



## **Filing Receipt**

**Filed Date - 2025-06-25 03:41:17 PM**

**Control Number - 58124**

**Item Number - 403**

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: Holly Last Name: Dewar  
Phone Number: 972/358-1858 Fax Number: \_\_\_\_\_  
Email Address: dog.momma.hd@gmail.com  
Address, City, State: 820 Hidden Valley Bluff Dale, TX 76433  
Location where service is received: same as above  
(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: Holly A Dewar Date: 6/25/25

Si desea información en Español, 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](http://www.puc.texas.gov).

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### **Ratepayer Comments/Requests To Intervene**

Aqua Texas has proposed a water rate increase that would be effective beginning July 25, 2025. I used my bill from last month & re-calculated it using the new proposed rates. The new rates would have increased that bill by 70%! I understand inflation but such a large increase seems ridiculous & unwarranted.

The water Aqua provides always has a brown tinge to it & smells of chlorine. Aqua's communication with customers during water line breaks, changing out of meters, & notice of need to boil water after service interruption is poor. Poor product quality & customer service & they want their customers to pay more?

The only alternative I have to Aqua is to drill my own well at an estimated cost of \$20,000-\$30,000.

I live in a rural subdivision, Mountain Lakes Ranch, in Bluff Dale. I am retired & on a fixed income. This proposed increase will dramatically affect my monthly budget!

Please reject Aqua Texas' request for this rate increase!

Thank you for your consideration on this matter!

Holly Dewar

820 Hidden Valley

Bluff Dale, TX 76433

972/358-1858