



Control Number: 58124



Item Number: 1213

PUCT DOCKET NO. 58124

Ratepayer Comments/Requests To Intervene

Use this form to speak out if you disagree with the filing
or want to get involved in the case.

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: Chris Last Name: WUGST

Phone Number: 817 846 7023 Fax Number: _____

Email Address: CJWUGST@HOTMAIL.COM

Address, City, State: 9431 JADINE LN. JUSTIN TX 76247

Location where service is received: _____
(if different from 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.

☐ **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: 6-26-2025

Si desea informacion en Espanol, puede llamar al 1-888-782-8477.

Further assistance may be obtained by calling the PUCT at (512) 936-7120 or (888) 782-8477.

Hearing- and speech-impaired individuals with text telephones (TTY) may contact the PUCT's

Customer Assistance Hotline at 512-936-7136 by first dialing 1-800-735-2989 or 7-1-1

Information may also be obtained by visiting www.puc.texas.gov

1213

PUCT DOCKET NO. 58124

Notice of Proposed Rate Change

Pursuant to Texas Water Code § 13.187

Aqua Texas

13201, 13203, 13254, 21059, 21065, 21116

Company Name

CCN Number(s)

has filed a rate change application with the Public Utility Commission of Texas (Commission or PUCT). The application may be reviewed online at interchange.puc.texas.gov. You may also inspect a copy of the rate change application at your utility's office at the address below or at the Commission's office (1701 N. Congress Ave, Austin, TX 78701). The proposed rates will apply to service received after the effective date provided below, unless modified or suspended by the Commission. If the Commission receives a sufficient number of protests, separately or in a combined protest letter, from at least 7,897 ratepayers (10 percent of the utility's customers over whose rates the Commission has original jurisdiction) or from any affected municipality before the 91st day after the proposed effective date, the matter will be set for hearing. See Protest Form on the next page for instructions on how to protest.

EFFECTIVE DATE OF PROPOSED INCREASE: July 25, 2025

(must be at least 35 days after notice is provided to customers and 35 days after application is filed)

(Proposed rates requested by the utility are not final. The Commission may modify the rates and order a refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest.)

Reason(s) for Proposed Rate Change:

The proposed rate change is being requested in order to recover capital investments Aqua Texas has made to maintain and improve its systems since the last rate case(s) and to reflect inflationary increases to Aqua Texas' operating costs.

BILLING COMPARISON**Water**

Existing	5,000 gallons: \$	See	/mo	Proposed	5,000 gallons: \$	See	/mo
Existing	10,000 gallons: \$	Attached	/mo	Proposed	10,000 gallons: \$	Attached	/mo

Water – Pass Through Charges

Existing	5,000 gallons: \$	See	/mo	Proposed	5,000 gallons: \$	See	/mo
Existing	10,000 gallons: \$	Attached	/mo	Proposed	10,000 gallons: \$	Attached	/mo

Sewer

Existing	5,000 gallons: \$	See Attached	/mo	Proposed	5,000 gallons: \$	See Attached	/mo
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Please see attached list of subdivisions and systems affected

Subdivision(s) or System(s) Affected by Rate Change

1106 Clayton Lane

Austin

Texas

78723

Company Address

City

State

Zip

(877) 987-2782

Company Phone Number

\$17,784,500

Water Annual Revenue Increase

\$0.00

Water Pass-Through Annual Revenue Increase

\$11,364,116

Sewer Annual Revenue Increase

June 19, 2025

Date Current Rate Change Notice Delivered

3/1/2024 (Docket Nos. 56298, 56299, 56300)

Date of Last Rate Change

*Prior to providing notice, the utility shall file a request for the assignment of a docket number for the application.

Updated: September 29, 2021

June 26, 2025

Chris Jungst
9431 Jadine Lane
Justin, Tx 76247

Public Utility Commission of Texas
1701 North Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326

PWS ID TX0610203
PUCT Docket: 58124

To Responsible Party(s),

On June 19, 2024 Texas residents served by Aqua Texas were notified of a proposed rate increase that will effectively double our current water bills. This notice was issued without any justification of need, nor with identified intent of use from the increased funding to be received. A nearly hundred percent rate increase with no identified benefit to the customer is unconscionable.

As an eight year customer of Aqua Texas, I can speak from experience on their corporate mission to operate their facilities at the bare minimum standards. They seemingly have no preventative maintenance program for their field equipment, it's more a policy of "wait till it breaks". During the cold freeze of 2021, the water pumps froze because the backup generator did not turn on due to a dead battery and the fuel tank being empty. The resolution was knowledgeable residents, with Aqua approval, handled the problem. This was after two days of no water.

The quality of water delivered meets the lowest of Texas standards, resulting in most every home requiring water filtration systems hoping to avoid annual replacing of faucets, water heaters, etc ruined by the corrosive water from Aqua.

Over the years, it has been a regular occurrence of low, or no, water pressure throughout our neighborhood. Aqua has also issued homeowner notifications, numerous times, that they have failed to submit required TCEQ water samples, failed to submit required TCEQ performance reports and failed to meet TCEQ water chlorination standards. Per charted comparisons with Texas state water quality standards, the water provided by Aqua Texas barely meets drinkable standards.

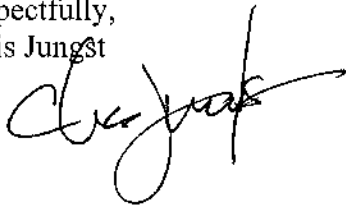
All of these points are made to identify the fact that Aqua does not responsibly manage their current financial status.

Additionally, Texas Bill 7 was just signed into law which will, among other steps, provide up to 1 billion dollars, statewide, to water system providers to implement and/or improve their water delivery infrastructure. In November voters will be asked to approve a 20 Billion dollar bond, over ten years, towards improving Texas' water supply. With these financial supports in place, why would Aqua need to double our water supply rates?

It is recognized that Texas is experiencing an unanticipated population growth that is taxing our water supply systems. But the infrastructure cost needs for those new communities should be born by those who will benefit from them, not existing ones.

Aqua Texas (Aqua America) has a proven track record of unreliable water delivery, an ineffective or absent equipment maintenance program and repeated failure to meet TCEQ standards. Throwing more money at an ineffective operation is never an answer. A water supply rate increase should only be considered when Aqua Texas has proven, by performance and ability, that they have earned it.

Respectfully,
Chris Jungst

A handwritten signature in black ink, appearing to read "Chris Jungst", written over the printed name.