



## Filing Receipt

**Received - 2023-02-21 11:29:58 AM**  
**Control Number - 54565**  
**ItemNumber - 996**

February 21, 2023

To: Filing Clerk, PUC of Texas  
1701 North Congress Ave  
P.O. Box 13326  
Austin, Tx 78711-3326

From: Robert A. Babcock  
6714 Ghia Ln  
San Antonio, Tx 78257-4461

Subj: Rate Payer Comments and Request to Intervene on CSWR Sewage Rate Increase

I am adamantly protesting and intervening in a proposed rate hike (documents attached) for the following reasons:

1. Proposed rate hikes are in excess of 300% from current rates.
2. The CSWR stated existing rate for me of \$21.56 is inaccurate and misleading. I have never paid more than \$19.47 during the time I n April 2022 (see attached document) that CSWR took over sewage services from San Antonio Water System (SAWS). Thus, this stated rate is incorrect.
3. Initially, when CSWR took over, they were going to charge me ~\$8.00 for a convenience fee, if I used a credit card to pay my \$18.00. Now, this fee has been reduced to ~\$0.47.
4. The company states, since 2019, they have spent >\$30M in infrastructure "investments," but they only took over from SAWS in April 2022. Such a statement is counterintuitive. Where, when and what was this money spent on, especially in the SAWS service area?

This outrageously high increase request from a recently formed and expanding company in Texas, doesn't pass the common-sense test. If the rationale is that they are expanding their business and area of coverage, charging current customers for their long-range business goals is deceitful and disingenuous. The supervising state agencies should be looking into this irrational rate increase.

Sincerely,



Robert A. Babcock

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: ROBERT Last Name: BABCOCK  
Phone Number: 210-994-9821 Fax Number: \_\_\_\_\_  
Email Address: RAB-TEXAS@HOTMAIL.COM  
Address, City, State: 6714 GULF LN, SAN ANTONIO, TX 78257-4461  
Location where service is received: (SAME)  
(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:

Robert A. Babcock Date: 02/21/2023

Si desea informacion en Espanol, puede llamar al

**X PLS SEE ATTACHED LETTER X** 1-888-782-8477

Hearing- and speech-impaired individuals with text telephones may contact the PUCT's Customer Assistance Hotline at  
512-936-7136



## Account #479073-0

### Account History

Showing 1-16 of 16 items.

Date	Type	Bill #	Due Date	Total	Balance
02/09/2023	Pay			\$-18.92	\$0.00
02/06/2023	Bill	12091452	02/28/2023	\$19.46	\$18.92
01/25/2023	Pay			\$-20.00	\$-0.54
01/06/2023	Bill	10667046	01/31/2023	\$19.46	\$19.46
12/10/2022	Pay			\$-17.69	\$0.00
12/07/2022	Bill	9241317	12/30/2022	\$19.46	\$17.69
11/15/2022	Adjust			\$-1.77	\$-1.77
11/08/2022	Pay			\$-38.96	\$0.00
11/04/2022	Bill	8227358	11/30/2022	\$19.46	\$38.96
11/02/2022	Penalty	6776171	10/31/2022	\$1.77	\$19.50
10/10/2022	Bill	6776171	10/31/2022	\$19.46	\$17.73
09/02/2022	Bill	4717161	09/30/2022	\$18.27	\$-1.73
07/13/2022	Adjust			\$-9.24	\$-20.00
04/27/2022	Pay			\$-20.00	\$-10.76
04/06/2022	Bill	164157	04/30/2022	\$9.24	\$9.24
12/27/2013	Adjust		01/26/2014	\$0.00	\$0.00

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**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



[cswrtextaswateruoc.com](http://cswrtextaswateruoc.com)



866-301-7725



[support@cswrtextaswateruoc.com](mailto:support@cswrtextaswateruoc.com)

**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>                    </u>	/mo	Proposed	5,000 gallons: \$	<u>                    </u>	/mo
Existing	10,000 gallons: \$	<u>                    </u>	/mo	Proposed	10,000 gallons: \$	<u>                    </u>	/mo

**Water – Pass Through Charges**

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

**Sewer**

Existing	5,000 gallons: \$	<u>21.56</u>	/mo	Proposed	5,000 gallons: \$	<u>66.65</u>	/mo
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Leon Springs

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

1630 Des Peres Road Suite 140   Des Peres   Missouri   63131

Company Address

City

State

Zip

1-866-301-7725

Company Phone Number

\$500,524.00

Water Annual Revenue Increase

Water Pass-Through Annual Revenue Increase

Sewer Annual Revenue Increase

2/3/2023

5/6/2014

Date Current Rate Change Notice Delivered

Date of Last Rate Change

# NOTICE OF PROPOSED RATE CHANGE – SEWER

CURRENT RATES		PROPOSED RATES	
Minimum Monthly Charge includes	1500 gallons	Minimum Monthly Charge includes	N/A gallons
Meter Size:		Meter Size:	
<b>RESIDENTIAL</b>		<b>RESIDENTIAL</b>	
5/8"	\$ 11.93	5/8"	\$ 66.65
3/4"	\$ 11.93	3/4"	\$
1"	\$	1"	\$
1 1/2"	\$	1 1/2"	\$
2"	\$	2"	\$
3"	\$	3"	\$
Other:	\$	Other:	Flat Rate (All) \$ 66.65
<b>GALLONAGE OR FIXED CHARGE:</b>		<b>GALLONAGE OR FIXED CHARGE:</b>	
\$ 2.75 per		\$ N/A per	
<input type="checkbox"/> month; OR		<input type="checkbox"/> month; OR	
<input checked="" type="checkbox"/> for each additional 1,000 gallons over the minimum. Gallonage charges are determined based on average consumption for winter period which includes the following months		<input type="checkbox"/> for each additional 1,000 gallons over the minimum. Gallonage charges are determined based on average consumption for winter period which includes the following months	
All		N/A	
MISCELLANEOUS FEES		MISCELLANEOUS FEES	
Tap Fee	\$ 40.00	Tap Fee	\$ Actual Cost
Reconnect Fee: Non-payment	\$ 25.00	Reconnect Fee: Non-payment	(Maximum - \$25.00) \$ 25.00
Customer's Request	\$ 25.00	Customer's Request	\$ 25.00
Transfer Fee	\$ 10 percent	Transfer Fee	\$ 10.00
Late Charge	\$ 10.00	Late Charge (Indicate either \$5.00 or 10%)	\$ 10 percent
Returned Check Charge	\$ 25.00	Returned Check Charge	\$ 25.00
Deposit	\$ 0.00	Deposit	\$ 50.00 (Maximum \$50.00)
Meter Test Fee	\$ N/A	Meter Test Fee	\$ N/A (Maximum - \$25.00)

Regulatory Assessment of 1% is added to the minimum monthly charge and gallonage charges.  
Additional fees and meter sizes may be shown on a separate page.

If applicable, list any bill payment assistance programs to low income ratepayers.

N/A