



Control Number: 58124



Item Number: 1845

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: COX (WALLACE)
Phone Number: 817 914 2782 Fax Number: _____
Email Address: K200MW6@GMAIL.COM
Address, City, State: 13430 PRAIRIE CHAPEL TRAIL, JUSTIN TX 76247
Location where service is received: _____
(if different from mailing address) (TRAIL CREEK)

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 Cox Date: 7/1/2025

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

PUCT DOCKET NO. 58124

Notice of Proposed Rate Change

Pursuant to Texas Water Code § 13.187

Aqua Texas

13201, 13203, 13254, 21059, 21065, 21116

Company Name

CCN Number(s)

has filed a rate change application with the Public Utility Commission of Texas (Commission or PUCT). The application may be reviewed online at interchange.puc.texas.gov. You may also inspect a copy of the rate change application at your utility's office at the address below or at the Commission's office (1701 N. Congress Ave, Austin, TX 78701). The proposed rates will apply to service received after the effective date provided below, unless modified or suspended by the Commission. If the Commission receives a sufficient number of protests, separately or in a combined protest letter, from at least 7,897 ratepayers (10 percent of the utility's customers over whose rates the Commission has original jurisdiction) or from any affected municipality before the 91st day after the proposed effective date, the matter will be set for hearing. See Protest Form on the next page for instructions on how to protest.

EFFECTIVE DATE OF PROPOSED INCREASE: July 25, 2025**(must be at least 35 days after notice is provided to customers and 35 days after application is filed)**

(Proposed rates requested by the utility are not final. The Commission may modify the rates and order a refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest.)

Reason(s) for Proposed Rate Change:

The proposed rate change is being requested in order to recover capital investments Aqua Texas has made to maintain and improve its systems since the last rate case(s) and to reflect inflationary increases to Aqua Texas' operating costs.

BILLING COMPARISON**Water**

| | | | | | | | |
|----------|--------------------|----------|-----|----------|--------------------|----------|-----|
| Existing | 5,000 gallons: \$ | See | /mo | Proposed | 5,000 gallons: \$ | See | /mo |
| Existing | 10,000 gallons: \$ | Attached | /mo | Proposed | 10,000 gallons: \$ | Attached | /mo |

Water – Pass Through Charges

| | | | | | | | |
|----------|--------------------|----------|-----|----------|--------------------|----------|-----|
| Existing | 5,000 gallons: \$ | See | /mo | Proposed | 5,000 gallons: \$ | See | /mo |
| Existing | 10,000 gallons: \$ | Attached | /mo | Proposed | 10,000 gallons: \$ | Attached | /mo |

Sewer

| | | | | | | | |
|----------|-------------------|--------------|-----|----------|-------------------|--------------|-----|
| Existing | 5,000 gallons: \$ | See Attached | /mo | Proposed | 5,000 gallons: \$ | See Attached | /mo |
|----------|-------------------|--------------|-----|----------|-------------------|--------------|-----|

Please see attached list of subdivisions and systems affected

Subdivision(s) or System(s) Affected by Rate Change

1106 Clayton Lane

Austin

Texas

78723

Company Address

City

State

Zip

(877) 987-2782

Company Phone Number

\$17,784,500

Water Annual Revenue Increase

\$0.00

Water Pass-Through Annual Revenue Increase

\$11,364,116

Sewer Annual Revenue Increase

June 19, 2025

Date Current Rate Change Notice Delivered

3/1/2024 (Docket Nos. 56298, 56299, 56300)

Date of Last Rate Change

*Prior to providing notice, the utility shall file a request for the assignment of a docket number for the application.

Updated: September 29, 2021

PWS ID
TX0610203

To Responsible Party(s).

On June 19, 2025 Texas residents served by Aqua Texas were notified of a proposed rate increase which would double our current water bills. This notice was issued without any justification of need, nor with identified intent of use from the increased funding to be received. A one-hundred percent rate increase with no identified benefit to the customer is unconscionable.

As a six (6) year customer of Aqua Texas, I can speak from experience on their corporate inability operate their facilities effectively. It's more like the "bare minimum" of operational standards. They do not appear to have any preventative maintenance program for their field equipment, more a policy of "wait till it breaks". The quality of water delivered barely meets the lowest of Texas standards (which they do miss on occasion), resulting in every home requiring costly full-home water filtration systems and/or Reverse Osmosis systems to be able to drink it and avoid annual replacement of faucets, water heaters and other plumbing fixtures ruined by the corrosive water from Aqua. It has been a regular occurrence of low, or no water pressure throughout our neighborhood. We even had the system shut down one time in a cold snap because it froze completely and we were without water for more than two (2) days. This situation forced the homeowners into action with Aqua (which was approved) to remediate the situation, or it could have extended for days!

Aqua has also issued homeowner notifications on numerous occasions to notify us that they failed to submit required TCEQ water samples, required TCEQ performance reports and ultimately failed to meet TCEQ water chlorination standards, or worse - had to issue "boil notices" on short notice. Per charted comparisons with Texas state water quality standards, the water provided by Aqua Texas barely meets drinkable standards.

All of these points are made to identify the fact that Aqua does not responsibly manage their current financial status. Throwing more good money at the problem likely will not solve anything. Is that expected behavior from a 'for profit' corporate entity?

[Texas Senate Bill 7](#) was just signed into law which will, among other steps, provides up to one (1) billion dollars, statewide to water system providers to implement and/or improve their water delivery infrastructure. In November voters will be asked to approve a twenty (20) billion dollar bond, over ten years, towards improving Texas' water supply. With these financial supports in place, why does Aqua seek to double our current (already very high) water supply rates?

It is recognized that Texas is experiencing an unanticipated population growth which taxing our water supply systems (not to mention our public highways). However, the infrastructure cost burden new communities should be born by those who will benefit

from them, not existing residents/customers. This should be painfully obvious in a corporate entity which survives for the sole reason of profitability.

Aqua Texas (Aqua America, their corporate entity) has a proven track record of unreliable water delivery, an incredibly low-standard preventative maintenance program, routine failure to meet TCEQ standards and endless level-3 water restrictions and outages. I strongly believe that throwing more money at an ineffective operation is never a good approach. Furthermore, a water supply rate increase should only be considered when Aqua Texas has proven by performance and ability (reliability), that they have earned it. Then, and ONLY then it should be one which is reasonable and customary – not extortion. Certainly not 100% of the current rate, combined with removal of the Federal Water Credit to be kept by Aqua and their go-forward ability to charge-back ALL “improvements” going forward.

I respectfully request your intervention on this matter to represent us and negotiate in good faith with Aqua Texas to implement a reasonable increase with a guarantee on their service levels, water supply and quality of the water provided going forward.

Respectfully,

Jay & Karen Cox,
13430 Prairie Chapel Trail,
Justin, TX 76247