 3/10/2023

(must be at least 35 days after notice is provided to customers and 35 days after application is filed)

(Proposed rates requested by the utility are not final. The Commission may modify the rates and order a refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest.)

**Reason(s) for Proposed Rate Change:**

To recover revenues sufficient to cover the cost to provide safe and reliable service through maintenance and repairs

**BILLING COMPARISON**

**Water**

|          |                 |                 |     |          |                 |                  |     |
|----------|-----------------|-----------------|-----|----------|-----------------|------------------|-----|
| Existing | 5,000 gallons:  | \$ <u>60.99</u> | /mo | Proposed | 5,000 gallons:  | \$ <u>81.68</u>  | /mo |
| Existing | 10,000 gallons: | \$ <u>77.54</u> | /mo | Proposed | 10,000 gallons: | \$ <u>109.33</u> | /mo |

**Water – Pass Through Charges**

|          |                 |          |     |          |                 |          |     |
|----------|-----------------|----------|-----|----------|-----------------|----------|-----|
| Existing | 5,000 gallons:  | \$ _____ | /mo | Proposed | 5,000 gallons:  | \$ _____ | /mo |
| Existing | 10,000 gallons: | \$ _____ | /mo | Proposed | 10,000 gallons: | \$ _____ | /mo |

**Sewer**

|          |                |                 |     |          |                |                 |     |
|----------|----------------|-----------------|-----|----------|----------------|-----------------|-----|
| Existing | 5,000 gallons: | \$ <u>61.89</u> | /mo | Proposed | 5,000 gallons: | \$ <u>66.65</u> | /mo |
|----------|----------------|-----------------|-----|----------|----------------|-----------------|-----|

Texas Landing Utilities, Mangum, Texas Landing Utilities Deerwood, Texas Landing Utilities  
Goode City

Subdivision(s) or System(s) Affected by Rate Change

1630 Des Peres Road Suite 140    Des Peres    Missouri    63131

Company Address

City

State

Zip

1-866-301-7725

Company Phone Number

\$89,105.00

\$18,818.00

Water Annual Revenue Increase

Water Pass-Through Annual Revenue Increase

Sewer Annual Revenue Increase

2/3/2023

2/25/2014

Date Current Rate Change Notice Delivered

Date of Last Rate Change



# **\*\*\*IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER\*\*\***

**Texas Landing TX1870151**

Maximum Contaminate Level (MCL) Average Violation Combined Radium Q3 (July 1 - September 30) of 2022

The Texas Commission on Environmental Quality (TCEQ) has notified the Texas Landing (TX1870151) public water system that the drinking water being supplied to customers had exceeded the Maximum Contaminant Level (MCL) for combined radium (226 & 228).

## **What happened?**

Certain naturally occurring minerals are radioactive and may emit a form of radiation known as alpha radiation. These minerals may be found in drinking water sources. The U.S. Environmental Protection Agency (EPA) has established the MCL for combined radium (226 & 228) to be 5 pico curies per liter (pCi/L) based on the running annual average (RAA) and has determined that it may be a health concern at levels above the MCL.

Analysis of drinking water in your community for combined radium (226 & 228) indicates a compliance value in the following quarters:

| Quarter/Year | Site ID | RAA Concentration* (pCi/L) |
|--------------|---------|----------------------------|
| Q3 2022      | EP001   | 6                          |
| Q2 2022      | EP001   | 5.5                        |
| Q1 2022      | EP001   | 5.6                        |
| Q4 2021      | EP001   | 6.0                        |
| Q3 2021      | EP001   | 7.6                        |

\*Please note results are rounded to the nearest decimal.

## **What is being done?**

Central States Water Resources Texas (CSWR-Texas) purchased the facility in June, 2022 and began conducting quarterly monitoring of the water quality as directed by the TCEQ. After identifying this existing condition, CSWR-Texas began gathering additional information necessary to evaluate treatment options and determine the most effective method to remove radionuclides from your source water. We are planning to install treatment that will remove radionuclides to meet EPA standards using a method approved by the TCEQ/ EPA. CSWR-Texas will continue to work with the TCEQ to ensure that the facility both samples for and installs treatment to meet MCLs for analytes in accordance with State and Federal requirements.

## **What should you do?**

This is not an emergency. You do not need to boil your water, use an alternative water supply, or take any other corrective actions. If this had been an emergency, or an emergency situation arises, you will be notified within 24 hours of the event and provided with directions to address the emergency.

Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer and kidney toxicity. If you have health concerns, consult with your medical care professional for more information about how this may affect you.

*Please share this information with all other people who drink this water, especially those who may not have received this notice directly (i.e., people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

For more information, please contact CSWR-Texas UOC's Customer Experience by phone at 1-866-301-7725, by email at [support@cswrtextaswateruoc.com](mailto:support@cswrtextaswateruoc.com), or by mail at 1630 Des Peres Road, Suite 140, St. Louis, MO 63131.

Date Delivered: 11/18/2022



**CSWR-TEXAS**  
Utility Operating Company  
A CSWR Managed Utility

**\*\*\*IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER\*\*\***  
**Texas Landing TX1870151**

Maximum Contaminate Level (MCL) Average Violation Gross Alpha Excluding Radon and Uranium Q3 (July 1 - September 30) of 2022

The Texas Commission on Environmental Quality (TCEQ) has notified the Texas Landing (TX1870151) public water system that the drinking water being supplied to customers had exceeded the Maximum Contaminant Level (MCL) for Gross Alpha Excluding Radon and Uranium.

**What happened?**

Certain naturally occurring minerals are radioactive and may emit a form of radiation known as alpha radiation. These minerals may be found in drinking water sources. The U.S. Environmental Protection Agency (EPA) has established the MCL for Gross Alpha to be 15 pico curies per liter (pCi/L) based on the running annual average (RAA) and has determined that it may be a health concern at levels above the MCL.

Analysis of drinking water in your community for combined radium (226 & 228) indicates a compliance value in the following quarters:

| Quarter/Year | Site ID | RAA Concentration* (pCi/L) |
|--------------|---------|----------------------------|
| Q3 2022      | EP001   | 16                         |
| Q2 2022      | EP001   | 14.9                       |
| Q1 2022      | EP001   | 13.3                       |
| Q4 2021      | EP001   | 17                         |
| Q3 2021      | EP001   | 17.1                       |

\*Please note results are rounded to the nearest decimal.

**What is being done?**

Central States Water Resources Texas (CSWR-Texas) purchased the facility in June, 2022 and began conducting quarterly monitoring of the water quality as directed by the TCEQ. After identifying this existing condition, CSWR-Texas began gathering additional information necessary to evaluate treatment options and determine the most effective method to remove radionuclides from your source water. We are planning to install treatment that will remove radionuclides to meet EPA standards using a method approved by the TCEQ/ EPA. CSWR-Texas will continue to work with the TCEQ to ensure that the facility both samples for and installs treatment to meet MCLs for analytes in accordance with State and Federal requirements.

**What should you do?**

This is not an emergency. You do not need to boil your water, use an alternative water supply, or take any other corrective actions. If this had been an emergency, or an emergency situation arises, you will be notified within 24 hours of the event and provided with directions to address the emergency.

Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer. If you have health concerns, consult with your medical care professional for more information about how this may affect you.

*Please share this information with all other people who drink this water, especially those who may not have received this notice directly (i.e., people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

For more information, please contact CSWR-Texas UOC's Customer Experience by phone at 1-866-301-7725, by email at [support@cswrtexaswateruoc.com](mailto:support@cswrtexaswateruoc.com), or by mail at 1630 Des Peres Road, Suite 140, St. Louis, MO 63131.

**LEAD & COPPER RULE  
CORROSION CONTROL  
MANDATORY LANGUAGE - TIER II**

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER TEXAS**

**LANDING UTILITIES (PWS 1870151)  
Water Contains High Levels of Lead and/or Copper**

The Texas Commission on Environmental Quality (TCEQ) sets minimum water quality standards for public drinking water. Our water system recently violated a drinking water requirement. Even though this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

The list below has the corrosion control treatment actions which we did not complete, or properly complete, within the required time allowed by drinking water regulations.

- **Failed to perform corrosion control studies to determine whether treatment is necessary to reduce the corrosivity of the water.**

**What should I do?**

Listed below are some steps you can take to reduce your exposure to lead and/or copper:

- Call us at the number below to find out how to get your water tested for lead and copper.
- Find out whether your pipes contain lead, lead solder, or copper.
- Run your water for 15-30 seconds or until it becomes cold before using it for drinking or cooking. This flushes any standing lead and copper from the pipes.
- Don't cook with or drink water from the hot water tap; lead and copper dissolves more easily into hot water.
- **Do not boil your water to remove lead and copper.** Excessive boiling water makes the lead and copper more concentrated - the lead and copper remain when the water evaporates.

**What does this mean?**

This is not an emergency. If it had been, you would have been notified **within 24 hours**. Typically, lead and copper enters water supplies by leaching from lead, copper or brass pipes and plumbing components. New lead pipes and plumbing components containing lead are no longer allowed for this reason. However, many older homes may contain lead pipes. Your water is more likely to contain high lead levels if water pipes in/or leading to your home are made of lead or contain lead solder.



*\*Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.*

*Children and adults who drink water containing copper in excess could experience stomach and intestinal distress as well as liver and/or kidney damage. \**

#### **Copper Health Effects**

Short term exposure: Gastrointestinal distress, Long term exposure: Liver or kidney damage, People with Wilson's Disease should consult their personal doctor if the amount of copper in their water exceeds the action level

#### **What is being done?**

Central States Water Resources Texas (CSWR-Texas) assumed ownership of this water system in June of 2022 and began monitoring of the water quality as directed by the TCEQ. CSWR-Texas is reviewing the data to develop a corrective action plan to resolve the corrosion concerns.

For more information, please contact:

Water System Official: CSWR-Texas Customer Experience by phone at 1-866-301-7725; by email at [support@cswr-texaswateruoc.com](mailto:support@cswr-texaswateruoc.com); or by mail at 1630 Des Peres Rd. Suite 140, St. Louis MO 63131.

*\*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. \**

This notice is being sent to you by TEXAS LANDING UTILITIES  
State Water System ID#: 1870151

**Date Distributed:** 10/04/2022