



Filing Receipt

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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: THOMAS Last Name: Hughes

Phone Number: 214-914-2446 Fax Number:

Email Address: Hughes * THOMAS@TCloud.com

Address, City, State: 73320 Escalera Lane, Justin Texas 76247

Location where service is received: 13320 Escalera Lane, Justin Texas 76247
(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: June 26th, 2025

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.

*Thomas W and Renee M. Hughes
13320 Escalera Lane
Justin, Texas 76247
214.914.2446*

REF: PUCT DOCKET NO. 58124
Ratepayer Comments/Request To Intervene

June 22nd, 2025

Sent To:

Filing Clerk
Public Utility Commission of Texas
1701 North Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326

With respect to the following:

PWS ID = TX0610203 Trail Creek System
Rate Code N-W01 and Pass-Throughs PT-N1 as referenced on pages 32-33 in the proposed rate increase petition to the PUC of Texas:

To Responsible Party(s), whom it may concern:

As a homeowner and resident of the Avery Ranch Subdivision, I am at a loss to understand the reason for this significant rate increase.

On June 19, 2025 Texas residents served by Aqua Texas were notified of a proposed rate increase which would more than double our current water bills. This notice was issued without justification of need, nor identified intent of use from the increased funding to be received. A one-hundred percent rate increase with no objective and measurable benefit provided to the customer is simply unconscionable.

As a seven (7) year customer of Aqua Texas, I speak from experience on their corporate inability operate their Trail Creek facilities effectively. It's more like the "bare minimum" of operational standards. Problems that appear today, are resolved two (2) to three (3) years later. They do not appear to have a preventative maintenance program for their field equipment, it's more a policy of "wait till it breaks". Water quality delivered barely meets the 'minimum' acceptable Texas standards (which they do miss on occasion). This results in every home requiring costly full-home water filtration systems and/or Reverse Osmosis systems to be able to drink it and avoid annual replacement of faucets, water heaters and other plumbing fixtures ruined by the corrosive water provided by Aqua. It has been a regular occurrence of low, or no water pressure throughout our neighborhood. We've experienced a complete system shut down one time in a cold snap because the supply pipes were not properly insulated. They both froze completely and this caused a 2+ day interruption in service where we went without water for two (2) days. This situation actually forced the homeowners into action with Aqua (which Aqua approved us to do) to remediate the situation; else it could have extended for days!

Aqua has also issued homeowner notifications on numerous occasions to notify us that they failed to submit required TCEQ water samples, required TCEQ performance reports and ultimately failed to meet TCEQ water chlorination standards. Even worse, they have issued "boil notices" on very short notice. Per charted comparisons with Texas state water quality standards, the water provided by Aqua Texas to the customers in the Trail Creek system barely meets drinkable standards.

All of these points are made to identify the fact that Aqua does not responsibly manage their current financial status. Continuing to throw good money at the problem likely will not solve anything. Is this appropriate behavior from a 'for profit' corporate entity?

Texas Senate Bill 7 was just signed into law which will, among other steps, provides up to one (1) billion dollars, statewide to water system providers to implement and/or improve their water delivery infrastructure. In November voters will be asked to approve a twenty (20) billion dollar bond, over ten years, towards improving Texas' water supply. With these financial supports in place, why does Aqua seek to double our current (already very high) water supply rates?

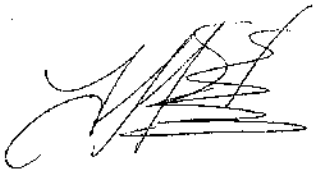
It is recognized that Texas is experiencing an unanticipated population growth which taxing our water supply systems (not to mention our public highways). However, the infrastructure cost burden that new communities are placing on Aqua Texas should be borne by those who will benefit from them, not existing residents/customers. This should be painfully obvious in a corporate entity which survives for the sole reason of profitability.

Aqua Texas (Aqua America, their corporate entity) has a proven track record of poor water quality and unreliable water delivery, with an incredibly low-standard preventative maintenance program, routinely fails to meet TCEQ standards and endless level-3 water restrictions and outages. I strongly believe that allocating additional monies to an ineffective operation is never a good approach. Furthermore, a water supply rate increase should only be considered when Aqua Texas has proven their performance and ability (reliability), that they have earned it.

Then, and ONLY then it should be one which is reasonable and customary – not extortion. Absolutely not 100% of the current rate, combined with removal of the Federal Water Credit to be kept by Aqua and their go-forward ability to charge-back ALL "improvements" going forward.

I respectfully request your intervention on this matter to represent us and negotiate in good faith with Aqua Texas to implement a reasonable increase with a guarantee on their service levels, water supply and quality of the water provided going forward.

Respectfully,
Thomas and Renee Hughes
13320 Escalara Lane
Justin, Texas 76247

A handwritten signature in black ink, appearing to be 'THH', written over a horizontal line.