



Control Number: 54683



Item Number: 23

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:

**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: Rhonda Last Name: Bynum
Phone Number: 713-614-6477 Fax Number: —
Email Address: KLord49@Hotmail.com
Address, City, State: 23652 W. Heritage Oaks DR, Porter, TX 77365
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.

See Attached Letter

☐ **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:

Rhonda Bynum

Date: 3-14-2023

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

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

Enviro-Management

12625

Company Name

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. 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 14 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: April 6, 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:Increase in expenses and labor**BILLING COMPARISON****Water**

Existing	5,000 gallons: \$	<u>51.81</u>	/mo	Proposed	5,000 gallons: \$	<u>84.48</u>	/mo
Existing	10,000 gallons: \$	<u>68.41</u>	/mo	Proposed	10,000 gallons: \$	<u>115.73</u>	/mo

Water – Pass Through Charges

Existing	5,000 gallons: \$	<u>0.35</u>	/mo	Proposed	5,000 gallons: \$	<u>-</u>	/mo
Existing	10,000 gallons: \$	<u>0.70</u>	/mo	Proposed	10,000 gallons: \$	<u>-</u>	/mo

Sewer

Existing	5,000 gallons: \$	<u>n/a</u>	/mo	Proposed	5,000 gallons: \$	<u>-</u>	/mo
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Heritage Oaks Water System

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

<u>2424 Sciaaca Road</u>	<u>Spring</u>	<u>Texas</u>	<u>77373</u>
Company Address	City	State	Zip

281-353-9479

Company Phone Number

<u>49,834.00</u>	<u>0</u>	<u>n/a</u>
Water Annual Revenue Increase	Water Pass-Through Annual Revenue Increase	Sewer Annual Revenue Increase

March 2, 2023October 25, 2013

Date Current Rate Change Notice Delivered

Date of Last Rate Change

*Prior to providing notice, the utility shall file a request for the assignment of a docket number for the application.

Updated: September 29, 2021

NOTICE OF PROPOSED RATE CHANGE – WATER

CURRENT RATES					PROPOSED RATES				
Minimum Monthly Charge includes		1,000		gallons	Minimum Monthly Charge includes		1,000		gallons
Meter Size: RESIDENTIAL					Meter Size: RESIDENTIAL				
5/8"		\$		38.53	5/8"		\$		59.48
3/4"		\$			3/4"		\$		
1"		\$			1"		\$		
1 1/2"		\$			1 1/2"		\$		
2"		\$			2"		\$		
3"		\$			3"		\$		
Other:		\$			Other:		\$		
GALLONAGE CHARGE: 3.32					GALLONAGE CHARGE: 6.25				
TIER	VOLUME			CHARGE per 1000 gals.	TIER	VOLUME			CHARGE per 1000 gals.
Tier 1		to	gals.	\$ /1000 gals.	Tier 1		to	gals.	\$ /1000 gals.
Tier 2		to	gals.	\$ /1000 gals.	Tier 2		to	gals.	\$ /1000 gals.
Tier 3		to	gals.	\$ /1000 gals.	Tier 3		to	gals.	\$ /1000 gals.
Tier 4		to	gals.	\$ /1000 gals.	Tier 4		to	gals.	\$ /1000 gals.
Tier 5		to	gals.	\$ /1000 gals.	Tier 5		to	gals.	\$ /1000 gals.
MISCELLANEOUS FEES					MISCELLANEOUS FEES				
Tap Fee		\$		500.00	Tap Fee		\$		1200.00
Reconnect Fee: Non-payment		\$		25.00	Reconnect Fee: Non-payment (Maximum - \$25.00)		\$		25.00
Customer's Request		\$		20.00	Customer's Request		\$		20.00
Transfer Fee		\$		50.00	Transfer Fee		\$		50.00
Late Charge		\$		5.00	Late Charge (Indicate either \$5.00 or 10%)		\$		5.00
Returned Check Charge		\$		25.00	Returned Check Charge		\$		25.00
Deposit		\$		50.00	Deposit (Maximum \$50.00)		\$		50.00
Meter Test Fee		\$		25.00	Meter Test Fee (Maximum - \$25.00)		\$		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.

None

3-14-2023

TO: Public Utility Commission of Texas

Protesting: PUC Docket No. 54683

(1) Every winter there is a problem with our water being off for a week, day or two or longer, due to ENVIRO MGMT'S DISREGARD to properly winterize the pipes.

(2) NO Generator for Backup - never had one!

(3) When working on their pipes, water is turned off without notice.

(4) If you call Sheila AT ENVIRO-MGMT to discuss why your water bill was so high for that month, she is very rude and it is always your problem - never theirs.
"you must have a leak."

(5) ALSO, ENVIRO-MGMT is located in Spring, TX. We live in Porter, TX. When we report a problem, it takes them 45 min to 1 hour or more to get to our neighborhood.

(6) We do not need a rate increase, what we need is a more superior management company!

(7) In terms of the water: due to it being immensely hard it is damaging our pipes, water heaters, hair, plus a myriad of other things. if it is eroding these things imagine what it could do over time to your esophagus. We are not being treated fairly, thus we are protesting for our basic Rights!

Sincerely,

Rhonda Byrnes