



Filing Receipt

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I have been involved with the Greenshores water utility, currently owned by Undine, for the past 9 years. Since Undine purchase I can say unequivocally, the product and service have definitely declined.

Our current rates are based on a utility valuation of \$5+ million, Undine acquired it at a bargain price of \$1.8 and has done as little as possible to improve or enhance the service provided. They have ignored legal agreements, lied on applications, attempted to steal funds allocated for system improvement as agreed in a court sanctioned agreement by reclassifying to essentially 'found' funds and ignored significant savings to their operating expenses supported by the served communities as well essentially abandoned any effort at fire safety.

Allowing them a 80ish percent increase in rates for substandard service (many of us watched our landscaping die in 2024 due to their inability to properly manage the water they committed to provide) is just not right. I do not believe should be rewarded with such a large increase in cost structured such that there is no ability for customers to affect it via their water usage.