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Filed Date - 2025-06-05 02:26:23 PM

Control Number - 57386

Item Number - 1900

SOAH DOCKET NO. 473-25-14230.WS
PUC DOCKET NO. 57386

APPLICATION OF CSWR-TEXAS	§	BEFORE THE STATE OFFICE OF
UTILITY OPERATING COMPANY, LLC	§	ADMINISTRATIVE HEARINGS
APPLICATION TO CHANGE RATES.	§	

PREFILED TESTIMONY OF JIM RIEBER

Q: Please state your name for the record.
A: Jim Rieber

Q: Are you a property owner and resident of Treetop-Texas, and a water service customer of CSWR-Texas Operating Company, LLC ("CSWR-Texas")?
A: Yes

Witness Background

Q: How are you employed?
A: I am retired. Previously I held Program Manager position with Lockheed Martin Aeronautics in Fort Worth Texas.

Q: Do you hold any professional licenses?
A: Yes, Certified Toastmaster and previously but no longer, Secret Security Clearance.

Q: Please describe your educational background.
A: I hold a Bachelor of Commercial Advertising from North Texas State University awarded in 1978.

Q: Please describe your work experience.
A: I have over 35 years of work experience in the areas of production manufacturing, plant industrial engineering, field service management and project management.

Q: Please describe any official positions you have held with Treetop-Texas.
A: I was a member of our Treetop Deed Restriction Committee and currently serve as a Treetop-Texas water coordinator.

Q: Have you been an Intervenor in any past actions with CSWR-Texas?
A: No

Q: Please state the purpose of your testimony?
A: The purpose of my testimony is to address CSWR-Texas's compliance with rate increase request to provide 100% documentation of expenses for a justified rate increase and root cause water quality corrections and improvements as well as other examples of poor

management performance as documented with the Public Utilities Commission Interchange website in the conduct of service providing water service to Treetop-Texas community, to the extent that compliance and management performance should be considered in setting an appropriate Rate of Return on Equity.

ISSUES TO BE ADDRESSED

Q: Do you believe CSWR-Texas has complied with the Customer Commitments agreed to in the last Rate Increase settlement?

A: No. Although water quality has improved, it has been with temporary maintenance practices and frequent water draining.

Q: Can you provide specific examples?

A: Yes, all filed with the PUC (e.g. Control Number 54565; Item Numbers 2346, 2347, 2352)

Q: Beyond the Customer Commitments, are there other examples of poor management performance?

A: Yes. Also, at issue is if the documented proof of CSWR-Texas directing their water maintenance contractor Patterson, to drain the Treetop-Texas main water lines almost daily to keep water quality improved will discontinue with rate increase approval. Draining the main lines helps the Treetop-Texas water from smelling as much but doesn't fix the root cause problem.

Q: Are there any other examples of poor management performance?

A: Yes. Finally, at issue is if the root cause problem as discussed during the first Zoom conference held in 2023 of water main lines not being buried deep enough to reduce the main line water from heating up which encourages hydrogen sulfide gasses to build up resulting in water that smells like rotten eggs.

Q: Do you have any specific recommendations regarding the requested return on equity?

A: Yes, I do. I recommend reducing the requested return on equity to be in line with the quality of water provided. CSWR has made improvements and the water has also improved, however, it constantly fluctuates in quality and many Treetop customers will not drink the water provided because of the rotten egg smell, the high chlorine smell and/or the water discoloration. I'm not really how you can nail down a return on quality when it keeps changing.

End of testimony

Dated this ____ day of ____ 2025.

s/Jim Rieber

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INTERVENOR JIM RIEBER'S STATEMENT OF POSITION

- 1) In general, Intervenor Rieber does not oppose CSWR-Texas Operating Company, LLC ("CSWR-Texas") request to change rates to the extent the requested rates are justified, responsible and reasonable.
- 2) At issue, CSWR-Texas is asking for 100% reimbursement for improvement expenses while only providing 10% proof of expenses as discussed in the April 15, 2025 prehearing Zoom meeting.
- 3) Also, at issue is if the documented proof of CSWR-Texas directing their water maintenance contractor Patterson, to drain the Treetop-Texas main water lines almost daily to keep water quality improved will discontinue with rate increase approval. Draining the main lines helps the Treetop-Texas water from smelling as much but doesn't fix the root cause problem.
- 4) Finally, at issue is if the root cause problem as discussed during the first Zoom conference held in 2023 of water main lines not being buried deep enough to reduce the main line water from heating up which encourages hydrogen sulfide gasses to build up resulting in water that smells like rotten eggs.
- 5) Intervenor Rieber's position is that the degree to which CSWR-Texas has or has not complied with or met the concerns identified in Items 2-4 should be reviewed at the hearing and accounted for in any determinations made by the SOAH or Commission.

Dated this ____ day of ____ 2025.

s/Jim Rieber

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