

Cecelia Hartley

From: Sunset
Sent: Monday, November 29, 2010 4:33 PM
To: Cecelia Hartley
Subject: FW: Supplement PUC Staff Report
Attachments: Aqua Texas.pdf

From: Gina Brown
Sent: Monday, November 29, 2010 3:40 PM
To: Sunset
Subject: Supplement PUC Staff Report

Dear Commission,

I would like to express my comments on the Staff Report regarding the transfer of regulating water and wastewater rates and services from TCEQ to PUC. I believe this is an excellent idea. I am in favor for the transfer. Having PUC's expertise and management hopefully will bring change to the way Aqua Texas charges for their services.

For over 7 years our Community Association for Shadow Bay, Inc. 14475 W. Leeshore Drive, Willis, Texas 77318 has been in a constant legal battle with Aqua Texas and TCEQ. Shadow Bay is a small community with a lot of retired people on fixed incomes. As these fees continue to go up, they are not going to be able to afford water. The base rates of \$35.00 for water and \$63.80 for sewer Aqua is charging per month is outrageous, plus the usage fee of \$.0032054 per gallon.

For a 1 person household with usage of 1,100 gallons the Total Bill is: \$125.21, includes taxes and other fees. This is ridiculous and I don't know how anyone can afford to pay this for a water bill.

Back on August 16, 2010, Aqua sent a notice proposing a base rate increase to "RECOVER \$34.3 Million they spent to improve the water quality, service and reliability for more than 16,000 customers..." See Attached. "The TCEQ will conduct a comprehensive review of the capital expenditures presented by Aqua in this rate case to ensure that they are appropriate and reasonable." What is appropriate and reasonable for 1 person to pay \$125.21 a month for water? TCEQ approved this increase.

Aqua is the only choice we have for water in Shadow Bay and many other areas, unfortunately the protest process is very lengthy and costly as Shadow Bay has been doing this more many years now.

I have lived in different cities and even different states and have never been charged this much for water and sewer. My hope is the PUC will review Aqua's rates and services along with all the public concern and help bring Aqua more in line with other water and waster utility companies.