



Control Number: 54565



Item Number: 2307

SOAH Docket No 473-23-18885

PUC Docket 54565

Intervention on Rate Increase for CSWR TX Proposal

Water System Customer

La Playa , San Augustine TX

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Protest:

The rate increase CSWR TX is requesting is excessive and inappropriate for how they are maintaining our water system.

1) I do not think this organization has the ability to effectively read meters:

CSWR TX took ownership of our water system in November of 2022. It was not until January of 2023 that we received regular invoices. Since then, they have varied between reading the meter and estimating the meter. December and January were estimated; February they read the meter; in March, estimated; in April read the meter. I questioned their estimate in March and had them come look at the meter. I was told that there is water in the meter, it can not be accurately read and needs to be replaced. The April bill shows that it was read; the meter is not yet replaced. Not sure what to believe from them.

2) Their water system management is questionable:

When CSWR TX purchased our water system it was in extreme disrepair. TCEQ has filed numerous citations on the prior system owners for not meeting minimum standards. The prior owners did nothing to remediate these issues. Since the purchase date, they have been promising the improvements they are going to make. To date, I have only seen patches that the contracted service people are providing. But no significant improvements. One example of this is the ongoing brown color in our water. The service group has said that we need a proper flush out valve at the end of the line to help prevent this. CSWR has been advised of this and has yet to make this change. I still have brown water.

It is my understanding that CSWR TX purchased this and other waters systems from the prior owner late last year that were also in disrepair. I am sure that they knew what they were buying. We have not received the improvements to bring our water system much above the TCEQ minimum threshold, it may be true for the others. Given these concerns the 35% rate increase is nothing less than a larcenous move by CSWR TX.

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