



## **Filing Receipt**

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To Whom It May Concern,

I have received a 140 page document from Aqua with explanations of rate changes for our sewer utility.

I have an issue with them charging more, because since I moved in and was forced to subscribe to their service, I have yet to be given a valid explanation of charges. I have called on multiple occasions requesting one and still have not been provided one.

Initially I was told it was based off my water usage. But my bill is twice my water bill consistently. I called back and was then told it was a static amount and it would be a flat rate, yet the bill changes every month.

Now I have a 140 page document, where in it details my usage, but I have no details how to identify how this will effect me. I can see it would seem depending on my pipe diameter (possibly?) my bill could go up or down. But no information regarding my pipe diameter is provided in my bill. My bill breaks down to tell me the following:

Total Current Sewer Charges

System Improvement Charge – Wastewater

Neither of which is explained. Per this document the system improvement charge on the lowest end should be \$6.50 before the rate change, ive been charged \$6 so im being under charged there.

Then for the Sewer charge its just a dollar amount. There is no usage or explanation of how this amount is reached and no customer service agent has ever provided me that.

I was told without this service they can just shut off my sewer until it backs up into my house. I have started service with them under duress and have continued to not be provided an explanation of charges, and for them to present a case to increase their sewer revenue by 11 million dollars without being required to explain charges to their customers would be a gross oversight by the PUCT.

Regards,

Randy Clegg