



## **Filing Receipt**

**Filed Date - 2025-06-23 10:59:41 AM**

**Control Number - 58124**

**Item Number - 99**

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: Scott Last Name: SHELburne

Phone Number: 261-380-6283 Fax Number: \_\_\_\_\_

Email Address: scott@unifiedpllc.com

Address, City, State: 9304 DEER LODGE ROAD, MAGNOLIA, TEXAS 77354

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.

☐ 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 \_\_\_\_\_ Date: \_\_\_\_\_

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](http://www.puc.texas.gov).

June 23, 2025

Public Utility Commission of Texas  
1701 North Congress Avenue  
P.O. Box 13326  
Austin, Texas 78711-3326

RE: PUCT Docket 58124  
Aqua Texas  
Notice of Proposed Rate Change

Dear PUCT,

I recently received a Notice of Proposed Rate Change by Aqua Texas which is raising rates throughout their network of water and sewer systems. While I cannot speak to other systems within the Aqua Texas network, I can speak to the system that serves my family, friends and neighbors. I have lived in Cimarron County (PWS ID TX1700555) for the last 20 years. Aqua Texas has continually raised the prices of water in our neighborhood without question or reason. San Jacinto River Authority has only made the prices worse. I stand in protest to this rate change for the following reasons:

Our subdivision was platted in the 1970's, and, to my knowledge, it took two (2) developers to finish the project. In the end, the water piping in Cimarron County was installed with inferior thin-walled water pipe. This water piping is almost 50 years old and now failing. Failing on a weekly, if not daily, basis. We see boil water notices continually. I must replace my whole house water filter system filters on a quarterly basis due to the amount of sediment coming in from the water system. In fact, the first filter canister is clear, but only for the first day. After that, it is red from the clay in the water. If I didn't spend additional money on protecting my home, the Aqua Texas water would ruin my own water system, appliances, clothes, etc.

However, the reality is that Aqua Texas only performs the very minimum standard maintenance to keep the system running and most of this work is contained to the water well site, but the distribution system is left inadequate. Aqua Texas has never replaced a single foot of piping in our neighborhood, nor have they ever provided a long term maintenance plan for the distribution system. In fact, I have point blank asked their local leadership about it and was told they do NOT have a long-term maintenance line item in

their budget. They only repair broken lines. Therefore, our system is nothing but a patchwork job at best.

As a business owner, I understand the rising cost of doing business; however, I also understand that I, as a business owner, must provide quality service and product to maintain my business. The difference here is that there are really no mechanisms in place to protect the consumer other than the PUCT and the TCEQ with the real measurement of quality of the product to the end user.

The PUCT requires 10% of their customers (190,000 connections throughout the US) to protest to even listen to the customer, which includes both legacy and new customers. The TCEQ requires testing at the well site only. The thresholds for the customer are unattainable and we, the customer, must live with poor water quality being delivered to our homes. In comparison, the mission of the PUCT is to PROTECT customers, FOSTER competition, and PROMOTE high quality infrastructure.

I would ask you, does the picture below reflect your mission statement?

Sincerely,

Scott Shelburne, PE  
Cimarron Country  
Lot 277

