



Filing Receipt

Filed Date - 2025-06-28 02:29:56 PM

Control Number - 58124

Item Number - 795

REF: PUCT DOCKET NO. 58124

Ratepayer Comments/Protest/Request To Intervene
June 28, 2025

PWS ID
TX0610203

Sent To:

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

Carrie Harris
13301 Moorhouse Way
Justin, Tx 76247

To Responsible Party(s),

On June 19, 2025 Texas residents served by Aqua Texas were notified of a proposed rate increase that will effectively double our current water bills. This notice was issued without any justification of need, nor with identified intent of use from the increased funding to be received. A nearly hundred percent rate increase with no identified benefit to the customer is unconscionable.

As an eight-year customer of Aqua Texas, I can speak from experience on their corporate mission to operate their facilities at bare minimum standards and there have been many violations Furthermore, we're not notified in a timely manner when there is a violation/discrepancy.

They seemingly have no preventative maintenance program for their field equipment; it's more a policy of "wait till it breaks". During the cold freeze of 2021, the water pumps froze because the backup generator did not turn on due to a dead battery and the fuel tank being empty. The resolution was knowledgeable residents, with Aqua approval, handled the problem. This was after two days of no water. The quality of water delivered meets the lowest of Texas standards, resulting in every home requiring water filtration system just to avoid annual replacing of faucets, water heaters, etc ruined by the corrosive water from Aqua. Over the years, it has been a regular occurrence of low, or no, water pressure throughout our neighborhood. Aqua has also issued homeowner notifications numerous times, that they have failed to submit required TCEQ water samples, failed to submit required TCEQ performance reports and failed to meet TCEQ water chlorination standards. Per charted comparisons with Texas state water quality standards, the water provided by Aqua Texas barely meets drinkable standards.

All of these points are made to identify the fact that Aqua does not responsibly manage their current infrastructure, resulting in a far inferior product to most providers throughout the state of Texas.

Additionally, Texas Bill 7 was just signed into law which will, among other steps, provide up to 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 \$20B bond, over ten years, towards improving Texas' water supply. With this financial support in place, why would Aqua need to double our water supply rates?

It is recognized that Texas is experiencing an unanticipated population growth that is taxing our water supply systems. But the infrastructure cost needs for those new communities should be born by those who will benefit from them, not existing ones.

Aqua Texas (Aqua America) has a proven track record of unreliable water delivery, an ineffective or absent equipment maintenance program and repeated failure to meet TCEQ standards. Throwing more money at an ineffective operation is never an answer. A water supply rate increase should only be considered when Aqua Texas has proven, by performance and ability, that they have earned it.

Respectfully,
Carrie Harris