



## **Filing Receipt**

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**Control Number - 58124**

**Item Number - 138**

## **PUCT DOCKET NO. 58124**

John Moore

Aqua rate increase is at least 150% increase in the per gallon charge, per the docket pages 88-89. This rate increase is outrageous and should be denied by the Texas PUC.

The Shady Hollow Estates system that Aqua is responsible for has been neglected. Our system has not been maintained as the company has instead focused on expansions into other neighborhoods (at our expense). This rate increase is purely designed to subsidize Aqua expansions and to pay legal costs for lost corporate revenue as a result of litigation by Hays County.

Aqua has been unable to provide reliable service to our community.

### **We have had multiple service interruptions.**

Our pump is old and the company refuses to install a new one. One of the failures required a replacement part that was difficult to find. As a result **we had a service outage for almost 24 hours.**

We have had low pressure which has caused at **multiple boil water notices** in the t couple of years.

Aqua has **REDUCED capacity of our system by dismantling and removing one of our system's storage tanks.**

At one point Aqua had **no back up generator** for our system and that may still be true.

We have reached out to Aqua customer support on multiple occasions as a result of power outages and no/low water pressure because their main pump stopped working.

We have had notice of **e coli levels** in our water on more than one occasion. As a result, the company has over-chlorinated our water supply.

### **Aqua does not deserve this rate increase.**

They have been a poor operator. Until they can provide reliable services, they do not deserve the 100-150% increase in the per gallon charge they are requesting. At most they should get 2-3% increase in the per gallon charge.

The company is also doubling the charge for a new tap to at least \$1200.