



Control Number: 58124



Item Number: 205

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: JOHN Last Name: LOFTIS

Phone Number: 817.542.3059 Fax Number: _____

Email Address: john.loftis@sbccglobal.net

Address, City, State: 113 WAGONS COURT, AZLE, TX 76020

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.

☐ 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: *John Loftis* Date: 18 JUNE, 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.

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Why Aqua Texas Should Not Receive a Rate Increase

Aqua Texas has shown to be a poor provider of our potable water in our subdivision. The quality of our water is sub-standard and frequently has the smell of chemicals. The deliver is punctuated with frequent outages, and their customer service is both rude and unresponsive. I reported to their on-site personnel that there was a small water leak on the street side of their water lines and they just ignored it. Aqua Texas has repeatedly been given rate increases that they didn't deserve. Their water rates are already too high.

There was a leak for a long time at the water storage tank that Aqua Texas knew about. The constant runoff across the adjacent home owner's property posed a plethora of significant problems for the homeowner. The homeowner, out of frustration, just sold their home and moved out of our subdivision.

Aqua Texas's poor service doesn't deserve a rate increase.