



Control Number: 58124



Item Number: 513

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: Sue Last Name: Hall

Phone Number: 512-773-2499 Fax Number: —

Email Address: sue.parkster@gmail.com

Address, City, State: 11 Midland Street Wimberley, TX 78636

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: Sue E Hall Date: 6/2/25

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

513

PUCT DOCKET NO. 58124

Notice of Proposed Rate Change

Pursuant to Texas Water Code § 13.187

Aqua Texas
Company Name13201, 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: \$	See	/mo	Proposed	5,000 gallons: \$	See	/mo
Existing	10,000 gallons: \$	Attached	/mo	Proposed	10,000 gallons: \$	Attached	/mo

Water – Pass Through Charges

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

Sewer

Existing	5,000 gallons: \$	See Attached	/mo	Proposed	5,000 gallons: \$	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 AddressAustin
CityTexas
State78723
Zip(877) 987-2782
Company Phone Number

\$17,784,500	\$0.00	\$11,364,116
Water Annual Revenue Increase	Water Pass-Through Annual Revenue Increase	Sewer Annual Revenue Increase

June 19, 2025
Date Current Rate Change Notice Delivered3/1/2024 (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

Public Utility Commission of Texas

1701 North Congress Avenue

P.O. Box 13326

Austin, TX 78711-3326

I strongly protest any additional charge for water used in my home. Midland Street was one of the first streets to have new pipes laid as Aqua Texas was guilty of many many leaks wasting precious water. It was a nightmare. The contractors did not speak a word of English. When our water would go out, there was no communication as to when it would be fixed. The water mains were broken over and over and we had to boil water on many occasions. I observed multiple times where the pipes were laid, covered with cement and then dug up again and again.

So most of us went to the store and purchased large bottles of water to have on hand as we never knew when our water would go out.

After the work was completed in our area, Aqua delivered a case of small bottles to each house on Midland. What a slap in the face after we had endured months and months of never knowing if and when we would have water.

After Aqua moved on up the street to complete the next phase of repair, we continued to have water main breaks that affected us. Once again we were instructed to boil water until further notice. This was only if we were lucky enough to get notice.

In some agreement, Aqua agreed to reimburse those who had been affected. One half of one months worth.....what a joke. It should have been a permanent decrease in all our bills since the repairs were the fault of Aqua and their leaking old pipes. Then the following month, June 2025, my bill was higher than it had been before the reimbursement.

My entire front yard and back yard are rocks or native plants – mainly rocks. My water usage is no more than 3,000 gallons a month.

I drive through the new neighborhoods in Wimberley Springs and everyone has beautiful green lawns. How can we continue to build new homes, when we do not have enough water to serve the people who

have lived here for years? Most of these new homes have for sale signs in the yards that have been there for months.

I went to an opening of one of the homes built with a 3-D printer. In talking to the salesman, he told me the homes would withstand 240 mph winds and all fires. So I asked him what they were doing about the water. And he said, "What water". He was totally unaware of the water shortage in the hill country. And you can bet they never told any interested buyers that they may turn on their faucets one day and nothing would come out.

How can we continue to build new homes with green yards? How can Texas continue to recruit new businesses to the state when we have such a severe water shortage? It's all about money. And those who are in charge of the county/state are all lining their pockets with new money. It's just not right, but money talks.

Aqua needs to bear the brunt of these increases to our water bills. We still never know if and when we will have access to water. Just last week, Midland Street home owners turned on their faucets to a mere trickle. This is a continuing issue. I probably call

**Aqua more than once a month to report a problem.
This is getting very old.**

**There are for sale signs all up and down Highway
2325 for large pieces of property to be developed and
for someone to line their pockets once the land is
sold and developed. This has to stop until we have a
huge flood to refill the lakes and the aquifers. Of
course, no one wants a huge flood like was
experienced in 2015, but we are in a serious drought
here and something needs to change.**

**If you have any questions or would like to discuss any
of my issues, please feel free to call me.**

Hoping for change,

Sue Hall

11 Midland Street

Wimberley, TX 78676

512-773-2499