



Filing Receipt

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Control Number - 58124

Item Number - 4906

OPUC letter/email

Subject: Aqua Texas Residential Customer — PUCT Docket No. 58124

Dear Office of Public Utility Counsel:

I am an Aqua Texas residential customer writing regarding **PUCT Docket No. 58124**.

My Aqua Texas bills have increased substantially compared with comparable periods in 2025, including instances in which the increase in the total bill significantly exceeded the change in water consumption.

For example:

- [2025 month]: [45,200 gallons] — \$[439.16__]
- [2026 month]: [__35,900__ gallons] — \$[__658.81__]
- Change in usage: [__21__% decrease]
- Change in bill: [__50__% Increase]

I am providing these figures because I understand that OPUC represents residential utility consumers and is participating in the Aqua Texas rate proceeding.

I would appreciate OPUC's consideration of this customer-level billing information in connection with Docket No. 58124 and would be glad to provide copies of my bills and my written correspondence with Aqua Texas.

Please let me know if OPUC is collecting residential customer experiences or documentation for consideration in the proceeding and whether there is a preferred format for submitting this information.

Thank you,

Albert Kennedy

Fulshear TX - Fulbrook

Aqua Texas customer

832.483.4913

tres@tkennedyins.com

Formal letter to Aqua Texas

**Subject: Formal Customer Complaint and Request for Explanation of Rates —
PUCT Docket No. 58124**

Date: September 21, 2026

Via: [Aqua customer portal/email/certified mail]

Aqua Texas, Inc.
Customer Service / Regulatory Affairs

**Re: Aqua Texas Account [XXXXXXXXX5144]
PUCT Docket No. 58124**

Dear Aqua Texas:

I am a residential Aqua Texas customer and am writing to submit a **formal written complaint and request for clarification concerning the rates and charges currently being applied to my account in connection with Aqua Texas's pending rate case, PUCT Docket No. 58124.**

My concern is based on the substantial increase in my bill compared with comparable periods in the prior year, including changes that appear disproportionate to changes in water consumption.

My billing information is summarized below:

Billing Period	Water Usage	Total Bill
[July/2025]	[__35,900__ gallons]	\$[__439.16__]
[July/2026]	[__45,200__ gallons]	\$[__658.81__]
Change	[__gallons / __21__% decrease]	\$[____ / __50__% increase]

I understand that Aqua Texas is permitted to collect rates during the pendency of the rate proceeding and that the rates ultimately approved by the Public Utility Commission of Texas may differ from the amounts currently being collected. The PUCT's customer notice for Docket No. 58124 states that proposed rates are not final and that the Commission may modify the rates and order a refund or credit, with applicable interest, for amounts collected above the rates ultimately ordered. PPUC Texas Interchange

Accordingly, I respectfully request that Aqua Texas provide the following in writing:

1. The **current water and wastewater rate schedules/tariffs** applicable to my account.
2. A **line-by-line explanation** of the charges appearing on my recent bills.
3. An explanation of the applicable **usage tiers, wastewater charges, minimum charges, and pass-through charges**, if applicable.
4. Identification of the applicable **PUCT authority or tariff provision** supporting each material charge.
5. An explanation of how Aqua Texas is tracking amounts collected under the rates currently being charged in Docket No. 58124.
6. An explanation of how any **refund or credit ordered by the PUCT** would be calculated and applied to customer accounts.
7. A written response addressing the significant year-over-year increase reflected in the attached billing comparisons.

Please treat this correspondence as a **formal customer complaint/inquiry** and provide me with a complaint or case/reference number.

Please provide your written response within **15 business days**, or advise me in writing if additional time is required.

Thank you for your attention to this matter.

Sincerely,

Albert A Kennedy III

30726 Riverlake Rd

Fulshear TX 77441

Phone: 832.483.4913

Email: tres@tkennedyins.com

Attachments:

- 2025 Aqua bill(s)
- 2026 Aqua bill(s)

Formal letter to PUCT

Subject: Aqua Texas Residential Customer Concern — PUCT Docket No. 58124

Date: September 21, 2026

Public Utility Commission of Texas
Consumer Protection Division

Re: Aqua Texas, Inc. — PUCT Docket No. 58124

Dear Public Utility Commission of Texas:

I am a residential customer of Aqua Texas and respectfully submit this correspondence concerning the substantial increase in my water and wastewater charges while Aqua Texas's rate case, **PUCT Docket No. 58124**, is pending.

I understand that Aqua Texas is authorized to collect rates during the rate proceeding and that the rates ultimately approved by the Commission may differ from the rates currently being collected. The PUCT's published notice for Docket No. 58124 states that the proposed rates are not final and that the Commission may modify the rates and order refunds or credits, with interest, for amounts collected in excess of the rates ultimately approved. PPUC Texas Interchange

My concern is the magnitude of the change in my actual residential bills compared with comparable periods in 2025.

Billing comparison

Billing Period	Water Usage	Total Bill
[July/2025]	[__35,900__ gallons]	\$[__439.16__]
[July/2026]	[__45,200__ gallons]	\$[__658.81__]
Change	[____ gallons / __21__% decrease]	\$[____ / __50__% increase]

I USED ALMOST 10,000 LESS GALLON THIS YEAR AND WAS CHARGED 50% MORE – I AM DOING MY PART TO TRY AND CONSERVE WATER

I have contacted Aqua Texas in writing regarding these charges and requested an explanation of the applicable rates, tariffs, usage tiers, wastewater charges, and other components of my bill. A copy of that correspondence is attached.

I respectfully request that the Commission:

1. **Include this customer experience in the record as appropriate** in connection with Docket No. 58124.
2. Consider the actual year-over-year impact of the proposed/current rates on residential customers.
3. Ensure that the applicable rates and individual components of customer bills are adequately explained and supported in the rate proceeding.
4. Provide information regarding the appropriate procedure for customers to document and preserve claims concerning amounts collected under interim rates.
5. Confirm whether additional documentation, a formal protest, or another filing is appropriate for an individual residential customer wishing to participate in Docket No. 58124.

I am not asking the Commission to assume that Aqua Texas has violated any law or Commission order. My purpose is to document the actual financial impact on a residential customer and request that the Commission consider that information as it evaluates the pending rate case.

I respectfully request confirmation that this complaint has been received and information regarding any appropriate next steps.

Thank you for your consideration.

Respectfully,

Albert A Kennedy III

30726 Riverlake Rd

Fulshear TX 77441

Phone: 832.483.4913

Email: tres@tkennedyins.com

Attachments:

1. Aqua 2025 bill(s)
2. Aqua 2026 bill(s)



Essential

Service To:
ALBERT KENNEDY
30726 RIVERLAKE RD
FULSHEAR, TX 77441-2210

Account Number
002687304 1485144
 SPRING SOUTH WATER
 1317042 PWSID # TX0790385

Aqua Texas, Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
Aquawater.com

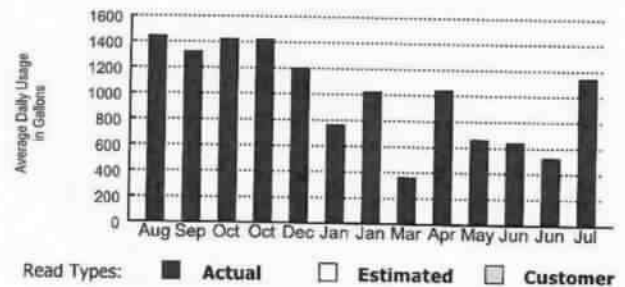
Questions about your water service? Contact us before the due date.
 Bill Date **August 04, 2026** Total Amount Due **\$ 658.81** Current Charges Due Date **August 26, 2026**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19007131	1"	07/31/26	31	Actual	2127800	35,900	Gallons
		06/30/26		Actual	2091900		
Average Daily Usage = 1,158 Gallons		Total Days: 31		Total Usage:		35,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 278.79
Total Payments Received	278.79
Remaining Balance	0.00
Water Base Facility Charge	87.30
5,000 gallons @ \$0.005488 per gallon.....	27.44
Next 5,000 gallons @ \$0.008232 per gallon.....	41.16
Next 10,000 gallons @ \$0.01372 per gallon.....	137.20
Next 15,900 gallons @ \$0.015092 per gallon.....	239.96
Total Water Charges.....	533.06
Regulatory Assessment Fee	6.52
Regional Pass-Through Gallonage Charge	119.23
Amount Due ON or BEFORE 08/26/26	\$ 658.81
Amount Due AFTER 08/26/26.....	\$ 724.04

Water Usage History

042538

Message Center (see reverse side for other information)

- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the WaterSmart Alerts button at www.aquawater.com.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.



Essential

Aqua Texas, Inc.
 762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Please do not remit payment to the above address

Cyc=31H1 1up=6577508

Seq=8082

Account Number
002687304-1485144

Withdrawn on or after
08/26/2026

TOTAL AMOUNT DUE
\$658.81



ALBERT KENNEDY
 30726 RIVERLAKE RD
 FULSHEAR TX 77441-2210

Do Not Pay

If your Current Balance is less than the Total Amount Due listed on this statement, the lesser amount will be withdrawn.



Service To:
ALBERT KENNEDY
30726 RIVERLAKE RD
FULSHEAR, TX 77441-2210

Account Number
002687304 1485144
SPRING SOUTH WATER
1317042 PWSID # TX0790385

Aqua Texas, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
Fax: **866.780.8292**
Aquawater.com

Questions about your water service? Contact us before the due date.
Bill Date **August 05, 2025** Total Amount Due **\$ 439.16** Current Charges Due Date **August 27, 2025**

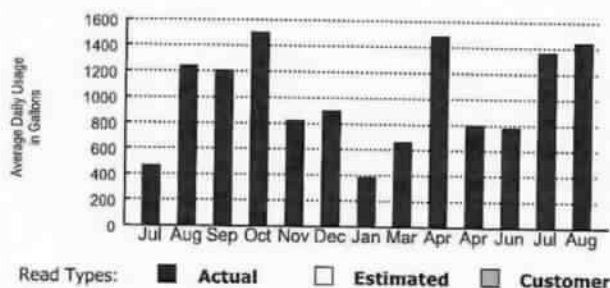
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
19007131	1"	08/01/25	31	Actual	1776100	45,200	Gallons
		07/01/25		Actual	1730900		
Average Daily Usage = 1,458 Gallons		Total Days: 31		Total Usage:		45,200	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 399.41	
Total Payments Received	399.41	
Remaining Balance	0.00	
Water Base Facility Charge	87.50	
45,200 gallons @ \$0.0037 per gallon	167.24	
Total Water Charges	254.74	
System Improvement Charge -Water	9.23	
FTCCR Water Credit Rider	20.43	Credit
Regulatory Assessment Fee	4.34	
Regional Pass-Through Gallonage Charge	191.28	
Amount Due ON or BEFORE 08/27/25	\$ 439.16	
Amount Due AFTER 08/27/25	\$ 481.72	

Water Usage History



Message Center (see reverse side for other information)

- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the WaterSmart Alerts button at www.aquawater.com.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.



Aqua Texas, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Please do not remit payment to the above address

Cyc=31H1 Tup=5901638

Seq=25626



ALBERT KENNEDY
30726 RIVERLAKE RD
FULSHEAR TX 77441-2210

Account Number
002687304-1485144

Withdrawn on or after
08/27/2025

TOTAL AMOUNT DUE
\$439.16

Do Not Pay

If your Current Balance is less than the Total Amount Due listed on this statement, the lesser amount will be withdrawn.