



## Filing Receipt

**Received - 2023-02-16 09:40:50 PM**  
**Control Number - 54565**  
**ItemNumber - 895**

**PUC DOCKET NO. 54565**

**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: Kenneth M. Last Name: Fuller

Phone Number: 210.863.5962 Fax Number: \_\_\_\_\_

Email Address: mfuller@gvtc.com

Address, City, State: 126 Tommy Dr., Canyon Lake, Tx. 78133

Location where service is received: 313 Copano Ridge Rd. Rockport, Tx 78382  
(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:

Kenneth M. Fuller Date: 02/16/2023

**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**



February 16, 2023

Public Utility Commission of Texas  
1701 North Congress Avenue  
P.O. Box 13326  
Austin, Tx 78711-3326

Attn: Public Utility Commission of Texas

CSWR-Texas, a state wide utility operating co, purchased the Copano Cove Water Co about ten months ago in the April 2022 timeframe. There were a total of 700 plus customers receiving water service from the Copano Cove Water Co. at that time. The Copano Cove Water Co. was allowed to increase water rates in 2020. The rate increased 15.2% for the customers they serviced.

CSWR-Texas has only serviced Copano Cove Water Co customers for about ten months and now, they are looking to increase existing water rates. The rate for 5,000 gallons goes from \$41.25 to \$81.68 for an increase of 98% and a water-pass through charge of \$37.05 is being added which would increase the overall total water rates by 188%. I can understand a reasonable increase to keep up with new construction and repairs but this is doubling the cost of water when we have no choice in the matter. CSWR-Texas is the only water company in town; we can't switch to another provider. I believe in fair and equitable water rates but what CSWR-Texas is trying to do with this increase is outrageous, unconscionable and unfair.

CSWR-Texas services customers in many other areas in Texas besides the city of Rockport, TX and Aransas County. This said, the benefits of competition don't exist when there is only one water company in town with a monopoly on water. I assume that customers from other towns and cities are, also, protesting this huge increase in rates as well. If this rate increase is approved, my neighbors and I will be paying double the amount for our water. I believe that you, PUCT, oversee, regulate and control utility rates to ensure that customers receive the benefits of competition. We are depending upon you to review this rate proposal and control the process to keep rates uniform, fair and equitable among utilities across the state.

I'm now retired and on a fixed income so I will definitely need to be making some hard choices on what to cut out of my budget if these rates come to fruition. I am soliciting your active involvement and support in looking into this unfair rate request as I believe the pricing action by TSWR-Texas is excessive.

**Lastly, I own a home in Rockport but I am a non-resident. I and several other non-resident neighbors were not notified by CSWR-Texas of this proposed rate hike or the process involved for protest. I can't help but think that this was done in an attempt to slip this rate increase through the process without allowing non-resident customers to have a voice in protesting this proposed rate action. The only way I found out about this was through my neighbors on the NEXT DOOR app. Please help!**

Respectfully,



Kenneth M. Fuller  
126 Tommy Dr  
Canyon Lake, TX. 78133  
Cell Phone 210.863.5962



**CSWR-TEXAS**  
Utility Operating Company  
A CSWR Managed Utility

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](mailto:support@cswrtextasuoc.com)

Respectfully,

CSWR-Texas Management



**PUC DOCKET NO. 54565**

**NOTICE OF PROPOSED RATE CHANGE  
PURSUANT TO  
TEXAS WATER CODE §§ 13.1871 AND 13.18715**

**CSWR-Texas Utility Operating Company**  
Company Name

**13290 (Water) & 21120 (Sewer)**  
CCN Number(s)

has filed a rate change application with the Public Utility Commission of Texas (Commission or PUCT). The application may be reviewed online at [interchange.puc.texas.gov](http://interchange.puc.texas.gov). You may also inspect a copy of the rate change application at your utility's office at the address below or at the Commission's office (1701 N. Congress Ave, Austin, TX 78701). The proposed rates will apply to service received after the effective date provided below, unless modified or suspended by the Commission. If the Commission receives a sufficient number of protests, separately or in a combined protest letter, from at least 835 ratepayers (10 percent of the utility's customers over whose rates the Commission has original jurisdiction) or from any affected municipality before the 91st day after the proposed effective date, the matter will be set for hearing. **See Protest Form on the next page for instructions on how to protest.**

**EFFECTIVE DATE OF PROPOSED INCREASE: 3/10/2023**

(must be at least 35 days after notice is provided to customers and 35 days after application is filed)

(Proposed rates requested by the utility are not final. The Commission may modify the rates and order a refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest.)

**Reason(s) for Proposed Rate Change:**

To recover revenues sufficient to cover the cost to provide safe and reliable service through maintenance and repairs

**BILLING COMPARISON**

**Water**

Existing	5,000 gallons: \$	<u>41.25</u>	/mo	Proposed	5,000 gallons: \$	<u>81.68</u>	/mo
Existing	10,000 gallons: \$	<u>56.36</u>	/mo	Proposed	10,000 gallons: \$	<u>109.33</u>	/mo

**Water – Pass Through Charges**

Existing	5,000 gallons: \$	<u>0.00</u>	/mo	Proposed	5,000 gallons: \$	<u>37.05</u>	/mo
Existing	10,000 gallons: \$	<u>0.00</u>	/mo	Proposed	10,000 gallons: \$	<u>74.10</u>	/mo

**Sewer**

Existing	5,000 gallons: \$	<u>          </u>	/mo	Proposed	5,000 gallons: \$	<u>          </u>	/mo
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**Copano Cove Subdivision, Copano Ridge Subdivision**

Subdivision(s) or System(s) Affected by Rate Change

<b>1630 Des Peres Road Suite 140</b>	<b>Des Peres</b>	<b>Missouri</b>	<b>63131</b>
Company Address	City	State	Zip

**1-866-301-7725**

Company Phone Number

<b>\$375,535.00</b>	<b>\$360,327.00</b>	
Water Annual Revenue Increase	Water Pass-Through Annual Revenue Increase	Sewer Annual Revenue Increase

**2/3/2023**

**2/1/2003**

Date Current Rate Change Notice Delivered

Date of Last Rate Change