



Control Number: 58124



Item Number: 270

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.

ACCT# 002834/07-1436350

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 Thomas Last Name Martin

Phone Number 281-300-1166 Fax Number _____

Email Address martintw18@comcast.net

Address, City, State 234 Kimblewick Way, Spring TX 77382

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 PUC of the public concerns and identify issues to be explored. Please provide comments below. Attach a separate page, if necessary.

SEE ATTACHED

☐ 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 PUC and the State Office of Administrative Hearings (SOAH).

Signature of Ratepayer Thomas Martin Date 7/3/25

Si desea información en español, puede llamar al 1-888-782-8477.

Further assistance may be obtained by calling the PUC at (512) 936-7120 or (888) 782-8477.

Hearing- and speech-impaired individuals with text telephones (TTY) may contact the PUC'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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Notice of Proposed Rate Change

Pursuant to Texas Water Code § 13.187

Aqua Texas
Company Name

13201, 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: S	See	/mo	Proposed	5,000 gallons: S	See	/mo
Existing	10,000 gallons: S	Attached	/mo	Proposed	10,000 gallons: S	Attached	/mo

Water – Pass Through Charges

Existing	5,000 gallons: S	See	/mo	Proposed	5,000 gallons: S	See	/mo
Existing	10,000 gallons: S	Attached	/mo	Proposed	10,000 gallons: S	Attached	/mo

Sewer

Existing	5,000 gallons: S	See Attached	/mo	Proposed	5,000 gallons: S	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
Company Address

Austin
City

Texas
State

78723
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

Attachment

Thomas Martin
234 Kimblewick Way
Spring, TX 77382

June 24, 2025

Re: Protest of Proposed Rate Increase by AQUA - Docket #58124

I am writing to formally protest the proposed rate increase by AQUA, as referenced in Docket #58124. As a resident and customer impacted by AQUA's service, I find the request for a rate increase to be both unacceptable and unjustified given the current state of the water service and quality we receive.

The water is heavily chlorinated to the point that it smells and tastes strongly of chemicals which raises concerns about its safety and long-term effects. My family and I are forced to purchase bottled water which imposes an additional financial burden on top of already very high water bills.

I respectfully urge the Public Utility Commission of Texas to deny the proposed rate increase.

Sincerely,
Thomas Martin



July 22, 2025

Public Utility Commission of Texas
1701 N. Congress Avenue
PO Box 13326
Austin, Texas 78711-3326

**RE: Docket No. 58124 – Protest of Proposed Rate Increase by Aqua Texas, Inc.
Community: Del Webb The Woodlands Homeowners Association, Inc.**

Location: 634 Del Webb Blvd., The Woodlands, TX 77382, Montgomery County

To Whom It May Concern,

On behalf of the nearly 600 homeowners residing in our nonprofit 55+ active adult community, we respectfully submit this letter with our formal protest of the proposed rate increase requested by Aqua Texas, Inc. under Docket No. 58124.

Our community is a deed-restricted, non-profit homeowners association where residents are primarily retirees living on fixed incomes. A significant and abrupt increase in water and wastewater utility rates would have a disproportionate impact on our homeowners, many of whom are financially vulnerable to changes in essential service costs.

We request that the Commission consider the following points in evaluating this proposal:

- **Disproportionate Impact on Seniors:** As a 55+ active adult community, the majority of our residents are retirees. Many live on fixed or limited incomes, and rising utility costs directly threaten their ability to maintain independent living.
- **Nonprofit, Self-Managed Community:** Our HOA does not operate for profit and is solely supported by resident-paid assessments. These increases are not recoverable through rent or revenue and directly burden each lot owner.
- **Lack of Justification for Rate Hike:** Residents have not been presented with a clear, detailed justification from Aqua Texas demonstrating a necessity for the magnitude of the proposed increase. The burden of proof should rest with Aqua to demonstrate that their request is fair, necessary, and reasonable.
- **Quality of Service Concerns:** Over recent years, our community has experienced inconsistent service, billing confusion, and a lack of transparent communication from Aqua Texas. Increasing rates without a corresponding improvement in service quality is unacceptable.
- **Volume of Impacted Homes and Meters:** Nearly 600 residential homes will be affected, and the association also maintains **25 separate meters** for common areas (such as irrigation, amenities, and landscaping). These meters are directly tied to association

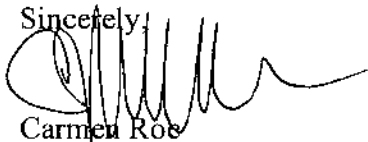
costs and, by extension, impact every homeowner. Notably, **no rate case packets were received for these 25 meters**, despite their inclusion in Aqua Texas's billing system. Protest forms have been completed and submitted for each meter based on the account information available.

- **Missing Identification Numbers on Forms:** Many residents in our community **did not receive the official rate change packet** from Aqua Texas. As a result, the HOA provided **photocopies of the form** to ensure residents had the opportunity to protest. Therefore, several of the enclosed protest forms **do not include the identifying number in the upper right-hand corner**, as that information was not made available to these ratepayers.
- **Residential sewage calculation:** Not all incoming residential water becomes sewage. **The rate change packet does not address the formula to calculate monthly sewage charges** as a percentage of all income water. Further, summer time water usage increases drastically compared to winter time water usage with irrigation systems water vegetation. This increased water consumption for irrigation does not become sewage. **Residents should not be charged as if all water becomes sewage during the summer months.**

We strongly urge the Public Utility Commission of Texas to reject the proposed rate increase in Docket No. 58124 or, at minimum, require a thorough and transparent review process that allows all impacted residents the opportunity to be heard and for Aqua Texas to meet its burden of proof.

We appreciate the Commission's attention to the concerns of our community and urge you to act in protection of ratepayers who depend on your oversight.

Sincerely,



Carmen Roe

e-Pro, CNHS, CDPE, TRLS

Community Manager -Del Webb The Woodlands



634 Del Webb Blvd | The Woodlands, TX 77382

(O) 832.225.1149