



Filing Receipt

Received - 2023-02-28 11:37:10 AM
Control Number - 54565
ItemNumber - 1411

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: Ken + Melanie Last Name: Menefee

Phone Number: 512-913-6611 Fax Number: —

Email Address: melanie8184@yahoo.com

Address, City, State: 13513 Lamplight Village Avenue, Austin, Tx. 78727

Location where service is received: 27 Estates Drive, Rockport, Tx. 78382
(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.

See attachment

☐ **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:

Melanie Menefee
Ken Menefee

Date: 02-28-2023

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

February 28, 2023

To: Filing Clerk
Public Utility Commission of Texas
1701 North Congress Avenue
Austin, Texas 78711-3326

From Owner Service Address: Kenneth and Melanie Menefee
27 Estates Drive
Rockport, Texas 78382

RE: PUC DOCKET NO. 54565
CSWR-Texas Letter to Increase Water Rates dated February 3, 2023
Palmetto Park Estates

To Whom It May Concern:

Please let me introduce myself. My name is Melanie Menefee. My husband and myself own the property at 27 Estates Drive, Rockport, Texas 78382. First let me begin to explain that it was very alarming of how CSWR-Texas notified the customers of their proposed water rate changes. Our home at 27 Estates Drive, Rockport, Texas 78382 is not our permanent residence. We were advised that the letter regarding the proposed water rate increase was sent to the physical home address in the affected areas. If the customer did not have a mailbox at the physical residence, you did not receive the letter when it was initially sent. We recently learned of the proposed water rate increase from a neighbor, which we were totally unaware of, and had not received any notification from CSWR-Texas as this time. The letter that we were shown was dated February 3, 2023. Our billing address is 13513 Lamplight Village Avenue, Austin, Texas 78727 and we receive any billings promptly each month. I feel that CSWR-Texas did not do their due diligence effectively in order to reach each of the homeowner/customer. This information should have been sent promptly to the listed mailing address not the physical home address unless stated by the individual. Since learning of the increase, we received the notification at our mailing address, but it was not received until February 27, 2023 (note the initial letter was dated February 3, 2023). In the letter it states that the rates will take effect March 10, 2023, which does not give the customer adequate time to protest if they wish to. I understand this complaint is separate from the water rate proposal, but if this is their process of notifying the homeowner/customer think of how many may not be aware of what CSWR-Texas is proposing.

I would like to submit this protest of the water rate proposal by CSWR-Texas. There are six (6) subdivisions listed and affected by the requested rate changes which were all built from the early 1960's to 1980's, and services approximately 8,350 connected customers. These subdivisions were built based on the original water plant designed to provide water to these residents in Lamar (Rockport, Texas). In approximately 2010, a new subdivision "The Reserve on St. Charles Bay" was introduced next to Goose Island State Park. The new subdivision development worked with Aransas Bay Utilities Co. LLC to provide water to the proposed new homeowners/customers. In the agreement for the cost of upgrades to the existing water plant was and is collected from a "Lamar Improvement Tax", only to the residents of The Reserve on St. Charles Bay. The previous owner/operator, Aransas Bay Utilities Co. LLC did an exceptional job in expanding the water plant to support the additional subdivision (The Reserve on St. Charles Bay) at no cost to the existing subdivisions. Since the water plant was upgraded to include The Reserve on St. Charles Bay a few years ago there is no need for improvements. My question is why since CSWR-Texas acquired the services from Aransas Bay Utilities Co. LLC in September 2022, they are claiming the need to nearly double the cost of the existing water rate of \$42.88 (up to 5,000 gallons) to a new base rate of \$81.68 (up to 5,000 gallons). This proposed base water rate would be an increase of 90.48%. This increase would be a \$38.80 additional cost per month, and a provider should not be approved/allowed to increase the services to approximately 100%, which would be unacceptable by the provider to the affected customers. In the letter from CSWR-Texas the total increase revenue needs for ALL their water and wastewater

systems currently operating in the State of Texas. My thoughts in being transparent is that an itemized cost of future improvements or maintenance needs should be provided to the customers by each water district, which was not included in the attached letter from CSWR-Texas dated February 3, 2023 (attached). My questions and concerns are, why should these six (6) subdivisions listed be subjected to have to pay for the CSWR-Texas improvements in other districts throughout the State of Texas.

In closing, it would be greatly appreciated if any consideration could be taken to reassess the current proposed water rate increase for our residence at 27 Estates Drive, Rockport, Texas 782382.

Thank you in advance for your consideration.

Respectfully,

A handwritten signature in black ink that reads "Melanie Menefee". The script is cursive and fluid, with the first name and last name clearly distinguishable.

Melanie Menefee

Attachments



CSWR-TEXAS

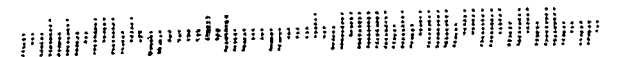
1630 Des Peres Rd., Suite 140
Des Peres, MO 63131

received
2-27-2023

First Class
PRSRT
US Postage
PAID
San Angelo, TX
Company Printing

MENEFEE, KEN A.
13513 LAMPLIGHT VILLAGE
AUSTIN, TX 78727

7872731509 CC85



received
2-27-2023

February 3, 2023

Dear Customer,

On February 3, 2023, we sent notice to you that CSWR-Texas Utility Operating Company, LLC ("CSWR-Texas" or the "Company") had filed a request with the Public Utility Commission of Texas ("PUCT") and other regulators to increase water and wastewater rates for its Texas customers. Because certain of our customers have multiple addresses on file, we are providing a copy of the notice to you at the alternate address that we have on file for you, which is the same notice you should have received previously. If you have already submitted a ratepayer protest or requested to intervene, you do not need to do so again.

Since 2019, the Company has invested over \$24 million in Texas water and wastewater systems. These investments are necessary to ensure that customers served by these systems are now receiving safe and reliable water and wastewater service. These investments have included rectifying issues related to all aspects of its facilities, including its wells, storage, pipes, pumps, disinfection, power and control systems, distribution systems, inflow and infiltration systems, lift stations, sludge treatment plants (blowers, piping, aeration or clarifier equipment), and non-discharging septic systems in addition to other functional issues. To date, the Company already has completed improvement projects at 16 of the systems acquired in Texas, has begun implementing improvements at 38 additional sites, and is in the design phase for improvements at the remaining 20 facilities. As a result, CSWR-Texas is seeking a revenue requirement for water operations of approximately \$7.4 million, which represents an increase of approximately \$3.5 million over revenues collected under current rates. In addition, CSWR-Texas is asking the PUCT to approve a total annual revenue requirement for wastewater operations of approximately \$2.2 million, which represents an annual increase of approximately \$1.1 million over revenues collected under current rates.

CSWR-Texas's rates are subject to the approval of the PUCT and certain municipalities. The Company has requested that rates take effect for all customers on March 10, 2023, which is 35 days after the filing of its application and issuance of this notice to customers. However, **no change in rates will take effect until such change is approved by the applicable regulatory authority.** The attached "Customer Notice" provides further information about this filing, including a description of the change in rates, instructions on how to review the entire application and how to protest the proposed rate change or formally intervene in this proceeding.

While we understand there is never a good time to raise rates, this increase is necessary to allow us to continue to meet our shared goals of providing outstanding wastewater service and safe and reliable drinking water delivered to your taps. It also ensures safe working conditions for our staff and continued prudent business practices.

We welcome any feedback from our customers, whether it is about the proposed rates or about our services. You can contact us at 1-866-301-7725 from 8:00 a.m. to 5:00 p.m., Monday through Friday, or email us at support@cswr-texasuoc.com

Respectfully,
CSWR-Texas Management

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. 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>42.88</u>	/mo	Proposed	5,000 gallons:	\$ <u>81.68</u>	/mo
Existing	10,000 gallons:	\$ <u>51.88</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>47.25</u>	/mo	Proposed	5,000 gallons:	\$ <u>66.65</u>	/mo
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Bois D Arc, Goose Island, Indian Cove, Neptune Harbor, Palmetto Park Estates, & Seagun Complex
(Sewer)

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

\$179,409.00

\$8,381

Water Annual Revenue Increase

Water Pass-Through Annual Revenue Increase

Sewer Annual Revenue Increase

2/3/2023

3/2/2007

Date Current Rate Change Notice Delivered

Date of Last Rate Change

NOTICE OF PROPOSED RATE CHANGE – WATER

CURRENT RATES			PROPOSED RATES		
Minimum Monthly Charge includes 0 gallons			Minimum Monthly Charge includes 0 gallons		
Meter Size: RESIDENTIAL			Meter Size: RESIDENTIAL		
5/8"	\$	33.88	5/8"	\$	54.03
3/4"	\$	33.88	3/4"	\$	54.03
1"	\$	84.70	1"	\$	90.23
1 1/2"	\$	169.40	1 1/2"	\$	179.92
2"	\$	271.04	2"	\$	287.98
3"	\$	508.20	3"	\$	540.30
Other:	\$		Other: 4", 6" & 8"	\$	900.68; 1,800.62; 2,881.42 Respectively
GALLONAGE CHARGE:			GALLONAGE CHARGE:		
TIER	VOLUME	CHARGE per 1000 gals.	TIER	VOLUME	CHARGE per 1000 gals.
Tier 1	0 to All gals.	\$ 1.80 /1000 gals.	Tier 1	0 to All gals.	\$ 5.53 /1000 gals.
Tier 2	to gals.	\$ /1000 gals.	Tier 2	to gals.	\$ /1000 gals.
Tier 3	to gals.	\$ /1000 gals.	Tier 3	to gals.	\$ /1000 gals.
Tier 4	to gals.	\$ /1000 gals.	Tier 4	to gals.	\$ /1000 gals.
Tier 5	to gals.	\$ /1000 gals.	Tier 5	to gals.	\$ /1000 gals.
MISCELLANEOUS FEES			MISCELLANEOUS FEES		
Tap Fee \$ 500.00			Tap Fee \$ Actual Cost		
Reconnect Fee: Non-payment \$ 25.00			Reconnect Fee: Non-payment (Maximum - \$25.00) \$ 25.00		
Customer's Request \$ 50.00			Customer's Request \$ 25.00		
Transfer Fee \$ 35.00			Transfer Fee \$ 10.00		
Late Charge \$ 10 percent			Late Charge (Indicate either \$5.00 or 10%) \$ 10 percent		
Returned Check Charge \$ 50.00			Returned Check Charge \$ 25.00		
Deposit \$ 50.00			Deposit \$ 50.00 (Maximum \$50.00)		
Meter Test Fee \$ 25.00			Meter Test Fee \$ 25.00 (Maximum - \$25.00)		

Regulatory Assessment of 1% is added to the minimum monthly charge and gallonage charges.
Additional fees and meter sizes may be shown on a separate page.

If applicable, list any bill payment assistance programs to low income ratepayers.

N/A

NOTICE OF PROPOSED RATE CHANGE – SEWER

CURRENT RATES	PROPOSED RATES
Minimum Monthly Charge includes N/A gallons	Minimum Monthly Charge includes N/A gallons
Meter Size: RESIDENTIAL	Meter Size: RESIDENTIAL
5/8" \$ 47.25	5/8" \$ 66.65
3/4" \$	3/4" \$
1" \$	1" \$
1 1/2" \$	1 1/2" \$
2" \$	2" \$
3" \$	3" \$
Other: \$	Other: Flat Rate (All) \$ 66.65
GALLONAGE OR FIXED CHARGE:	GALLONAGE OR FIXED CHARGE:
\$ N/A per	\$ N/A per
<input type="checkbox"/> month; OR	<input type="checkbox"/> month; OR
<input checked="" type="checkbox"/> for each additional 1,000 gallons over the minimum. Gallonage charges are determined based on average consumption for winter period which includes the following months	<input type="checkbox"/> for each additional 1,000 gallons over the minimum. Gallonage charges are determined based on average consumption for winter period which includes the following months
All	N/A

MISCELLANEOUS FEES		MISCELLANEOUS FEES	
Tap Fee	\$ 500.00	Tap Fee	\$ Actual Cost
Reconnect Fee: Non-payment		Reconnect Fee: Non-payment	
	\$ 25.00	(Maximum - \$25.00)	\$ 25.00
Customer's Request	\$ 50.00	Customer's Request	\$ 25.00
Transfer Fee	\$ 35.00	Transfer Fee	\$ 10.00
Late Charge	\$ 10 percent	Late Charge (Indicate either \$5.00 or 10%)	\$ 10 percent
Returned Check Charge	\$ 50.00	Returned Check Charge	\$ 25.00
Deposit	\$ 50.00	Deposit (Maximum \$50.00)	\$ 50.00
Meter Test Fee	\$ N/A	Meter Test Fee (Maximum - \$25.00)	\$ N/A

Regulatory Assessment of 1% is added to the minimum monthly charge and gallonage charges. Additional fees and meter sizes may be shown on a separate page.

If applicable, list any bill payment assistance programs to low income ratepayers.
N/A