



Control Number: 58124



Item Number: 1885

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: Bonnie Last Name: Carr

Phone Number: 713-806-2293 Fax Number: _____

Email Address: carrgo2001@yahoo.com

Address, City, State: 32514 Waterworth Ct., Fulshear, Tx 77441

Location where service is received: Same
(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 page

☐ 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: Bonnie Carr Date: 6-28-25

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
Company Name13201, 13203, 13254, 21059, 21065, 21116
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
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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	\$0.00	\$11,364,116
Water Annual Revenue Increase	Water Pass-Through Annual Revenue Increase	Sewer Annual Revenue Increase

June 19, 2025	3/1/2024 (Docket Nos. 56298, 56299, 56300)
Date Current Rate Change Notice Delivered	Date of Last Rate Change

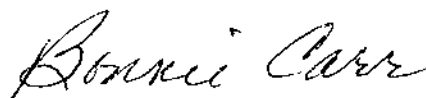
*Prior to providing notice, the utility shall file a request for the assignment of a docket number for the application.

Updated: September 29, 2021

COMMENTS ON AQUA TEXAS PROPOSED RATE INCREASE:

- I have lived for 21 years in the Riverwood Section of Weston Lakes.. Aqua Texas has been my water provider and I have found the service to be expensive and the service unreliable, as explained below.
- Riverwood's water has gone out in EVERY MAJOR WEATHER EVENT, including Hurricanes Ike and Harvey and winter storms. The exception was Hurricane Beryl last July, when the water stayed on. As a result, I store approximately 75-100 gallons of water in my garage for the **expected** failure of the water system.
- In the winter storm of February 2021, our water was out for 4 days, even though there were repeated warnings a week before the event to prepare your home and pipes. Our power came on in 2 days, but the water remained off for another 2 days.
- A year and a half later, we had another freeze event and the water went out again. Apparently, they didn't learn from the 2021 storm and did not sufficiently prepare the pipes. **The MUD81 water district in the rest of our subdivision always has water during these weather events.**
- When we have these events, often the generators that keep the pumps running fail.
- About 10 years ago, our water was out every Monday morning in June. The serviceman told me, "We don't know what happened to all the water". Brilliant!
- I do not know anyone in Riverwood that is pleased with Aqua Texas. In my opinion, Aqua does not care about their customers and care only about raising prices.

Thank you for your attention to my comments and protest of the proposed rate increases.



Bonnie Carr