



Filing Receipt

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I am hereby filing public comments in Protest of the Proposed Tax Rate for Aqua Water, Docket 58124.

For the past 5 years I have owned this house, Aqua Water has provided sub-par, barely minimum water service and quality.

This includes:

1. Water pressure: Water pressure that drops regularly below 35 PSI, resulting in having to put-off regular water needs, like dishes, laundry, and bathing. The water supply cannot currently regularly keep up with demand on our system.
Further, Aqua's response to this issue seems to show that they are unaware that we are on larger lots (1 acre) that require slightly more water volume than most neighborhoods (1/8-1/4 acre lots).
2. Water quality: Water coming into the homes is often full of chlorine and dirt. Each home requires multiple filters, to remove both. They state that they treat the water, but seemingly only with massive amounts of chlorine only.
Further, we receive relatively regular letters (at least once a year or more) stating that they missed a water quality inspection at their "plant" and are now sending a letter informing residents **months later**.
3. Response to residents concerning issues: Calls into their customer service line often result in rude, brief responses, such as "we're already aware of it," with a sudden hang-up, or being told they're unaware and they haven't received any other notifications, even after I've heard from multiple neighbors that they've called the same line to notify them of issues with pressure or quality.
4. Water system infrastructure: Residents have been told by past technicians that the water "plant" is poorly electrically wired and is not electrically dependable.
During power outages, residents have very little to no faith that we'll also lose water pressure.

Overall, the water service that Aqua provides is very poor, especially for a company controlled by the PUCT, and one we already spend so much money for. They are also very dismissive of the issues we face on a regular basis and it has already been driving forces for some past residents to sell their houses and move elsewhere not serviced by Aqua.

I am honestly shocked that the PUCT has not been aware of these issues, and is even allowing Aqua to raise rates given the low quality of service provided overall.

I seriously hope that this input is considered and results in Aqua not being able to raise rates **at all** until they can fix the above issues and prove so on a regular basis, for an extended period of time.

Once that is completed, I would be more comfortable in supporting higher rates. Until then, our service quality will continue to be sub-par and their attitude dismissive about it, at best.

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