



Control Number: 58124



Item Number: 994

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: NANCY Last Name: WILKS
Phone Number: 713-973-2826 Fax Number: _____
Email Address: goldbergwilks@gmail.com
Address, City, State: 17543 Pine Brook Trl, Cypress Tx 77429
Location where service is received: [same]
(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.

SEE ATTACHED

☐ **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: Nancy Wilks Date: 6/27/25

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	Austin	Texas	78723
Company Address	City	State	Zip

(877) 987-2782
Company Phone Number

\$17,784,500	\$0.00	\$11,364,116
Water Annual Revenue Increase	Water Pass-Through Annual Revenue Increase	Sewer Annual Revenue Increase

June 19, 2025	3/1/2024 (Docket Nos. 56298, 56299, 56300)
Date Current Rate Change Notice Delivered	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

NANCY GOLDBERG WILKS, ESQ.

17543 PINE BROOK TRAIL

CYPRESS, TEXAS 77429

goldbergwilks@gmail.com

PHONE: 713-973-2826

JUNE 27, 2025

Public Utility Commission of Texas

1701 North Congress Avenue

P.O. Box 13326

Austin, Texas 78711-3326

RE: Aqua Texas Request to Increase Charges

PUCT Docket No. 58124

Dear Sir/Madam:

This letter, in opposition to the proposed rate change submitted by Aqua Texas, is being submitted in conjunction with, and as part of, my Protest Form. I ask that you please consider the below comments and deny Aqua Texas's request to increase charges.

According to the notice, Aqua Texas has requested rate increases effective July 25, 2025. Aqua Texas is requesting changes and increases to, *inter alia*, the minimum monthly charge and the volumetric charge. Specifically, for my water service, it is requesting an increase in the minimum monthly charge from \$31.00 to \$34.90 each month. With regard to the volumetric charge, Aqua Texas is requesting a change from a flat rate charge of \$3.70 per 1,000 gallons (\$0.0037 per gallon) to a tiered system of charges of \$5.498 per 1,000 gallons for 0 to 5,000 gallons, \$8.247 per 1,000 gallons for 5,001 to 10,000 gallons, \$13.745 per 1,000 gallons for 10,001 to 20,000 gallons, and \$15.120 per 1,000 gallons for over 20,000 gallons. According to Aqua Texas, the monthly minimum charge "generally recovers the cost of system infrastructure" (2025 Rate Notification, p. 1), while the proposed tiered volumetric charge ensures that "customers who use less water pay less per gallon." *Id.*

In addition, Aqua Texas plans to eliminate the Federal Tax Change Credit Rider, a credit which it had been passing along to the customer, because "the estimated savings previously included in the credit will be captured in the calculation of the proposed monthly minimum and gallonage rates." *Id.* This does not make sense; it is unclear how eliminating the customers' credit provides the customers with equivalent savings in the monthly minimum and volumetric charges when both of those charges are increasing greatly.

Public Utility Commission of Texas
RE PUCT Docket No. 58124
June 27, 2025
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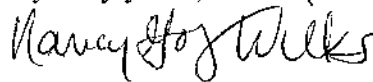
The rate increases requested by Aqua Texas are unconscionable. Although switching to a tiered volumetric system is acceptable, rewarding customers who use less water, the rate increase from a \$3.70 per 1,000 gallons to \$5.498 per 1,000 gallons (for tier 1 users) is excessive, especially on top of the almost \$4 increase in the minimum monthly charge.

Furthermore, Aqua Texas should not be entitled to any rate increase at all. In my opinion, Aqua Texas has not conducted itself in a responsible manner and has not been a reputable steward of our water resources. During the past few years, our neighborhood has experienced a number of low or no water occurrences. Most (though not all) of these disruptions have been the fault of Aqua Texas or its infrastructure. On many of these occasions, neighbors near the Aqua Texas equipment have reported water leaking/pouring from the equipment and running down the street. Despite the neighbors reporting this to Aqua Texas, this water would continue running for hours or days, even during drought conditions when Aqua Texas imposed mandatory restrictions on water use. And, after each of these service disruptions, we are placed under a mandatory boil water advisory; many of us with certain health conditions then have to purchase bottled water to ensure the safety of our drinking water.

With the number of disruptive occurrences that we have experienced, it does not surprise me that Aqua Texas believes that it needs to increase our rates to cover the costs of its system infrastructure or to pay to purchase water. However, the customers should not have to pay to fix infrastructure that Aqua Texas has not been properly maintaining or to purchase excess water because Aqua Texas has been wasteful and not a wise steward of this natural resource.

Thank you for considering my comments. I ask that the Commission deny the proposed rate increase by Aqua Texas.

Very truly yours,

A handwritten signature in black ink, appearing to read "Nancy Goldberg Wilks". The signature is fluid and cursive, with the first name "Nancy" being the most prominent.

Nancy Goldberg Wilks