



Control Number: 54565



Item Number: 874

## RATEPAYER COMMENTS/REQUESTS TO INTERVENE

RECEIVED

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:

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: William L. Last Name: Phillips

Phone Number: 210-669-9895 Fax Number: \_\_\_\_\_

Email Address: 201P@11ips168@hotmail.com

Address, City, State: 221 Oak Hollow Dr. LA VERGIA, TEXAS, 78121

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:

William L. Phillips Date: Feb 10, 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

874

PROTEST

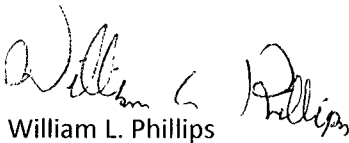
PUC DOCKET NO.54565

I am formally protesting the rate increase by CSWR-Texas, CCN Number 13290 (Water) &21120 (Sewer) which services Oak Hollow Estates, La Vernia, Texas 78121. CSWR is proposing to raise water rates from \$43 to \$81.68, monthly. This is almost a 100% increase and is unacceptable. I could understand a smaller increase based on their reasoning, but to increase that much at once is unreasonable.

We have all been affected by the recent price increases. Fuel, electricity, and food has all risen. It is understandable that water rates should increase, but at this rate?

Additionally, the quality of service and water provided is, at best, barely standard. I often have dirt in my water and have to run my faucets for 15-30 minutes at a time to clear the issue. I have never been compensated for this. Service, or contacting someone for service, has always been difficult to obtain. On another note, the water also leaves my faucets and toilets black. This causes them to need for cleaning often and is not easy to get rid of the black grime or scum.

I ask the Public Utilities Commission to please block this raise and have the company reevaluate the proposed increase. I am sure that they can develop a plan that would be reasonable and acceptable to me and the other citizens of their service area.

  
William L. Phillips

221 Oak Hollow DR.

La Vernia, Texas 78121