



## **Filing Receipt**

**Filing Date - 2025-01-07 11:57:13 AM**

**Control Number - 56354**

**Item Number - 1997**

**PUC DOCKET NO. 56354**

**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: Kevin Last Name: Grove

Phone Number: 281-797-8701 Fax Number: \_\_\_\_\_

Email Address: Kevin.grove@outlook.com

Address, City, State: 3110 River Bend Dr. Rosenberg, TX 77471

Location where service is received: \_\_\_\_\_  
(if different from the mailing address)

Please fill out the following:

**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.

Please see attached

☐ 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: [Signature]

Date: 1-7-25

Si desea información en Español, 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**

### Undine Rate Hike Protest Information

This rate hike from \$62.98/5000 gallons to \$91.76/5000 gallons represents a 45% increase. That is excessive based on the level of service typically provided by Undine.

### Further Details

1. Nine times in the past 14 months the neighborhood has been without water long enough to be subject to a boil water notice. This is due to the absence of a backup generator for the water well due to Undine negligence or indifference.
2. The roadway (FM 723) accessing the neighborhood is under construction for the next two years. Frequent power disruptions are likely to continue until the project is completed. These are in addition to any unplanned outages due to storms.