



Control Number: 58124



Item Number: 546

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: SCOTT Last Name: WOOLLEY

Phone Number: 707 580 9572 Fax Number: \_\_\_\_\_

Email Address: STWD@SBCGLOBAL.NET

Address, City, State: 13450 ESCALARA LANE JUSTIN, TX 76247

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 \_\_\_\_\_ Date: \_\_\_\_\_

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

546

## PUCT DOCKET NO. 58124

**Notice of Proposed Rate Change**

Pursuant to Texas Water Code § 13.187

Aqua Texas

13201, 13203, 13254, 21059, 21065, 21116

Company Name

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](http://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

Austin

Texas

78723

Company Address

City

State

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

3/1/2024 (Docket Nos. 56298, 56299, 56300)

Date Current Rate Change Notice Delivered

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

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### Protest to rate increase

I protest this rate increase from Aqua water as they claim to recover costs from system improvements. Since we have lived in Avery Ranch (Trail Creek Well System) for the last 3 years, I have had to call AQUA at least a dozen times as water pressure was low or we lost service all together. No improvements made have not improved our service reliability.

For the second straight year, we received a notice that AQUA did not test our Trail Creek well system for a bacterium. This is a basic service for clean water, and they have failed many times. I went to the trail creek well one day when we lost water and met the contractor crew changing out the pump. More info received than AQUA ever gave us.

The water pressure in the Trail Creek system fluctuates constantly which is hard on appliances and hardware. See attachments from my Flo Moen water system.

It appears AQUA is adding customers to its business (Falcon Ridge) to the detriment to existing customers. The last water outage was only 3 months ago; I imagine construction at Falcon Ridge.

AQUA has been late on issuing boil water notices which we had two in the last three years as well. In one occasion recently, water was lost day before; water comes back then get a boil water notice the next day.

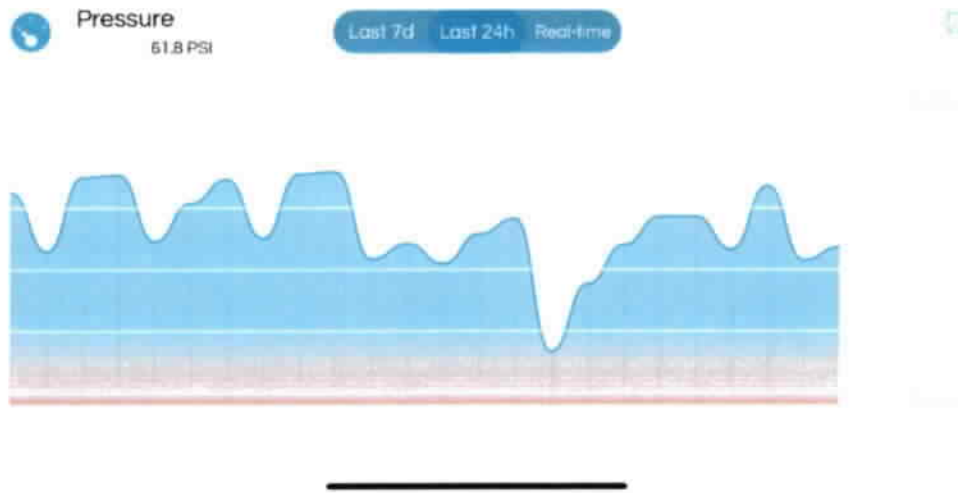
I am disgusted and shocked AQUA would request to double their rates while their service is the worst I have ever experienced of any utility provider ever.

Today picture from my Flo Moen

7 Days



## 24 Hour view



Kind Regards,  
Scott & Stephanie Woolley  
13450 Escalara Lane  
Justin, Texas 76247  
707-580-9572