



Control Number: 58124



Item Number: 1551

PUCT DOCKET NO. 58124

Ratepayer Comments/Requests To Intervene

Use this form to speak out if you disagree with the filing **RECEIVED**
or want to get involved in the case. 2025 JUL -3 AM 10:57

PUBLIC UTILITY COMMISSION
FILING CLERK

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

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: THOMAS Last Name: CARL

Phone Number: 830 693 6424 Fax Number: _____

Email Address: TCARLTX@GMAIL.COM

Address, City, State: 2711 CLUB HOUSE BILL DR SPOKESBROOK, TX 78669

Location where service is received: GARTEN CREEK LAKEVIEW
(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.

SEE ATTACHED

☐ 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: _____ Date: _____

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

Information may also be obtained by visiting www.puc.texas.gov

1551

PUCT DOCKET NO. 58124

Notice of Proposed Rate Change

Pursuant to Texas Water Code § 13.187

Aqua Texas

13201, 13203, 13254, 21059, 21065, 21116

Company Name

CCN Number(s)

has filed a rate change application with the Public Utility Commission of Texas (Commission or PUCT). The application may be reviewed online at interchange.puc.texas.gov. You may also inspect a copy of the rate change application at your utility's office at the address below or at the Commission's office (1701 N. Congress Ave, Austin, TX 78701). The proposed rates will apply to service received after the effective date provided below, unless modified or suspended by the Commission. If the Commission receives a sufficient number of protests, separately or in a combined protest letter, from at least 7,897 ratepayers (10 percent of the utility's customers over whose rates the Commission has original jurisdiction) or from any affected municipality before the 91st day after the proposed effective date, the matter will be set for hearing. See Protest Form on the next page for instructions on how to protest.

EFFECTIVE DATE OF PROPOSED INCREASE: July 25, 2025

(must be at least 35 days after notice is provided to customers and 35 days after application is filed)

(Proposed rates requested by the utility are not final. The Commission may modify the rates and order a refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest.)

Reason(s) for Proposed Rate Change:

The proposed rate change is being requested in order to recover capital investments Aqua Texas has made to maintain and improve its systems since the last rate case(s) and to reflect inflationary increases to Aqua Texas' operating costs.

BILLING COMPARISON**Water**

Existing	5,000 gallons: \$	See	/mo	Proposed	5,000 gallons: \$	See	/mo
Existing	10,000 gallons: \$	Attached	/mo	Proposed	10,000 gallons: \$	Attached	/mo

Water – Pass Through Charges

Existing	5,000 gallons: \$	See	/mo	Proposed	5,000 gallons: \$	See	/mo
Existing	10,000 gallons: \$	Attached	/mo	Proposed	10,000 gallons: \$	Attached	/mo

Sewer

Existing	5,000 gallons: \$	See Attached	/mo	Proposed	5,000 gallons: \$	See Attached	/mo
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Please see attached list of subdivisions and systems affected

Subdivision(s) or System(s) Affected by Rate Change

1106 Clayton Lane

Austin

Texas

78723

Company Address

City

State

Zip

(877) 987-2782

Company Phone Number

\$17,784,500

Water Annual Revenue Increase

\$0.00

Water Pass-Through Annual Revenue Increase

\$11,364,116

Sewer Annual Revenue Increase

June 19, 2025

Date Current Rate Change Notice Delivered

3/1/2024 (Docket Nos. 56298, 56299, 56300)

Date of Last Rate Change

*Prior to providing notice, the utility shall file a request for the assignment of a docket number for the application.

Updated: September 29, 2021

I have been a customer of Aqua Texas Water Company for approximately 14 years. I have never been satisfied with their service or the quality of drinking water that they provide. When we first became a customer, we had just completed construction of our home in Barton Creek Lakeside in Spicewood. We noticed that the drinking water tasted and smelled odd. I contacted their local representative and they agreed to test the water. We provided a sample utilizing their instruction and several weeks later they advised us in writing that the water tested above the "safe" limits for lead. They advised us that the likely problem was lead from metal pipes in the home or faucets. I advised them that the residence had just been built and that there were no metal pipes and all the fixtures were brand new. They had no other explanation. They agreed to retest the water annually for a period of time to see if there was an improvement in water quality.

Based on their response, I decided not to drink the tap water or use it for cooking. We started drinking nothing but bottled water. We had no other options for taking showers and washing our dishes. They tested our water for the next two or three years, but the results did not improve.

In addition to the above issue, we experienced numerous water outages from broken pipes in the development or loss of pressure. Most of the outages affected the entire development. Approximately three years ago they installed a barge with pumps into the Colorado river. They recently had to dredge under the barge because it was too shallow.

During the same approximate time frame, they began having problems getting rid of their treated sewage water. They started trucking it out of the retention pond to an undisclosed location. The pond frequently smells like sewage and is a real nuisance. This has continued for many years despite repeated complaints. The trucks hauling the treated sewage run approximately every 20 minutes for eight to ten hours per day starting at six AM. They have offered numerous excuses as to why this is continuing, but at this point they have no credibility left.

In summary, I think that the State should monitor their operations and force them to comply with all regulations. It is apparent that they either lack the expertise to comply or they are cutting corners to circumvent them. I could go on citing examples of their malfeasance, but I believe I have cited ample justification to not allow them to raise their rates until they start providing proper service.