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Protest of Aqua Texas Proposed Rate Change - PUC Docket No. 58124

Cindi Leveridge
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July 3, 2025

Public Utility Commission of Texas
Water Utility Regulation Division
1701 N. Congress Avenue
P. O. Box 13326
Austin, TX 78711-3326

To the Public Utility Commission of Texas:

The purpose of this letter is to formally protest Aqua Texas Proposed Rate Change PUC Docket #51824.

I am an Aqua Texas customer affected by the proposed rate change. I am writing to formally protest the proposed rate increase. I am a retired public school teacher, living at my current address for the last 9 years. I have limited means to pay over \$150 monthly for access to water. I am concerned that the proposed rate increase will lower market value for our neighborhood, price those of us on fixed income out of our homes and potentially make our homes impossible to sell.

Aqua Texas has not been transparent. Aqua Texas failed to maintain water lines for many years. At least twice monthly we experience low water pressure or no water. Under duress Aqua Texas began to repair lines. Aqua Texas immediately increased our monthly rate to \$200+, an incredible amount for someone using between 2000 and 3000 gallons of water monthly. Aqua Texas could not provide sufficient documentation to justify their SIC rate increase request in January 2025 and were required to refund additional money we had paid. Unfortunately, they only gave credit for \$35 of the extra \$50 paid each month because they had fees.

Aqua Texas does not care about Texans or our water supply. They have ignored pumping limits and disregarded fines imposed for doing so. Aqua Texas is in Pennsylvania, their concern is only with making a profit. The current cost of water through Aqua Texas is extremely high. Current customers should not have to pay for repairs that should have been done for the last 20 years.

The commission should carefully review the justification for the new proposal, considering the previous denial of Aqua Texas' rate increase request due to inadequate documentation.

Please deny the Aqua Texas request for a proposed rate increase.

Sincerely,

Cindi Leveridge

APPROVED

By Cindi Leveridge at 11:11 pm, Jul 03, 2025