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June 28, 2025

Public Utility Commission of Texas

Attention: Filing Clerk

1701 N. Congress Avenue

P.O. Box 13326

Austin, TX 78711-3326

RE: Protest of Water Rate Increase and Tiered Pricing – Aqua Texas

Docket Number: 58124

Dear Commissioners,

I am writing as a customer of Aqua Texas and a resident of the Crystal Forest subdivision in Conroe, Texas, to formally protest the proposed water rate increase and the introduction of a tiered pricing structure currently under review in Docket Number 58124.

As a ratepayer directly impacted by this proposed change, I have serious concerns regarding both the scale of the rate hike and the unfair burden that the tiered pricing model would impose on families like mine. The shift to a tiered structure penalizes legitimate residential water use needs, such as those related to larger households, health requirements, or property maintenance.

Furthermore, Aqua Texas has not sufficiently demonstrated how these rate increases will translate into improved service, upgraded infrastructure, or transparent operational accountability. Many residents in our subdivision are already struggling with existing utility costs, and this additional financial strain is unjustified.

I respectfully urge the Commission to:

- Deny the proposed rate increase and tiered pricing model in Docket No. 58124;
- Require Aqua Texas to provide a clear and detailed cost-of-service study justifying the need for any increase;
- Hold a public hearing to ensure that customers in the Crystal Forest subdivision and other affected areas are heard.

Water is an essential service, and access to it should remain equitable and affordable. I ask that the Commission protect the public from unfair pricing mechanisms and ensure utility accountability.

Thank you for your time and attention to this matter.

Sincerely,
Eric Rios
12880 Crystal Trail
Conroe, TX 77306