



Control Number: 56354



Item Number: 3381

PUCTX Online Complaint CP2025010809

Public Utility Commission of Texas
1701 N. Congress Ave.
P.O. Box 13326
Austin, TX 78711-3326
(888) 782-8477
www.puc.texas.gov

Ref.
Docket No. 56354

PUBLIC UTILITY
COMMISSION OF TEXAS

FEB 03 2025 *

Water Complaint Form

Date: 1/24/2025 6:46:02 PM
Complaint Number: CP2025010809
Account Holder: Brenda Gillette
Alternate Contact:
Email Address: Cherub4723@AOL.com

Service Address:
Address 1: 1971 Royalville Court
Address 2:
City: Crystal Beach
State: TX
Zip: 77650
County: Galveston

Mailing Address:
Business Name: William Gillette
Address 1: 125 Glenshire Street
Address 2:
City: Lumberton
State: TX
Zip: 77657

Day Phone: (409) 363-0477
Evening Phone: (409) 751-4866

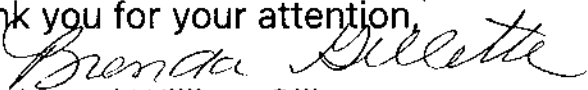
Complaint Against: Undine
Service Phone:
Account Number: 79030-1010783001

Complaint Note: This company is increasing their charges for monthly sewer from \$110.00 to \$143.00 a month!! To us, the \$110.00 is already outrageous! This is our second home and we are only there maybe 7 days a month (just the two of us). We are

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a retired couple in our 60's, and this increase is just unaffordable. We are pleading with you to not allow this rate increase.

Thank you for your attention,


Brenda and William Gillette

Attachments:

CP2025010809.txt