



**Control Number: 54683**



**Item Number: 58**

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

RECEIVED  
2023 JUN -7 AM 11:18  
PUBLIC UTILITY COMMISSION  
FILING CLERK

June 6, 2023

Central Records  
Public Utility Commission  
1701 N. Congress, Suite 8-100

RE: DOCKET NO. 54683 Enviro-Management's Response to Order No. 5, June 8, 2023 Deadline

Central Records,

Please file the enclosed documentation on my behalf.

Style: Application of Enviro-Management for Authority to Change Rates

Submitting Party: Enviro-Management

Brief Description:

ENVIRO-MANAGEMENT'S RESPONSE TO ORDER NO. 5, JUNE 8, 2023 DEADLINE

Date Submitted: June 7, 2023

*pages 1 - 89*

Thank you for your help.

Sheila Agnew  
Enviro-Management  
281-353-9479

*58*

Docket Number: 54683-3

SUPPLEMENTS FOR  
APPLICATION OF ENVIRO-MANAGEMENT FOR AUTHORITY TO CHANGE RATES

CONTENTS: - pages 1-2

Cover Page (Class C Rate/Tariff Change Application) – page 3

OATH (signed and notarized) – page 4

AFFIDAVIT for Notice of Proposed Rate Change (signed and notarized) – page 5

Notice Of Proposed Rate Change To Be Provided to Rate Payers – page 6

Ratepayer Comments/Requests To Intervene – page 7

Notice Of Proposed Rate Change – Water – page 8

2022 Water Sales – page 9

Balance Sheet – page 10

Cash Flow -2022 pages 1-3 (Native Files) – pages 11-13

Electronic Wage Reporting (W-2/W-3) – pages 14=15

Lone Star Groundwater Conservation District (Historic Permit Fee) – 2022 – page 16

Lone Star Groundwater Conservation District (Operating Fee) – 2022 – page 17

Schedule II-4 Large Items (with supporting documentation) – page 18

II-4, Exhibit A - page 19

II-4, Exhibit B - pages 20-21

II-4, Exhibit C - pages 22-23

II-4, Exhibit D - page 24

II-4, Exhibit E - page 25

II-4, Exhibit F - page 26

Schedule II-5 Known & Measurable Revenues or Expenses Justification (with supporting documentation) - page 27

II-5, Exhibit A - pages 28-29

Docket #54683-3

Page 2

SUPPLEMENTS FOR

APPLICATION OF ENVIRO-MANAGEMENT FOR AUTHORITY TO CHANGE RATES

General Public Relations Policy - page 30

Customer Complaints - pages 31-77



**CLASS C RATE/TARIFF CHANGE APPLICATION**

UTILITY NAME: Enviro-Management

CCN No 12625

ADDRESS OF UTILITY: 2424 Sciaca Road  
P.O. Box, Street and suite number, if applicable

Spring, 77373  
City and Zip Code

PHONE NUMBER: (281) 353-9479  
area code

**NAME OF PERSON TO CONTACT REGARDING THIS FILING:**

NAME: Sheila Agnew

PHONE 281-353-9479

EMAIL ADDRESS: enviromgmt@charter.net

PUCT CLASS SIZE  C  D (Mark One Box)  
Connector Count 500-2299 0-499

FOR TEST YEAR ENDING December 31, 2022 (Enter Month/ Date/Year)

AMOUNT INCREASE (DECREASE) \$49,834.00  
in dollars (From Schedule VII-1, Column B, Line 5 or Schedule VII-2, Column C, Line 29 or Schedule VII-3, Column C, Line 51)

PERCENT INCREASE (DECREASE) 38.00%  
*percent above (below) current revenue requirement* (From Schedule VII-1, Column B, Line 6 or Schedule VII-2, Column C, Line 30 or Schedule VII-3, Column C, Line 52)

DESCRIBE OWNERSHIP OF COMPANY  
Investor Owned Utility

PUBLIC UTILITY COMMISSION OF TEXAS (PUCT) DOCKET NUMBER OF LAST MAJOR RATE FILING\* 37694-R  
(If the last major rate filing was at the Texas Commission on Environmental Quality (TCEQ), provide a copy of the final order)

RATE CASE OR DOCKET NUMBER OF LAST MINOR TARIFF RATE CHANGE\*\* 36947-R

IF ANY UTILITY ASSETS WERE TRANSFERRED IN A SALE, TRANSFER, MERGER APPLICATION (STM), PROVIDE THE DOCKET NO (S) OR TCEQ APPLICATION NUMBER(S) 32477-S

\* (e.g. Class B, C or D Rate Change application or TCEQ Rate/Tariff change application)

\*\* (e.g. pass-through rate change or temporary water rate provision)

**CLASS C RATE/TARIFF CHANGE**

UTILITY NAME: Enviro-Management  
CCN No.: 12625  
DOCKET NUMBER 54683

**VERIFICATION OF ACCURACY**

**OATH**

STATE OF TEXAS

COUNTY OF Harris

Sheila D. Agnew makes an oath and says that he/she is Owner  
(Name of Affiant) (Official Title of Affiant)  
of Sheila D. Agnew dba Enviro-Management  
(Exact Legal Title or Name of the Respondent)

The signed officer has reviewed the application.

Based on the officer's knowledge, the rate application does not contain any untrue statements of a material fact or omit to state a material fact necessary in order to make the statements made, in light of the circumstances under which such statements were made, not misleading.

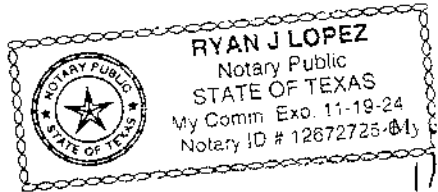
Based on such officer's knowledge, the financial statements, operations and other financial information included in the rate application fairly present in all material respects the financial condition and results of operations of the preparers as of, and for, the periods presented in the rate application.

He/she swears that all other statements contained in the said rate application are true, and that the said rate application is a correct and complete statement of the business and the above-named respondent during the test year time frame of

1/1/2022 to 12/31/2022

and including any additional time frames aside from the aforementioned test year resulting from rate case requests for information.

Subscribed and sworn to and before me, a Notary in and for the State and County of Harris County  
above-named, this 3rd day of March 2023, 2023 to certify which Texas  
witness  
my hand and seal of office.



commission expires 11-19-24

Sheila D. Agnew  
(Signature of Affiant)

[Signature]  
(Notary Public in And For The State Of Texas)

Ryan J Lopez  
Print or Type Name of Notary

AFFIDAVIT

STATE OF TEXAS

COUNTY OF Harris

I, Sheila D. Agnew being duly sworn, file this **NOTICE OF PROPOSED RATE CHANGE**

as owner (indicate relationship to Utility that is, owner, member of partnership, title as officer of corporation, or other authorized representative of Utility): that, in such capacity, I am qualified and authorized to file and verify such notice; and that all statements and matters set forth herein are true and correct.

I further represent that a copy of the attached notice was provided by U.S. Mail (bill insert) (method of delivery)

to each affected customer, each affected municipality, the Office of Public Utility Counsel, and any other affected party on or about March 2<sup>nd</sup>, 20 23

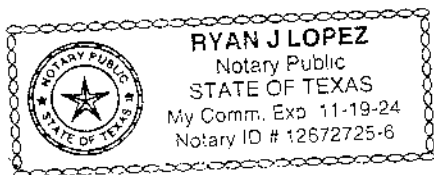
Sheila D. Agnew  
AFFIANT  
(Utility's Authorized Representative)

Enviro-Management  
NAME OF UTILITY

If the Affiant to this form is any person other than the sole owner, partner, officer of the Utility, or its attorney, a properly verified Power of Attorney must be enclosed. Notice may be deemed deficient if the affidavit is executed and notarized before the date the Notice is provided.

SUBSCRIBED AND SWORN TO BEFORE  
this the 3<sup>rd</sup> day of March, 20 23, to certify which witness my hand and seal of office.

SEAL



[Signature]  
NOTARY PUBLIC IN AND FOR THE  
STATE OF TEXAS

Ryan J Lopez  
PRINT OR TYPE NAME OF NOTARY

MY COMMISSION EXPIRES 11-19-24

PUC DOCKET NO. 54683 \*

**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](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 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
----------	-------------------	------------	-----	----------	-------------------	---------	-----

**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, 2023

October 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.



**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: \_\_\_\_\_ Last Name: \_\_\_\_\_

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

Email Address: \_\_\_\_\_

Address, City, State: \_\_\_\_\_

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: \_\_\_\_\_

Date: \_\_\_\_\_

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**

8

## 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: <b>RESIDENTIAL</b>			Meter Size: <b>RESIDENTIAL</b>		
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: \$		
<b>GALLONAGE CHARGE: 3.32</b>			<b>GALLONAGE CHARGE: 6.25</b>		
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 ( <b>Indicate either \$5.00 or 10%</b> )	\$	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.**

Enviro-Management  
2022 Water Sales

<u>MONTH</u>	<u>AMOUNT</u>	<u>TXRA</u>	<u>LSGCD</u>
January	6,944.25	70.40	44.73
February	6,596.65	66.77	37.38
March	6,331.05	63.67	31.78
April	6,155.09	61.91	28.07
May	6,825.73	68.72	42.21
June	6,533.57	66.73	36.05
July	7,785.21	78.73	62.44
August	6,938.61	70.75	44.59
September	6,706.21	67.06	39.69
October	6,633.17	66.33	38.15
November	6,493.73	64.95	35.21
December	<u>6,842.33</u>	<u>68.42</u>	<u>42.56</u>
	80,785.60	814.44	482.86

Balance Sheet  
Enviro-Management  
2022

**ASSETS**

**UTILITY PLANT**

101	Utility Plant in Service	132,474
	TOTAL UTILITY PLANT	132,474
110	Less: Accumulated Depreciation	65,506
	NET UTILITY PLANT	66,968

**CURRENT ASSETS**

131-135	Cash	11,948
141-143	Accounts Receivable	91,746
	<b><u>TOTAL ASSETS</u></b>	<b>103,694</b>

**LIABILITIES & EQUITY**

**EQUITY**

218	Proprietary Capital	66,968
	TOTAL EQUITY	66968

**LONG TERM DEBT**

224	Long Term Debt (more than 1 year)	0
	<b><u>CURRENT LIABILITIES (less than 1 year)</u></b>	<b>95,580</b>
241	Other Current Liabilities	11,403

	<b><u>TOTAL LIABILITIES &amp; EQUITY</u></b>	<b>106,983</b>
--	--	----------------

**Cash Flow - 2022**  
1/1/2022 through 12/31/2022

Category	1/1/2022- 12/31/2022
<b>INFLOWS</b>	
Income	92,560.44
<b>TOTAL INFLOWS</b>	<b>92,560.44</b>
<b>OUTFLOWS</b>	
Auto & Transport	
Auto Insurance	1,897.00
backhoe	201.00
<b>TOTAL Auto Insurance</b>	<b>2,098.00</b>
backhoe	
deisel	31.26
oil	24.32
<b>TOTAL backhoe</b>	<b>55.58</b>
Car Wash	18.00
Gas & Fuel	523.09
F150	2,949.59
lawnmower	16.45
<b>TOTAL Gas &amp; Fuel</b>	<b>3,489.13</b>
Registration	256.39
f150	101.75
trailer	61.25
<b>TOTAL Registration</b>	<b>419.39</b>
Service & Parts	
f-150	1,826.72
trailer	
tires	222.69
<b>TOTAL trailer</b>	<b>222.69</b>
<b>TOTAL Service &amp; Parts</b>	<b>2,049.41</b>
Tolls	560.00
Towing	82.50
<b>TOTAL Auto &amp; Transport</b>	<b>8,772.01</b>
Bills & Utilities	
Utilities;electric	3,336.62
<b>TOTAL Bills &amp; Utilities</b>	<b>3,336.62</b>
Equipment Purchase	
weedeater	161.26
<b>TOTAL Equipment Purchase</b>	<b>161.26</b>
Fees & Charges	
Bank Fee	54.57
checks Order Fee	51.01
<b>TOTAL Bank Fee</b>	<b>105.58</b>
<b>TOTAL Fees &amp; Charges</b>	<b>105.58</b>
Financial	
Life Insurance	766.12
<b>TOTAL Financial</b>	<b>766.12</b>
Licenses And Permits	
Heritage Oaks	
permit & Op Fee	765.00
regulatory Assessment, 2022	814.44
water System Fee	200.00

Cash Flow - 2022  
1/1/2022 through 12/31/2022

Category	1/1/2022- 12/31/2022
TOTAL Heritage Oaks	1,779.44
TOTAL Licenses And Permits	1,779.44
Licenses And Permits, Operator	111.00
classes For Renewal	579.95
TOTAL Licenses And Permits, Operator	690.95
Misc. Expense (Business)	103.18
membership	229.85
trash Service	297.17
TOTAL Misc. Expense (Business)	630.20
Office Expenses (Business)	473.48
postage	1,178.57
software	200.22
TOTAL Office Expenses (Business)	1,852.27
Office Expenses (Business), Rental	9,759.00
well Motor	3,250.00
TOTAL Office Expenses (Business), Rental	13,009.00
Personal Care	
Laundry	
uniform Shirts	105.27
TOTAL Laundry	105.27
TOTAL Personal Care	105.27
Prof and Legal Fees	
billing	1,650.12
electrical	1,420.78
main Repair	3,700.00
well Repair	15,782.85
TOTAL Prof and Legal Fees	22,553.75
Supplies (Business)	576.23
Backhoe Repairs & Maint.	1,000.22
BP Repair	606.94
chemicals	818.39
insect	21.96
TOTAL chemicals	840.35
curbstops	645.17
electrical Repairs	55.99
fence	161.29
gst Gauge	138.56
Heritage Oaks Repairs	
well Repair	242.00
TOTAL Heritage Oaks Repairs	242.00
laboratory	1,263.43
main Repair	1,613.99
new Booster Pump	4,155.72
pt Repair	149.06
valve Repair	96.26
work Boots	162.35
TOTAL Supplies (Business)	11,707.56
Tax	
Fed	
1040es #1, 2022	2,500.00
1040es #2, 2022	2,000.00

Cash Flow - 2022  
1/1/2022 through 12/31/2022

Category	1/1/2022- 12/31/2022
1040es #3, 2022	2,000.00
1040es #4,2022	1,500.00
941	
1stQtr	1,147.36
2nd Qtr,2022	1,781.85
3rd Qtr	1,527.30
4th Qtr	1,591.85
penalty	59.61
TOTAL 941	6,107.97
tax	
futa	84.00
TOTAL tax	84.00
TOTAL Fed	14,191.97
Property Tax	
F & F, M & E	11.08
Heritage Oaks	979.85
TOTAL Property Tax	990.93
TOTAL Tax	15,182.90
Tools	503.98
Utilities (Business)	
heritage Oaks	3,228.68
Internet (Business)	494.93
Telephone (Business)	2,307.21
TOTAL Utilities (Business)	6,030.82
Wages	28,507.22
<b>TOTAL OUTFLOWS</b>	<b>115,694.95</b>
<b>OVERALL TOTAL</b>	<b>-23,134.51</b>

## Forms W-2/W-3 Online

- Steps: ① Employer Information ② Form(s) W-2 List ③ W-2 Preview ④ W-3 Preview ⑤ Print & Review ⑥ Sign & Submit ⑦ Submission Confirmation ⑧ Save PDF

### ⑦ Confirmation Receipt - Your W-2/W-3 File Was Received

Your wage report was submitted successfully. Thank you for using W-2 Online.

This Wage File Identifier (WFID) is your confirmation number: [REDACTED]

We encourage you to print this page for your records. Your receipt will no longer be available once you leave this page.

If you need to delete this submission, you may do so by using the Submission Status application when the submission shows a "RECEIVED" status.

● Do not mail us any paper Form(s) W-2 or W-3.

#### Your Receipt

Employer: SHEILA [REDACTED] AGNEW	Employer EIN: [REDACTED]
Tax year: 2022	Payer type: 941 - Regular
Received on: 01/30/2023 06:02 PM Eastern Time	Form type: W-2
Received: 2 Forms W-2	
Total wages: \$32,100.00	Federal income tax withheld: \$1,137.00
Social security wages: \$32,100.00	Social security tax withheld: \$1,990.20
Medicare wages and tips: \$32,100.00	Medicare tax withheld: \$465.45

### What You Should Do Next

1. Keep a printout of this page for 4-7 years as proof of your filing date.
2. Print and distribute the Form(s) W-2 to your employees if you have not already done so.

● Do not mail us any paper Form(s) W-2 or W-3.

### What to Expect

- You can check the status of your submission by selecting the View Submission Status link from the EWR homepage.
- Please note: If your address or phone number has changed, remember to correct it in IRS records by using the IRS form 941. Contact the IRS for more information.
- If you need to make a correction to this wage report, ensure that the status of the report is COMPLETE. Then you can use the W-2c application to make corrections.



a Employee's social security number		OMB No. 1545-0008	
b Employer identification number (EIN)		1 Wages, tips, other compensation \$23,000.00	2 Federal income tax withheld \$851.00
c Employer's name, address, and ZIP code SHEILA [REDACTED] AGNEW ENVIRO-MANAGEMENT 2424 SCIAACA RD SPRING, TX 77373-6103		3 Social security wages \$23,000.00	4 Social security tax withheld \$1,426.00
		5 Medicare wages and tips \$23,000.00	6 Medicare tax withheld \$333.50
		7 Social security tips \$0.00	8 Allocated tips \$0.00
		9 [REDACTED]	10 Dependent care benefits \$0.00
d Control number			
e Employee's first name and Initial		Last name	
STEVEN [REDACTED]		AGNEW	
f Employee's address and ZIP code		SPRING, TX 77373	
11 Nonqualified plans \$0.00		12a See Instructions for box 12 \$0.00	
13 Statutory employee <input type="checkbox"/> Retirement plan <input type="checkbox"/> Third-party sick pay <input type="checkbox"/>		12b \$0.00	
14 Other \$0.00		12c \$0.00	
15 State Employer's state ID Number		16 State wages, tips, etc. \$0.00	
17 State Income tax \$0.00		18 Local wages, tips, etc. \$0.00	
19 Local income tax \$0.00		20 Locality name	

Form **W-2** Wage and Tax Statement

**2022**

Department of the Treasury—Internal Revenue Service

Copy D — For Employer

For Privacy Act and Paperwork Reduction Act Notice, see separate instructions.

a Employee's social security number		OMB No. 1545-0008	
b Employer identification number (EIN)		1 Wages, tips, other compensation \$9,100.00	2 Federal income tax withheld \$286.00
c Employer's name, address, and ZIP code SHEILA [REDACTED] AGNEW ENVIRO-MANAGEMENT 2424 SCIAACA RD SPRING, TX 77373-6103		3 Social security wages \$9,100.00	4 Social security tax withheld \$564.20
		5 Medicare wages and tips \$9,100.00	6 Medicare tax withheld \$131.95
		7 Social security tips \$0.00	8 Allocated tips \$0.00
		9 [REDACTED]	10 Dependent care benefits \$0.00
d Control number			
e Employee's first name and Initial		Last name	
TYLER [REDACTED]		AGNEW	
f Employee's address and ZIP code		SPRING, TX 77373	
11 Nonqualified plans \$0.00		12a See Instructions for box 12 \$0.00	
13 Statutory employee <input type="checkbox"/> Retirement plan <input type="checkbox"/> Third-party sick pay <input type="checkbox"/>		12b \$0.00	
14 Other \$0.00		12c \$0.00	
15 State Employer's state ID Number		16 State wages, tips, etc. \$0.00	
17 State Income tax \$0.00		18 Local wages, tips, etc. \$0.00	
19 Local income tax \$0.00		20 Locality name	

Form **W-2** Wage and Tax Statement

**2022**

Department of the Treasury—Internal Revenue Service

Copy D — For Employer

For Privacy Act and Paperwork Reduction Act Notice, see separate instructions.

### Employers, Please Note—

Specific information needed to complete Form W-2 is available in a separate booklet titled the 2022 General Instructions for Forms W-2 and

**Need help?** If you have questions about reporting on Form W-2, call the information reporting customer service site toll free at



Lone Star Groundwater Conservation District  
655 Conroe Park North Drive  
Conroe, TX 77303

# Invoice

Date	Invoice #
11/1/21	22-1098

Bill To
Enviro Management Sheila Agnew 2424 Sciaaca Road Spring, Texas 77373

Annual Payment

Project	Due Date	Permit #	2022 Allocation
HUP073	1/2/22	HUP073	8,174,000

Description	Quantity *	Rate	Amount
Historical Permit Fee for year January 1 - December 31, 2022  <i>CL 8367 1-3-22</i>	8,174	0.085	694.79
<b>Total</b>			\$694.79
<b>Payments/Credits</b>			\$0.00
<b>Balance Due</b>			\$694.79

\* Indicates count of 1,000 gallons.

Phone #	Fax #	E-mail
(936) 494-3436	(936) 494-3438	mrobinson@lonestargcd.org

Visit our Website at:
<a href="http://www.lonestargcd.org">www.lonestargcd.org</a>



Lone Star Groundwater Conservation District  
655 Conroe Park North Drive  
Conroe, TX 77303

# Invoice

Date	Invoice #
11/1/21	22-0325

Bill To
Enviro Management Sheila Agnew 2424 Sciaaca Road Spring, Texas 77373

Annual Payment

Project	Due Date	Permit #	2022 Allocation
OP-18111401	1/2/22	OP-18111401	826,000

Description	Quantity *	Rate	Amount
Operating Permit Fees for permit year January 1 - December 31, 2022	825	0.085	70.13
CK 8368 1-3-22			
<b>Total</b>			\$70.13
<b>Payments/Credits</b>			\$0.00
<b>Balance Due</b>			\$70.13

\* Indicates count of 1,000 gallons

Phone #	Fax #	E-mail
(936) 494-3436	(936) 494-3438	mrobinson@lonestargcd.org

Visit our Website at:
<a href="http://www.lonestargcd.org">www.lonestargcd.org</a>

UTILITY NAME <u>                                Enviro-Management                                </u> SCHEDULES - CLASS C RATE/TARIFF CHANGE II-4 LARGE ITEMS  FOR TEST YEAR ENDED <span style="float: right;">12/31/2022</span>
--

**INSTRUCTIONS:** Describe all large items listed in Schedule II-3 Operating Expenses in the test year column, the amount of the large item, and the justification for the large item. For each large item, provide documentation from the vendor, contractor, etc. that supports the cost.  
 \* A large item is more than 10% of the test year account balance and more than \$1,000

#	NARUC Account Number	Description of Expense	Amount of Large Item	Justification	Schedule Reference	Supporting documentation attachment number
1		well#2 - rework	\$ 7,875.00	well motor burn out		II-4, Exhibit A
2		well#1 - rework	\$ 7,908.00	well production decreased (motor going out)		II-4, Exhibit B
3		New booster pump	\$ 4,214.00	motor shorted and went out		II-4, Exhibit C
4		emergency main repairs	\$ 3,700.00	emergency main repairs		II-4, Exhibit D & E
5		re-work electrical panel	\$ 1,421.00	re-work electrical panel for well work		II=4, Exhibit F
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

II-4, Exhibit A 19






Ballard Water Well Company, LLC.  
 PO Box 970 Willis, TX 77378  
 832-479-3557 or 832-47-**WELLS**  
 info@texaswaterwell.com

Invoice # 1086  
 Date Mon Sep 19 2022  
 PO#  
 Balance 7875.19  
 Due on Fri Sep 16 2022



Bill To:  
 Shelia Agnew Enviro Mngmnt  
 enciromgmt@charter.net  
 Porter, Texas  
 (281) 353 9479  
 enciromgmt@charter.net

Service Location:  
 Shelia Agnew Enviro Mngmnt  
 23457 W Heritage Oaks Dr  
 Porter, Texas 77365  
 (281) 353 9479  
 enviromgmt@charter.net

Description	QTY	Price	Amount
 Service Call - Commercial Commercial Service Call	1.00	275.00	275.00
 Labor To Pull 2" Sch 80 Threaded PVC Discharge With Access - Commercial Labor to Pull 2" Sch 80 PVC Discharge with Access - Commercial	1.00	1000.00	1000.00
 5Hp Submersible Pump/Motor 5 Hp Stainless Steel Submersible Pump and Motor Estimated Flow Rate 40-50GPM ***1 Year Warranty***	1.00	4750.00	4750.00
 Labor To Reinstall 2" Sch80 PVC Discharge W Access - Commercial Labor to Reinstall 2 Discharge with Access - Commercial	1.00	1000.00	1000.00
 4" X 2" Aluminum Well Seal 4" x 2" Aluminum Well Seal	1.00	250.00	250.00
		Sub total	7275.00
		Tax	600.19
		Tax Rate	8.250%
		Total	7875.19
		Balance	7875.19

Regulated By: TDLR 512-463-788 P.O. Box 12157 Austin, TX 78711

PRICING Subject to Change Daily until 100% deposit is received.  
**2% DISCOUNT & LOCKED IN PRICING** for 100% Deposit Received Upon Acceptance in the form of a Check, Cash, ACH, or Wire Transfer. 100% deposit DOES  
 NOT expedite the install. Expedited rush fees available  
**3% DISCOUNT** for (2) or more Water Wells Drilled at the same time and in close proximity to each other 5% Maximum Discount  
Payment Terms - 50% Deposit Due Upon Crew Mobilization - Final Balance Payment Due the day the job is Complete - Absence of electricity does not constitute  
 withholding payment -  
**BALLARD WATER WELL is not responsible** for Damage to landscape (grass, trees, shrubs, flowers), Property (driveways, culverts, fences, gates, structures), Pets or Livestock,  
 overhead or underground utilities (irrigation lines, septic, electric, cable, telephone, gas lines, etc.), Removing or Disturbing water, mud, soil, lawn. Customer must provide a  
 work area free of: wet/muddy ground conditions, obstructing trees, refuse, buildings, fences, underground and overhead utilities. Water well systems will freeze and void  
 warranty if not covered by a temperature controlled Insulated enclosure. Insulate all exposed piping while leaving snifter and relief valve openings uncovered. Thermostat  
 Controlled 1500Watt Forced Air Space Heater is Required to Avoid Freezing. Heat Lamps are Not Sufficient. Water production and quality (calcium, iron, manganese, sulfur,  
 sediment, etc.) are not guaranteed. Water wells are highly chlorinated for disinfection and require flushing thoroughly (10-24Hours). Customer guarantees payment in full  
 immediately upon completion. Equipment installed on customer's property remains under the sole ownership of Ballard until payment in full is received by Ballard. Ballard  
 reserves the right, and Customer expressly agrees, to allow Ballard, it's employees, agents and/or representatives to access and enter the property at any time without notice  
 to remove ANY equipment still owned by Ballard as restitution for Customer's failure to remit payment in full. Absence of Electricity does not constitute Non Payment.  
 Customer must protect the well from freeze and insects/pests. ALL systems should be protected in a temperature controlled enclosure. Frozen well equipment voids warranty.  
 Warranty excludes damage caused by: electrical surge, tampering, accidental damage, natural phenomena (lightening). Customer must install Backflow Prevention Device to  
 protect the Public Water Supply. BWW, if responsible and agreeable to repairs, is available for repairs Monday-Friday excluding Holidays. Work is to be completed during  
 standard working hours. Emergency fees to be assessed if emergency services are authorized by customer and are performed by Ballard. An INSUFFICIENT FUNDS CHARGE of  
 \$50.00 will be assessed to bounced checks. Accounts over 30 days past due are subject to an additional charge of 5% per month until paid in full.

II-4, Exhibit B

20





Ballard Water Well Company, LLC.  
 PO Box 970 Willis, TX 77378  
 832-479-3557 or 832-47-WELLS  
 info@texaswaterwell.com

Invoice # 1155  
 Date Tue Oct 04 2022  
 PO#  
 Balance 7907.66  
 Due on Fri Sep 23 2022



Bill To:  
 Shelia Agnew Enviro Mngmnt  
 23457 W Heritage Oaks Dr  
 Porter, Texas 77365  
 (281) 353 9479  
 enviromgmt@charter.net

Service Location:  
 Shelia Agnew Enviro Mngmnt  
 23457 W Heritage Oaks Dr  
 Porter, Texas 77365  
 (281) 353-9479  
 enciromgmt@charter.net

Description	QTY	Price	Amount
 <b>Service Call - Commercial</b> Commercial Service Call	1.00	275.00	275.00
 <b>Labor To Pull 1 1/4" PVC W/Access Commercial</b> Labor to Pull 1" or 1 1/4" with Access	1.00	500.00	500.00
 <b>Jetting 4" Casing - Commercial/Public</b> Jetting 4" Casing - Commercial/Public with 375 CFM Compressor	1.00	750.00	750.00
 <b>3Hp Submersible Pump</b> 3Hp Stainless Steel Submersible Pump/Motor Estimate Flow Rate 25-30GPM ***1 Year Warranty***	1.00	2975.00	2975.00
 <b>1/2" Gooseneck Vent</b> 1/2" Gooseneck Vent	1.00	75.00	75.00
 <b>Labor To Reinstall 2" Sch80 PVC Discharge W Access - Commercial</b> Labor to Reinstall 2 Discharge with Access - Commercial	1.00	1000.00	1000.00
 <b>Acid - Pipe Clean 150 Liquid Descaler</b> Liquid Descaler - Acid - Price per 5 gallons - 5 gal minimum	2.00	500.00	1000.00
 <b>Labor To Acidize 4" Water Well</b> Acidizing Well Labor	1.00	275.00	275.00
 <b>4" X 1 1/4" Aluminum Well Seal</b> 4" x 1 1/4" Aluminum Well Seal	1.00	250.00	250.00
 <b>1 1/4" InLine Check Valve</b> 1 1/4" Check Valve In Line	1.00	105.00	105.00
 <b>Labor To Install Check Valve</b> Check Valve Labor to Install	1.00	100.00	100.00
		Sub total	7305.00

Description	QTY	Price	Amount
		Tax	602.66
		Tax Rate	8.250%
		Total	7907.66
		Balance	7907.66

21

Regulated By: TDLR 512-463-788 P.O. Box 12157 Austin, TX 78711

PRICING Subject to Change Daily until 100% deposit is received

2% DISCOUNT & LOCKED IN PRICING for 100% Deposit Received Upon Acceptance in the form of a Check, Cash, ACH, or Wire Transfer 100% deposit DOES

NOT expedite the install Expedited rush fees available

3% DISCOUNT for (2) or more Water Wells Drilled at the same time and in close proximity to each other 5% Maximum Discount

Payment Terms: 50% Deposit Due Upon Crew Mobilization · Final Balance Payment Due the day the job is Complete · Absence of electricity does not constitute withholding payment ·

BALLARD WATER WELL is not responsible for Damage to landscape (grass, trees, shrubs, flowers), Property (driveways, culverts, fences, gates, structures), Pets or Livestock, overhead or underground utilities (irrigation lines, septic, electric, cable, telephone, gas lines, etc.), Removing or Disturbing water, mud, soil, lawn. Customer must provide a work area free of wet/muddy ground conditions, obstructing trees, refuse, buildings, fences, underground and overhead utilities. Water well systems will freeze and void warranty if not covered by a temperature controlled Insulated enclosure. Insulate all exposed piping while leaving snifter and relief valve openings uncovered. Thermostat Controlled 1500Watt Forced Air Space Heater is Required to Avoid Freezing Heat Lamps are Not Sufficient. Water production and quality (calcium, iron, manganese, sulfur, sediment, etc.) are not guaranteed. Water wells are highly chlorinated for disinfection and require flushing thoroughly (10-24Hours) Customer guarantees payment in full immediately upon completion. Equipment installed on customer's property remains under the sole ownership of Ballard until payment in full is received by Ballard. Ballard reserves the right, and Customer expressly agrees, to allow Ballard, it's employees, agents and/or representatives to access and enter the property at any time without notice to remove ANY equipment still owned by Ballard as restitution for Customer's failure to remit payment in full. Absence of Electricity does not constitute Non Payment. Customer must protect the well from freeze and insects/pests. ALL systems should be protected in a temperature controlled enclosure. Frozen well equipment voids warranty. Warranty excludes damage caused by: electrical surge, tampering, accidental damage, natural phenomena (lightening) Customer must install Backflow Prevention Device to protect the Public Water Supply. BWW, if responsible and agreeable to repairs, is available for repairs Monday-Friday excluding Holidays. Work is to be completed during standard working hours. Emergency fees to be assessed if emergency services are authorized by customer and are performed by Ballard. An INSUFFICIENT FUNDS CHARGE of \$50.00 will be assessed to bounced checks. Accounts over 30 days past due are subject to an additional charge of 5% per month until paid in full.

Pump Hp { {custom pump_hp} }	Static Water Level	103	Hardness
Motor Amperage	Pumping Water Level		pH
Incoming Voltage	On Pressure		Iron
Additional { {custom additional_info_and_notes} } Info	Off Pressure		Tds

Notes:

**Thank You For Your Business!**

# GULF SOUTH SUPPLY, INC.

Distributors For  
 WATER PUMP & WATER WELL SUPPLIES  
 ON-SITE WASTEWATER SUPPLIES  
 TANKS, VALVES, CONTROLS & BOOSTER SYSTEMS

HOUSTON, TEXAS 77037

*Exhibit C 22*  
 No. 41938

Phone (281) 445-8077  
 Fax (281) 445-8557

*MANAGEMENT* CUSTOMER # \_\_\_\_\_ DATE *10-5-22*  
 ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_  
 ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

QUANTITY	B/O	DESCRIPTION	LIST	NET	EXTENSION
1		DHJ Pump, 5 HP 1 Phase 230 Volt, w/ 2" Pkg 53.			3839. <sup>00</sup>
<p><b>ORIGINAL</b>  <i>m/c</i>  <b>VOICE</b></p>					
<p>AMOUNT \$4,155.72</p>					<p>TAX</p>
<p>APPROVED</p>					<p>TOTAL</p>
<p>SALE</p>					<p><i>+ 316.72</i>  <u>4155.72</u></p>

GULF SOUTH SUPPLY  
 7721 AIRLINE DR  
 HOUSTON TX 77037  
 281-445-8077

TID: 002  
 DID: 0001  
 Batch #: 000776  
 10/06/22  
 APPR CODE: 03288C  
 MASTERCARD  
 REF#: 00000001  
 02:24:40  
 Chip  
 \*\*/\*\*

Net 30 Days  
 Material Accepted for Return  
 s Accepted for Return  
 ectrical Items and/or Switches

**PLEASE PAY FROM THIS INVOICE**

RECEIVED BY \_\_\_\_\_

For terms or returned goods please present this bill.

MASTERCARD  
 AID: A0000000041010  
 TVR: 80 00 00 80 00  
 TSI 68 00



*n BP Installation*

THANK YOU FOR SHOPPING AT  
COMMUNITY HARDWARE LLC  
(281) 354-3322

WE MAKE AND REPAIR WINDOW SCREENS  
10/05/22 2:10PM BRENDA 553 SALE  
427078 4 EA \$5.49 EA \*  
2" SCH40 SXS 90D ELBOW \$21.96  
SUB-TOTAL: \$ 21.96 TAX: \$ 1.81  
TOTAL: \$ 23.77  
BC AMT: \$ 23.77

BK CARD#: XXXXXXXXXX  
MID: \*\*\*\*\*9799TID:  
AUTH: 08294C AMT: \$ 23.77  
Host reference #: 568042 Bat#0000

TID: 00238210

Chip Read  
CARD TYPE: MASTERCARD EXPR: XXXX  
AID: A0000000041010  
TVR: 8000008000  
IAD: 011060100322000000000000000000  
TSI: 6800  
ARC: 00  
MODE: Issuer  
CVM:  
Name:  
ATC: 009A  
AC: 14706E1A222E5BA  
TxnID/ValCode: 141384

Bank card USD\$ 23.77



==> JRNL#F68042 <<==  
CUST NO: \*5

THANK YOU TYLER AGNEW  
FOR YOUR PATRONAGE

Name: X  
I agree to pay above total amount  
according to card issuer agreement  
(merchant agreement if credit voucher)  
Acct: CASH

Customer Copy

*New BP Installation*

THANK YOU FOR SHOPPING AT  
COMMUNITY HARDWARE LLC  
(281) 354-3322

WE MAKE AND REPAIR WINDOW SCREENS  
10/05/22 1:37PM BRENDA 553 SALE  
386294 1 EA \$13.99 EA \*  
15" STPI HANDSAW \$13.99  
1553 1 EA \$6.99 EA \*  
FRENCH BURN PEANUTS ~~\$5.99~~ -757  
429218 4 EA \$2.99 EA \*  
2" SXWIP MALE ADAPTER \$11.96  
428157 2 EA \$2.99 EA \*  
2" PVC SCH40 COUPLING \$5.98  
SUB-TOTAL: \$ 38.92 TAX: \$ 3.21  
TOTAL: \$ 42.13  
BC AMT: \$ 42.13

BK CARD#: XXXXXXXXXX  
MID: \*\*\*\*\*9799TID:  
AUTH: 06754C AMT: \$ 42.13  
Host reference #: 568032 Bat#0000

TID: 00238210

Chip Read  
CARD TYPE: MASTERCARD EXPR: XXXX  
AID: A0000000041010  
TVR: 8000008000  
IAD: 011060100322000000000000000000  
TSI: 6800  
ARC: 00  
MODE: Issuer  
CVM:  
Name:  
ATC: 0099  
AC: EDB7219AADD0B190  
TxnID/ValCode: 141379

Bank card USD\$ 42.13



==> JRNL#F68032 <<==  
CUST NO: \*5

THANK YOU TYLER AGNEW  
FOR YOUR PATRONAGE

Name: X  
I agree to pay above total amount  
according to card issuer agreement  
(merchant agreement if credit voucher)  
Acct: CASH

Customer Copy

*Exhibit C*

*Page 2*

*23*

*34.54*

IB-4, Exhibit D

24

# GJ Boring & Construction Services

## Invoice

P.O. BOX 2125  
CONROE, TX 77305  
Phone: 832-823-4811  
Email: GJBoring.Construction@Gmail.com

DATE	12/22/2021
Invoice	5963
CUSTOMER ID	EnviroMGM
DUE DATE	12/22/2021

**BILL TO**

ATTN: Mrs Sheila  
Enviro Management

CK 8376  
1-10-22

[EnviroMgm@Charter.Com](mailto:EnviroMgm@Charter.Com)

	QTY	RATE	AMOUNT
<b>Total Labor &amp; Equipment</b>			
<p align="center"><b>***Emergency Call***</b> 22942 Oak Lane</p> <p>Crew was called to an emergency water leak repair, 811 was called to locate the utilities. They started digging with digging with the mini excavator and Mrs Sheila's employee started hand digging. Crew turned off the main shut off valves and they found that a 2" pvc pipe that was cracked. They cut the damaged section of 2" pipe and it was replaced for a new section of 2" Sch40 pipe reconnecting it to the existing 2" water line using 2 2"x7" repair clamps. Mrs Sheila's worker only had one repair clamp and we sent a crew member to pick one up at the supply store. The main shut off valves were turned on to make sure everything is working normal. Hole was covered and working area was cleaned.</p> <p>Note: Mrs Sheila furnished the material except for 1 repair clamp.</p> <p>Note: All the material that was brought from the supply store the Mud District kept.</p>			\$1,000.00
Subtotal			1,000.00

- Total payment is due upon job completed.
- Please include the invoice number on your check.

Other	-
<b>TOTAL</b>	<b>1,000.00</b>

Make all checks payable to  
GJ Boring & Construction Services

If you have any questions about this invoice, please contact  
Lizeth Varelas, Phone 832-823-4811, E-mail [GJBORING.CONSTRUCTION@GMAIL.COM](mailto:GJBORING.CONSTRUCTION@GMAIL.COM)

IB-4, Exhibit E 25

# GJ Boring & Construction Services

P.O. BOX 2125  
 CONROE, TX 77305  
 Phone: 832-823-4811  
 Email: GJBoring.Construction@gmail.com

## Invoice

DATE	12/22/2022
Invoice	6337
CUSTOMER ID	Enviro-Mgmt
DUE DATE	12/21/2022

12-28-22  
 ck # 8418

**BILL TO**

ATTN: Ms. Sheila  
 Enviro-Management

QTY	RATE	AMOUNT
<b>Total Labor &amp; Equipment</b>		
	<p><b>**Emergency Call**</b>            23788 Willdwood</p> <p>Crew was called to a water leak, they called 811 to locate the utilites, after waiting for 2 hours like Texas 811 requires a second request was made. Crew began to dig in indicated area to find the 2" water main had a cracked coupling. They cut a section about 3ft long of the 2" water main to install a new section of 2" Sch40 and it was reconnected with 2 2"x7" repair clamps. Crew turned the main shut off valves back on to make sure everything was working normal, holes were covered and working area was cleaned.</p>	\$2,700.00
Subtotal		2,700.00

Taxes	
<b>TOTAL</b>	\$ 2,700.00

1. Total payment is due upon job completed.
2. Please include the invoice number on your check.

Make all checks payable to  
 GJ Boring & Construction Services

If you have any questions about this invoice, please contact  
 Lizeth Varelas, Phone 832-823-4811, E-mail GJBORING.CONSTRUCTION@GMAIL.COM  
 Thank You For Your Business!

Electrical Mechanical Service Inc.

PO Box 1545  
Rosenberg, Texas 77471  
713.856.7111

1-24-22  
CU 8381

INVOICE

DATE	INVOICE NO.
1/3/2022	2022-01001

BILL TO
Enviro Management 2424 Sciaaca Spring, TX 77373

JOB SITE
Heritage Oaks Water System Porter, TX combo 4915 74

P.O. NO.	TERMS
	Net 30

DESCRIPTION	QTY	RATE	AMOUNT
A3310			
12/22 - Service call to reconfigure existing enclosure for well controls. Reconfigure wiring for well #1 Reconfigure well on/off controls through pressure switches. Install HOA for well #1 (small well). Hook up alternator for both wells.			
Principle Electrician/Mechanic	4	120.00	480.00
Secondary Electrician	4	80.00	320.00
Apprentice Electrician	4	70.00	280.00
Materials: misc control wire, 1/2" flex (non-metallic), 1/2" non-metallic flex connectors, din rail, misc hardware, #10 butt splices, reducer hardware.		157.50	157.50
Fuel surcharge		75.00	75.00
Sales Tax Houston, Harris Co 2101017, MTA 3101990		8.25%	108.28
<i>Interest on unpaid invoice balance will accrue at the annual rate of 18%.</i>	Total		\$1,420.78

TECL #20295

THANK YOU!

UTILITY NAME: Enviro-Management  
 SCHEDULES - CLASS C RATE/TARIFF CHANGE  
**II-5 KNOWN & MEASURABLE REVENUES OR EXPENSES JUSTIFICATION**  
 FOR TEST YEAR ENDED: 12/31/2022

**INSTRUCTIONS:** Describe all known and measurable changes in revenues and expenses, the amount of the change, and the justification for the change. For each change, provide documentation from the vendor, contractor, etc. that supports the increase or decrease in costs. Adequate supporting documentation consists of a rate change notice, a new contract etc. which must be submitted with the application. Reference the source documentation to this schedule.

	NARUC Account Number	Description of Expense	Amount of Large Item	Justification	Schedule Reference	Supporting documentation attachment number
1	601 1	Employee Labor	\$ 16,900.00	C Operator/Operations & Maintenance	I-1	II-5 Exhibit A, pg 1 & 2
2				Works 5-7/days wk, 24 hour on call.		
3	601 2	Office Salaries	\$ 18,200.00	*worked without salary in 2022	I-1	II-5 Exhibit A, pg 1 & 2
4				The increase from 2021 is 4,200		
5	603	Management Salary	\$ 3,000.00	C Operator/Operations & Maintenance	I-1	II-5 Exhibit A, pg 1 & 2
6				Works 5-7/days wk, 24 hour on call.		
7						
8						
9	631-636	Contract Accounting	\$ (17,433.00)	Makor Data (bill contractor) is no longer providing billing services. Billing is now being done in-house.	I-1	II-5 Exhibit A, pg 1 & 2
10		and well(s) re-work		Worked without salary (office) in 2022		
11				be able to pay for wells to be re-worked.		
12						
13						
14						
15						
16						
17						
18						
19						
20						

**ENVIRO-MANAGEMENT**  
**II-5 Known & Measurable Revenue or Expenses Justification**  
**Supporting Documentation**

<b>DESCRIPTION</b>	<b>TEST YEAR</b>	<b>AMT OF CHANGE</b>	<b>ADJUSTED</b>
<b>601.1 Employee Labor</b>	<b>9,100.</b>	<b>16,900</b>	<b>26,000</b>

Tyler Agnew – C Operator/Operations & Maintenance – Works 5 days/wk and is on call.  
 Money was not there to pay proper salaries.

$$12.50 \text{ hr} \times 40 \text{ hr/wk} = \$500 \quad \$500 \text{ wk} \times 52 \text{ wks} = \$26,000$$

<b>601.2 Office Salaries</b>	<b>0</b>	<b>18,200</b>	<b>18,200</b>
------------------------------	----------	---------------	---------------

Sheila Agnew – Office Support – Answering phones 24/7, compliance reports, in-house billing, accounts receivable, accounts payable, New customer applications. Worked without a salary in 2022 so there would be money for well pump & motor replacement and booster pump replacement.

$$\$8.75 \text{ hr} \times 40 \text{ hr/wk} = \$350 \quad \$350 \text{ wk} \times 52 \text{ wks} = \$18,200$$

Salary in previous rate increase was \$14,000.

<b>603 Management Salary</b>	<b>23,000</b>	<b>3,000</b>	<b>26,000</b>
------------------------------	---------------	--------------	---------------

Steven Agnew – C Operator/Operations & Maintenance – Works 5 days/wk and is on call.  
 Did not receive a full 52 weeks pay in 2022.

$$12.50 \text{ hr} \times 40 \text{ hr/wk} = \$500 \quad \$500 \text{ wk} \times 52 \text{ wks} = \$26,000$$

Salary in previous rate increase was \$16,000

Enviro-Management  
 II-5 Known & Measurable Revenues or Expenses Justification  
 Supporting Documentation

DESCRIPTION	TEST YEAR	AMT OF CHANGE	ADJUSTED
<b>631-636</b>			
<b>Well work, Electrical, emergency Repair, billing</b>	<b>24,179</b>	<b>(17,433)</b>	<b>6,746</b>

The amount of the change is (17,433), 24,179 for contract work (well re-work, electrical, emergency repairs, billing). The amount of the well re-work and billing was adjusted down to allow for an office salary and billing now being done in-house. The well re-work was added to Schedule III-3 Plant Schedule.

Sheila Agnew (myself) worked without salary (office salary) in 2022 to fund the well re-work and since Makor Data no longer does the billing, my salary was adjusted for the extra work.

Salaries on the previous rate increase 9 years ago were:

Office Salary: 14,000 - increase of 4,200 = 18,200 (no salary in 2022)

Operator salary 16,000 - increase of 10,000 = 26,000 (This Operator made 23,000 in 2022, so the increase needed for 2023 is 3,000.

## GENERAL PUBLIC RELATIONS POLICY

Water system personnel shall adhere to high standards of public service that emphasize professionalism and courtesy. Employees are required to maintain good moral conduct and to do their part in maintaining good relations with their supervisors and fellow employees, the customers, and the general public and state regulators.

Procedures to follow on customer complaints:

- Be polite and professional when speaking to customers
- Write down the specific complaint.
- Follow up on the complaint as soon as possible and attempt to resolve or advise supervisor for reassignment of the complaint.
- Advise the customer of the results or the reassignment of the complaint and who to contact for further assistance.



**CUSTOMER PROTECTION DIVISION  
ON-LINE COMPLAINT FORM**

**Complaint**

**Normal**

Tuesday, September 20, 2022

Investigator: **Delgado, Lisa**  
Date Pending: 10/5/2022  
Complaint No: **CP2022091132**  
Company: **ENVIRO-MANAGEMENT**  
Complaint: **Outages**  
Service No:

**Customer:**  
Last Name: **Franklin**  
First Name: **John**  
Business:  
Date Closed:  
Date Received: **9/19/2022**  
Account No: **101010351**  
Spanish: No

Service Address:

23680 W Heritage Oaks Dr

Mail Address:

23680 W Heritage Oaks Dr

Porter TX 77365

Porter TX 77365

Alt Last:  
Alt First:

Day: **(832) 785-9389**  
Alt:  
Email: jbf101996@yahoo.com

Complaint Note:

Entered: **9/19/2022 11:36:00 AM**

Entered By: **Pola, Magenta**

31

**CUSTOMER PROTECTION DIVISION**

**Complaint**

**Normal**

**ON-LINE COMPLAINT FORM**

Tuesday, September 20, 2022

CCN 12625 Customer states that his area experiences multiple outages all the time. Customer states that the water is shut off at least 2 times a week for multiple reasons. Customer states that on Friday the water was shut off again. Customer contacted the water company and was told that the main water pump had broken. Customer states that they were without water all through the weekend and this morning, the water finally came back on this morning. Customer states that he contacted the water company to find out what they are doing to try and eliminate the constant water shut offs. Customer was not given and kind of resolution. Customer asked them if they have a back up generator for situations like the one that happened last Friday and he was not given an answer. Customer states that he has children and the constant water shut offs are not acceptable. Its always something with the water lines, leaks, unplanned maintenance, and boil water notices. Customer states that they never get notice when these things are happening, they just wake up to no water. Customer states that the water is back on now, but he wants to know what they are doing to prevent these constant was outages or shut offs.

ENVIRO-MANAGEMENT  
2424 SCIAACA ROAD  
SPRING, TEXAS 77373  
281-353-9479

October 4, 2022

Public Utility Commission of Texas  
Customer Protection Division  
VIA email: [puccomplaints@puc.texas.gov](mailto:puccomplaints@puc.texas.gov)

[Complaint No:CP2022091132] – John Franklin

To Whom It May Concern,

This purpose of this letter is to answer the Complaint No. referenced above. Enviro-Management (CCN 12625) operates and maintains the Heritage Oaks Water System PWS ID 1700121.

**Customer states that he has had an ongoing issue with outages.**

*The water system had numerous leaks this summer, most likely due to ground shifting caused by the severe drought. Leaks are repaired as soon as they are reported or found, because of this, advanced notice cannot be given. Isolation valves are used to isolate main trunk lines while repairs are being made, so that the whole neighborhood is not turned off at the same time.*

*On September 16, 2022, one of our well motors went out unexpectedly and the GST level had dropped. The Operator isolated the plant to allow the other well to refill the GST. Customers were informed immediately by text message that there was a mechanical issue and a technician was in route. A Boil Water Notice was also issued on 9/16 along with the text. Two Operators were on call and taking turns monitoring the plant over the weekend. Operators made the decision to release water on Saturday, 9/17, for 7 hours with restrictions on non-essential, use such as watering lawns, washing cars or filling swimming pools. Sunday, 9/18, water was released for 11 hours. These measures were taken to maintain the integrity of the plant and equipment. Service was restored at 5 a.m. on Monday, 9/19. Ballard Water Well replaced the pump and motor on 9/19 (see invoice). Bacteriological samples marked 'Special' were taken, the results were negative, and a Boil Water Rescind Notice was issued by text on 9/22.*

**Customer asked them if they have a backup generator for situations like the one that happened last Friday and he was not given an answer.**

*Ms. Franklin called Friday 9/16, and was informed that a well motor was out and a contractor was in route. The question was not asked, nor was there time to discuss this with other calls coming in. However, if it had, the answer would be that while a generator is useful after a storm when power has been lost, it would not help with the current situation or when leaks are being repaired as power was not lost.*

**Customer states that they never get notice when these things are happening.**

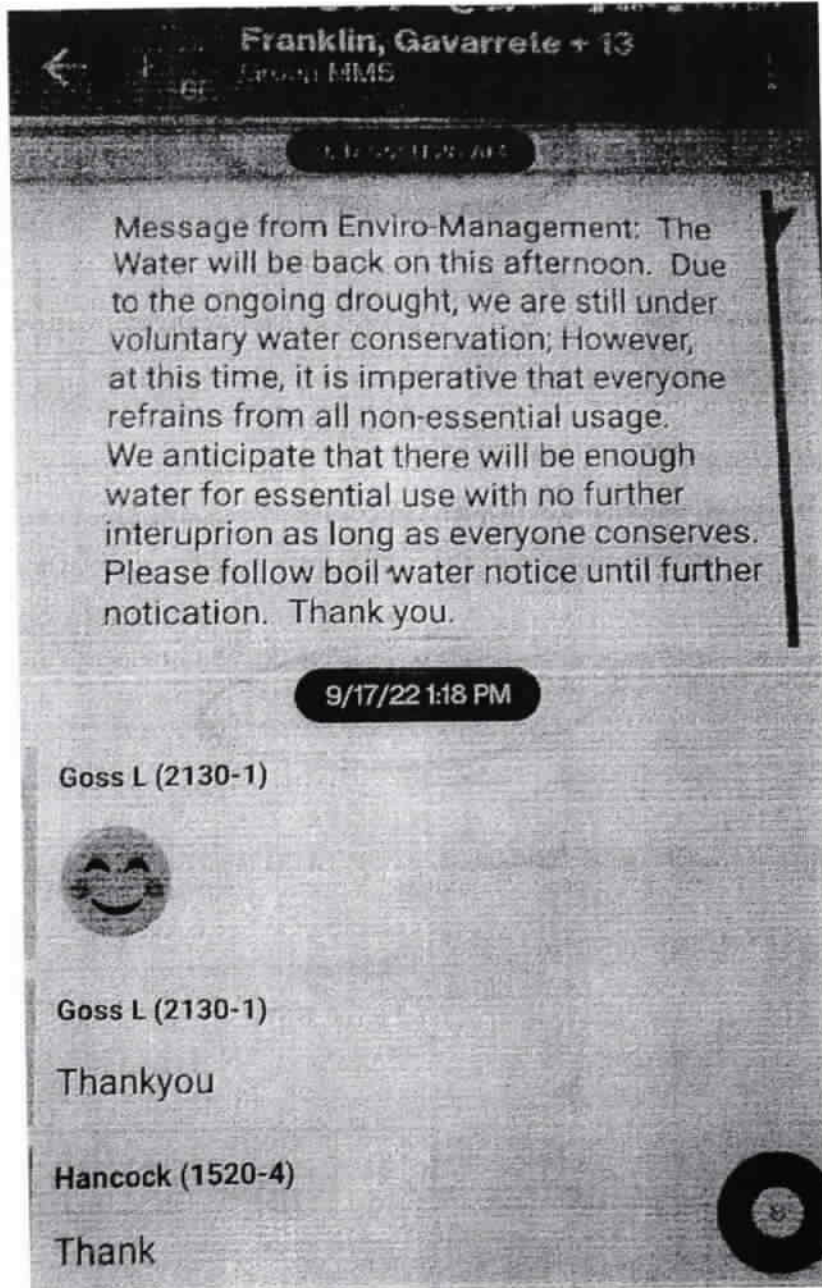
*No fewer than 4 notices were sent out from 9/16 – 9/18. Please see attached notices. More can be sent if needed.*

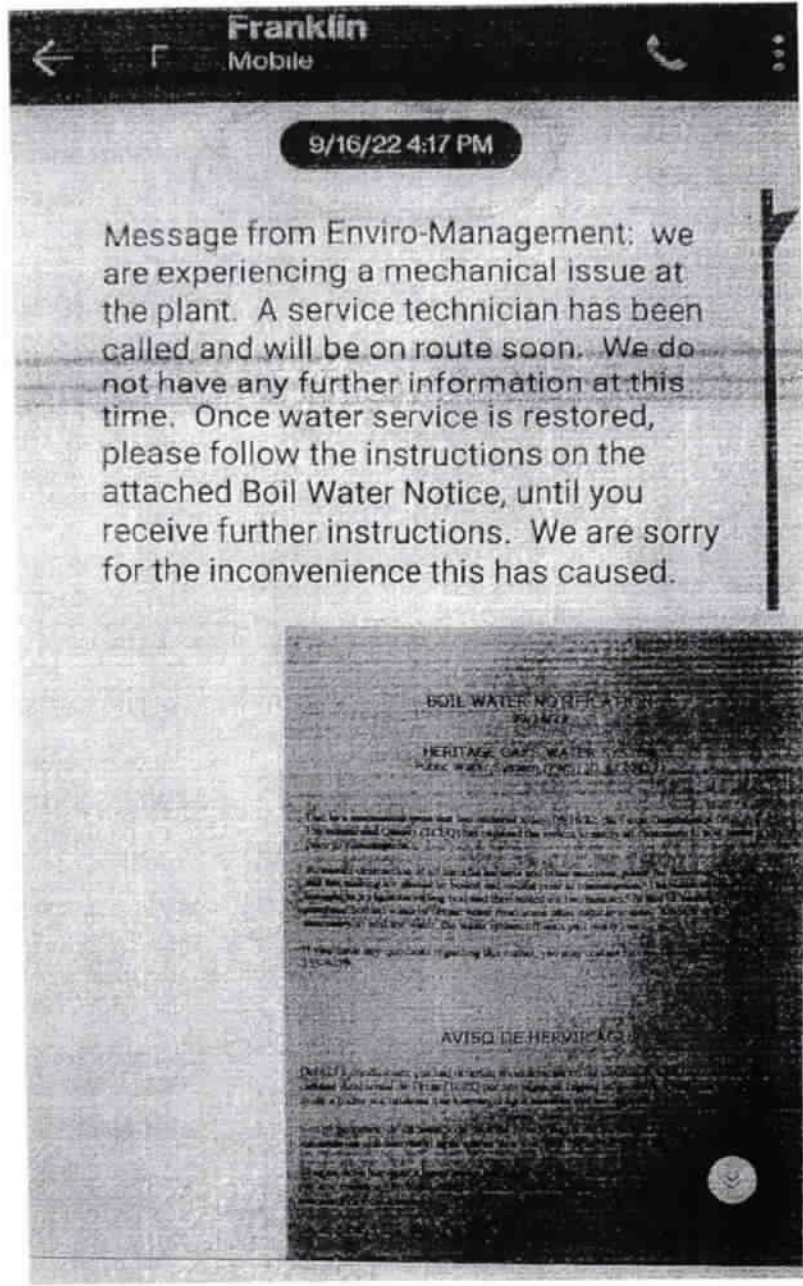
In conclusion, Operators followed the TAC 16, Chapter 24, Subchapter F, Rule 24.171(a)(1). Every utility or water supply or sewer service corporation will make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time. Documentary evidence is attached.

Sincerely,

Sheila Agnew  
Enviro-Management

Attachments: Customer Notices, Boil Water and Rescind Boil Water Notices, Laboratory Results, Ballard Water Well Invoice





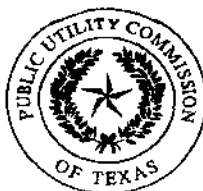
**Peter M. Lake**  
Chairman

**Will McAdams**  
Commissioner

**Lori Cobos**  
Commissioner

**Jimmy Glotfelty**  
Commissioner

**Kathleen Jackson**  
Commissioner



**Greg Abbott**  
Governor

**Thomas J. Gleeson**  
Executive Director

***Public Utility Commission of Texas***

10/21/2022

Mr John Franklin  
23680 W Heritage Oaks Dr  
Porter TX 77365

RE: Complaint # CP2022091132

Dear Mr Franklin:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas received your complaint against Enviro-Management on 9/19/2022. In your complaint you mentioned concerns regarding the outages. With the information provided, CPD sent the complaint to Enviro-Management with a request to research your complaint and file their response to your concerns. On 10/21/2022, CPD reviewed the documentation provided by you and Enviro-Management to ensure the company had acted consistently with the Commission's Substantive Rules.

Enviro-Management confirmed on 9/16/2022, one of their well motors went out unexpectedly and the GST level had dropped. The Operator isolated the plant to allow the other well to refill the GST. Customers were informed immediately by text message that there was a mechanical issue, and a technician was in route. A Boil Water Notice was also issued, along with a text. Two Operators were on call and taking turns monitoring the plant over the weekend. Operators released the water on Saturday, for 7 hours with restrictions on non-essential use such as watering lawns, washing cars or filling swimming pools. Sunday water was released for 11 hours. These measures were taken to maintain the integrity of the plant and equipment. Service was restored at 5 a.m. on 9/19/2022. Ballard Water Well replaced the pump and motor on 9/19/2022. Bacteriological samples were taken, the results were negative, and a Boil Water Rescind Notice was issued by text on 9/22/2022.

Enviro-Management indicated the water system had numerous leaks this summer, most likely due to ground shifting caused by the severe drought. Leaks are repaired as soon as they are reported or found. Because of this, advanced notice cannot be given. Isolation valves are used to isolate main trunk lines while repairs are being made, so that the entire neighborhood is not turned off at the same time.

---

Mr John Franklin  
10/21/2022  
Page 2

CPD's investigation determined that Enviro-Management has acted consistently with Substantive Rule §24.171 Continuity of Service by reestablishing your service within the shortest possible time and making reasonable provisions to meet emergencies resulting from failure of service. Enviro-Management has also acted consistently with Substantive Rule §24.205 Adequacy of Water Utility Service. Every retail public utility shall maintain its facilities to protect them from contamination, ensure efficient operation, and promptly repair leaks. We trust we have addressed this matter to your satisfaction.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Kenneth Wilson  
Customer Protection Division  
Public Utility Commission of Texas

cc: Enviro-Management



**CUSTOMER PROTECTION DIVISION  
ON-LINE COMPLAINT FORM**

**Complaint**

**Normal**

Tuesday, September 20, 2022

Investigator: **Ford, Isabel**  
Date Pending: 10/5/2022  
Complaint No: **CP2022091145**  
Company: **ENVIRO-MANAGEMENT**  
Complaint: **Outages**  
Service No:

Customer:  
Last Name: **Cox**  
First Name: **Bruce**  
Business:  
Date Closed:  
Date Received: **9/19/2022**  
Account No: **101011152**  
Spanish: No

Service Address:

23586 West Heritage Oaks

Mail Address:

23586 West Heritage Oaks

Porter TX 77365

Porter TX 77365

Alt Last:  
Alt First:

Day: **(832) 445-4172**  
Alt:  
Email: **tlcerc@live.com**

Complaint Note:

CCN 12625 The customer states that he has had an ongoing issue with outages. In the last six months, he has lost service three times, which can last up to 48 hours. The customer states that when he speaks to the company, he is never given a reconnection time. The customer has been told several different reasons for the outages, but they are never repaired. The customer is requesting the issue to be permanently repaired.

Entered: 9/19/2022 12:30:00 PM

Entered By: **Ray, Carolyn**

ENVIRO-MANAGEMENT  
2424 SCIAACA ROAD  
SPRING, TEXAS 77373  
281-353-9479

September 24, 2022

Public Utility Commission of Texas  
Customer Protection Division  
VIA email: [puccomplaints@puc.texas.gov](mailto:puccomplaints@puc.texas.gov)

[Complaint No:CP2022091145] – Bruce Cox

To Whom It May Concern,

This purpose of this letter is to answer the Complaint No. referenced above. Enviro-Management (CCN 12625) operates and maintains the Heritage Oaks Water System PWS ID 1700121.

**Customer states that he has had an ongoing issue with outages.**

*The water system had numerous leaks this summer, most likely due to ground shifting caused by the severe drought. Leaks are repaired as soon as they are reported or found, because of this, advanced notice cannot be given. Isolation valves are used to isolate main trunk lines while repairs are being made, so that the whole neighborhood is not turned off at the same time.*

*On September 16, 2022, One of our well motors went out unexpectedly and the GST level had dropped. The Operator isolated the plant to allow the other well to refill the GST. Customers were informed immediately by text message that there was a mechanical issue and a technician was in route. A Boil Water Notice was also issued on 9/16 along with the text. Two Operators were on call and taking turns monitoring the plant over the weekend. Operators made the decision to release water on Saturday, 9/17, for 7 hours with restrictions on non-essential, use such as watering lawns, washing cars or filling swimming pools. Sunday, 9/18, water was released for 11 hours. These measures were taken to maintain the integrity of the plant and equipment. Service was restored at 5 a.m. on Monday, 9/19. Ballard Water Well replaced the pump and motor on 9/19 (see invoice). Bacteriological samples marked 'Special' were taken, the results were negative, and a Boil Water Rescind Notice was issued by text on 9/22.*

**In the last six months, he has lost service three times, which can last up to 48 hours and is never given a reconnection time.**

*Leak repairs take between 1 – 2 hours, once the line is isolated, and our customers are informed that this is an estimated time frame. During the weekend of 9/16-9/18, Operators released water for several hours each day. Customers were notified through several text messages and given a time when service would be restored. Please see attached text notification. Several other texts can be forwarded if needed.*

**The Customer has been told several different reasons for the outages, but they were never repaired.**

*As previously stated in this letter, there were only 2 reasons (leaks, well motor out) given for outages and isolation valves were used during leaks so that the whole neighborhood is not off at the same time. Repairs were made each time.*

In conclusion, Operators followed the TAC 16, Chapter 24, Subchapter F, Rule 24.171(a)(1). Every utility or water supply or sewer service corporation will make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time. Documentary evidence is attached.

Sincerely,

Sheila Agnew  
Enviro-Management

Attachments: Customer Notice, Boil Water and Rescind Boil Water Notices, Laboratory Results, Ballard Water Well Invoice



C( C( C( C(

Cox, Crockett, Cruz, D, D  
Group MMS

42

9/17/22 11:17 AM

Message from Enviro-Management: The Water will be back on this afternoon. Due to the ongoing drought, we are still under voluntary water conservation; However, at this time, it is imperative that everyone refrains from all non-essential usage. We anticipate that there will be enough water for essential use with no further interuprion as long as everyone conserves. Please follow boil water notice until further notication. Thank you.

Sunday 7:21 PM

Cox (01115-2)

Did you shut the water back off and if so when is it going to be back on

Yes, 5 am in the morning.

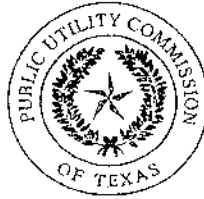
**Peter M. Lake**  
Chairman

**Will McAdams**  
Commissioner

**Lori Cobos**  
Commissioner

**Jimmy Giotfelty**  
Commissioner

**Kathleen Jackson**  
Commissioner



**Greg Abbott**  
Governor

**Thomas J. Gleeson**  
Executive Director

*Public Utility Commission of Texas*

10/24/2022

Mr. Bruce Cox  
23586 West Heritage Oaks  
Porter TX 77365

RE: Complaint # CP2022091145

Dear Mr. Cox:

The Customer Protection Division (CPD) has received the response from Enviro-Management concerning the outages you have experienced with the company. We have reviewed the documentation provided by both you and Enviro-Management to make sure the company acted consistently with the Commission's applicable Substantive Rules.

Enviro-Management confirmed on 9/16/2022, one of their well motors went out unexpectedly and the GST level had dropped. The Operator isolated the plant to allow the other well to refill the GST. Customers were informed immediately by text message that there was a mechanical issue, and a technician was in route. A Boil Water Notice was also issued, along with a text. Two Operators were on call and taking turns monitoring the plant over the weekend. Operators released the water on Saturday, for 7 hours with restrictions on non-essential use such as watering lawns, washing cars or filling swimming pools. Sunday water was released for 11 hours. These measures were taken to maintain the integrity of the plant and equipment. Service was restored at 5 a.m. on 9/19/2022. Ballard Water Well replaced the pump and motor on 9/19/2022. Bacteriological samples were taken, the results were negative, and a Boil Water Rescind Notice was issued by text on 9/22/2022.

Enviro-Management indicated the water system had numerous leaks this summer, most likely due to ground shifting caused by the severe drought. Leaks are repaired as soon as they are reported or found. Because of this, advanced notice cannot be given. Isolation valves are used to isolate main trunk lines while repairs are being made, so that the entire neighborhood is not turned off at the same time.

CPD's investigation determined that Enviro-Management has acted consistently with Substantive Rule §24.171 Continuity of Service by re-establishing your service within the shortest possible time and making reasonable provisions to meet emergencies resulting from failure of service. Enviro-Management has also acted consistently with Substantive Rule §24.205 Adequacy of Water Utility Service. Every retail public utility shall maintain its facilities to protect them from contamination, ensure efficient operation, and promptly repair leaks.

---

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Lisa Delgado  
Customer Protection Division  
Public Utility Commission of Texas

cc: Enviro-Management

**CUSTOMER PROTECTION DIVISION  
ON-LINE COMPLAINT FORM**

**Complaint**

**Emergency**

Wednesday, September 21, 2022

Investigator: **Delgado, Lisa**  
Date Pending: 10/12/2022  
Complaint No: **CP2022091141**  
Company: **ENVIRO-MANAGEMENT**  
Complaint: **Discontinuance**  
Service No:

Customer:  
Last Name: **Weaver**  
First Name: **Yvonne**  
Business:  
Date Closed:  
Date Received: **9/19/2022**  
Account No: **101010301**  
Spanish: No

Service Address:  
23704 W Heritage Oaks

Mail Address:  
23704 W Heritage Oaks

Porter TX 77365

Porter TX 77365

Alt Last:  
Alt First:

Day: **(832) 527-7255**  
Alt:  
Email: [yvonne195808@gmail.com](mailto:yvonne195808@gmail.com)

**Complaint Note:**

Customer stated her water is currently off and on for the past 4 days due to water main issue that they are trying to fix. Customer stated she has no way to getting large amounts of water for herself due to mobility issues. She also stated they have been on a boil notice as well. She stated she's tried to call Enviro-Management but can't get through and the line is busy. She feels that this is extensive and isn't able to talk to anyone to get this issue resolved.

Entered: **9/19/2022 12:17:00 PM**

Entered By: **Contreras, Adan**

45



ENVIRO-MANAGEMENT  
2424 SCIAACA ROAD  
SPRING, TEXAS 77373  
281-353-9479

September 27, 2022

Public Utility Commission of Texas  
Customer Protection Division  
VIA email: [puccomplaints@puc.texas.gov](mailto:puccomplaints@puc.texas.gov)

[Complaint No:CP2022091141] – Yvonne Weaver

To Whom It May Concern,

This purpose of this letter is to answer the Complaint No. referenced above. Enviro-Management (CCN 12625) operates and maintains the Heritage Oaks Water System PWS ID 1700121.

**Customer stated her water is currently off and on for the past 4 days due to water main issue that they are trying to fix.**

*On September 16, 2022, one of our well motors went out unexpectedly and the GST level had dropped. The Operator isolated the plant to allow the other well to refill the GST. Customers were informed immediately by text message that there was a mechanical issue and a technician was in route. A Boil Water Notice was also issued on 9/16 along with the text. Two Operators were on call and taking turns monitoring the plant over the weekend. Operators made the decision to release water on Saturday, 9/17, for 7 hours with restrictions on non-essential, use such as watering lawns, washing cars or filling swimming pools. Sunday, 9/18, water was released for 11 hours. These measures were taken to maintain the integrity of the plant and equipment. Service was restored at 5 a.m. on Monday, 9/19. Ballard Water Well replaced the pump and motor on 9/19 (see invoice). Bacteriological samples marked 'Special' were taken, the results were negative, and a Boil Water Rescind Notice was issued by text on 9/22.*

**She stated she's tried to call Enviro-Management but can't get through and the line is busy. She feels this is extensive and isn't able to talk to anyone to get this issue resolved. We answer our phone 24/7. Several calls were taken and customers were kept informed by text messages. We are sorry we missed Ms. Weaver's phone call. This issue has been resolved. Ballard Water Well invoice is attached.**



In conclusion, Operators followed the TAC 16, Chapter 24, Subchapter F, Rule 24.171(a)(1). Every utility or water supply or sewer service corporation will make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time. Documentary evidence is attached.

Sincerely,

Sheila Agnew  
Enviro-Management

Attachments: Boil Water and Rescind Boil Water Notices, Laboratory Results, Ballard Water Well Invoice

48 4

Weaver (1030-1)

W(

Mobile



9/16/22 5:54 PM

Message from Enviro-Management: we are experiencing a mechanical issue at the plant. A service technician has been called and will be on route soon. We do not have any further information at this time. Once water service is restored, please follow the instructions on the attached Boil Water Notice, until you receive further instructions. We are sorry for the inconvenience this has caused.

**BOIL WATER NOTIFICATION**  
09/16/22

**HERITAGE OAKS WATER SYSTEM**  
Public Water System (PWS) ID #1700127

Due to a mechanical issue that has occurred today, 9/16/22, the Public Health and Environmental Quality (PHEQ) has required the system to notify all customers of a boil water order prior to implementation.

To ensure distribution of all bottled bottles and other information, water for drinking, bathing, and for animals has already been bottled and cooled prior to consumption. The water is being bottled in a vigorous rolling boil and then bottled for two minutes. In the meantime, bottled water is being distributed from other nearby sources. As soon as it is necessary to halt the event, the water system will notify you.

If you have any questions regarding this matter, you may contact the PHEQ at 551-0070.

**AVISO DE HERVIR AGUA**

49

**Peter M. Lake**  
Chairman

**Will McAdams**  
Commissioner

**Lori Cobos**  
Commissioner

**Jimmy Glotfelty**  
Commissioner

**Kathleen Jackson**  
Commissioner



**Greg Abbott**  
Governor

**Thomas J. Gleeson**  
Executive Director  
1700

## *Public Utility Commission of Texas*

10/24/2022

Ms. Yvonne Weaver  
23704 W Heritage Oaks  
Porter TX 77365

RE: Complaint # CP2022091141

Dear Ms. Weaver:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas received your complaint against Enviro-Management concerning water outages in your area. With the information you provided, CPD initiated an investigation on your behalf and notified Enviro-Management of your complaint.

CPD has reviewed the documentation presented by you and Enviro-Management to ensure they have acted consistently with applicable Commission rules. The company reported the most recent outage occurred on 9/16/2022, was due to equipment issues. According to records customers were notified immediately by text message that there was a mechanical issue, and a technician was in route. A Boil Water Notice was also issued, along with a text. Two Operators were on call and taking turns monitoring the plant over the weekend and repairs were completed on 9/19/2022.

Please note additional assistance may also be obtained by contacting the TCEQ which has joint authority with the Public Utility Commission of Texas over water and wastewater utilities in Texas. TCEQ is responsible for the general supervision and oversight of water districts and public water systems. Complaints about the quality of your drinking water, water pressure, health and safety of your water source, water restrictions, taste odor or water color, should be directed to the following contact information:

Texas Commission on Environmental Quality  
P.O. Box 13087  
Austin, TX 78711-308  
Toll-free telephone number: 855-685-8237  
Website: <http://www.tceq.state.tx.us>



Printed on recycled paper

An Equal Opportunity Employer

Enviro-Management is required by 16 Texas Administrative Code § 24.171(a)(1), to make all reasonable efforts to prevent interruptions of service. The information provided by Enviro-Management confirmed it had responded to the recent outage and replaced the pump and motor as promptly as possible. We recommend continuing to report outages or low water pressure directly to Enviro-Management when they occur to help them identify areas in need of repair.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Sarah Gonzalez  
Customer Protection Division  
Public Utility Commission of Texas

cc: Enviro-Management

**CUSTOMER PROTECTION DIVISION  
ON-LINE COMPLAINT FORM**

**Complaint**

**Normal**

Tuesday, September 20, 2022

Investigator: **Delgado, Lisa**  
Date Pending: 10/5/2022  
Complaint No: **CP2022091164**  
Company: **ENVIRO-MANAGEMENT**  
Complaint: **Outages**  
Service No:

Customer:  
Last Name: **Davis**  
First Name: **Debra**  
Business:  
Date Closed:  
Date Received: **9/19/2022**  
Account No: **51101023311**  
Spanish: No

Service Address:  
22891 Woodland Drive

Mail Address:  
22891 Woodland Drive

Porter TX 77365

Porter TX 77365

Alt Last:  
Alt First:

Day: **(281) 932-0221**  
Alt:  
Email: **debdav55@yahoo.com**

**Complaint Note:**

CCN 12625 The customer states that she has had an ongoing issue with the outage. The customer states that in the last six months she has lost service over 12 times, which can last up to 48 hours. The customer states that when she calls the company, she is given different reasons for the outages. The customer feels that the problem is not being permanently repaired. The customer has a disabled individual in their home that needs running water.

Entered: **9/19/2022 2:43:00 PM**

Entered By: **Ray, Carolyn**

SQ

11 11

ENVIRO-MANAGEMENT  
2424 SCIAACA ROAD  
SPRING, TEXAS 77373  
281-353-9479

September 27, 2022

Public Utility Commission of Texas  
Customer Protection Division  
VIA email: [puccomplaints@puc.texas.gov](mailto:puccomplaints@puc.texas.gov)

[Complaint No:CP2022091164] – Debra Davis

To Whom It May Concern,

This purpose of this letter is to answer the Complaint No. referenced above. Enviro-Management (CCN 12625) operates and maintains the Heritage Oaks Water System PWS ID 1700121.

**Customer states that she has had an ongoing issue with outages.**

*The water system had numerous leaks this summer, most likely due to ground shifting caused by the severe drought. Leaks are repaired as soon as they are reported or found, because of this, advanced notice cannot be given. Isolation valves are used to isolate main trunk lines while repairs are being made, so that the whole neighborhood is not turned off at the same time.*

*On September 16, 2022, one of our well motors went out unexpectedly and the GST level had dropped. The Operator isolated the plant to allow the other well to refill the GST. Customers were informed immediately by text message that there was a mechanical issue and a technician was in route. A Boil Water Notice was also issued on 9/16 along with the text. Two Operators were on call and taking turns monitoring the plant over the weekend. Operators made the decision to release water on Saturday, 9/17, for 7 hours with restrictions on non-essential, use such as watering lawns, washing cars or filling swimming pools. Sunday, 9/18, water was released for 11 hours. These measures were taken to maintain the integrity of the plant and equipment. Service was restored at 5 a.m. on Monday, 9/19. Ballard Water Well replaced the pump and motor on 9/19 (see invoice). Bacteriological samples marked 'Special' were taken, the results were negative, and a Boil Water Rescind Notice was issued by text on 9/22.*

**In the last six months, she has lost service twelve times, which can last up to 48 hours.**

*Service was never off the number of times or duration in the last six months as stated in the complaint. Due to Isolation valves used during leaks, the whole neighborhood is not off at the same time. Leak repairs take between 1 – 2 hours, once the line is isolated, and our customers are informed that this is an estimated time frame. During the weekend of 9/16-9/18, Operators released water for several hours each day.*

**The Customer states that she is given different reasons for the outages. The customer feels the problem is not being permanently repaired.**

*There were only 2 reasons (leaks, well motor out) given for outages in the last six months. Repairs were made each time.*

In conclusion, Operators followed the TAC 16, Chapter 24, Subchapter F, Rule 24.171(a)(1). Every utility or water supply or sewer service corporation will make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time. Documentary evidence is attached.

Sincerely,

Sheila Agnew  
Enviro-Management

Attachments: Boil Water and Rescind Boil Water Notices, Laboratory Results, Ballard Water Well Invoice

**Peter M. Lake**  
Chairman

**Will McAdams**  
Commissioner

**Lori Cobos**  
Commissioner

**Jimmy Glotfelty**  
Commissioner

**Kathleen Jackson**  
Commissioner



**Greg Abbott**  
Governor

**Thomas J. Gleeson**  
Executive Director

***Public Utility Commission of Texas***

10/21/2022

Ms Debra Davis  
22891 Woodland Drive  
Porter TX 77365

RE: Complaint # CP2022091164

Dear Ms Davis:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas has received your informal complaint filed against Enviro-Management. Your complaint expressed concern regarding frequent service interruptions affecting your premise.

Enviro-Management is required by 16 Texas Administrative Code (TAC) § 24.171(a), to make reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time. After receiving your complaint, we contacted Enviro-Management with a request for information regarding the service in your area.

In response to your concerns with the service, Enviro-Management reported that the Heritage Oaks Water System had numerous leaks this summer due to shifting ground caused by the severe drought. Enviro-Management explained that leaks are repaired as soon as possible after a report is received or they are identified. Isolation valves are used to isolate main trunk lines while repairs are conducted, so that the whole neighborhood is not turned off at the same time. The cause of the outage on 9/15/2022 was that one of the well motors went out and the ground storage tank (GST) level dropped. Enviro-Management isolated that plant to allow the other well to refill the GST. Customers were informed via text message and a boil water notice was issued. Operators released water for 7 hours on 9/17/2022 for non-essential use and for 11 hours on 9/08/2022. Ballard Water Well replaced the pump and motor on 9/19/2022 and service was restored that day.

We recommend continuing to report outages to Enviro-Management when they occur so that there will be a record of the trouble report and the company may address it as soon as possible.



Ms Debra Davis  
Pg. 2

Please be advised that the Commission's jurisdiction regarding water and sewer utilities involves the functions with respect to the regulation of water and sewer rates, Certificates of Convenience and Necessity, and Sale, Transfers and Mergers. While the Commission and the Texas Commission on Environmental Quality (TCEQ) have concurrent jurisdiction on certain issues, the TCEQ retained oversight over some water matters, such as drinking water quality (including taste, odor, and color), water pressure, condition of the infrastructure, drought monitoring, boil water notices, sewage spills, as well as water and sewer health and safety concerns. For further assistance, you may contact TCEQ at the following contact information:

Texas Commission on Environmental Quality  
P.O. Box 13087  
Austin, TX 78711-308  
Toll-free telephone number: 1-888-777-3186  
Website: <http://www.tceq.state.tx.us>

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Maria M. Powers  
Customer Protection Division  
Public Utility Commission of Texas

Cc: Enviro-Management

**CUSTOMER PROTECTION DIVISION  
ON-LINE COMPLAINT FORM**

**Complaint**

**Normal**

Thursday, September 22, 2022

Investigator: **5, CPD**  
Date Pending: 10/7/2022  
Complaint No: **CP2022091253**  
Company: **ENVIRO-MANAGEMENT**  
Complaint: **Customer Service**  
Service No:

**Customer:**  
Last Name: **Bynum**  
First Name: **Rhonda**  
Business:  
Date Closed:  
Date Received: **9/21/2022**  
Account No: **101010611**  
Spanish: No

Service Address:  
23652 W Heritage Oaks Dr

Mail Address:  
23652 W Heritage Oaks Dr

Porter TX 77365

Porter TX 77365

Alt Last:  
Alt First:

Day: (713) 614-6477  
Alt:  
Email: klord49@hotmail.com

Complaint Note:

Entered: 9/21/2022 9:33:00 AM

Entered By: Love, Monica

56

**CUSTOMER PROTECTION DIVISION**

**Complaint**

**Normal**

**ON-LINE COMPLAINT FORM**

Thursday, September 22, 2022

CCN 12625 - The customer has many concerns with ENVIRO-MANAGEMENT regarding the constant turning off and on of the water without proper notification and reasoning for the interruptions. The customer doesn't believe that this company hasn't done any type of winterization since WS URI, what she has noticed was a blue tarp and a piece of wood placed over one of the pipes. She states one of the neighbors has actual pictures. Another of her concerns is that her bills are extremely high \$60 for one person and ENVIRO will not credit the billing when the water has been interrupted for any period of time (not related to non-payment). When concerns are brought up to ENVIRO regarding higher-than-expected bills and asked to have the meter checked the response given from the water company is that the customer must have a leak and they won't come out to check the meter.

ENVIRO-MANAGEMENT  
2424 SCIAACA ROAD  
SPRING, TEXAS 77373  
281-353-9479

October 6, 2022

Public Utility Commission of Texas  
Customer Protection Division  
VIA email: [puccomplaints@puc.texas.gov](mailto:puccomplaints@puc.texas.gov)

[Complaint No:CP2022091253] – Rhonda Bynum

To Whom It May Concern,

This purpose of this letter is to answer the Complaint No. referenced above. Enviro-Management (CCN 12625) operates and maintains the Heritage Oaks Water System PWS ID 1700121.

**Customer has many concerns with Enviro-Management regarding the constant turning off and on of the water without proper notification and reasoning for the interruptions.**  
*The water system had numerous leaks this summer, most likely due to ground shifting caused by the severe drought. Leaks are repaired as soon as they are reported or found, because of this, advanced notice cannot be given. Isolation valves are used to isolate main trunk lines while repairs are being made, so that the whole neighborhood is not turned off at the same time.*

**Customer doesn't believe that this company hasn't (has?) done any type of winterization since WS URI, what she has noticed was a blue tarp and a piece of wood placed over one of the pipes. She states one of the neighbors has actual pictures.**  
*Enviro-Management winterizes every year. Please see the attached receipts for supplies. The blue tarp, with a heater underneath it, at the water plant was covering the electrical panel. Picture attached. Due to the winterization of the water plant, we did not have any broken water pipes*

**Another one of her concerns is that her bills are extremely high \$60 for one person.**  
*Historically, the Bynum's average usage has been 6,000 gallons. This year the average usage is 5,000. Bills are based on meter reading that are collected around the same time every month.*

Please see the attached meter book pages, showing the readings for July, August, and September. Our rate schedule (attached) is as follows:

Base Rate (includes 1,000 gallons)	\$38.53
Gallons Charge	\$3.32 per 1,000 gallons over the minimum, plus
Lone Star GCD Pumpage Fee	\$0.07 per 1,000 gallons for all usage
Regulatory Assessment fee	1.0% of the retail bill

Her readings are as follows:

July	2861 to <u>2869</u>	8,000 gallons usage
Aug	2869 to <u>2876</u>	7,000 gallons usage
Sept	2876 to <u>2880</u>	4,000 gallons usage
		19,000 gallons/3 mo. = 6.333 avg.

September bill has not been mailed. August bill for 7,000 gal was billed as follows:

Base Rate:	\$38.53 (0-1,000)
6,000 @ 3.32	\$19.92 (3.32 per 1,000 gal)
TXRA 1.0%	\$0.49
LSGCD	<u>\$0.59</u>
	\$59.53

**Enviro-Management will not credit the billing when the water has been interrupted for any period of time (not related to non-payment).**

*Enviro-Management is in compliance with TCEQ and PUC Rules and Regulations. Pursuant to TAC Title 16, part 2, Chapter 24, Subchapter F, Rule 24.165(a)(j)(1)(k), In the event that utility service is interrupted for more than 24 hours, the utility shall prorate the base charge to reflect this loss of service.*

**When concerns are brought up to Enviro regarding higher-than-expected bills and asked to have the meter checked the response given from the water company is that the customer must have a leak and they won't come out to check the meter.**

*All reports of a leak are investigated. The meter has been checked and has not shown any indication of a leak now or in the past. If a customer still suspects they may have a leak that doesn't show on the meter, they are told there may be a leaky toilet and to consult a plumber for any leaks inside the home.*

Sincerely,

Sheila Agnew  
Enviro-Management

Attachments

**Peter M. Lake**  
Chairman

**Will McAdams**  
Commissioner

**Lori Cobos**  
Commissioner

**Jimmy Glotfelty**  
Commissioner

**Kathleen Jackson**  
Commissioner



**Greg Abbott**  
Governor

**Thomas J. Gleeson**  
Executive Director

***Public Utility Commission of Texas***

10/26/2022

Ms Rhonda Bynum  
23652 W Heritage Oaks Dr  
Porter TX 77365

RE: Complaint # CP2022091253

Dear Ms Bynum:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas received your complaint against Enviro-Management on 9/21/2022. In your complaint you mentioned concerns regarding the outages. With the information provided, CPD sent the complaint to Enviro-Management with a request to research your complaint and file their response to your concerns. On 10/26/2022, CPD reviewed the documentation provided by you and Enviro-Management to ensure the company had acted consistently with the Commission's Substantive Rules.

Enviro-Management stated they winterize every year. The blue tarp, with a heater underneath it, at the water plant, was covering the electrical panel. Due to the winterization of the water plant, they did not have any broken water pipes.

Enviro-Management Water Tariff approved on 10/25/2013:

Base Rate (includes 1,000 gallons)	\$38.53
Gallons Charge	\$3.32 per 1,000 gallons over the minimum
Lone Star GCD Pumpage Fee	\$0.07 per 1,000 gallons for all usage
Regulatory Assessment fee	1.0% of the retail bill

Enviro-Management provided a 3-month usage history:

Month	Reading	Gallons
July	2861 to 2869	8,000
Aug	2869 to 2876	7,000
Sept	2876 to 2880	4,000

Ms Rhonda Bynum  
10/26/2022  
Page 2

Enviro-Management indicated the water system had numerous leaks this summer, most likely due to ground shifting caused by the severe drought. Leaks are repaired as soon as they are reported or found. Because of this, advanced notice cannot be given. Isolation valves are used to isolate main trunk lines while repairs are being made, so that the entire neighborhood is not turned off at the same time.

Note: In the event that utility service is interrupted for more than 24 hours, the utility shall prorate the base charge to reflect this loss of service.

CPD's investigation determined that Enviro-Management has acted consistently with Substantive Rule §24.171 Continuity of Service by reestablishing your service within the shortest possible time and making reasonable provisions to meet emergencies resulting from failure of service. Enviro-Management has also acted consistently with Substantive Rule §24.165 Billing. Bills must be calculated according to the rates approved by the regulatory authority and listed on the utility's approved tariff. We trust we have addressed this matter to your satisfaction.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Kenneth Wilson  
Customer Protection Division  
Public Utility Commission of Texas

cc: Enviro-Management

**CUSTOMER PROTECTION DIVISION  
ON-LINE COMPLAINT FORM**

**Complaint**

**Emergency**

Monday, September 19, 2022

Investigator: **Ford, Isabel**  
Date Pending: 10/4/2022  
Complaint No: **CP2022091066**  
Company: **ENVIRO-MANAGEMENT**  
Complaint: **Interruptions**  
Service No:

Customer:  
Last Name: **Bawden**  
First Name: **Lauri**  
Business:  
Date Closed:  
Date Received: **9/19/2022**  
Account No: **Unknown**  
Spanish: No

Service Address:  
23020 Shady Oaks

Mail Address:  
23020 Shady Oaks

Porter TX 77365

Porter TX 77365

Alt Last:

Day: **(832) 756-4876**

Alt First:

Alt:

Email: **lbhoney1@aol.com**

**Complaint Note:**

CCN 12625 Constantly shutting off water without notice. We are going on two days without water as I write this. They are Constantly having "well issues" so how safe is our water!!! We have been here 32 yrs and have gone 2 weeks without water during hurricanes etc. I will not put my account. Number in ,even my name is on this complaint they will retaliate. The utility easement behind our house was over grown the owner Tom came to my house ,cussed me out and told me I had 10 days to clean alley or he would pull my meter. I am disabled and on limited income but I got there in 100 degree weather and cleaned my side of the alley. They are horrible people to try to talk to

Entered: **9/17/2022 8:57:00 AM**

Entered By: **, Unknown**

62



ENVIRO-MANAGEMENT  
2424 SCIAACA ROAD  
SPRING, TEXAS 77373  
281-353-9479

September 22, 2022

Public Utility Commission of Texas  
Customer Protection Division  
VIA email: [puccomplaints@puc.texas.gov](mailto:puccomplaints@puc.texas.gov)

[Complaint No:CP2022091066] - Lauri Bawden

To Whom It May Concern,

This purpose of this letter is to answer the Complaint No. referenced above. Enviro-Management (CCN 12625) operates and maintains the Heritage Oaks Water System PWS ID 1700121.

**Interruptions – Constantly shutting off water without notice.**

*The water system had numerous leaks this summer, most likely due to ground shifting caused by the severe drought. Leaks are repaired as soon as they are reported or found, because of this, advanced notice cannot be given. Isolation valves are used to isolate main trunk lines while repairs are being made, so that the whole neighborhood is not turned off at the same time.*

**They are constantly having “well issues”.**

*On September 16, 2022, One of our well motors went out unexpectedly and the GST level had dropped. The Operator isolated the plant to allow the other well to refill the GST. Customers were informed immediately by text message that there was a mechanical issue and a technician was in route. A Boil Water Notice was also issued on 9/16 along with the text. Two Operators were on call and taking turns monitoring the plant over the weekend. Operators made the decision to release water on Saturday, 9/17, for 7 hours with restrictions on non-essential, use such as watering lawns, washing cars or filling swimming pools. Sunday, 9/18, water was released for 11 hours. These measures were taken to maintain the integrity of the plant and equipment. Service was restored at 5 a.m. on Monday, 9/19. Ballard Water Well replaced the pump and motor on 9/19 (see invoice). Bacteriological samples marked ‘Special’ were taken, the results were negative, and a Boil Water Rescind Notice was issued by text on 9/22.*

I have no idea who the owner Tom is or what may have happened previous to our service.

In conclusion, Operators followed the TAC 16, Chapter 24, Subchapter F, Rule 24.171(a)(1). Every utility or water supply or sewer service corporation will make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time. Documentary evidence is attached.

Sincerely,

Sheila Agnew  
Enviro-Management

Attachments: BWN, BWRN, Laboratory Results, Ballard Water Well Invoice

65

**Peter M. Lake**  
Chairman

**Will McAdams**  
Commissioner

**Lori Cobos**  
Commissioner

**Jimmy Glotfelty**  
Commissioner

**Kathleen Jackson**  
Commissioner



**Greg Abbott**  
Governor

**Thomas J. Gleason**  
Executive Director

***Public Utility Commission of Texas***

10/21/2022

Ms Lauri Bawden  
23020 Shady Oaks  
Porter TX 77365

RE: Complaint # CP2022091066

Dear Ms Bawden:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas received your complaint against Enviro-Management on 9/19/2022. In your complaint you mentioned concerns regarding the outages. With the information provided, CPD sent the complaint to Enviro-Management with a request to research your complaint and file their response to your concerns. On 10/21/2022, CPD reviewed the documentation provided by you and Enviro-Management to ensure the company had acted consistently with the Commission's Substantive Rules.

Enviro-Management confirmed on 9/16/2022, one of their well motors went out unexpectedly and the GST level had dropped. The Operator isolated the plant to allow the other well to refill the GST. Customers were informed immediately by text message that there was a mechanical issue, and a technician was in route. A Boil Water Notice was also issued, along with a text. Two Operators were on call and taking turns monitoring the plant over the weekend. Operators released the water on Saturday, for 7 hours with restrictions on non-essential use such as watering lawns, washing cars or filling swimming pools. Sunday water was released for 11 hours. These measures were taken to maintain the integrity of the plant and equipment. Service was restored at 5 a.m. on 9/19/2022. Ballard Water Well replaced the pump and motor on 9/19/2022. Bacteriological samples were taken, the results were negative, and a Boil Water Rescind Notice was issued by text on 9/22/2022.

Enviro-Management indicated the water system had numerous leaks this summer, most likely due to ground shifting caused by the severe drought. Leaks are repaired as soon as they are reported or found. Because of this, advanced notice cannot be given. Isolation valves are used to isolate main trunk lines while repairs are being made, so that the entire neighborhood is not turned off at the same time.

66

Ms Lauri Bawden  
10/21/2022  
Page 2

CPD's investigation determined that Enviro-Management has acted consistently with Substantive Rule §24.171 Continuity of Service by reestablishing your service within the shortest possible time and making reasonable provisions to meet emergencies resulting from failure of service. Enviro-Management has also acted consistently with Substantive Rule §24.205 Adequacy of Water Utility Service. Every retail public utility shall maintain its facilities to protect them from contamination, ensure efficient operation, and promptly repair leaks. We trust we have addressed this matter to your satisfaction.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Kenneth Wilson  
Customer Protection Division  
Public Utility Commission of Texas

cc: Enviro-Management

**CUSTOMER PROTECTION DIVISION  
ON-LINE COMPLAINT FORM**

**Complaint**

**Normal**

Thursday, August 18, 2022

Investigator: **Wilson, Kenneth**  
Date Pending: 9/2/2022  
Complaint No: **CP2022081565**  
Company: **ENVIRO-MANAGEMENT**  
Complaint: **Rates & Charges**  
Service No:

Customer:  
Last Name: **Villarreal**  
First Name: **Servando**  
Business:  
Date Closed:  
Date Received: **8/18/2022**  
Account No: **1010026304**  
Spanish: No

Service Address:  
23037 Woodland Dr

Mail Address:  
23037 Woodland Dr

Porter TX 77365

Porter TX 77365

Alt Last:  
Alt First:

Day: **(713) 858-4808**  
Alt:  
Email:

**Complaint Note:**

CCN 12625- The customer feels that he is being overcharged by ENVIRO-MANAGEMENT for his water usage. He states previously the water company would show him what his actual usage was in gallons but recently that hasn't been the case. He states last month the meter read 1157.0 and this month the meter read 1159.0, and he states that he knows that he has used the service. The customer his usage is normally between 500-600 gallons a month since it is just him in the home. He states that the water company starts to bill at a minimum of 1000 gallons, which he doesn't use in a month's period. No email address provided

Entered: **8/18/2022 9:43:00 AM**

Entered By: **Love, Monica**

67

68

From: "Lee Pamuk" <lee@tnturf.com>  
 To: "enviromgmt@charter.net" <enviromgmt@charter.net>  
 Cc:  
 Bcc:  
 Priority: Normal  
 Date: Tuesday October 4 2022 10:55:56AM  
 Servando Villarreal

Heritage Oaks							
DISTRICT:	51					OCT 4,2022	
ACCOUNT NO:	1-01-02630-4			Villarreal, Servando			
MON	BILLED	PAID	BALANCE	DATE PD	USAGE	READING	
SEP	38.92	38.92	-	10/26	0	1,150	
OCT	38.99	38.99	-	11/26	1	1,151	
NOV	38.99	38.99	-	12/27	1	1,151	
DEC	38.99	38.99	-	1/24	1	1,152	
JAN	38.99	38.99	-	2/22	1	1,153	
FEB	38.99	38.99	-	3/22	2	1,155	
MAR	38.92	38.92	-	4/21	0	1,155	
APR	38.99	38.99	-	5/31	1	1,156	
MAY	38.99	38.99	-	6/21	1	1,157	
JUN	38.92	38.92	-	7/22	0	1,157	
JUL	42.41	42.41	-	8/25	2	1,159	
AUG	38.99	-	38.99		1	1,160	

ENVIRO-MANAGEMENT  
2424 SCIAACA ROAD  
SPRING, TEXAS 77373  
281-353-9479

August 22, 2022

Public Utility Commission of Texas  
Customer Protection Division  
VIA email: [puccomplaints@puc.texas.gov](mailto:puccomplaints@puc.texas.gov)

REF: Complaint No: **CP20220181565**      23037 Woodland Dr., Porter, Texas

To Whom It May Concern,

The purpose of this letter is to answer the Complaint No. referenced above.

Enviro-Management (the Utility), Operates and maintains the Public Water System (PWS), Heritage Oaks Water System PWS ID 1700121. Utility employees read water meters once per month, around the same time each month (week of the 20<sup>th</sup> – 25<sup>th</sup>). Customers are billed a base rate of \$38.53 which includes 1,000 gallons (0 to 1,000), the gallonage charge is \$3.32 per 1,000 gallons over the minimum, plus \*\$0.07 per 1,000 gallons for all usage, and the Regulatory Assessment is 1% of the retail monthly bill. Please see the attached Water Utility Tariff dated 10/25/2013 for CCN 12625.

The following rates are from our Water Utility Tariff:

<b>Monthly Minimum Charge (Includes 1,000 gallons)</b>	<b>38.53</b>	<b>Gallons Charge (per 1,000 gal. over min)</b>	<b>3.32</b>
<b>Regulatory Assessment (TXRA)</b>	<b>1.0%</b>	<b>*\$0.07 per 1,000 gallons for all usage</b>	

**\*Lone Star Groundwater Conservation District Pumpage fee of \$0.07 per 1,000 gallons used.**

**WATER BILL EXPLAINED**

Previous Reading	1157	WATER	41.85 (38.53 + 3.32)
		LSCC	.14
Current Reading	1159	TXRA	.42
Reading Thousand Gallons Used	2.0	Net Amount Due	\$42.41

ANSWERS TO COMPLAINT

Complaint Note:

*He states previously the water company would show him what his actual usage was in gallons, but recently that hasn't been the case.*

The reading is shown on the water bill as PREVIOUS READING/CURRENT READING, THOUSAND GALLONS USED. This is explained in the example above, using the customer's meter readings. The billing follows the Utility's TCEQ's approved Water Utility Tariff dated 10/25/2013. There have been no changes to the billing.

*He states that the water company starts to bill at a minimum of 1,000 gallons*

**The base rate of \$38.53 includes 0-1,000 gallons and then \$3.32 per 1,000 gallons over the minimum, plus LSCC and TXRA charges. See attached Water Utility Tariff dated 10/25/2013.**

In conclusion, the customer had called to say that his bill was wrong because he doesn't believe he had used that much water and that the per 1,000 gallon over the minimum charge, cheats the customer if he doesn't use 1,000. The customer read the meter himself and confirmed that the reading was correct. 2.0 (2,000 gal.) went through the meter (1157-1159). The July bill correctly reflects the usage and bills according to the Utility's Water Tariff, approved by the TCEQ on October 25, 2013. The Customer owes the July bill in the amount of \$42.41, due August 29. Meters were read today (8/22/22), the current reading is 1160. The August bill (1159-1160), will be billed at a base rate of \$38.53 (includes 0-1,000 gal.), plus \$0.39 (TXRA), plus \$0.07 (LSCC) = \$38.99.

If you have any further questions, please contact me at 281-353-9479.

Sincerely,



Sheila Agnew  
Enviro-Management  
Attachments



**Peter M. Lake**  
Chairman

**Will McAdams**  
Commissioner

**Lori Cobos**  
Commissioner

**Jimmy Glotfelty**  
Commissioner

**Kathleen Jackson**  
Commissioner



**Greg Abbott**  
Governor

**Thomas J. Gleeson**  
Executive Director

71

## *Public Utility Commission of Texas*

---

9/20/2022

Mr Servando Villarreal  
23037 Woodland Dr  
Porter TX 77365

RE: Complaint # CP2022081565

Dear Mr Villarreal:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas received your complaint against Enviro-Management on 8/18/2022. In your complaint, you mentioned concerns regarding the usage reported to your premise. With the information provided, CPD sent the complaint to Enviro-Management with a request to research your complaint and file their response to your concerns. On 9/20/2022, CPD reviewed the documentation provided by you and Enviro-Management to ensure the company had acted consistently with the Commission's Substantive Rules.

Enviro-Management confirmed they operate and maintain the Public Water System at Heritage Oaks Water System. Utility employees read water meters once per month, around the same time each month (20th - 25th). Enviro-Management stated customers are billed a base rate of \$38.53 which includes 1,000 gallons (0 to 1000), the gallons charge is \$3.32 per 1,000 gallons over the minimum, and a Lonestar Groundwater Conservation District Pumpage fee of \$0.07 per 1000 gallons.

CPD's investigation determined that Enviro-Management has acted consistently with Substantive Rule §24.165 Billing. Bills must be calculated according to the rates approved by the regulatory authority and listed on the utility's approved tariff. Enviro-Management billed your account based on the meter reading received from your meter. We trust we have addressed this matter to your satisfaction.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Kenneth Wilson  
Customer Protection Division  
Public Utility Commission of Texas

cc: Enviro-Management



Printed on recycled paper

An Equal Opportunity Employer

**CUSTOMER PROTECTION DIVISION  
ON-LINE COMPLAINT FORM**

**Complaint**

**Normal**

Thursday, April 21, 2022

Investigator: **Fraustro, James**  
Date Pending: 5/6/2022  
Complaint No: **CP2022040649**  
Company: **ENVIRO-MANAGEMENT**  
Complaint: **Rates & Charges**  
Service No:

**Customer:**  
Last Name: **Villarreal**  
First Name: **Emma**  
Business:  
Date Closed:  
Date Received: **4/20/2022**  
Account No: **101023704**  
Spanish: No

Service Address:  
22895 Woodland Dr

Mail Address:  
22895 Woodland Dr

Porter TX 77365

Porter TX 77365

Alt Last:  
Alt First:

Day: **(281) 253-2146**  
Alt:  
Email: **emnavillarreal7@yahoo.com**

**Complaint Note:**

CCN 12625- The customer states that the owner is not reading the meters but is charging an extra \$30 each month. The customer states that the owner is wanting the customer to provide her with the meter read information to bill the customer, which the customer doesn't feel she should have to do since she doesn't work for ENVIRO-MANAGEMENT. The customer states she was once charged only \$5 every 3 months due to the meters not being read (estimated) but the price has now jumped to \$30. The customer states that it is a swampland where she is located, and the meters are covered with water and mud.

Entered: **4/20/2022 9:47:00 AM**

Entered By: **Love, Monica**

72

ENVIRO-MANAGEMENT  
2424 SCIAACA ROAD  
SPRING, TEXAS 77373  
281-353-9479

May 2, 2022

Public Utility Commission of Texas  
Customer Protection Division  
VIA email: [puccomplaints@puc.texas.gov](mailto:puccomplaints@puc.texas.gov)

REF: Complaint No: CP2022040649

To Whom It May Concern,

Enviro-Management (the Utility), Operates and maintains the Public Water System (PWS), Heritage Oaks Water System PWS ID 1700121. The Utility employees read water meters once per month, around the same time each month (week of the 20<sup>th</sup> – 25<sup>th</sup>). Due to conditions beyond our control, water meters are sometimes estimated. PUC and TCEQ Rules and Regulations are followed. The following rates are from our Water Utility Tariff:

<b>Monthly Minimum Charge (Includes 1,000 gallons)</b>	<b>38.53</b>	<b>Gallons Charge (per 1,000 gal. over min)</b>	<b>3.32</b>
<b>Late Charge</b>	<b>5.00</b>	<b>Reconnect Fee</b>	<b>25.00</b>

WATER BILL EXPLAINED

ARR (Arrears) - Late Fee	5.00	
Reconnect Fee	25.00	
Water Use: 2.0 (2,000)	41.85	(38.53 + 3.32)
Plus Lone Star Groundwater Conservation District Pumpage fee of 0.07 per 1,000 gal.	0.14	
Regulatory Assessment 1.0% (TXRA)	<u>0.42</u>	
<b>NET AMOUNT DUE</b>	<b>72.41</b>	

The water meter at 22895 Woodland Dr. was estimated on March 23, 2022 for the Monthly Meter Reading. The Estimate was calculated as follows:

By adding the usage of the last 3 months bills, and dividing by 3 (months), you will get the average usage.

December 2021, January, February:  $2 + 1 + 1 = 4$   
4 divided by 3 = 1.33

The Usage was rounded up to 2, with 1,000 gallons being the next lowest block of usage to come up with the estimate.

The following was documented and explains why the service was disconnected and the subsequent reconnect fee was charged:

March 21, 2022 - The Meter Reader noted in the meter book that the home at 22895 Woodland Dr. had an illegal connection (a water hose hooked up to a travel trailer being used as a second dwelling) that was discharging sewage onto the ground, and into the utility easement & meters.

March 23, 2022 - The Operator investigated and found the violations were causing a public health hazard.

March 28, 2022 – Letter dated March 28, explaining that the customer has 10 days to address and resolve the problem or the service would be disconnected, was hand delivered to the customer by an Operator.

April 6 - Service was disconnected as the customer was still in violation and had not complied.

April 7 - Service was restored once the issue was resolved. The reading at the time was 1041.

In conclusion, since the March estimate was 1040, and the April reading was 1041, the estimate is justified since the current reading has moved forward.

April 15 - Ms. Villarreal called our office and spoke with myself about her bill. I explained to her that the meter was estimated and how it was estimated. Ms. Villarreal stated that she does not want the meter to be estimated and would file a complaint.

If you have any further questions, please contact me at 281-353-9479.

Sincerely,

Sheila Agnew  
Enviro-Management  
Enclosures

ENVIRO-MANAGEMENT  
2424 SCIAACA ROAD  
SPRING, TEXAS 77373  
281-353-9479

March 28, 2022

Emma Villarreal  
22895 Woodland Dr.  
Porter, Texas 77365

REF: ILLEGAL CONNECTION AND SEWAGE DRAINAGE AT 22895 WOODLAND DR.,  
PORTER, TEXAS

Dear Ms. Villarreal,

This letter is to inform you that you have violated your Water Service Agreement with the utility company, Enviro-Management, by having an illegal water connection on your property and also by illegally discharging sewage into the utility easement where our water main and meters are. Please see the second paragraph of the enclosed copy of the Water Service Agreement that you signed that reads:

*All water will be measured by meters which are furnished, installed and maintained by the utility. The meter and/or connection is for the sole use of the Customer to serve water to one dwelling, business or property.*

The drainage of sewage into a road, street, alley, ditch or any waterway, either directly or indirectly is prohibited. You are causing a public health hazard to the neighborhood and our employees. Please address this problem immediately so that it does not continue to happen.

- 1) Remove the water hose from the travel trailer on your property immediately. Your service is scheduled to be turned off on April 6 by 10:00 am if you have not complied.
- 2) Stop illegally dumping sewage into the utility easement.
- 3) Any further sewage drainage coming from your property will result in termination of water service without any further notice to you. Service will not be restored until you show documentation of compliance. Any enforcement against you will be billed to you.
- 4) Please sign and return the enclosed Plumbing Restrictions page.

If you have any questions, you may call our office at the above referenced phone number.

Enviro-Management  
For the Heritage Oaks Water System  
Attachments



**Peter M. Lake**  
Chairman

**Will McAdams**  
Commissioner

**Lori Cobos**  
Commissioner

**Jimmy Glotfelty**  
Commissioner

**Greg Abbott**  
Governor

**Thomas J. Gleeson**  
Executive Director

## *Public Utility Commission of Texas*

5/19/2022

Ms. Emma Villarreal  
22895 Woodland Dr.  
Porter, TX 77365

RE: Complaint # CP2022040649

Dear Ms. Villarreal,

The office of the Customer Protection Division (CPD) of the Public Utility Commission of Texas (PUCT) has received a response from Enviro-Management regarding your concerns with the accuracy of the billing as you believe the meter is not being read.

Enviro-Management confirmed that the bill for the monthly service period ending March 23, 2022, was estimated based on the following calculation method:

*By adding the usage of the last 3 months bills, and dividing by 3 (months), you will get the average usage.*

*December 2021, January, February: 2 + 1 + 1 = 4  
4 divided by 3 = 1.33*

*The Usage was rounded up to 2, with 1,000 gallons being the next lowest block of usage to come up with the estimate*

With respect to the \$30.00 fee that was assessed to your bill, Enviro-Management stated that it was due to the April 6, 2022, disconnection of service due to an illegal connection to a travel trailer, which was found to be discharging sewage into the easement and meters.

The service was reconnected on April 7, 2022, with the technician obtaining an actual read of 1041, which advanced beyond the March 23, 2022, estimated read of 1040. Per their approved Tariff, on file with the Commission, you were charged a \$25.00 reconnection fee and in addition, a \$5.00 late payment fee was assessed to your account.

Ms. Emma Villarreal  
Page 2

Please note, Substantive Rule: §24.165 - Billing. Section (i) Estimated bills, allows a water utility to issue bills based on estimated readings, so long as an actual reading is obtained every two months and adjustments made to the bills for overbilling or underbilling. The review of the information provided by you and Enviro-Management confirms that an estimated reading was used to bill you for the monthly service period ending March 23, 2022.

The late payment and reconnection fees were assessed to due payment not being received by the due date on the bill as well as for reconnecting service after having been disconnected. The CPD has determined that the non-recurring fees are consistent with Substantive Rules: §24.165, Section (b) (1) (C); §24.167 - Discontinuance of Service. Section: (a) Disconnection with notice. Subsection: (2) (B) (C), pertaining to violation of a utility's rules for the use of service and failure to remedy the situation after having been notified of the issue.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Ronnie Fraustro  
Customer Protection Division  
Public Utility Commission of Texas

cc: Enviro-Management

Docket Number: 54683

Enviro-Management’s Supplemental Response to Order No. 2

**APPLICATION OF ENVIRO-MANAGEMENT FOR AUTHORITY TO CHANGE RATES**

**CONTENTS: - page 78**

**Letter dated April 3, 2023, Supplemental and recommendation response – pages 79-80**

**Filing of Enviro-Management’s legal Assumed Name – Page 81**

**E-Mail from the Secretary of State Office (answering question of filing Assumed Name) – Pg 82**

**Income & Expense Statement 2022 (Historical Test Year) – page 83**

**Proposed Pass-through rate and Formula – page 84**

**Notice of Proposed Rate Change to Customers – re-notice to correctly reflect the name of the utility, Proposed Minimum Monthly Charge and correct water pass-through charges – pages 85-86**

**Cover Page of Class C Rate/Tariff Change Application with correction to utility name – page 87**

**Last major rate filing copy filed with Texas Commission on Environmental Quality – pages 88-89**



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

April 3, 2023

Public Utility Commission  
Rate Regulation Division Staff

RE: Docket No. 54683 – Application of Enviro-Management for Authority to Change Rates

This letter is to address Onyeneke, James, Regulatory Accountant’s recommendations in the Memorandum dated March 27, 2023.

1. Proof of the legal name is included in this supplement.
2. A Copy of the Income Statement for the Historical Test Year is included in this supplement.
3. *Enviro-Management must confirm that it is removing its pass-through charge as part of this rate case. If not, Enviro-Management must provide its proposed pass-through rate and formula.*  
**Proposed pass-through rate and formula as included in this supplement.**
4. *I recommend that Enviro-Management re-notice for incorrect billing comparisons, as shown below. The notice submitted in the application fails to inform the ratepayers of the true amount of the requested rate increase and potential impacts to the customer bill.*

**Billing Comparison**  
**Water**

		(As per PUC calculations)			
<b>Existing</b>	5,000 gallons	\$51.81	<b>Proposed</b>	5,000 gallons	\$78.23
<b>Existing</b>	10,000 gallons	\$68.41	<b>Proposed</b>	10,000 gallons	\$109.48

Existing rates from the last Rate Increase (TCEQ) 37694-R is noted above on the left and was calculated from **Section IX – Rate Design**

B. Base Rate Calculations (Base charge) + (Variable cost per 1,000 gallons),  
So, Base Rate (Fixed) = \$35.21 + \$3.32 (Variable per 1,000 gallons) = \$38.53

Note: Because the current base includes 1,000 gallons in the existing billing, only the additional 4,000 gallons and 9,000 gallons were calculated for the 5,000 gallons and 10,000 gallons comparison above.

The Public Utility Commission does not have the same tables that add the fixed expenses and variable expenses together in the minimum monthly charge, therefore corrections showing the true base rate to be charged to the customer is \$53.23 and the variable rate is calculated and added in as follows:

Proposed	5,000 gallons	\$84.48	\$53.23 Fixed Base
			<u>\$31.25</u> Variable Rate (\$6.25 x 5)
			\$84.48
Proposed	10,000 gallons	\$115.73	\$53.23 Fixed Base
			<u>\$62.50</u> Variable Rate – (\$6.25 x 10)
			\$115.73

In order to show the \$53.23 Minimum Monthly Charge, the 1,000 gallons (variable) would not be included. Would that be a correct assumption? Then with no water included in the base rate, the \$6.25 would have to be multiplied by 5,000 gallons and 10,000 gallons and not 4,000 gallons and 9,000 gallons that the Memorandum calculations call for.

Please advise on the correctness of the resubmitted calculations or make clear the formula the PUC is asking to be used. A copy is provided for the staff's review before being sent to our customers completely filled out and dated as stated in #7 of the memorandum.

5. *Enviro-Management must correct its notice of the proposed rate change to correctly reflect the Proposed Minimum Monthly Charge for the Residential 5/8" meter. Corrections have been made to the customer notice and are included in this supplement.*
6. *If Enviro-Management is not removing its pass-through charge as part of this rate case, it must correct its notice to reflect the correct water pass through charges for 5,000 gallons and 10,000 gallons. Corrections have been made to the customer notice that is included in the supplement.*
7. *Enviro-Management must submit a corrected notice of the proposed rate change to all affected customers and the Office of Public Utility Counsel at least 35 days before the effective date of the rate change. The effective date of the new rates must be the first day of a billing period, and the new rates may not apply to service received before the effective date of the new rates. Please note that the notice should be completely filled-out before sending to the customers. Enviro-Management should provide a copy of the corrected notice to Staff for its review before sending to its customers. A corrected and completely filled-out Customer Notice is included in this supplement.*

Sincerely,

Sheila D. Agnew  
Enviro-Management

Attachments



**OFFICE OF TENESHIA HUDSPETH**  
COUNTY CLERK, HARRIS COUNTY, TEXAS

**H150822**  
03/28/2023 HUMBLE  
\$17.00 ASSUM NTRY

This is to acknowledge receipt of certificate of operation under Assumed Name which was filed in my office for ENVIRO-MANAGEMENT under the file number as shown on the cash register validation above, and indexed in the Assumed Name Records as prescribed by law.

The certificate shows

**AGNEW, SHEILA D**

to be the owner(s) of said business.

The period (not to exceed 10 years) during which the assumed name will be used is shown as 10  
March 28, 2023 Through March 28, 2033

Whenever there is a change of ownership, a withdrawal certificate shall be executed and duly acknowledged by the person or persons so withdrawing from or disposing of their interest in said business. Until such certificate has been filed, they shall remain liable for all debts incurred in the operation of said business.

TENESHIA HUDSPETH,  
County Clerk, Harris County

**Brittany Franklin**

Deputy County Clerk



From: "Corporations Information" <Corpinfo@sos.texas.gov>  
To: "sheila agnew" <enviromgmt@charter.net>  
Cc:  
Bcc:  
Priority: Normal  
Date: Wednesday April 5 2023 2:51:18PM  
RE:

---

Good day

Your county filing is for a Sole Proprietorship from the sounds of it. Filings with the Secretary of State would be for Limited Liability Companies, Corporations, Professional Associations, or Limited Partnerships. Sole Proprietorships and General Partnerships are not filed with our office. You cannot file a county assumed name (dba) with our office.

With Regards,

Adam M.

Public Information Response Team

Texas Secretary of State



In observance of the Easter holiday, the Office of the Secretary of State will operate as a skeleton crew beginning at noon on Thursday, April 6<sup>th</sup>. Additionally, the office will close to the public Friday, April 7<sup>th</sup>, returning to normal business hours on Monday, April 10<sup>th</sup>.

**NOTE:** Due to a high volume of filing activity and an increased demand for business services, the Secretary of State is experiencing delays in processing at this time. Non-expedited documents sent by mail or by fax are being processed within 30-33 business days. Expedited documents are being processed within 15 business days. Electronic documents submitted through SOSDirect are being processed within 5-8 business days and documents submitted via SOSUpload are being processed within 10-13 business days. Thank you for your patience.

You may now check status of your documents here: <https://webservices.sos.state.tx.us/filing-status/status.aspx>

ENVIRO-MANAGEMENT  
INCOME & EXPENSE REPORT  
CALENDAR YEAR 2022

INCOME: Metered and Flat Rate Revenue	\$80,786.00
Tap Fees	\$ 5,000.00
Late Fees	\$ 2,952.00
Reconnect Fees	\$ 2,525.00
Groundwater Conservation District Fees	<u>\$ 483.00</u>
TOTAL REVENUE	\$91,746.00
Regulatory Assessment Fee Collected	<u>\$ 814.00</u>
GRAND TOTAL REVENUE	\$92,560.00

EXPENSES:	
Operator Salaries	\$32,100.00
Operations & Maintenance Contract Labor	\$22,529.00
Plant Electric	\$ 3,229.00
Transportation Maint. & Repairs	\$ 6,914.63
Backhoe Maint. & Repairs	\$ 1,009.94
Backhoe Insurance	\$ 201.00
Booster Pump Repair	\$ 414.60
Trailer Tires & Maint.	\$ 283.94
Materials & Supplies: booster pump	\$ 4,155.72
Materials & Supplies: Coburn's Supply	\$ 2,185.73
Materials & Supplies: Community Hardware, Home Depot	\$ 1,630.90
Tools	\$ 503.98
Uniforms	\$ 267.62
Chemicals	\$ 818.00
Laboratory Testing Fees	\$ 1,264.43
Operator Training & Licensing	\$ 690.95
Office Salaries	\$ 0
Office Rent & Electric	\$ 9,759.00
Contract Accounting	\$ 1,650.00
Communication – Phone & internet	\$ 3,284.00
Software	\$ 200.22
Postage	\$ 1,188.47
Office Supplies	\$ 334.04
Regulatory Expense: TCEQ System Fee, LSGCD	<u>\$ 965.00</u>
Total Operating Expense	\$95,580.17
Depreciation Expense	\$ 7,967.00
Property Tax	\$ 980.00
Payroll Tax – Employer's Portion	<u>\$ 2,456.00</u>
Total Expenses	\$106,983.17

Sheila D. Agnew dba Enviro-Management  
2424 Sciaaca Road  
Spring, Texas 77373  
281-353-9479  
E-mail: [enviromgmt@charter.net](mailto:enviromgmt@charter.net)

April 3, 2023

This addition of Pass Through Rate is being implemented in accordance with the Lone Star Groundwater Conservation District's (LSGCD) pumpage fee of \$0.085 per 1,000 gallons of groundwater pumped. The Tariff change will allow the Utility to pass the charge to the customers using the water. The additional amount was arrived at by calculating the Utility's water loss of 13%.

(LSGCD pumpage fee)/13% water loss

0.085/1-13  
0.085/.87  
0.097  
=0.10 per 1,000 gallons used

The new rate charged to customers will be \$0.10 per 1,000 gallons.

The cost to the customers will not exceed the cost to the Utility. The effective date of this change will began upon approval from the Public Utility Commission and at the beginning of the bill cycle.

This Pass Through Rate is being added to the current Rate Case, Docket No. 54683.

Sincerely,

Sheila D. Agnew  
Enviro-Management

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

Sheila D. Agnew dba 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](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 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
----------	-------------------	------------	-----	----------	-------------------	-----------------	-----

**Heritage Oaks Water System**  
Subdivision(s) or System(s) Affected by Rate Change

2424 Sciaaca Road	Spring	Texas	77373
Company Address	City	State	Zip

281-353-9479  
Company Phone Number

49,834.00	206.94	n/a
Water Annual Revenue Increase	Water Pass-Through Annual Revenue Increase	Sewer Annual Revenue Increase

Proposed May 15, 2023 (pending May 12 PUC supplemental recommendation on administrative completeness)	October 25, 2013
Date Current Rate Change Notice Delivered	Date of Last Rate Change

## 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: <b>RESIDENTIAL</b>				Meter Size: <b>RESIDENTIAL</b>			
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:		\$	
<b>GALLONAGE CHARGE: 3.32</b>				<b>GALLONAGE CHARGE: 6.25</b>			
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 ( <b>Indicate either \$5.00 or 10%</b> )		\$	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.**





**CLASS C RATE/TARIFF CHANGE APPLICATION**

UTILITY NAME: Sheila D. Agnew dba Enviro-Management

CCN No. 12625

ADDRESS OF UTILITY: 2424 Sciaaca Road  
P.O. Box, Street and suite number, if applicable

Spring, 77373  
City and Zip Code

PHONE NUMBER: (281) 353-9479  
area code

NAME OF PERSON TO CONTACT REGARDING THIS FILING:

NAME: Sheila Agnew

PHONE: 281-353-9479

EMAIL ADDRESS: enviromgmt@charter.net

PUCT CLASS SIZE:  C  D (Mark One Box)  
Connection Count 500-2299 0-499

FOR TEST YEAR ENDING December 31, 2022 (Enter Month/ Date/Year)

AMOUNT INCREASE (DECREASE) \$49,834.00  
in dollars  
(From Schedule VII-1, Column B, Line 5 or Schedule VII-2, Column C, Line 29 or Schedule VII-3, Column C, Line 51)

PERCENT INCREASE (DECREASE) 38.00%  
percent above (below) current revenue requirement  
(From Schedule VII-1, Column B, Line 6 or Schedule VII-2, Column C, Line 30 or Schedule VII-3, Column C, Line 52)

DESCRIBE OWNERSHIP OF COMPANY  
Investor Owned Utility /Sole Proprietorship

PUBLIC UTILITY COMMISSION OF TEXAS (PUCT) DOCKET NUMBER OF LAST MAJOR RATE FILING\* 37694-R  
(If the last major rate filing was at the Texas Commission on Environmental Quality (TCEQ), provide a copy of the final order )

RATE CASE OR DOCKET NUMBER OF LAST MINOR TARIFF RATE CHANGE\*\* 36947-R

IF ANY UTILITY ASSETS WERE TRANSFERRED IN A SALE, TRANSFER, MERGER APPLICATION (STM), PROVIDE THE DOCKET NO (S) OR TCEQ APPLICATION NUMBER(S) 32477-S

\* (e.g. Class B, C or D Rate Change application or TCEQ Rate/Tariff change application)

\*\* (e.g. pass-through rate change or temporary water rate provision)



SECTION 1.0 -- RATE SCHEDULE

Section 1.01 - Rates

<u>Meter Size</u>	<u>Monthly Minimum Charge</u>	<u>Gallonge Charge</u>
5/8" or 3/4"	\$38.53 (Includes 1,000 gallons)	\$3.32 per 1000 gallons over the minimum, Plus *\$0.07 per 1,000 gallons for all usage

**\*Lone Star Groundwater Conservation District Pumpage fee of \$0.07 per 1,000 gallons used.**

FORM OF PAYMENT: The utility will accept the following form(s) of payment:

Cash    , Check   X  , Money Order   X  , Credit Card   X  , Other (specify) Zelle

THE UTILITY MAY REQUIRE EXACT CHANGE FOR PAYMENTS AND MAY REFUSE TO ACCEPT PAYMENTS MADE USING MORE THAN \$1.00 IN SMALL COINS. A WRITTEN RECEIPT WILL BE GIVEN FOR CASH PAYMENTS.

REGULATORY ASSESSMENT.....1.0%  
TCEQ RULES REQUIRE THE UTILITY TO COLLECT A FEE OF ONE PERCENT OF THE RETAIL MONTHLY BILL.

Section 1.02 - Miscellaneous Fees

TAP FEE..... \$500.00  
TAP FEE COVERS THE UTILITY'S COSTS FOR MATERIALS AND LABOR TO INSTALL A STANDARD RESIDENTIAL 5/8" or 3/4" METER. AN ADDITIONAL FEE TO COVER UNIQUE COSTS IS PERMITTED IF LISTED ON THIS TARIFF.

TAP FEE (Unique costs) ..... Actual Cost  
FOR EXAMPLE, A ROAD BORE FOR CUSTOMERS OUTSIDE OF SUBDIVISIONS OR RESIDENTIAL AREAS.

TAP FEE (Large meter) ..... Actual Cost  
TAP FEE IS THE UTILITY'S ACTUAL COST FOR MATERIALS AND LABOR FOR METER SIZE INSTALLED.

METER RELOCATION FEE..... Actual Relocation Cost, Not to Exceed Tap Fee  
THIS FEE MAY BE CHARGED IF A CUSTOMER REQUESTS THAT AN EXISTING METER BE RELOCATED.

RATES LISTED ARE EFFECTIVE ONLY  
IF THIS PAGE HAS TCEQ APPROVAL STAMP

TEXAS COMM. ON ENVIRONMENTAL QUALITY  
37694-R, CCN 12625, OCTOBER 25, 2013  
APPROVED TARIFF BY [Signature]

SECTION 1.0 -- RATE SCHEDULE (Continued)

METER TEST FEE.....\$25.00
THIS FEE WHICH SHOULD REFLECT THE UTILITY'S COST MAY BE CHARGED IF A CUSTOMER REQUESTS A SECOND METER TEST WITHIN A TWO-YEAR PERIOD AND THE TEST INDICATES THAT THE METER IS RECORDING ACCURATELY. THE FEE MAY NOT EXCEED \$25.

RECONNECTION FEE
THE RECONNECT FEE MUST BE PAID BEFORE SERVICE CAN BE RESTORED TO A CUSTOMER WHO HAS BEEN DISCONNECTED FOR THE FOLLOWING REASONS (OR OTHER REASONS LISTED UNDER SECTION 2.0 OF THIS TARIFF):

- a) Non payment of bill (Maximum\$25.00).....\$25.00
b) Customer's request that service be disconnected ..... \$20.00

TRANSFER FEE..... \$50.00
THE TRANSFER FEE WILL BE CHARGED FOR CHANGING AN ACCOUNT NAME AT THE SAME SERVICE LOCATION WHEN THE SERVICE IS NOT DISCONNECTED

LATE CHARGE (EITHER \$5.00 OR 10% OF THE BILL) .....\$5.00
TCEQ RULES ALLOW A ONE-TIME PENALTY TO BE CHARGED ON DELINQUENT BILLS. A LATE CHARGE MAY NOT BE APPLIED TO ANY BALANCE TO WHICH THE PENALTY WAS APPLIED IN A PREVIOUS BILLING.

RETURNED CHECK CHARGE .....\$25.00
RETURNED CHECK CHARGES MUST BE BASED ON THE UTILITY'S DOCUMENTABLE COST.

CUSTOMER DEPOSIT RESIDENTIAL (Maximum \$50) ..... \$50.00

COMMERCIAL & NON-RESIDENTIAL DEPOSIT .....1/6TH OF ESTIMATED ANNUAL BILL

GOVERNMENTAL TESTING, INSPECTION AND COSTS SURCHARGE:
WHEN AUTHORIZED IN WRITING BY TCEQ AND AFTER NOTICE TO CUSTOMERS, THE UTILITY MAY INCREASE RATES TO RECOVER INCREASED COSTS FOR INSPECTION FEES AND WATER TESTING.
[30 TAC 291.21(K)(2)]

LINE EXTENSION AND CONSTRUCTION CHARGES:
REFER TO SECTION 3.0--EXTENSION POLICY FOR TERMS, CONDITIONS, AND CHARGES WHEN NEW CONSTRUCTION IS NECESSARY TO PROVIDE SERVICE.

RATES LISTED ARE EFFECTIVE ONLY
IF THIS PAGE HAS TCEQ APPROVAL STAMP