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Ratepayer Comments/Request to Intervene
June 24, 2025

William & Dondria Roozée
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To Responsible Party(s),

I'm writing in PROTEST and request the opportunity to INTERVENE in this proceeding.

On June 19, 2024 residents in the State of Texas, served by Aqua Texas were notified of a proposed rate increase that will effectively double our current water rates.

This notice was issued without justification, nor identified intent of use from the increased funding to be received. A nearly **100% rate increase** with no identified benefit to the customer is unconscionable.

As an 11-year customer of Aqua Texas, with **no competitive options**, I can speak from experience Aqua Texas operates their facilities to bare minimum standards, often leading **system failures** with little to zero evidence of any preventive maintenance program.

Example:

During the cold freeze of 2021, the **water pumps froze because the backup generator did not activate due to a dead battery and empty fuel tank.**

After **2 days without water**, the situation was resolved by knowledgeable residents within the community, approved by Aqua Texas due to the lack of resources and stable infrastructure.

More so, **the quality of water Aqua provides is corrosive**, and meets the lowest of Texas standards, resulting in shortened life of appliance, faucets, water heaters and calcium like build up due to undissolved solids in the water. To fix, homeowners face the burden of additional expense to have a home filtration installed.

It's common to experience low, or no, water pressure throughout our neighborhood. Additionally, Aqua has **failed** numerous times to submit required TCEQ water samples, **failed** to submit required TCEQ performance reports and **failed** to meet TCEQ water chlorination standards. Per charted comparisons with Texas state water quality standards, the water provided by **Aqua Texas barely meets drinkable standards.**

Texas Bill 7 was signed into law which will, among other steps, provide up to \$1B statewide, to water system providers to implement and/or improve their water delivery infrastructure. In November voters will be asked to approve a \$20B bond, over ten years, towards improving Texas' water supply.

It is realized Texas is experiencing an unanticipated population growth that is taxing our water supply systems. **Respectfully, the infrastructure cost needs for those new communities should be born by those who will benefit from them, not existing ones.**

Aqua Texas (Aqua America) has a proven track record of unreliable water delivery, an ineffective or absent equipment maintenance program and repeated failure to meet TCEQ standards. A water supply rate increase should only be considered when Aqua Texas has proven, consistent water delivery and quality.

Respectfully,
William & Dondria Roozée

