



Control Number: 54565



Item Number: 2033

PUC DOCKET NO. 54565

RATEPAYER COMMENTS/REQUESTS TO INTERVENE RECEIVED

If you wish to PROTEST the proposed rate change, you must complete this form and file it electronically ^{2023 MAR 12 AM 10:18} using the PUC Interchange Filer (<http://www.puc.texas.gov/industry/filings/E-FilingInstructions.pdf>) or mail the original to: 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: Ray Last Name: Cathy
Phone Number: 936-566-5755 Fax Number: _____
Email Address: cathyray@gmail.com
Address, City, State: 234 Buffalo Court, Livingston, TX 77351
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:

Cathy & Ray Rime Date: 2-22-23

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

2033

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PUC Docket No. 54565 Request to Protest a Water Rate Increase by CSWR

I am a resident of Polk County, Texas and live in a community on Lake Livingston called **Texas Landing**. Our small community has endured significant water rate hikes and another rate request is pending. We endure long periods of water outages, brown water & water that has a foul odor. In addition, we receive letters warning us of the carcinogen levels in our water (Radon, Uranium, Radium, High levels of Lead and/or Copper and Combined Radium). The brown water stains all whites in the laundry. Many of us have become so complacent and purchase bottled water for drinking and cooking. We cannot consume our costly water managed by CSWR – Texas Utility Operating Company. My husband and I wish to protest the proposed rate action. In viewing CSWR's filing, we see that not only do they want to raise our rates, CSWR has bought up 60 small utilities and wish to consolidate into ONE. Next, they plan to ask your permission to add a surcharge to our water/sewer bills for the next 24 months. This surcharge amount will be determined only by CSWR. CSWR hopes the PUC would rather work with ONE company vs 60 smaller utilities. This would make it impossible for us to seek a hearing because we would never be able to gather 10 percent of 7,000 residents spread out over multiple Texas counties! In our opinion, this is not only unfair but deceptive.

Sadly, I have not documented each time we have had issues with our water. Currently, without even using one drop of water we pay 95.64 a month. With CSWR's new proposed rate, without using a drop of water our bill will be \$121.00 a month! CSWR has Texas Landing grouped in with other subdivisions 30 miles away! Who is to say CSWR will spend this cost increase on improvements in Texas Landing or focus on another community? **Documentation below showing the frequency of interrupted service and poor water quality:**

October 4, 2022	Water Off 6 Hours	Water brown in color
December 23, 2022	Water Off OVER 24 Hours Off 5:00 PM	
December 24, 2022	Water continued to be Off until 6:30 PM	Water had a foul odor & brown
January 19, 2023	Water Off 2 ½ Hours 9 AM – 11:30 AM	Water brown in color
January 24, 2023	Water Off OVER 24 Hours Off Noon	
January 25, 2023	Water continued to remain Off until 4:00PM	Water brown in color
January 16, 2023	Our First BOIL WATER NOTICE	Water brown in color

You can see the theme – extremely poor water service at a very high rate. Many of us in this community are retired and the rate increases simply must stop! When we have a complaint, and call the number provided, we are routed to a call service in St. Louis or Dallas, then we are told, *there is a work order & we will call you back with an update*. No one calls back! Please note this protest to raise our rates. CSWR has given us short notice of this proposed rate increase and we pray the commission is empathic to our needs. I wish to thank you for your time and attention to this matter. .

Sincerely,

*Raymond R R
Cathy Hime*