



## Filing Receipt

**Received - 2023-03-03 10:27:45 AM**  
**Control Number - 54565**  
**ItemNumber - 1630**

Rick and Sheryl Landrum  
673 Saddle Club Lane  
Kerrville, TX 78028-8052  
(714) 402-9423

March 3, 2023

Filing Clerk  
Public Utility Commission of Texas  
1701 North Congress Avenue  
P.O. Box 13326  
Austin, TX 78711-3326

Regarding: PUC Docket No. 54565

To the Commission,

We live in a small community of 67 homes that, in the past, has been serviced by a private well. During private ownership, the well was profitable and reliable for the owner.

This well was purchased by CSWR-Texas last year and they have made no improvements to their pumping or storage equipment, the distribution network or the number of staff involved in maintaining the supply to the neighborhood. They have, however, restricted our water use due to drought conditions; we are using less so their revenues are falling. We cannot speak for improvements to other facilities they own or manage but do not benefit from any work they do elsewhere.

A 100% rate increase based on investments in their network (much of it was likely purchase of other water providers) appears to be an attempt to gouge customers while public perception is "everything is going up in price". Many of the residents in our small community are retired and have been living here for many years.

We ask that their request be denied and that they return with a new request at a later date with a more reasonable increase and better justification.

Thanks for your consideration,

Rick Landrum

**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: Richard Last Name: Landrum  
Phone Number: (714) 402-9423 Fax Number: \_\_\_\_\_  
Email Address: landrumsrs@gmail.com  
Address, City, State: 763 Saddle Club Drive, Kerrville, TX 78028  
Location where service is received: Same  
(if different from the mailing address)

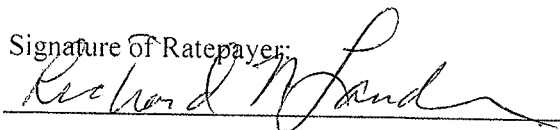
Please select the applicable :

**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:



Date:

3/3/2023

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**