



Filing Receipt

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Comments Regarding Aqua Water's proposed Rate Hike

We, Susan and Mike Welbes, have lived at 30303 W Legends Trail Dr, Spring, TX 77386 since July 2014. Aqua Water Systems provides our water to our neighborhood. We understand that Aqua is proposing a significant rate increase and we adamantly PROTEST this increase.

Aqua is a poor service provider. Our water service is unreliable and we have many boil water events throughout the year lasting anywhere from a few days to weeks. Aqua has done nothing to upgrade their equipment in order to alleviate these events.

Our neighborhood is build out – there is no need for expansion of our water utility.

Unless and until Aqua provides a long-range plan for maintaining and upgrading our water system, they should not be allowed to raise our utility rates without explanation. We have already been subjected to pass through rates by Aqua for other neighborhoods without any consideration for our own neighborhood water supply.

It is 2025, and our neighborhood deserves a capable, safe and efficient water system – we do not have this with Aqua. If Aqua were to provide plans for our system, we may understand why a rate increase is needed.

We strongly urge the PUC to not grant this rate increase!!!