



Filing Receipt

Filed Date - 2025-06-23 08:01:59 PM

Control Number - 58124

Item Number - 148

PUBLIC UTILITY COMISION OF TEXAS

WATER SYSTEMS – AQUA TEXAS

INTERVENTION TO DOCKET 58124:

To whom it may concern:

I am a neighbor of Lake at Black Oak, Magnolia, TX 77354 and I have received a mail without date, requesting to you the approval of the increment of the water and sewer rates for the year to come to be applied from July 25th 2025.

I am attaching three bills for water and sewer that I have paid to AQUA TEXAS adding the credit rider to be able to compare with the New Rates, where the credit is not applied:

- 1.- 2/17/2025 for 5,100 gallons and an amount of \$156.32 dollars
- 2.- 3/19/2025 for 4,500 gallons and an amount of \$150.72 dollars
- 3.- 6/17/2025 for 4,900 gallons and an amount of \$147.97 dollars

The same bills with the New Rates would be:

- 1.- \$181.73 dollars, an increment of 16.25%
- 2.- \$175.61 dollars, an increment Of 16.52%
- 3.- \$179.51 dollars, an Increment of 21.31%

Apart from the fact that with the new rates the fixed costs adding water and sewer (Minimum Monthly Charge-Includes 0 gallons)) have increased up to: \$131.83 dollars.

Do you feel it's honest charge \$131.83 dollars for 0.00 gallons consumed and converted to sewer?

What kind of fix cost do they have to charge this amount to every neighbor in the different subdivisions?

Do you feel it's fair to propose an increment of 21.31 % (Compare June bill were the RPTG charge has been reduced to \$4.23 dollars per 1000 gallons)?

Could you please help me to better understand what kind of water are they providing that forces to install a filtration system because the flow is full of sand and sediments?

On top of this frequently I have a reduction of water pressure as you can see at the pic, same that I have reported to AQUA TEXAS, but it continues to happen frequently.



Signed:

Jadir Neto

27 Valiant Ridge Trail

Magnolia, Texas 77354

Aqua Texas, Inc
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
Fax: **866.780.8292**
Aquawater.com

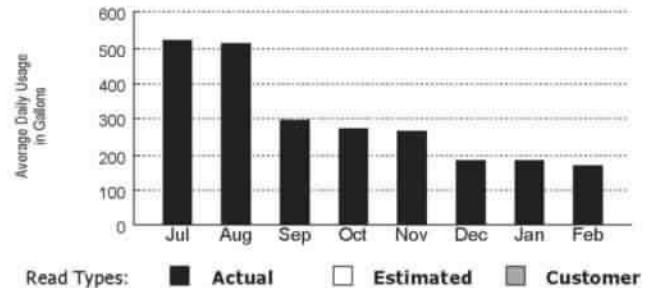
Questions about your water/sewer service? Contact us before the due date.
Bill Date **February 17, 2025** Total Amount Due **\$ 149.57** Current Charges Due Date **March 11, 2025**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	22303707	5/8	02/13/25 01/14/25	30	Actual Actual	107200 102100	5,100	Gallons
Average Daily Usage = 170 Gallons			Total Days: 30		Total Usage:		5,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 174.20	
Total Payments Received	174.20	
Remaining Balance	0.00	
Customer Charge Water	31.00	
5,100 gallons @ \$0.0037 per gallon	18.87	
Current Water Charges	49.87	
Sewer Base Facility Charge	63.80	
System Improvement Charge -Water	3.69	
System Improvement Charge - Wastewater	9.20	
FTCCR Water Credit Rider	3.57	Credit
FTCCR Sewer Credit Rider	3.18	Credit
Regulatory Assessment Fee	1.49	
Regional Pass-Through Gallonage Charge	28.27	
Amount Due ON or BEFORE 03/11/25	\$ 149.57	
Amount Due AFTER 03/11/25	\$ 163.09	

Water Usage History



Message Center (see reverse side for other information)

- Effective with this bill and in accordance with PUC Docket number 55577 your system improvement charge has been decreased. If applicable, within 90 days you will receive a credit for this decrease based on bills issued since August 8, 2024.
- Effective with this bill and in accordance with PUC Docket number 55577 your system improvement charge has been decreased. If applicable, within 90 days you will receive a credit for this decrease based on bills issued since August 8, 2024.
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the WaterSmart Alerts button at www.aquawater.com.



JADIR NETO
27 VALIANT RIDGE TRL
MAGNOLIA TX 77354-3696

Do Not Pay

If your Current Balance is less than the Total Amount Due listed on this statement, the lesser amount will be withdrawn.

Questions About Your Bill?

Toll Free: 877.987.2782

Fax: 866.780.8292

Aquawater.com

If you have a billing question or complaint, call or write to us before the due date on your bill. When writing, please use a separate piece of paper and include your name, address and account number. Notes written on the bill may delay processing of your payment. Our customer service address is listed on the front of the bill. You may also contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges.

Please notify our office immediately upon changes of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified. All water passing through the meter will be charged to the customer whether used, wasted or lost by leakage.

If your bill is based on zero usage, there may be a problem with your meter reading equipment. If there is a problem with your meter reading equipment, you will be responsible for the water usage or leakage not reported on this bill. Please call customer service if you have any questions or to have your meter reading equipment serviced.

Explanation Of Terms

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may receive a new bill by reading the meter and calling customer service with that reading. Note: revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Method of Payment: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us.
Aqua Texas: PO Box 70279, Philadelphia, PA 19176-0279. **Do not send cash.**

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906. Customers with bank accounts may also pay through their bank. Call customer service or your bank for details.

In Person: Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Texas service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday.
Please call or visit Aquawater.com to find the Western Union location closest to you.

Aqua E-billing: Switch to paperless billing today. Enjoy the convenience of viewing and paying your bill online. Visit us at Aquawater.com to sign up today!

Payment Terms: You should pay your bill on or before the due date.

Rate Case Expense Surcharge: A charge to recover rate case expense.

Regulatory Assessment Fee: A fee used to pay the costs and expenses incurred by the Texas Commission on Environmental Quality in the regulation of retail public utilities.

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Water Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Ways to Pay Your Bill

Aqua ePortal

You can cut the clutter of a paper bill and we will notify you by email when your bill is available. It's simple, secure and no additional fees.

Register for Aqua's ePortal today and avoid processing fees for ACH payments.

Visit www.aquaeportal.com to enroll today.

Mail Payments

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Aqua

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(Scan with a smartphone)

Speedpay, an ACI Worldwide Company

Please note: Speedpay charges a \$1.95 processing fee for each transaction.

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Online: At
<https://internet.speedpay.com/aqua>

By Text: Customers can enroll with pay by text through the Aqua ePortal.

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Questions about your water/sewer service? Contact us before the due date.
Bill Date **March 19, 2025** Total Amount Due **\$ 144.22** Current Charges Due Date **April 10, 2025**

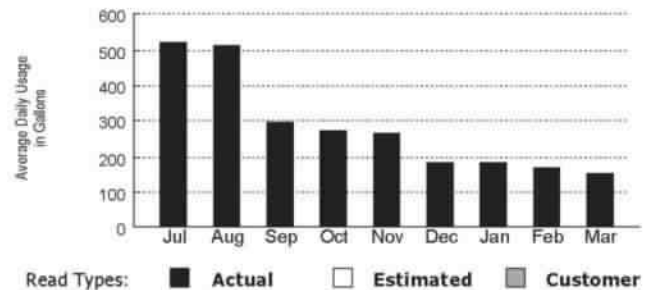
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
22303707	5/8	03/14/25 02/13/25	29	Actual Actual	111700 107200	4,500	Gallons
Average Daily Usage = 155 Gallons		Total Days: 29		Total Usage:		4,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 149.57	
Total Payments Received	149.57	
Remaining Balance	0.00	
Customer Charge Water	31.00	
4,500 gallons @ \$0.0037 per gallon.....	16.65	
Current Water Charges.....	47.65	
Sewer Base Facility Charge	63.80	
System Improvement Charge -Water	3.69	
System Improvement Charge - Wastewater	9.20	
FTCCR Water Credit Rider	3.32	Credit
FTCCR Sewer Credit Rider.....	3.18	Credit
Regulatory Assessment Fee	1.44	
Regional Pass-Through Gallonage Charge	24.94	
Amount Due ON or BEFORE 04/10/25	\$ 144.22	
Amount Due AFTER 04/10/25	\$ 157.21	

Water Usage History



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Late Charge: A penalty on past due balances.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Method of Payment: You can pay your bill by any of the following methods:

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Questions about your water/sewer service? Contact us before the due date.
Bill Date **June 17, 2025** Total Amount Due **\$ 141.59** Current Charges Due Date **July 09, 2025**

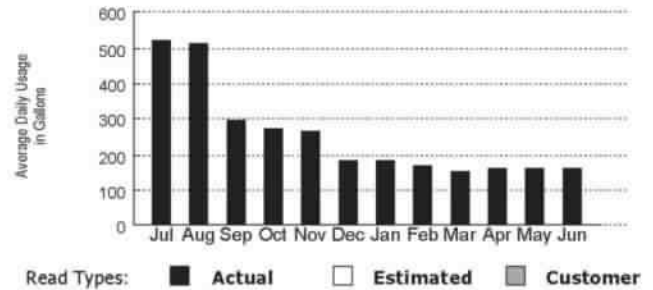
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
22303707	5/8	06/13/25 05/13/25	31	Actual Actual	126300 121400	4,900	Gallons
Average Daily Usage = 158 Gallons		Total Days: 31		Total Usage:		4,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 140.05	
Total Payments Received	140.05	
Remaining Balance	0.00	
Customer Charge Water	31.00	
4,900 gallons @ \$0.0037 per gallon.....	18.13	
Current Water Charges.....	49.13	
Sewer Base Facility Charge	63.80	
System Improvement Charge -Water	3.69	
System Improvement Charge - Wastewater	9.20	
FTCCR Water Credit Rider	3.20	Credit
FTCCR Sewer Credit Rider.....	3.18	Credit
Regulatory Assessment Fee	1.41	
Regional Pass-Through Gallonage Charge	20.74	
Amount Due ON or BEFORE 07/09/25	\$ 141.59	
Amount Due AFTER 07/09/25	\$ 154.32	

Water Usage History



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- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.



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Online: At
<https://internet.speedpay.com/aqua>

By Text: Customers can enroll with pay by text through the Aqua ePortal.







Outlook

Ticket: E5B9350684D07 Re: Aqua Contact Us submission

From custservreply@aquawater.com <custservreply@aquawater.com>

Date Tue 6/17/2025 1:30 PM

To jay.neto@hotmail.com <jay.neto@hotmail.com>

Thank you for contacting Aqua
Good Afternoon

We have advised our tech that you are experiencing low water pressure. We will be sending out someone to investigate the issue.

To help protect your finances from home repair emergencies, HomeServe offers our customers low-cost home repair plans. To learn more, please contact HomeServe at 833.573.2117 and provide agent ID #1117

If you have any further questions, please contact us by phone; we will gladly assist you.

Thank you,

Aqua
762 West Lancaster Avenue
Bryn Mawr, PA 19010
Customer Service Hours:
Monday – Friday, 8 a.m. – 5 p.m.
877.WTR.AQUA or 877.987.2782
www.AquaWater.com

From: AquaWater Contact Form <AquaWaterContactForm@aquawater.com>

Sent: 2025/06/16 22:57:17

To: Aqua <custservreply@aquawater.com>

Subject: Aqua Contact Us submission

Aqua Contact Us submissionSubmitted on Tue, 06/17/2025 - 02:57

First Name Jadir **Last Name** Neto **Account Number** 0029073161545750 **Address** 27 Valiant Ridge Trail **Address 2 City** Magnolia **State** Texas **Zip Code** 77354-____ **Phone Number** (346) 589-9101
Email jay.neto@hotmail.com **Category** General Inquiry **Message** Water pressure. Can Aqua help with this constant problem of ours in the neighborhood? My house right now is almost impossible to take shower and have a normal life in the kitchen w/o water pressure.