



Control Number: 58124



Item Number: 871

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: Jeff Last Name: Hoffart

Phone Number: 281-808-9854 Fax Number: _____

Email Address: Sharon.jeff@shcglobal.net

Address, City, State: 3518 Wellspring Lake Dr. Fulshear, TX. 77441

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.

The proposed rate is too high! We already pay an outrageous amount for the service that we receive. The service is horrible! Without water for days during natural disasters. Boil water notices, but no notices as to when water (can't)

☐ 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: [Signature] Date: June 14, 2025

Si desea información en Español, 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

PUCT DOCKET NO. 58124

Notice of Proposed Rate Change

Pursuant to Texas Water Code § 13.187

Aqua Texas
Company Name13201, 13203, 13254, 21059, 21065, 21116
CCN Number(s)

has filed a rate change application with the Public Utility Commission of Texas (Commission or PUCT). The application may be reviewed online at interchange.puc.texas.gov. You may also inspect a copy of the rate change application at your utility's office at the address below or at the Commission's office (1701 N. Congress Ave, Austin, TX 78701). The proposed rates will apply to service received after the effective date provided below, unless modified or suspended by the Commission. If the Commission receives a sufficient number of protests, separately or in a combined protest letter, from at least 7,897 ratepayers (10 percent of the utility's customers over whose rates the Commission has original jurisdiction) or from any affected municipality before the 91st day after the proposed effective date, the matter will be set for hearing. See Protest Form on the next page for instructions on how to protest.

**EFFECTIVE DATE OF PROPOSED INCREASE:**

July 25, 2025

(must be at least 35 days after notice is provided to customers and 35 days after application is filed)

(Proposed rates requested by the utility are not final. The Commission may modify the rates and order a refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest.)

Reason(s) for Proposed Rate Change:

The proposed rate change is being requested in order to recover capital investments Aqua Texas has made to maintain and improve its systems since the last rate case(s) and to reflect inflationary increases to Aqua Texas' operating costs.

BILLING COMPARISON**Water**

Existing	5,000 gallons: \$	See	/mo	Proposed	5,000 gallons: \$	See	/mo
Existing	10,000 gallons: \$	Attached	/mo	Proposed	10,000 gallons: \$	Attached	/mo

Water – Pass Through Charges

Existing	5,000 gallons: \$	See	/mo	Proposed	5,000 gallons: \$	See	/mo
Existing	10,000 gallons: \$	Attached	/mo	Proposed	10,000 gallons: \$	Attached	/mo

Sewer

Existing	5,000 gallons: \$	See Attached	/mo	Proposed	5,000 gallons: \$	See Attached	/mo
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Please see attached list of subdivisions and systems affected

Subdivision(s) or System(s) Affected by Rate Change

1106 Clayton Lane
Company AddressAustin
CityTexas
State78723
Zip

(877) 987-2782

Company Phone Number

\$17,784,500

Water Annual Revenue Increase

\$0.00

Water Pass-Through Annual Revenue Increase

\$11,364,116

Sewer Annual Revenue Increase

June 19, 2025

Date Current Rate Change Notice Delivered

3/1/2024 (Docket Nos. 56298, 56299, 56300)

Date of Last Rate Change

*Prior to providing notice, the utility shall file a request for the assignment of a docket number for the application.

Updated: September 29, 2021

I have lived in my home for 21 years and can attest to the horrible service that Aqua Texas has given its customers. During that 21-year time frame, when there is a natural disaster and we do not have electricity, we will not have water, until our electricity is restored. Several times over the years we have woken up to no water pressure for no reason at all. We will not have a warning of anyone coming out to do "maintenance", just no water pressure. We will find out why once we call in to report the "no water pressure" issue.

Then after water is restored boil water signs are placed at the entrance & exits of our neighborhood. Sometimes we will get a call to let us know and sometimes not. Then we assume after a week of boiling water and not hearing if the water is safe to drink or not, we just stop boiling water and pray the water is safe to drink, because boiling water is a pain, and Aqua sometimes let's will inform us the boil water notice is lifted and sometimes they won't.

I realize the cost of everything is going up, and I am sure the cost of maintaining their equipment has gone up, but has it gone up 300%?

Aqua Texas wants me & my neighbors to pay 300% more for water but will **NOT** provide water to the fire hydrant that is across the street from my house? So, they get 300% more, but if my house catches fire I must rely on the fire department to arrive to my house quick enough with a tanker truck to provide water to fight that fire? I also must hope they have enough water in tanker or call in additional support early enough to arrive at my house before my house sustains any more damage or burns to the ground.