



Filing Receipt

Filed Date - 2025-07-01 01:22:16 PM

Control Number - 58124

Item Number - 1229

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: Carolyn Last Name: Wolfe

Phone Number: 281-450-7768 Fax Number: _____

Email Address: CarolynWolfeRealtor@gmail.com

Address, City, State: 19027 Oakway Dr., Spring TX 77388

Location where service is received:
(if different from mailing address) Candlelight Hts

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: June 22 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.

PUCT DOCKET NO. 58124

List of Water Systems

2025 Rate Change Information Program

| PWS ID | TCEQ System Name | Subdivision / Area Served | County | Rate Code (Monthly Minimum & Gallonage) | Pass-Throughs | Page # (Notice of proposed rates) Rate Comparison |
|-----------|--|--|--------|--|---------------|---|
| TX1010307 | Redwood Estates Mobile Home Park | Green River Estates Redwood Estates Mobile Home Park | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1010334 | Spring Creek Forest | Spring Creek Forest | Harris | SE-W05A | PT-SE5 | 62-63 |
| TX1010532 | Candlelight Hills Subdivision | Candlelight Hills Subdivision | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1010535 | Pine Trails Utility | Pine Trails Subdivision | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1010622 | Westgate Subdivision | Westgate Subdivision | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1010809 | Bammel Oaks Estates I | Bammel Oaks Estates Section 1 | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1010810 | Bammel Oaks Estates II | Bammel Oaks Estates Section 2 | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1010915 | North Woods Estates | North Wood Estates | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1010947 | Cricket Hill Estates | Cricket Hill Estates | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011014 | Brittmoore Utility | Blazer Business Park Tanner Business Park Hahls Suburban Farms Harcourt Farms Hilltop Acres Independence Farms Jersey Acres Perimeter Park Petropark & PAR | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011084 | Boudreaux Gardens | Boudreaux Gardens | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011510 | Marks Glen Subdivision | Marks Glen Subdivision | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011536 | Kitzwood Subdivision | Kitzwood Subdivision | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011633 | Oak Manor | Oak Manor J & W | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011647 | Creeside Estates South | Creeside Estates South North Pines MHP | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011651 | Cypress Fields Subdivision | Cypress Fields Subdivision | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011687 | Atascocita Acres Subdivision | Atascocita Acres Subdivision | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011803 | Oakwood Village Mobile Home Subdivision | Oakwood Village Mobile Home Subdivision | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011860 | Berry Hill Estates | Berry Hill Estates | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011861 | Rolling Oaks | Rolling Oaks | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011865 | Tasfield | Tasfield | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1011955 | Peek Road Utilities | Peek Road Mobile Home Park (P/K/A Katy Estates) | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1012806 | Alton Theiss Subdivision | Alton Theiss Subdivision | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1012978 | The Commons Water Supply, Inc | The Commons of Lake Houston | Harris | SE-W03 | PT-SE3 | 58-59 |
| TX1013041 | Park Forest Water System | Park Forest Subdivision Secret Forest Subdivision | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1013050 | Lakes Of Rosehill Water System | Lakes of Rosehill Mills Tract | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1013089 | Heron Lakes Estates | Heron Lakes Estates Windfern Windfern Trace | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1013103 | Stable Gates | Stable Gates | Harris | SE-W01 | PT-SE1 | 54-55 |
| TX1013127 | Fairway Crossing | Fairway Crossing | Harris | SE-W01 | PT-SE1 | 54-55 |

PUCT DOCKET NO. 58124

Water Rate Comparison SE-W01

| CURRENT RATES | | | PROPOSED RATES | | | | |
|--|--|-----------------------|--|--|--|--|-----------|
| Meter Charges | | | Meter Charges | | | | |
| Meter Size | Minimum Monthly Charge (Includes 0 gal) | | Meter Size | Residential or Non-Residential | | Mobile Home Park / Wholesale Customers | |
| | | | | Minimum Monthly Charge (Includes 0 gal) | Minimum Monthly Charge (Includes 0 gal) | Minimum Monthly Charge (Includes 0 gal) | |
| 5/8" x 3/4" | \$31.00 | | 5/8" x 3/4" | \$34.90 | \$34.90 | \$34.90 | |
| 3/4" | \$31.00 | | 3/4" | \$52.35 | \$52.35 | \$52.35 | |
| 1" | \$87.50 | | 1" | \$87.30 | \$87.30 | \$87.30 | |
| 1 1/2" | \$175.00 | | 1 1/2" | \$174.50 | \$174.50 | \$174.50 | |
| 2" | \$280.00 | | 2" | \$279.20 | \$279.20 | \$279.20 | |
| 3" | \$560.00 | | 3" | \$523.50 | \$523.50 | \$523.50 | |
| 4" | \$875.00 | | 4" | \$873.00 | \$873.00 | \$873.00 | |
| 6" | \$1,750.00 | | 6" | \$1,745.00 | \$1,745.00 | \$1,745.00 | |
| 8" | \$2,800.00 | | 8" | \$2,792.00 | \$2,792.00 | \$2,792.00 | |
| 10" | \$4,025.00 | | 10" | \$4,014.00 | \$4,014.00 | \$4,014.00 | |
| 12" | \$8,750.00 | | 12" | \$7,504.00 | \$7,504.00 | \$7,504.00 | |
| Volumetric Charge | | | Volumetric Charge | | | | |
| Gallage Charge | | | Gallage Charge | Residential | Non-Residential | Non-Residential | |
| Tier | Volume | Charge per 1,000 gals | Tier | Volume | Charge per 1,000 gals | | |
| Tier 1 | Gallage Charge per 1,000 gals | \$3.70 | Tier 1 | 0 to 5,000 gals | \$5.498 | \$3.365 | \$0.000 |
| Tier 2 | | | Tier 2 | 5,001 to 10,000 gals | \$8.247 | \$4.038 | \$0.000 |
| Tier 3 | | | Tier 3 | 10,001 to 20,000 gals | \$13.745 | \$6.787 | \$0.000 |
| Tier 4 | | | Tier 4 | Over 20,000 gals | \$15.120 | \$7.403 | \$0.000 |
| Mobile Home Park | | N/A | Mobile Home Park | | | | \$3.365 |
| Wholesale Customers | | N/A | Wholesale Customers | | | | \$5.498 |
| Water Pass-Through Charges | | | Water Pass-Through Charges | | | | |
| | | PT-SEI | | Residential | Non-Residential | Mobile Home Park / Wholesale | |
| Water Pass-Through Charge | | \$4.2318 | Water Pass-Through Charge | | Unchanged | Unchanged | Unchanged |
| System Improvement Charge | | | System Improvement Charge | | | | |
| Meter Size | SIC-SEW01 | | Meter Size | Residential or Non-Residential | | Mobile Home Park / Wholesale | |
| 5/8" x 3/4" | \$3.69 | | 5/8" x 3/4" | \$0.00 | \$0.00 | \$0.00 | |
| 3/4" | \$3.69 | | 3/4" | \$0.00 | \$0.00 | \$0.00 | |
| 1" | \$9.23 | | 1" | \$0.00 | \$0.00 | \$0.00 | |
| 1 1/2" | \$18.45 | | 1 1/2" | \$0.00 | \$0.00 | \$0.00 | |
| 2" | \$29.52 | | 2" | \$0.00 | \$0.00 | \$0.00 | |
| 3" | \$59.04 | | 3" | \$0.00 | \$0.00 | \$0.00 | |
| 4" | \$92.25 | | 4" | \$0.00 | \$0.00 | \$0.00 | |
| 6" | \$184.50 | | 6" | \$0.00 | \$0.00 | \$0.00 | |
| 8" | \$295.20 | | 8" | \$0.00 | \$0.00 | \$0.00 | |
| 10" | \$424.35 | | 10" | \$0.00 | \$0.00 | \$0.00 | |
| 12" | \$793.35 | | 12" | \$0.00 | \$0.00 | \$0.00 | |
| | | FTCCR-SEW01 | | | Residential or Non-Residential | Mobile Home Park / Wholesale | |
| Federal Tax Change Credit Rider | | 4.58% | Federal Tax Change Credit Rider | | 0.00% | 0.00% | 0.00% |
| Right-of-Way Licensing Agreement and Franchise Fee Pass-Through Charge | | 0% | Right-of-Way Licensing Agreement and Franchise Fee Pass-Through Charge | | Assessed where applicable at the percentage provided for by the municipality | | |
| Regulatory Assessment Fee | | 1% | Regulatory Assessment Fee | | 1% | 1% | 1% |

PUCT DOCKET NO. 58124

Water Rate Comparison SE-W01 (Continued)

| CURRENT RATES | | PROPOSED RATES | | | |
|---|------------------------------|---|--------------------------------|------------------------------|--|
| Miscellaneous Fees | | Miscellaneous Fees | Residential or Non-Residential | | Mobile Home Park / Wholesale Customers |
| Tap Fee | \$750.00 | Tap Fee | \$1,600.00 | \$1,600.00 | \$1,600.00 |
| Tap Fee (Unique Costs) | Actual Cost | Tap Fee (Unique Costs) | Actual Cost | Actual Cost | Actual Cost |
| Tap Fee (Large Meter) | Actual Cost | Tap Fee (Large Meter) | Actual Cost | Actual Cost | Actual Cost |
| Reconnection Fee | | Reconnection Fee | \$25.00 | \$25.00 | \$25.00 |
| a) Non-Payment of Bill | \$25.00 | | | | |
| b) Customer's Request | \$75.00 | | | | |
| Transfer Fee | \$50.00 | Transfer Fee | N/A | N/A | N/A |
| Late Charge | 10% | Late Charge | 10% | 10% | 10% |
| Returned Check Charge | \$25.00 | Returned Check Charge | \$25.00 | \$25.00 | \$25.00 |
| Customer Deposit - Residential | \$50.00 | Customer Deposit - Residential | \$50.00 | \$50.00 | \$50.00 |
| Customer Deposit - Commercial & Non-Residential Deposit | 1/6 of estimated annual bill | Customer Deposit - Commercial & Non-Residential Deposit | 1/6 of estimated annual bill | 1/6 of estimated annual bill | 1/6 of estimated annual bill |
| Meter Test Fee | \$25.00 | Meter Test Fee | \$25.00 | \$25.00 | \$25.00 |
| Meter / Service Relocation Fee | Actual Cost | Meter / Service Relocation Fee | Actual Cost | Actual Cost | Actual Cost |
| Standard Meter Installation Fee | \$150.00 | Standard Meter Installation Fee | \$150.00 | \$150.00 | \$150.00 |
| Customer Service Inspection Fee (Residential) | \$100.00 | Customer Service Inspection Fee (Residential) | \$100.00 | \$100.00 | \$100.00 |
| Customer Service Inspection Fee | N/A | Customer Service Inspection Fee | N/A | N/A | N/A |
| Illegal Reconnection, Lock Removal, or Damage Fee | \$85.00 | Illegal Reconnection, Lock Removal, or Damage Fee | \$85.00 | \$85.00 | \$85.00 |
| Damaged Meter and Appurtenances Fee | Actual Cost | Damaged Meter and Appurtenances Fee | Actual Cost | Actual Cost | Actual Cost |
| Governmental Testing, Inspection and Costs Surcharge | When Authorized by PUC | Governmental Testing, Inspection and Costs Surcharge | When Authorized by PUC | When Authorized by PUC | When Authorized by PUC |
| Line Extension and Construction Charges | See Section 3.0 | Line Extension and Construction Charges | See Section 3.0 | See Section 3.0 | See Section 3.0 |
| Service Initiation Fee | \$50.00 | Service Initiation Fee | \$50.00 | \$50.00 | \$50.00 |
| Seasonal Reconnection Fee | | Seasonal Reconnection Fee | N/A | N/A | N/A |
| Lock Removal or Damage Fee | N/A | Lock Removal or Damage Fee | Actual Cost | Actual Cost | Actual Cost |
| Meter Conversion Fee | N/A | Meter Conversion Fee | Actual Cost | Actual Cost | Actual Cost |

| Meter Charges | | | Meter Charges | | | | |
|--|----------------------------------|--|--|-----------------------|--|---|--|
| Meter Size | | Minimum Monthly Charge (Includes 0 gal) | Meter Size | | Residential or Non-Residential | | Mobile Home Park / Wholesale Customers |
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| 5/8" x 3/4" | | \$31.00 | 5/8" x 3/4" | | \$34.90 | \$34.90 | \$34.90 |
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| Gallage Charge | | | Gallage Charge | | Residential | Non-Residential | Non-Residential |
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| Tier 1 | Gallage Charge per 1,000 gals | \$3.70 | Tier 1 | 0 to 5,000 gals | \$5.498 | \$3.365 | \$0.000 |
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| 5/8" x 3/4" | \$3.69 | | 5/8" x 3/4" | | \$0.00 | \$0.00 | \$0.00 |
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| 2" | \$29.52 | | 2" | | \$0.00 | \$0.00 | \$0.00 |
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| 4" | \$92.25 | | 4" | | \$0.00 | \$0.00 | \$0.00 |
| 6" | \$184.50 | | 6" | | \$0.00 | \$0.00 | \$0.00 |
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| 10" | \$424.35 | | 10" | | \$0.00 | \$0.00 | \$0.00 |
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| | | FTCCR-SEW01 | | | Residential or Non-Residential | | Mobile Home Park / Wholesale |
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| Right-of-Way Licensing Agreement and Franchise Fee Pass-Through Charge | | 0% | Right-of-Way Licensing Agreement and Franchise Fee Pass-Through Charge | | Assessed where applicable at the percentage provided for by the municipality | | |
| Regulatory Assessment Fee | | 1% | Regulatory Assessment Fee | | 1% | 1% | 1% |

PUCT DOCKET NO. 58124

Water Rate Comparison SE-W01 (Continued)

| CURRENT RATES | | PROPOSED RATES | | | |
|---|------------------------------|---|--------------------------------|------------------------------|--|
| Miscellaneous Fees | | Miscellaneous Fees | Residential or Non-Residential | | Mobile Home Park / Wholesale Customers |
| Tap Fee | \$750.00 | Tap Fee | \$1,600.00 | \$1,600.00 | \$1,600.00 |
| Tap Fee (Unique Costs) | Actual Cost | Tap Fee (Unique Costs) | Actual Cost | Actual Cost | Actual Cost |
| Tap Fee (Large Meter) | Actual Cost | Tap Fee (Large Meter) | Actual Cost | Actual Cost | Actual Cost |
| Reconnection Fee | | Reconnection Fee | \$25.00 | \$25.00 | \$25.00 |
| a) Non-Payment of Bill | \$25.00 | | | | |
| b) Customer's Request | \$75.00 | | | | |
| Transfer Fee | \$50.00 | Transfer Fee | N/A | N/A | N/A |
| Late Charge | 10% | Late Charge | 10% | 10% | 10% |
| Returned Check Charge | \$25.00 | Returned Check Charge | \$25.00 | \$25.00 | \$25.00 |
| Customer Deposit - Residential | \$50.00 | Customer Deposit - Residential | \$50.00 | \$50.00 | \$50.00 |
| Customer Deposit - Commercial & Non-Residential Deposit | 1/6 of estimated annual bill | Customer Deposit - Commercial & Non-Residential Deposit | 1/6 of estimated annual bill | 1/6 of estimated annual bill | 1/6 of estimated annual bill |
| Meter Test Fee | \$25.00 | Meter Test Fee | \$25.00 | \$25.00 | \$25.00 |
| Meter / Service Relocation Fee | Actual Cost | Meter / Service Relocation Fee | Actual Cost | Actual Cost | Actual Cost |
| Standard Meter Installation Fee | \$150.00 | Standard Meter Installation Fee | \$150.00 | \$150.00 | \$150.00 |
| Customer Service Inspection Fee (Residential) | \$100.00 | Customer Service Inspection Fee (Residential) | \$100.00 | \$100.00 | \$100.00 |
| Customer Service Inspection Fee | N/A | Customer Service Inspection Fee | N/A | N/A | N/A |
| Illegal Reconnection, Lock Removal, or Damage Fee | \$85.00 | Illegal Reconnection, Lock Removal, or Damage Fee | \$85.00 | \$85.00 | \$85.00 |
| Damaged Meter and Appurtenances Fee | Actual Cost | Damaged Meter and Appurtenances Fee | Actual Cost | Actual Cost | Actual Cost |
| Governmental Testing, Inspection and Costs Surcharge | When Authorized by PUC | Governmental Testing, Inspection and Costs Surcharge | When Authorized by PUC | When Authorized by PUC | When Authorized by PUC |
| Line Extension and Construction Charges | See Section 3.0 | Line Extension and Construction Charges | See Section 3.0 | See Section 3.0 | See Section 3.0 |
| Service Initiation Fee | \$50.00 | Service Initiation Fee | \$50.00 | \$50.00 | \$50.00 |
| Seasonal Reconnection Fee | | Seasonal Reconnection Fee | N/A | N/A | N/A |
| Lock Removal or Damage Fee | N/A | Lock Removal or Damage Fee | Actual Cost | Actual Cost | Actual Cost |
| Meter Conversion Fee | N/A | Meter Conversion Fee | Actual Cost | Actual Cost | Actual Cost |



Carolyn Wolfe <carolynwolferealtor@gmail.com>

Re: [Complaint No:CP2025010343] - Carolyn Wolfe

1 message

Carolyn Wolfe <carolynwolferealtor@gmail.com>

Mon, Jan 27, 2025 at 1:39 PM

To: PUCComplaints <puccomplaints@puc.texas.gov>, Careen Kearney <Careen.Kearney@puc.texas.gov>, consumer@puc.texas.gov

So why is my neighborhood paying so much more for everything just because we dont have a MUD tax ?

A house my size pays 800 a year for MUD in Cypresswood and 50 water bills which would be \$1400 per year

I just added up my 2024 Aquasource bills and they were \$2392.18 , so I am effectively being double charged.

This is getting ridiculous and I really dont see how this was let happen to Candlelight Hills

Carolyn Wolfe
281-450-7768

On Mon, Jan 27, 2025 at 12:58 PM Careen Kearney <Careen.Kearney@puc.texas.gov> wrote:

Dear Carolyn Wolfe

Please find the attached letter regarding your informal complaint submitted to the Public Utility Commission of Texas. If you have any questions, please contact us via email at consumer@puc.texas.gov or toll-free at 1-888-782-8477.

Thank you,

Careen Kearney
Investigator IV
Consumer Protection Division
Public Utility Commission of Texas
Toll-Free: (888) 782-8477
Careen.kearney@puc.texas.gov

The Letter you sent
Shows a higher pass thru is
already being charged before
getting approved. Our Area has
the highest pass thru in Texas

Thomas J. Gleeson
Chairman
Kathleen Jackson
Commissioner
Courtney Hjaltman
Commissioner



Greg Abbott
Governor
Connie Corona
Executive Director

Public Utility Commission of Texas

1/27/2025

Carolyn Wolfe
19027 Oakway Dr
Spring TX 77388

RE: Complaint # CP2025010343

Dear Carolyn Wolfe:

The Consumer Protection Division (CPD) has received the response from Aqua Texas Inc. (Aqua) concerning your increase in bills. We have reviewed the information presented by both you and Aqua to ensure the company has acted consistently with the Commission's Substantive Rules.

Company Response

Aqua has provided the rate schedule for Harris County Water Region. Your premise has a 5/8-inch meter which carries a monthly minimum charge of \$31.00 for water. The monthly charge does not include any usage charges. The actual usage charges are \$3.70 per 1,000 gallons. There is a regional pass through gallonage (RPTGC) charge of \$5.54 per 1,000 gallons. Aqua uses a flat rate method for \$63.80, which is compliance to Commission rules to determine your billing for sewer.

Water Rates

| <u>Meter Size</u> | <u>Monthly Minimum Charge</u> (Includes 0 gallons) | <u>Gallonage Charge</u> |
|-------------------|---|--------------------------------------|
| 5/8" or 3/4" | <u>\$31.00</u> | <u>\$3.70</u> per 1,000 gallons used |

Sewer Rates

| <u>Meter Size</u> | <u>Monthly Flat Rate</u> (Includes 0 gallons all meters) |
|-------------------|---|
| 5/8" or 3/4" | <u>\$63.80</u> |



Printed on recycled paper

RPTGC Rate

| |
|--------------------------|
| \$5.54 per 1,000 gallons |
|--------------------------|

On your billing statement for the service period of 11/18/24 to 12/18/24, reflects it shows a total usage of 12,700 gallons, this resulted in the \$46.99 charge. List below is the breakdown of the charges reflected on your bill.

Water consumption

12,700 gallons @ 0.0037 per gallon = \$46.99

Flat monthly minimum rate of \$31.00

Totaling - \$77.99

RPTGC -(12,700 x 5.54) = \$70.39

Sewer Rate of \$63.80

CPD's Determination

Our informal review of your complaint found that Aqua acted consistently with our Substantive Rule §24.165(a), relating to authorized rates. The rule states bills must be calculated according to the rates approved by the regulatory authority and listed on the utility's approved tariff. Based on CPD's review Aqua is billing accurately for water and sewage according to the rule. CPD recommends contacting Aqua with any further questions regarding your billing.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us through our Consumer Protection Hotline at 1-888-782-8477 or visit us online at www.puc.texas.gov.

Sincerely,

Careen Kearney
Consumer Protection Division
Public Utility Commission of Texas

cc: Aqua Texas, Inc.



Carolyn Wolfe <carolynwolferealtor@gmail.com>

[Complaint No:CP2025010343] - Carolyn Wolfe

1 message

Carolyn Wolfe <carolynwolferealtor@gmail.com>

Fri, Jun 20, 2025 at 5:26 PM

To: Careen Kearney <Careen.Kearney@puc.texas.gov>, "consumer@puc.texas.gov" <consumer@puc.texas.gov>, PUCComplaints <puccomplaints@puc.texas.gov>

Good afternoon,

I am writing concerning the package I received today in the mail from AQUA

The 129 page package has a Rate payer comments/requests to intervene which I will be filling out and scanning to these emails.

I have attached page 4 and pages 54 and 55 that has our rates on them. I just took a picture of them with my phone but can scan them with my complaint.

The letter I was sent by Careen back in January says out pass thru fee is \$5.49 (see attached) but the Water Rate comparison in this packet shows we are at \$4.21 per 1000 and will not change. But the Gallonage Charges are going up.

I just posted on our neighborhood facebook page and nobody else has gotten one nor were they notified by Aqua. I still receive paper bills so maybe that has something to do with it, but still the window is only 35 days and that is sneaky of them not to notify the entire neighborhood.

And for it to take a rocket scientist to find the proper page and read the rates is ridiculous.

I still haven't found the sewer rate page

Carolyn Wolfe

281-450-7768

19027 Oakway Dr., Spring TX 77388

Candlelight Hills homeowner/resident since 1998

----- Forwarded message -----

From: **Careen Kearney** <Careen.Kearney@puc.texas.gov>

Date: Mon, Jan 27, 2025 at 12:58 PM

Subject: [Complaint No:CP2025010343] - Carolyn Wolfe

To: carolynwolferealtor@gmail.com <carolynwolferealtor@gmail.com>

Dear Carolyn Wolfe

Please find the attached letter regarding your informal complaint submitted to the Public Utility Commission of Texas. If you have any questions, please contact us via email at consumer@puc.texas.gov or toll-free at 1-888-782-8477.

Thank you,

Careen Kearney

Investigator IV

Consumer Protection Division

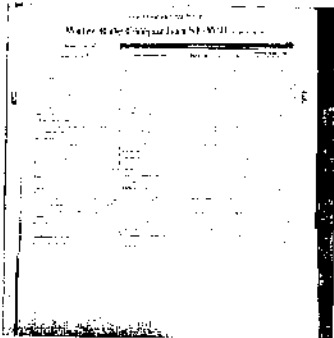
Public Utility Commission of Texas

Toll-Free: (888) 782-8477

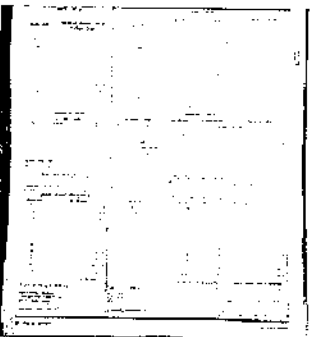
Careen.kearney@puc.texas.gov

Carolyn Wolfe
281-450-7768
www.har.com/carolynwolfe
CENTURY 21 Parisher Properties
701 East Main Street, Tomball Tx 77375 Check out our New Location

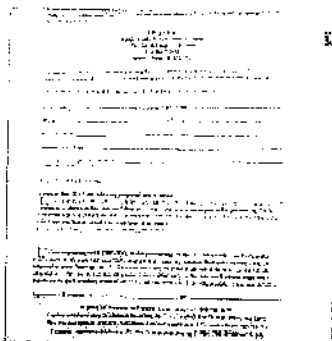
4 attachments



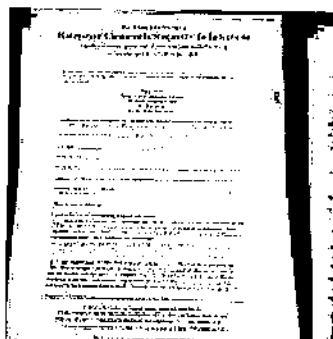
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