



## **Filing Receipt**

**Filed Date - 2025-06-27 02:18:38 PM**

**Control Number - 58124**

**Item Number - 756**

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: ANDREW Last Name: Rowley

Phone Number: 817-709-6668 Fax Number: N/A

Email Address: andrew.e.rowley@gmail.com

Address, City, State: 9330 Aven Ranch Way

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: 06-27-2015

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

## **Support for Protest against Aqua Texas for TX0610203**

I am filing a Protest that the water and services provided by Aqua Texas is poorly managed, extremely expensive as a private business and the quality of the water is lacking.

The current charges moving the pass through rates from \$2.85 per gallon at 5k gallons to \$5.498 is slightly under doubling our rates for water. This means that my summer monthly water bill will go from \$300 to \$600 a month.

This is not a service that we can opt out of, and we must use Aqua Texas as they are licensed from Denton County for the services and distribution of water.

With the recent addition of Falcon Ridge and other new neighborhoods, we are being asked to pay what should be capitalized into the long term costs of their business.

For reference the very best water in the area is Keller Texas water at \$4.76 per gallon at 5k gallons.

<https://www.cityofkeller.com/services/utility-billing/water-wastewater-drainage-billing#ResWRate>

### **Complaints of Service-**

This is not reasonable for being in Denton County and not having the advanced water quality or capital infrastructure such as water towers. We have a small metal ground level tower in our neighborhood.

We continually deal with water failures that lead to boil bans. Fluctuating water pressure that does not meet Texas state standards from 35 to maybe 41.

Water quality has been lacking with unannounced high chlorine spikes that have led to destruction of laundry and my family putting in Ozarka drinking water.

We lose our household water supplied equipment at half their standard life. I have had to replace two water heaters in five years. I also have retained the water emergency over pressure valves that have excessive mineralization and build up of sedimentary materials.

We have also had to install on our own cost a filter and charcoal treatment process for all inbound water to try and make the best out of the low quality and very high priced water.

Regards, Andrew

Andrew Rowley  
Ph. 817 709-6668  
9330 Avery Ranch Way  
Justin TX, 76267