



Filing Receipt

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Laurie Rinehardt
9361 Safari Bluff
Larue, TX 75770

June 24, 2025

Texas Public Utility Commission
Office of Customer Protection
P.O. Box 13326
Austin, TX 78711-3326

Subject: Protest Against Aqua's Proposed 92.9% Water Rate Increase for First 5,000 Gallons

Dear Commissioners,

I am writing to formally protest the proposed 92.9% water rate increase requested by Aqua Texas, Inc. for the first 5,000 gallons of water usage. As a customer and resident of Safari Waters Ranch – Larue TX, I am deeply concerned about the significant financial burden this increase would impose on households, particularly following the rate increase already approved by the Texas Public Utility Commission in March 2024.

The proposed 92.9% rate hike for the first 5,000 gallons is excessive and unjustifiable, especially so soon after the prior rate adjustment. This increase would disproportionately affect households that rely on basic water usage for essential needs, such as drinking, cooking, and hygiene, making it particularly burdensome for low-income families, seniors, and those already grappling with rising living costs.

I respectfully urge the Commission to thoroughly review Aqua's request and consider the following points:

1. ****Recent Rate Increase****: Aqua was granted a rate increase in March 2024, which should have addressed immediate financial or operational requirements. The justification for an additional 92.9% increase on the first 5,000 gallons so soon after the prior adjustment is unclear and demands rigorous scrutiny.

2. ****Impact on Essential Usage****: The first 5,000 gallons of water usage typically covers basic household needs. A 92.9% increase on this tier would unfairly penalize customers for essential consumption, leaving little room for conservation to mitigate costs.
3. ****Transparency and Accountability****: Aqua must provide clear, detailed evidence demonstrating the necessity of this substantial increase. The Commission should ensure that any proposed rate hike is directly tied to verifiable operational costs or infrastructure improvements that benefit customers.
4. ****Public Interest****: The PUC has a duty to balance the utility's financial needs with the public's right to affordable, reliable water services. Approving this increase without compelling justification risks undermining public trust in the regulatory process.

I respectfully request that the Texas Public Utility Commission deny Aqua's proposed 92.9% rate increase for the first 5,000 gallons or, at a minimum, hold public hearings to allow affected customers to voice their concerns and ensure a transparent review process. Additionally, I urge the Commission to require Aqua to provide a detailed justification for the proposed increase, including how it aligns with the company's operational needs and benefits to customers, particularly in light of the March 2024 rate adjustment.

Thank you for your attention to this matter and for your commitment to protecting Texas ratepayers. I look forward to your thorough review of this proposal and a decision that prioritizes the public interest.

Sincerely,

A handwritten signature in black ink, appearing to read 'Laurie Rinehardt', with a stylized, flowing script.

Laurie Rinehardt

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: Laurie Last Name: Rinehardt
Phone Number: 303 501 9393 Fax Number: _____
Email Address: opusdog100@comcast.net
Address, City, State: 9361 Safari Blf., Larue TX 75770
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.

☐ 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 [Signature] Date: 24 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.