



## **Filing Receipt**

**Filing Date - 2023-06-19 04:31:24 PM**

**Control Number - 54565**

**Item Number - 2329**

**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**

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: Lewis & Donna Last Name: Knowles Jr.

Phone Number: 281-627-5163 Fax Number:                     

Email Address: KNOWLES CD@SBC GLOBAL.NET

Address, City, State: 2605 Sarasota Drive Friendswood, TX 77546

Location where service is received: 296 Timberlane Loop Hemphill, TX 75948  
(if different from the mailing address)

Please select the applicable :

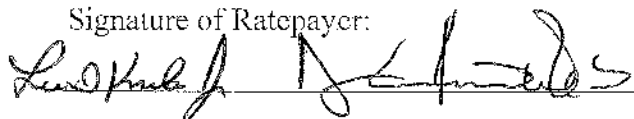
**I wish to PROTEST the following proposed rate action/s:**

☐ 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.



We  
☒ **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: 06/19/2023

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**

June 19, 2023

Re: PUC Docket 54565  
SOAH Docket No. 473-23-18885.WS

CSWR – Texas – Timberlane Water System

Intervenors – Lewis and Donna Knowles Jr – 296 Timberlane Loop

Ratepayer comments/request to Intervene

We asked to be added as an intervenor during the Prehearing conference on June 15, 2023. This filing is a follow up to that conference.

My wife Donna and I have owned a vacation home at 296 Timberlane Loop, Hemphill, Texas 75948 for many years. We typically spend 25 weekends a year at this residence. The water we rely on for drinking/cooking/bathing/septic is provided by a water system now owned and operated by CSWR-Texas. It is referred to as the Timberlane System. We have been using less than 2000 gallons a month for years and paying \$35.35 per month. Since CSWR-Texas began providing us with water service our monthly bill has averaged \$36 to \$38 because it was based on existing rates. We feel this is acceptable.

We understand that CSWR wants to consolidate our 42-customer water system (Timberlane) with others CSWR has recently acquired and increase the water rates so that our typical 2000 gallons will cost about \$66. a month. We also understand that CSWR's rate increase will charge each customer \$54.03 for just being connected to the water system, if they use water or not. We feel this is unacceptable.

Whereas, CSWR-Texas has spent some monies on cleaning up the pumphouse area, replacing our water meter, just recently making repairs on a few mainline water leaks that have been leaking since the first of the year, and reportedly updating monitoring of the pumps/wells/generator, they are not expected to make any major/costly improvements/repairs to Timberlane system in the future. The efforts to date were to help them pass TCEQ inspection. Thus, the additional revenue they request from the Timberlane system customers will be spent on other systems they have acquired.

First off while we are not in favor of consolation of all their water systems, if this is a cost-effective approach to providing safe and reliable water to all of their customers, then so be it. We trust that staff will so determine if this is legal and cost effective for all.

Secondly an increase as proposed prior to making improvements to the Timberlane system to provide the safe, high quality and reliable water seems to be putting the cart before the horse. We understand the PUC process requires public utilities to justify increases based on cost of improvements already made. Asking for increase in revenues with no assurances that improvements will be made seems risky. It is well

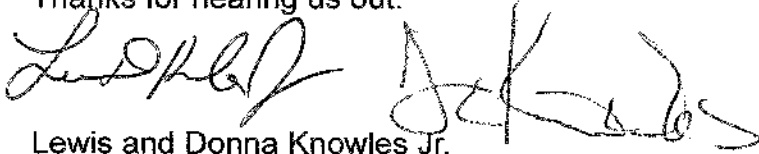
known that you do not pay for your improvements before you have them made. To many contractors/companies have taken the money and run.

Further, we never received from CSWR of their notice of the rate increase. We were just recently made aware of the pending matter upon receipt of the Prehearing Conference letter that was held by Zoom on June 15, 2023. Fortunately, one of our neighbors set up Zoom so that some 16 or so could enter our request to intervene during that hearing.

As requested in the hearing, we have now completed and filed The Ratepayer Comments/Request to Intervene form was provided to us by a neighbor in Timberlane.

In closing, we request that the Judges and staff will do what is right to protect the interest of the customers of CSWR – Texas from unjustifiable and unreasonable increases in rates at this time. We also ask that they first make improvements to provide the safe and reliable water to their customers and then circle back to ask for additional revenues.

Thanks for hearing us out.

The block contains two handwritten signatures in black ink. The signature on the left is more fluid and cursive, while the one on the right is more angular and blocky. Both appear to be personal signatures of the individuals named in the caption below.

Lewis and Donna Knowles Jr.