



Control Number: 54565



Item Number: 1604

PUC DOCKET NO. 54565

RECEIVED

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/L-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: Christine Last Name: Arnold

Phone Number: 8303915595 Fax Number: \_\_\_\_\_

Email Address: DonneArnold870@upihoo.com

Address, City, State: 167 Hickory Hill Dr. La Vernia TX 78041

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:

Christine Arnold Date: 2-26-2023

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**

1604

I am protesting this increase for the following reasons:

- 1) Many in this area, including myself, are considered a low income family or have financial problems that would make this increase of 220% to our monthly bill near impossible to afford. This large increase will cause people to have to choose between which bills to pay. Not being able to afford my house payment due to a \$44.71 increase to water could cause me to lose my house, which would mean I do not need water anymore either, lose for everyone.
- 2) Making improvements to the system you purchased is great, recuperating loses is also acceptable. With that said, you seem to be trying to recoup your loses as fast as possible without thinking of your customers.
- 3) In your letter you state " 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." This seems to be saying that you currently are bringing in \$3.5 million in revenue, which is all going to maintenance? Then you are asking to more than double your revenue to \$7.4 million. Which will also go to the maintenance needed to keep things running smoothly? Your wording makes the increase look like you just want to recoup your loses and make more money for your coffers rather than provide a service. I currently have a busted water line outside my water meter (2-27-2023) near the road that I called in about on 2-11-2023, when it was noticed. Since it was a weekend, it was deemed not an emergency and was told I was to put in a work order for that week. No one has showed up yet to fix it and the water continues to run, wasted. I assume this is the service you speak of in your letter that you do not have to money to fix without me paying you the required extra \$44.71 a month? CSWR-Texas's service is already a joke and this increase is outrageous. Many times a year our water is turned off, without notice. Causing major issues with water heaters, requiring repairs to heating elements or entire replacement of units. Where is my increase in revenue for having to fix my water appliances due to your inability to contact your customers when you turn the water off?
- 4) Is this change in the bill forever? Your letter to us customers says this increase is for getting your revenue back for repairs made to the system you purchased in 2019. With it being 4 years since you bought it, does this mean the increase will only last 4 years, once you have collected your loses. The answers no. CSWR-Texas will never go backwards on their rates. This increase is egregious. Make your increase small, recouping loses is one thing but price gouging is another. Utility companies have a monopoly. We the customer can not just leave, or we personally would have after the repeated water turn offs without any notice and the headache of our water heater because of that. CSWR-Texas does not need a rate increase of \$44.71 per person, per month. Go back to drawing boards and try again. Come back with a more reasonable amount.