



July 22, 2025

Public Utility Commission of Texas
1701 N. Congress Avenue
PO Box 13326
Austin, Texas 78711-3326

RE: Docket No. 58124 – Protest of Proposed Rate Increase by Aqua Texas, Inc.
Community: Del Webb The Woodlands Homeowners Association, Inc.

Location: 634 Del Webb Blvd., The Woodlands, TX 77382, Montgomery County

To Whom It May Concern,

On behalf of the nearly 600 homeowners residing in our nonprofit 55+ active adult community, we respectfully submit this letter with our formal protest of the proposed rate increase requested by Aqua Texas, Inc. under Docket No. 58124.

Our community is a deed-restricted, non-profit homeowners association where residents are primarily retirees living on fixed incomes. A significant and abrupt increase in water and wastewater utility rates would have a disproportionate impact on our homeowners, many of whom are financially vulnerable to changes in essential service costs.

We request that the Commission consider the following points in evaluating this proposal:

- **Disproportionate Impact on Seniors:** As a 55+ active adult community, the majority of our residents are retirees. Many live on fixed or limited incomes, and rising utility costs directly threaten their ability to maintain independent living.
- **Nonprofit, Self-Managed Community:** Our HOA does not operate for profit and is solely supported by resident-paid assessments. These increases are not recoverable through rent or revenue and directly burden each lot owner.
- **Lack of Justification for Rate Hike:** Residents have not been presented with a clear, detailed justification from Aqua Texas demonstrating a necessity for the magnitude of the proposed increase. The burden of proof should rest with Aqua to demonstrate that their request is fair, necessary, and reasonable.
- **Quality of Service Concerns:** Over recent years, our community has experienced inconsistent service, billing confusion, and a lack of transparent communication from Aqua Texas. Increasing rates without a corresponding improvement in service quality is unacceptable.
- **Volume of Impacted Homes and Meters:** Nearly 600 residential homes will be affected, and the association also maintains **25 separate meters** for common areas (such as irrigation, amenities, and landscaping). These meters are directly tied to association

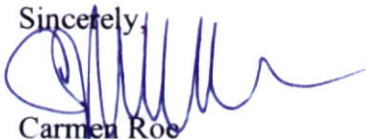
costs and, by extension, impact every homeowner. Notably, **no rate case packets were received for these 25 meters**, despite their inclusion in Aqua Texas's billing system. Protest forms have been completed and submitted for each meter based on the account information available.

- **Missing Identification Numbers on Forms:** Many residents in our community **did not receive the official rate change packet** from Aqua Texas. As a result, the HOA provided **photocopies of the form** to ensure residents had the opportunity to protest. Therefore, several of the enclosed protest forms **do not include the identifying number in the upper right-hand corner**, as that information was not made available to these ratepayers.
- **Residential sewage calculation:** Not all incoming residential water becomes sewage. **The rate change packet does not address the formula to calculate monthly sewage charges** as a percentage of all income water. Further, summer time water usage increases drastically compared to winter time water usage with irrigation systems water vegetation. This increased water consumption for irrigation does not become sewage. **Residents should not be charged as if all water becomes sewage during the summer months.**

We strongly urge the Public Utility Commission of Texas to reject the proposed rate increase in Docket No. 58124 or, at minimum, require a thorough and transparent review process that allows all impacted residents the opportunity to be heard and for Aqua Texas to meet its burden of proof.

We appreciate the Commission's attention to the concerns of our community and urge you to act in protection of ratepayers who depend on your oversight.

Sincerely,



Carmen Rob

e-Pro, CNHS, CDPE, TRLS

Community Manager -Del Webb The Woodlands



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