



Filing Receipt

Filed Date - 2025-06-29 12:38:14 PM

Control Number - 58124

Item Number - 815

Most people in my neighborhood—Saddlewood Estates in Kerrville, TX— received a package of materials from Aqua Texas about a rate hike to be effective in late July. (Docket # 58124). I did not. After talking to an Aqua representative on the phone, I was able to find information about the proposed rate hike on line, but no information about how and when to protest. A neighbor sent me a copy of the ratepayer comment form and it was only then that I could figure out how to protest online. It wasn't easy!

My protest comes down to a couple of key points:

- 1). Every proposed usage rate per gallon is more than a doubling of current rates. No regulated utility should be allowed to double their rates without a public hearing.
- 2). The service my community has experienced from our Aqua has been abysmal. On three occasions in the last 13 months, we have been under boil water notices due to main water line breaks. (5/23/24, 9/29/24, and 5/12/25). Perhaps if Aqua properly maintained our water lines and equipment, I would be less likely to oppose this excessive rate increase.

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