



Control Number: 58124



Item Number: 1384

# 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:

RECEIVED  
2025 JUL -2 PM 12:56  
PUBLIC UTILITY COMMISSION  
FILING CLERK

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: Gary Last Name: McClure

Phone Number: 817-996-4489 Fax Number: \_\_\_\_\_

Email Address: GmccLURE327@gmail.com

Address, City, State: 13460 Kira Lane, 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: Mary Mac Date: 6/27/25

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

1384

We are sending our protest  
on a copied form because Aqua  
neglected to mail us, customers  
for 5 years, the packet our neighbors  
received. This is further evidence of  
their poor customer service.

PWS ID

TX0610203

To Responsible Party(s),

On June 19, 2025, Texas residents served by Aqua Texas were notified of a proposed rate increase which would 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 one-hundred percent rate increase with no identified benefit to the customer is unconscionable.

As a five (5) year customer of Aqua Texas, I can speak from experience on their corporate inability to operate their facilities effectively. It's more like the "bare minimum" of operational standards. They do not appear to have any preventative maintenance program for their field equipment, more a policy of "wait till it breaks". The quality of water delivered barely meets the lowest of Texas standards (which they do miss on occasion), resulting in every home requiring costly full-home water filtration systems and/or Reverse Osmosis systems to be able to drink it and avoid annual replacement of faucets, water heaters and other plumbing fixtures ruined by the corrosive water from Aqua. It has been a regular occurrence of low, or no water pressure throughout our neighborhood. We even had the system shut down one time in a cold snap because it froze completely and we were without water for more than two (2) days. This situation forced the homeowners to fix the situation ourselves (AQUA approved of this approach). It's incredible that residents have to fix AQUA systems for them!!!! Without resident action, this outage could have extended for many more days!

Aqua has also issued homeowner notifications on numerous occasions to notify us that they failed to submit required TCEQ water samples, required TCEQ performance reports and ultimately failed to meet TCEQ water chlorination standards, or worse - had to issue "boil notices" on short notice. 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. Throwing more good money at the problem likely will not solve anything. Is that expected behavior from a 'for profit' corporate entity?

Texas Senate Bill 7 was just signed into law which will, among other steps, provides up to one (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 twenty (20) billion dollar bond, over ten years, towards improving Texas' water supply. With these financial supports in place, why does Aqua seek to double our current (already very high) water supply rates?

It is recognized that Texas is experiencing an unanticipated population growth which taxing our water supply systems (not to mention our public highways). However, the infrastructure cost burden new communities should be born by those who will benefit from them, not existing residents/customers. This should be painfully obvious in a corporate entity which survives for the sole reason of profitability.

Aqua Texas (Aqua America, their corporate entity) has a proven track record of unreliable water delivery, an incredibly low-standard preventative maintenance program, routine failure to meet TCEQ standards and endless level-3 water restrictions and outages. I strongly believe that throwing more money at an ineffective operation is never a good approach. Furthermore, a water supply rate increase should only be considered when Aqua Texas has proven by performance and ability (reliability), that they have earned it. Then, and ONLY then it should be one which is reasonable and customary – not extortion. Certainly not 100% of the current rate, combined with removal of the Federal Water Credit to be kept by Aqua and their go-forward ability to charge-back ALL “improvements” going forward.

I respectfully request your intervention on this matter to represent us and negotiate in good faith with Aqua Texas to implement a reasonable increase with a guarantee on their service levels, water supply and quality of the water provided going forward.

Respectfully,

A handwritten signature in black ink, appearing to read "Gary McClure". The signature is fluid and cursive, with the first name "Gary" being more prominent and the last name "McClure" following in a similar style.

Gary McClure

13460 Kira Ln

Justin, TX 76247

Avery Ranch Subdivision