



## **Filing Receipt**

**Filed Date - 2025-06-20 10:23:10 AM**

**Control Number - 58124**

**Item Number - 28**

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: LANCE Last Name: SMITH

Phone Number: 817-818-0293 Fax Number: \_\_\_\_\_

Email Address: lances93@gmail.com

Address, City, State: 165 DEER CROSSING WAY, 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: [Signature] Date: 6/19/25

Si desea información en Español, puede llamar al 1-800-735-8477.

Further assistance may be obtained by calling the PUCT at (512) 936-7120 or (800) 735-8477.

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](http://www.puc.texas.gov).

Public Utility Commission of Texas  
Attn: Filing Clerk  
1701 N. Congress Avenue  
RO. Box 13326  
Austin, TX 78711-3326  
Re: Protest of Proposed Rate increase by AQUA - Docket #58124

To Whom It May Concern,

I am writing to formally protest the proposed rate increase by AQUA, as referenced in Docket #58124.

As a resident of Boling Ranch Estates in Parker County and customer impacted by AQUA's service, I find the request for a rate hike both unacceptable and unjustifiable given the current state of the water service and quality we receive in our neighborhood.

Our water is frequently unsafe for consumption. There have been multiple boil water notices issued in just the past year, signaling a serious and ongoing problem with the reliability and safety of the system. Some of these were due to pipes breaking and emergency repairs done.

The water is often heavily chlorinated to the point that it smells and tastes strongly of chemicals, raising further concerns about its safety and long-term effects.

Due to these persistent issues, many in our community are forced to purchase bottled water for all internal use.

The infrastructure is clearly failing, as seen by the reoccurring breaks in the main pipes and continuing leaks at the storage tanks. Service disruptions are far too common.

It is difficult to justify a rate increase when the basic expectations of clean, safe, and reliable water service are not being met.

Until AQUA can demonstrate significant and sustained improvements in water quality, infrastructure reliability, and customer service, I respectfully urge the Public Utility Commission of Texas to deny this proposed rate increase.

Thank you for your time and consideration of this matter.

 6/19/2025

Lance & Naomi Smith  
165 Deer Crossing Way  
Azle, TX 76020