



Filing Receipt

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Control Number - 58124

Item Number - 40

We have lived in Guy James Ranch with Aqua water service in Sept 2024. I am filing to protest the increased water rate changes for multiple reasons.

- When we first moved in, the first thing our neighbors would say to us when they met us is "You don't drink the water do you?"
- The water is full of minerals that destroy appliances, faucets, plumbing, etc
- Within a month of moving into our home, we had to spend \$5,000 to install a whole house water filtration system to prevent further damage to the appliance & plumbing in our home
- In the 9 months that we have lived here, on at least 2 occasions, Aqua has sent out notices that they have failed to comply with water testing requirements.
- This rate increase is to recover capital investments, yet we already pay a system improvement charge every month on our current water bill.
- Water pressure is so low that we are unable to have fire hydrants in our neighborhood because of insufficient water pressure.
- The town of Justin, population approx. 5,000, has enough people who are unsatisfied with the water quality that a local "Bottled Water Supplier" can stay in business in such a small town.
- The proposed rate increase is approx. 40% increase and the last rate increase was just over a year ago in March of 2024

We do not believe that this rate increase is justified and do not think it should be allowed to be instated.