



Control Number: 56354



Item Number: 1373

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2024 MAY -2 AM 10: 18

Dear Undine,

I am writing to express my firm opposition to the proposed increase in water rates and additional fees for the Tejas Lakes Subdivision in Needville, TX. As a concerned resident and customer, I believe it is imperative to address several pressing issues before any decision regarding rate hikes is made.

First and foremost, the frequency of boil water notices in our community has reached an unacceptable level. It is deeply concerning that we continually receive notifications about the need to boil our water due to safety concerns. This not only disrupts daily life but also raises serious doubts about the reliability and adequacy of our water infrastructure.

Furthermore, the lack of clarity and consistency in sending out boil water notices exacerbates the problem. Residents often receive conflicting information or are not adequately informed about the duration and extent of the advisory. This confusion undermines public trust and leaves many of us feeling vulnerable and uncertain about the safety of our water supply.

In addition to the boil water notices, the exorbitant increase in water rates during the summer months places an unjust burden on residents, particularly those on fixed incomes or with limited financial means. The timing of such hikes, coinciding with increased water consumption due to warmer weather, only adds to the financial strain faced by households already struggling to make ends meet.

Moreover, the declining quality of water is a matter of grave concern. Reports of discoloration, foul odors, and potential health hazards due to contaminants have become all too common. As consumers, we have a right to expect clean, potable water, and yet the current state of affairs falls far short of this basic expectation.

Adding insult to injury, the proposed increase in fees only serves to compound the financial hardship faced by residents. It is unjustifiable to burden consumers with additional charges without first addressing the underlying issues that compromise the safety and quality of our water supply.

Before any decision is made regarding the proposed rate increase and additional fees, I urge you to take decisive action to address the following concerns:

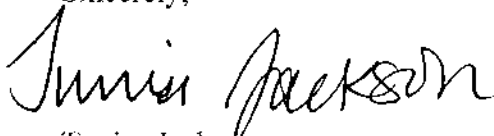
1. **Ensuring Water Safety:** Implementing robust measures to prevent the occurrence of boil water notices and enhance the reliability of our water supply system.
2. **Improving Communication:** Establishing clear and consistent protocols for issuing boil water notices and ensuring that residents are promptly informed about any safety concerns or advisories.
3. **Affordable Pricing:** Conducting a comprehensive review of the current pricing structure to ensure fairness and affordability for all consumers, particularly during periods of high demand.

4. **Enhancing Water Quality:** Investing in infrastructure upgrades and water treatment processes to improve the overall quality and purity of our drinking water.
5. **Transparency and Accountability:** Committing to greater transparency and accountability in decision-making processes, with meaningful opportunities for public input and engagement.

It is essential that the water company prioritize the well-being and interests of the community when considering any changes to water rates and fees. I urge you to listen to the concerns of residents and take decisive action to address these pressing issues without further delay.

Thank you for considering my perspective on this matter. I eagerly await your response and hope to engage in constructive dialogue to find mutually satisfactory solutions to these challenges.

Sincerely,



Tunise Jackson

7602 Tejas Lakes TRL

Needville, TX 77461

281-352-6276

Filing Clerk  
Public Utility Commission of TX  
1701 North Congress Ave.  
P.O. Box 13324  
Austin, TX 78711-3324