



Filing Receipt

Filed Date - 2025-07-07 09:51:02 AM

Control Number - 58124

Item Number - 1660

Karen H Smith attachment:

I strongly protest this proposed rate change because:

- **MORE THAN DOUBLING** the gallon charge is excessive. There is no justification provided for this change.
- Decreasing some items and increasing others on the bill is misleading to the consumer. It is hard to figure out the impact on each household's bill.
- No cost-based justifications for the rate changes are provided.
- Putting all the info into one packet with 100+ pages is wrong. Information for each neighborhood should be sent separately.

In addition, I want to bring up the over-pumping issue:

- Aqua TX should not be **ALLOWED** to take water from one neighborhood's well and give it to other neighborhoods on different wells. If neighborhood wells are not working properly or are insufficient, they should be improved at the site – dig a new well, replace equipment, etc. Aqua is notorious for over-pumping its wells, often causing failure or damage such as Jacob's Well. We are worried about our well. We already have frequent low pressure from time to time.

PUCT DOCKET NO. 58124

Ratepayer Comments/Requests To Intervene

Use this form to speak out if you disagree with the filing
or want to get involved in the case.

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: Karen Last Name: Smith

Phone Number: 512-393-4504 Fax Number: _____

Email Address: ks07@txstate.edu

Address, City, State: 101 Meadow Woods & Dr Kyle TX 78640

Location where service is received: 
(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.

☐ 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 Karen Smith Date: 7/7/25

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.