



Control Number: 54565



Item Number: 1638

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

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PUBLIC UTILITY COMMISSION
FILING CLERK

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: NICK Last Name: TAYLOR
Phone Number: 972-921-6398 Fax Number: -
Email Address: TEXASTAYLORS1991@GMAIL.COM
Address, City, State: 172 GRANDE CASA ROAD, WAXAHACHIE, TX 75167
Location where service is received: (SAME AS ↑)
(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: * PLEASE MY LETTER ATTACHED

Neddy

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

1638

February 27, 2023

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To whom it may concern,

I have been recently informed by my water utility, CSWR-Texas, about their recent submittal to the Public Utility Commission of Texas (PUCT) to increase water rates for Texas customers (PUC docket no. 54565).

I have attached the required form and wish to be considered an *intervenor* in this matter. I have been a customer of this water system for approximately twelve years now, previously under the management of Carroll Water Company. It is no overstatement to say that the treatment of the customers in this water system during our time here has been nothing short of traumatic. We have faced, and continue to face, dangerous water conditions, excessive amounts of destructive sedimentation, regular and prolonged water service interruptions, and rough treatment at the hands of our supplier. Like many other customers, I have had to replace appliances multiple times and install an expensive whole-house filtration system to make the water safe for my family to consume. We were hopeful that with the change of ownership to CSWR-Texas that we would have a better relationship with our water utility. But the current proposal to nearly double our water rates less than one year after acquiring our system has renewed the angst of the community. To think that we will now have to pay double the cost for water which damages our homes and is dangerous for our children to drink is unfathomable.

I will be requesting that the process by which CSWR-Texas double our rates be paused, or at least slowed down, to allow the customers in our water system to have an audience with PUCT to learn more about the process and to learn what, if any, rights the customers of this utility have to challenge the rate increase. I request that PUCT hold a local public meeting in the vicinity of Waxahachie to allow the customers of our water system to learn about this rapidly moving process and interact with our public officials.

I will be requesting transparency in how the funds gained from increases in rates for our local water system to be used to improve the services provided to customers here, rather than be aggregated across CSWR's entire enterprise, or used to make improvements in quality and reliability elsewhere.

I am encouraged by PUCT's stated mission, including the protection of customers and promotion of a high-quality infrastructure. I look forward to learning how PUCT's actions in response to this proposed doubling of our water rates aligns with your mission.

Sincerely,



Nicholas H. Taylor
Captain, USN (ret)

172 Grande Casa Road
Waxahachie, TX 75167
Texastaylors1991@gmail.com
(972) 921-6398

Cc:

Mr. Peter Lake, Chairman, PUCT

Mr. Will McAdams, Commissioner, PUCT

Ms. Lori Cobos, Commissioner, PUCT

Mr. Jimmy Glotfelty, Commissioner, PUCT

Ms. Kathleen Jackson, Commissioner, PUCT

The Honorable Brian Birdwell, Senator, District 22, Texas State Senate

The Honorable Brian Harrison, Representative, District 10, Texas House of Representatives