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TRACY BROWN

AQUA CUSTOMER

PUBLIC UTILITY RE: Docket #58124
COMMISSION
OF TEXAS

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To whom it may concern,

I am writing to express my concern about the proposed rate increases that Aqua America is seeking to impose on all of their customers.

I have been a resident of the Lanai community, currently serviced by Aqua America, since May 2005. Aqua America has by far delivered the worst water quality thus far over my 20 years in this neighborhood at an already significantly higher rate than the previous owners supplied the water for. Our water is barely drinkable when filtered through our refrigerator filter and it is not safe for drinking right out of the tap. We won't even fill our animals' water bowls with the water they provide.

Not only is the water terrible, the service is equally bad. Our water meter cover has been damaged for years and they have yet to come out to replace it with a new one despite calls and monthly checks on our water consumption. I'm not sure what our costs even cover as simple things are not being maintained.

Please accept this letter as my protest against this rate increase. Aqua does not provide good service with the funds they currently receive and the water quality they provide is sub-par at best. The cost is higher than anything we previously paid and yet the service continues to decline.

Yours truly,
Tracy Brown