



Control Number: 58124



Item Number: 1709

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: Theresa Last Name: Spong

Phone Number: 512 913 1879 Fax Number: _____

Email Address: tspong@austin.tc.com

Address, City, State: 320 Primrose 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.

See Attached Paper

☐ **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: Theresa Spong Date: 7/3/25

Si desea información en Español, 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

1. I strongly protest this proposed rate change. We already pay more for our water than any other people in our area in Buda or Kyle. The rates for our water are already excessive and often my water bill is more than my electric bill.
2. **MORE THAN DOUBLING** the gallon charge is excessive. There is no justification provided for this change.
3. 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.
4. No cost-based justifications for the rate changes are provided.
5. Putting all the info into one packet with 100+ pages is wrong. Information for each neighborhood should be sent separately.
6. I have strong concerns about this company. They are continuously taking truckloads of water from our neighborhood well to other areas. Every day (not just during the summer) several trucks go back and forth each day. Why do you not repair or drill wells where they are needed. The repair service when our well goes down is quite poor. The response to repair work is at Slow. We often experience low water pressure- again due to over pumping our well .