



Filing Receipt

Filed Date - 2025-06-30 08:42:02 AM

Control Number - 58124

Item Number - 855

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: MATT & CAMILLE Last Name: ECKERSLEY

Phone Number: 817-480-1048 Fax Number: 817-692-7014

Email Address: meckers@flash.net, ceckers@yahoo.com

Address, City, State: 3580 SKYLINE DRIVE, BLUFF DALE, TX 76433

Location where service is received: SAME AS ABOVE ADDRESS
(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: Camille Eckersley Date: 6-29-25

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.

Sent To:
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To Whom It May Concern:

I am writing to formally **protest the rate change application** submitted by **Aqua Texas** REF: *PUCT DOCKET NO. 58124*, to the **Public Utility Commission of Texas (PUCT)**.

As a homeowner and resident of **Mountain Lakes Ranch in Erath County (Rate Code N-W01)**, I am deeply concerned about the significant and unjustified increase in water rates proposed by Aqua Texas. This proposed hike is not only financially burdensome—it is offensive in light of the company's ongoing failure to provide safe, reliable, and consistent water service to our community.

My husband and I have lived here for almost a decade. As a customer of Aqua Texas—and more importantly, as someone currently battling **Stage 4 neuroendocrine pancreatic cancer**—this increase would impose a severe hardship on our household. Aqua Texas has consistently demonstrated poor performance, both in customer service and infrastructure maintenance, and we have seen no evidence that prior rate increases have resulted in any meaningful improvements.

In the past 10 years, Aqua Texas has failed to upgrade or maintain the infrastructure in our neighborhood. We have experienced **numerous water main breaks**, repeated “**boil water**” notices, and **multiple outages**, including one period where we were without running water for **four days**. These outages were often met with **no communication** or transparency from Aqua Texas regarding the timeline for restoration. During these episodes, we were forced to purchase multiple 5-gallon jugs of water just to **flush toilets, rinse dishes, and bathe**, and countless bottles of water for cooking and hygiene. This is not a luxury utility—it is a basic human necessity.

When we first built our home, we faced immediate issues getting water access at all. Aqua Texas **refused to install a meter on our property** until I was forced to file a **formal complaint with the state**. We later discovered that the delay occurred because the company **mistakenly installed the meter on the wrong property**. That level of negligence and disregard for customer service has remained consistent.

The company's failures go beyond just Mountain Lakes Ranch. Similar complaints are being voiced in **numerous Aqua Texas service areas**. Across the board, the pattern is the same: **rate increases with no improvements** in infrastructure, water quality, or communication. In fact, Aqua Texas appears to run its **pumping systems to the point of failure**, requiring expensive repairs instead of investing in proactive maintenance and efficiency.

As a **publicly traded corporation**, it appears that Aqua Texas is more focused on increasing **shareholder profits, stock value, and executive bonuses** than on serving its customers. The proposed rate hike—**more than double the current price**—offers no guarantee of improved water quality, reliability, or customer service.

Moreover, the **influx of new home construction** in the area should provide sufficient new revenue to support infrastructure expansion. Instead, Aqua Texas continues to push the financial burden onto existing ratepayers.

We strongly urge the Public Utility Commission of Texas to:

1. **Deny Aqua Texas's proposed rate and fee increases.**
2. **Investigate the company's long history of inadequate service and infrastructure neglect.**
3. **Consider requiring Aqua Texas to divest and transfer ownership of its water systems to a local entity** that will prioritize conservation, infrastructure, and public welfare.

Texans deserve safe, reliable, and fairly priced water. Aqua Texas has failed to deliver on all three fronts.

We respectfully ask that you protect the citizens of Mountain Lakes Ranch—and other affected communities—from this unreasonable and unjust rate increase.

Sincerely,
Camille and Matthew Eckersley
3580 Skyline Drive
Bluff Dale, Texas 76433
Mountain Lakes Ranch Resident
Erath County, Texas