



Control Number: 54565



Item Number: 1901

PUC DOCKET NO. 54565

RATEPAYER COMMENTS/REQUESTS TO INTERVENE

If you wish to PROTEST the proposed rate change, you must ^{2023-11-15 8:44:12} 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: ^{RECEIVED}
PUBLIC UTILITY COMMISSION
FILING CLERK

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: Joe Last Name: Moore
Phone Number: (903) 875-9899 Fax Number: _____
Email Address: hookedupguideservices@yahoo.com
Address, City, State: Coolidge, Tx 76635 P.O. Box 338
Location where service is received: Pelican Isle
(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: 3-1-23

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

1901

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@cswrtexasuoc.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>43.00</u>	/mo	Proposed	5,000 gallons:	\$ <u>81.68</u>	/mo
Existing	10,000 gallons:	\$ <u>73.00</u>	/mo	Proposed	10,000 gallons:	\$ <u>109.33</u>	/mo

Water – Pass Through Charges

Existing	5,000 gallons:	\$ <u> </u>	/mo	Proposed	5,000 gallons:	\$ <u> </u>	/mo
Existing	10,000 gallons:	\$ <u> </u>	/mo	Proposed	10,000 gallons:	\$ <u> </u>	/mo

Sewer

Existing	5,000 gallons:	\$ <u>48.00</u>	/mo	Proposed	5,000 gallons:	\$ <u>66.65</u>	/mo
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Pelican Isle Water System

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

\$57,959.00

\$42,248.00

Water Annual Revenue Increase

Water Pass-Through Annual Revenue Increase

Sewer Annual Revenue Increase

2/3/2023

2/26/2020

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			2000		gallons	Minimum Monthly Charge includes			0		gallons
Meter Size: RESIDENTIAL						Meter Size: RESIDENTIAL					
5/8"			\$	25.00		5/8"			\$	54.03	
3/4"			\$	25.00		3/4"			\$	54.03	
1"			\$			1"			\$	90.23	
1 1/2"			\$			1 1/2"			\$	179.92	
2"			\$			2"			\$	287.98	
3"			\$			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	2000	to	All	gals.	\$ /1000 gals.	Tier 1	0	to	All	gals.	\$ 5.53 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		\$	1000.00			Tap Fee		\$	Actual Cost		
Reconnect Fee: Non-payment		\$	25.00			Reconnect Fee: Non-payment (Maximum - \$25.00)		\$	25.00		
Customer's Request		\$	100.00			Customer's Request		\$	25.00		
Transfer Fee		\$	20.00			Transfer Fee		\$	10.00		
Late Charge		\$	5.00			Late Charge (Indicate either \$5.00 or 10%)		\$	10 percent		
Returned Check Charge		\$	25.00			Returned Check Charge		\$	25.00		
Deposit		\$	50.00			Deposit (Maximum \$50.00)		\$	50.00		
Meter Test Fee		\$	25.00			Meter Test Fee (Maximum - \$25.00)		\$	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	2000	gallons	Minimum Monthly Charge includes	N/A	gallons
Meter Size: RESIDENTIAL			Meter Size: RESIDENTIAL		
5/8"	\$ 30.00		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:		
\$ 6.00 per <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 <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-top: 5px;">December, January, February</div>			\$ N/A per <input type="checkbox"/> month; OR <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 <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-top: 5px;">N/A</div>		
MISCELLANEOUS FEES			MISCELLANEOUS FEES		
Tap Fee	\$ 1300.00		Tap Fee	\$ Actual Cost	
Reconnect Fee: Non-payment			Reconnect Fee: Non-payment		
	\$ 25.00		(Maximum - \$25.00)	\$ 25.00	
Customer's Request	\$ 25.00		Customer's Request	\$ 25.00	
Transfer Fee	\$ 20.00		Transfer Fee	\$ 10.00	
Late Charge	\$ 5.00		Late Charge (Indicate either \$5.00 or 10%)	\$ 10 percent	
Returned Check Charge	\$ 25.00		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