



## **Filing Receipt**

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January 23, 2025

Undine Texas, LLC  
17681 Telge Road Cypress, Texas 77429

Re: Notice of Proposed Rate Change - PUC Docket No. 56354

Dear Sir/Madam:

We are writing regarding your Notice of Proposed Rate Change that would affect several communities in our districts, including Greenshores on Lake Austin, Oak Shores, Oak Shores on Lake Austin, Briarpath, Smokey Ridge, and other neighboring areas. As the State Representative and Senator whose districts include these affected areas, we have received numerous communications from constituents expressing concern about the significant rate increases proposed in this notice.

We recognize that utilities must periodically adjust rates to maintain quality service. However, given the substantial nature of these increases, we are seeking to better understand the rationale and specific factors driving this change. Your notice cites "increased operating costs and costs of capital expenditures to rehabilitate systems; consolidation of newly acquired system" as justification. We would appreciate more detailed information about:

- The specific operating costs that have increased and their extent
- The details of capital expenditures required for system rehabilitation
- What is meant by "consolidation of newly acquired system" and how this benefits current customers
- The timeline for these improvements and their expected impact on service quality

We also seek clarification regarding the financial figures presented in the notice:

- Water annual revenue increase of \$130,878.17 (Greenshores Water)
- Sewer annual revenue increase of \$270,357.21 (Greenshores Sewer)

Could you please clarify whether these figures are specific to Greenshores or if they encompass all affected neighborhoods? If these numbers are Greenshores-specific, we would appreciate seeing the corresponding revenue impact figures for each affected neighborhood.

Additionally, we would like to understand:

- The total number of customers in each affected service area
- The basis for the protest threshold of 1,331 ratepayers
- Any programs or assistance available for customers who may face financial hardship due to these increases

The proposed changes represent significant increases for our constituents. For example, the rate for 5,000 gallons of water would increase from \$65.00 to \$83.57, a 28.6% increase, and the

increase for wastewater is a 76% increase. We believe our constituents would benefit from understanding more about the necessity and timing of these increases.

We would welcome the opportunity to discuss these matters further, either through a written response or a meeting with your representatives. Our goal is to ensure our constituents are well-informed about these changes and their impact on the community.

Thank you for your attention to these inquiries. We look forward to your response.

Sincerely,



**Representative Vikki Goodwin**  
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**Senator Sarah Eckhardt**  
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