



Control Number: 54565



Item Number: 1951

RATEPAYER COMMENTS/REQUESTS TO INTERVENE

RECEIVED
2023 MAR -9 AM 10:20
PUBLIC UTILITY COMMISSION
FILING CLERK

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: John Last Name: Kilpatrick
Phone Number: 254 625 2374 Fax Number: _____
Email Address: MEXIK44TO@YAHOO.COM
Address, City, State: 12003 PECAN CT. THORNTON TX 76687
Location where service is received: 12003 PECAN CT THORNTON TX 76687
(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.

THIS WATER SYSTEM IS IN PERFECT CONDITION
NEEDS NOTHING

☐ 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:

John Kilpatrick Date: 3-1-2023

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

1951

FIRST LETTER



CSWR-TEXAS
Utility Operating Company

February 3, 2023

Dear CSWR-Texas Customer,

On February 3, 2023, CSWR-Texas Utility Operating Company, LLC ("CSWR-Texas" or the "Company") filed a request with the Public Utility Commission of Texas ("PUCT") and other regulators to increase water and wastewater rates for its Texas customers.

Since 2019, the Company has invested over \$30 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 delivering 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@cswrtextasuoc.com

Respectfully,

CSWR-Texas Management

gmd LETTER

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

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Protest - PUC Docket #54565

FEB 27 2023
John Kilpatrick
12063 Pecanosa
Thornton TX 76801

PUC T

Austin TX

THERE ARE 463 CUSTOMERS

AS FAR AS LAKE LIMESTONE WATER

~~REDACTED~~
I HAVE BEEN HERE FROM THE BEGINNING (1979)
buying the 1st lot sold in Lake Limestone
COVES and having the #1 & #2 WATER
METERS. MR KENT WATSON BOUGHT THE
SYSTEM IN THE MID 80'S AND RAN IT
LIKE A FINE CLOCK. HE DID IT ALL.
HE HAD AN EMPLOYEE THAT LIVED HERE
AND WOULD TAKE CARE OF ANY MINOR
LEAK IN A COUPLE HOURS AFTER IT WAS
CALLED IN. HIS WIFE RAN THE OFFICE
AND HIS SON READ THE METERS. THE
SYSTEM WAS NOT IN NEED OF REPAIR OF
ANY SORT AS FAR AS I KNOW. HE KEPT IT
UP IN EVERY WAY. THE TOTAL BILL WAS
UNDER 30⁰⁰. I HAVE HEARD THAT HE WAS
GOING TO ASK FOR A RAISE TO 35⁰⁰ DURING
THIS PAST DECEMBER, BUT SOLD IT TO
CSWR BEFORE THAT TIME.

THE FIRST LETTER THAT CSWR
SENT WAS FEB 3 DATE AND ONLY

lake are 2nd homes. Very few are permanent residents as I am.

The rate increase to take place March 10. Then folk complained that lived out of the area that had no letter as folks like me were calling the weekend people and finding out they did NOT get a letter. I would think as prev stated abt 15% actually live here. 1st letter received Feb 11, 2023. Then they (SWR) sent a 2nd letter.

The 2nd letter went to all who had a meter. It had the same date of Feb 3 2023. It came Feb. 22 2023. The 1st letter said they had invested over 30 million dollars in Texas water. The second letter with the same date of 2-3-23 said that they had invested over 24 million dollars. What happen to the 6 million difference in the two letters. They also state that in their files lots of customers have multiple addresses. They knew this from the start, but only sent out to abt 15% of customer?. If you don't get a letter, you cannot protest as you won't know nothing about it. The 30 million was prob way over

of the systems they have acquired
 ARE AS THIS ONE THAT NEEDS NOTHING
 but are claiming it is in Bad
 shape & needs all sorts of work
 And They NEED TO Triple the
 water bill to pay for the fix.

THERE IS NO WASTEWATER HERE
 AS ALL SEWER SYSTEMS ARE Aerobic
 Regulated by the Brazos River Authority
 with strict Rules One must Follow

One of my Neighbors, JEANNINE MAYO
 who lives in NAVASOTA just RECEIVED
 the 2nd LETTER MARCH 1, 2023 She got
 NO 1st LETTER THE RATE INCREASE
 is TO TAKE EFFECT MARCH 10. That is not
 much TIME TO PROTEST.

Fixing Leaks.

When a leak occurred & I call MR.
 WATSON he was right on it. 3 YEARS
 ago a LEAK on the service line to Scott
 EVANS appeared. He came within
 half a day. If I call in the morning
 he will be on it that AFTERNOON
 If I call in the evening, he will be on
 it NEXT MORNING. He comes in
 his truck pulling his back hoe.
 SERAPES the gravel to the side
 digs down to the leak & fix it

MAN will call me & get the details of where it is, etc. He does call and says he will be here next day. I ask him where he is located and he says Houston. He says it is a 2 hr drive. I tell him where the leak is. I called Ken Feb 9 and he comes Fri Feb 10. Looks at the leak & says it is not that bad. I had told her & him it was not a major leak. He said we be here Monday to fix it. I had took my garden hoe and pulled some of the gravel to the side and told him to keep the gravel separate to go back on top. He said OK. Days pass Sat, Sun Monday Tuesday Wednesday, Thursday they come fix it. They arrive in a 4 door truck. They are 4 non English speaking men with shovels. They dig big hole throwing dirt & clay on top of gravel. They cannot find valve to turn water off. I show em valve & they still can't shut it off. Finally they go up like & get it cut off. They fix leak & throw gravel in with all the back fill. Now have nice size loblolly. All the time water has been pouring in to the lake. Anyway they did get it

us having a hard time right now.

I am hoping that you will help
us as much as possible. The
PUC is to help customers and
we need it now. Thank you

John K. K. K.