



Filing Receipt

Filed Date - 2025-06-27 09:22:40 AM

Control Number - 58124

Item Number - 621

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: Joshua Roper Last Name: Roper

Phone Number: 530-351-2300 Fax Number: _____

Email Address: JoshuaAR12@gmail.com

Address, City, State: 270 Stalwart Hill Trail, Magnolia TX 77354

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: Josh Roper Date: 06/27/2025

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.

June 27, 2025

To the Commissioners of the Public Utility Commission of Texas,

This letter is a formal complaint against Aqua Texas and a vehement objection to their latest request to increase water rates for their customers. I am a resident of the Lakes at Black Oak neighborhood, and like many of my neighbors, I have experienced persistent and unacceptable service from Aqua Texas. To ask for a rate increase in the face of such poor performance is not only inappropriate but is a disservice to the community it is obligated to serve.

The litany of issues we have endured includes, but is not limited to:

- **Low Water Pressure:** The water pressure in our homes is frequently insufficient, impacting daily activities and suggesting a systemic issue with the water distribution infrastructure.
- **Chronic Sediment Issues:** The water provided to our homes is often laden with sediment, raising concerns about its quality and the potential long-term effects on our plumbing and health.
- **Frequent Boil Notices:** Our community has been subjected to numerous boil water notices, a clear indicator that the water supply is not consistently safe.

These are not isolated incidents but rather a consistent pattern of substandard service that demonstrates Aqua Texas's failure to meet its basic obligations as a utility provider.

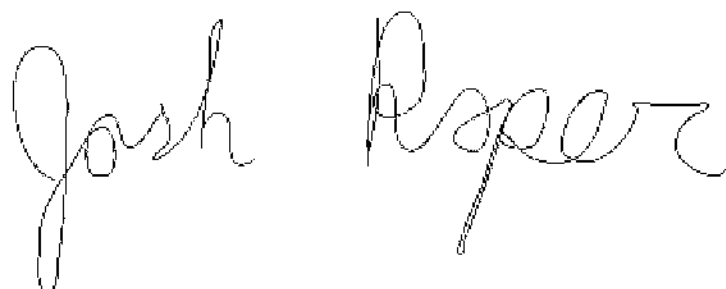
It is particularly galling to be asked to pay more for this deficient service. We are not receiving the reliable, safe water service that we are already paying for, and a rate increase would only reward Aqua Texas for its failures.

This is not just a local issue. A brief review of Aqua Texas's record across the state reveals a pattern of similar complaints, regulatory scrutiny, and customer dissatisfaction. It is clear that the problems we are experiencing in Lakes at Black Oak are symptomatic of a larger, systemic problem with Aqua Texas's operations and management.

Therefore, I respectfully urge the Public Utility Commission of Texas to deny Aqua Texas's request for a rate increase. Furthermore, I request that the Commission launch a thorough investigation into the service quality issues that plague our community and other Aqua Texas service areas. Granting a rate increase would send the wrong message to Aqua Texas and would unfairly burden residents who are already suffering from their inadequate service.

Thank you for your time and consideration of this critical issue.

Joshua Roper, 270 Stalwart Hill Trail, Magnolia TX 77354

A handwritten signature in black ink, reading "Josh Roper". The signature is written in a cursive, flowing style. The first name "Josh" is on the left, and the last name "Roper" is on the right, connected by a continuous line.