



Control Number: 54683



Item Number: 47

RECEIVED

RATEPAYER COMMENTS/REQUESTS TO INTERVENE

2023 JUN -2 AM 11:55

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 Drive Forter, 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: 5/30/2023

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**

Sheila D. Agnew dba Enviro-Management12625

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: June 19, 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>0.50</u>	/mo
Existing	10,000 gallons: \$	<u>0.70</u>	/mo	Proposed	10,000 gallons: \$	<u>1.00</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>206.94</u>	<u>n/a</u>
Water Annual Revenue Increase	Water Pass-Through Annual Revenue Increase	Sewer Annual Revenue Increase

May 15, 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

Again 5/30/2023

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 ENVIRONMENT'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 ENVIRONMENT 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, ENVIRONMENT 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 Byrner

Enviro-Management
2424 Sciaaca Road
Spring, Texas 77373
281-353-9479

May 15, 2023

Customers of Heritage Oaks Water System,

RE: "ERRATA NOTICE" for NOTICE OF PROPOSED RATE CHANGE for Enviro-Management in Montgomery County, CCN No.12625

Dear Customer,

This Errata Notice is being sent to you with the following corrections:

- 1) Enviro-Management has corrected its notice of the proposed rate change to correctly reflect the Proposed Minimum Monthly Charge for the Residential 5/8" meter to \$53.23.
- 2) The \$0.07 per 1,000 gallons Pumpage Fee for the Lone Star Groundwater Conservation District has increased to \$0.10 per 1,000 gallons. This change has been added to the bottom of the Notice of Proposed Rate Change. Both current and proposed rate comparisons are shown under Water – Pass Through Charges.

The Effective Date of Proposed Increase is June 19, 2023.

Sorry for any inconveniences this may have caused.

Enviro-Management
For Heritage Oaks Water System

Attachments

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

Sheila D. Agnew dba Enviro-Management12625

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CCN Number(s)

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

City

State

Zip

281-353-9479

Company Phone Number

49,834.00206.94n/a

Water Annual Revenue Increase

Water Pass-Through Annual Revenue Increase

Sewer Annual Revenue Increase

May 15, 2023October 25, 2013

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Date of Last Rate Change

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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 0 gallons		
Meter Size: RESIDENTIAL			Meter Size: RESIDENTIAL		
5/8"	\$	38.53	5/8"	\$	53.23
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.

Lone Star Groundwater Conservation District Pumpage fee of \$0.10 per 1,000 gallons used is added to the Gallonage Charge.

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