



Filing Receipt

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July 8, 2025

To whom it may concern:

I have lived in the Candlelight Hills subdivision for 5 ½ years. Prior to moving here in November 2019, I only have vague memory of being subject to a boil water notice maybe once or twice, during my childhood. Since moving to Candlelight Hills with water provided by AquaTexas, we experience several boil notices per year. It has become routine- when bad weather is forecast, we pre-fill water jugs for drinking and washing, and fill bathtubs for flushing toilets. The water plant run by AquaTexas fails consistently when there is a power outage. It fails sometimes when there has been no power outage. If the power is out longer than an hour or so, we can expect to lose water pressure, lose water entirely, and then have a boil notice afterward. Through all this frequent recurring inconvenience and risk of contamination, AquaTexas wants to raise our rates. I am not aware of any efforts on their part to improve our system that would justify a rate increase. There seems to be no backup power to prevent pressure loss due to power outage. They built a brand new building nearby but appear to have done nothing to improve the services provided to the customer, and want to raise our costs. This is unacceptable.

Sincerely,

Eric Stone