



Control Number: 54565



Item Number: 1396

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: LaDonna Last Name: Turner

Phone Number: 214-212-1732 Fax Number: _____

Email Address: lgturner13@yahoo.com

Address, City, State: 424 Grande Casa Rd., Waxahachie, Texas 75167

Location where service is received: _____
(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:

LaDonna Turner Date: 02-23-23

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

1396

February 23, 2023

Public Utility Commission of Texas
1701 North Congress Avenue
Austin, Texas 78711-3326

RECEIVED

2023 FEB 28 AM 9:07

PUBLIC UTILITY COMMISSION
FILING CLERK

RE: PUC Docket No. 54565

Dear Public Utility Commission of Texas,

I am writing regarding the above referenced docket number relating to proposed water rate increases by CSWR-Texas. I am very concerned about how the 100 percent requested increase in water rates will financially impact me and my neighbors. I am also concerned that the information that I received from CSWR-Texas isn't very clearly written, defined and transparent to the average citizen. Here are my concerns regarding the information I received from CSWR-Texas:

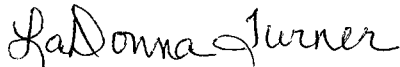
- In the cover letter water and waste water are mentioned – we are all on septic systems
- They mention all the work they are doing at all the other locations in Texas which total up to 58 facilities but I believe any increase in my rate should be used for our system. Where on the list will we get upgrades, 10 years down the road? There wasn't a work plan for the proposed increase shared.
- On the Notice of Proposed Rate Change pages they seem conflicting to me. One page shows current/proposed rates for 5,000 and 10,000 gallons but on the next page where the gallonage charge current/proposed rates are it appears that proposed rate will be any usage from 1 to 10,000 gallons. This is confusing to me because it appears that 10,000 will be the standard usage charge. Where are the other tiers in here? So for a retired person with little water usage this is unfair.

Also, CSWR-Texas purchased the water system I am on (Grande Casa Well) from Carroll Water in May 2022. It is my understanding that there should be at the minimum a one year test year to evaluate accurately the need for a water rate increase. This timeframe has not been met nor do I think it has been accurately evaluated/investigated.

I am very concerned about the financial impact, should it occur, will make on me and my neighbors. I am planning on retiring soon and will be on a fixed income and this is concerning. I understand that the cost of business has risen but not by a 100 percent increase. I strongly request that the PUC not let this happen.

In closing, I am formally requesting that PUC and CSWR-Texas hold a meeting for my community and clearly explain the process to make it transparent as to what is going on. I need to understand the process, have time to comment and know what my rights are. Should you have any questions or need to contact me I can be reached at 214-212-1732.

Sincerely,



LaDonna Turner
424 Grande Casa Road
Waxahachie, Texas 75167

Cc: Rep. Brian Harrison
Senator Brian Birdwell