



Filing Receipt

Filed Date - 2025-06-22 08:00:54 PM

Control Number - 58124

Item Number - 80

Date:

6/22/25

Public Utility Commission of Texas

Attn: Filing Clerk

1701 N. Congress Avenue

RO. Box 13326

Austin, TX 78711-3326

Re: Protest of Proposed Rate increase by AQUA - Docket #58124

To Whom It May Concern,

I am writing to formally protest the proposed rate increase by AQUA, as referenced in Docket #58124. As a resident and customer impacted by AQUA's service, I find the request for a rate hike both unacceptable and unjustifiable given the current state of the water service and quality we receive.

Our water is frequently unsafe for consumption. There have been multiple boil water notices issued in just the past year, signaling a serious and ongoing problem with the reliability and safety of the system. Additionally, the water is often heavily chlorinated to the point that it smells and tastes strongly of chemicals, raising further concerns about its safety and long-term effects.

Due to these persistent issues, my family and many others in our community are forced to purchase bottled water for all internal use, which imposes an additional financial burden on top of already high water bills. The infrastructure is clearly failing, and service disruptions are far too common. It is difficult to justify a rate increase when the basic expectations of clean, safe, and reliable water service are not being met.

Until AQUA can demonstrate significant and sustained improvements in water quality, infrastructure reliability, and customer service, I respectfully urge the Public Utility Commission of Texas to deny this proposed rate increase.

Thank you for your time and consideration of this matter.

Sincerely,

William Massey

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: William Last Name: Massey
Phone Number: 817-909-4722 Fax Number:
Email Address: willcmass@sbcglobal.net
Address, City, State: 620 Boling Ranch Road, Azle, TX 76020
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: William Massey Date: 6/22/25

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.