



Filing Receipt

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Rosharon, Texas 77583

This letter is a complaint and protest to rate increases by Aqua Texas, Inc. - 762 W. Lancaster Avenue Bryn Mawr, Pa 19010-3489.

Aqua Texas, Inc. filed with the Public Utility Commission, in June 2025 to change rates. The interim rates did go into effect 3/9/26. While I understand this in general, in specific I do not understand that they are interim and valid without formal approval by the PUCT. Furthermore, they are in the parameters to be protested.

Nonetheless, rates are unjustified and no way proven that the groundwater/runoff from exterior use on homeowner and property owners specific property should be billed through the sewer. Meaning we are charged gallon for gallon for the water in through the meter and then back out our sewer/grinder.

My complaint has been to Aqua Texas, Inc. over the phone (twice) as well as an email. My argument was this: every home/property owner uses water outside their home, e.g. washing vehicles, washing windows, power washing sidewalks/driveways, watering lawn/flower beds, swimming pool fill, etc. all these are examples and we are charged for every gallon used in this form twice in through the meter and out the sewer even if it is utilized outside.

This is the proof, my wife and I recently put down 2 pallets of St Augustine grass, which requires heavy watering instantly and for a solid couple of days to keep wet and active so roots wont die. So we used an extra 20,000 gallons which we charged gallon for gallon. This is not justifiable. Plus, any exterior usage is technically groundwater, and has a slim to none chance of getting the depth to get to the water table and in the aquifer the community well is pumping from.

Aqua Texas, Inc. needs to have some type of rubric to account for exterior use by our community!! They have been around for 134 years and looks like they should have this down to a science.

Aqua Texas Issue Palm Crest Rosharon, Texas

To aquatxcompliance@aquawater.com <aquatxcompliance@aquawater.com> •
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To all included on this email,

This is in regards to poor water quality (odor, color), water issues (boil alerts, adjust chemicals in tank), astronomical rates and overall service provided by Aqua Texas, for the Palm Crest Community Rosharon, Texas 77583.

My wife and I (2 people) have been in our current residence (3611 S. Shore Drive Rosharon, Texas 77583) since June '25. Unfortunately, we have come to find issue after issue with the poor service of our water. As mentioned above the water quality is poor and it has lasting effects on our home. The dirt/sand in the water stains our toilets, toilet bowls, clothes/laundry, swimming pool and our bathtubs. It is not very appealing to fill a bathtub for our grandkids bath, and it looks like apple juice and full of floating black particles, dirt or debris. Then think about anything white in our laundry, now it is basically ruined. Furthermore, we are expected to drink this water? No Thank You.

Then you throw in the fact of numerous boil notices and/or no water due to flushing the tank or adjusting/mixing chemicals - which means no water!! The worst part of this description is the off the record conversations we have had with Aqua service people performing these tasks. I will allude to one conversation, when we called and said the water was off color again, which prompts an immediate flush or boil alert, because the employee does not know how to adjust the chemicals/additives in the tank to offset this problem. I quote his words "I don't know what to do nor does Aqua, I have to rely on the engineers who installed this new system and they are not very eager to help". Put that in your pipe and smoke it...POOR!!

Lastly is our bill, since the new rate structure went into place April '26 our bill has gone up on average \$100/month...We have a huge concern with the fact we are charged twice for water usage in through the meter and then out our septic, (gallon for gallon!!). We have a problem with this, because there is no way every ounce of water that comes through the meter goes out the septic, e.g...washing vehicles, power washing driveway, watering yard, washing windows, swimming pool fill valve, etc... The fact that Aqua has been around for 135 YEARS, and they do not have a rubric that can better gauge the water that is not going out the sewer, or allow for the use of water outside the home, is mind blowing.

This brings me to our September '26 bill \$816.81, this is directly due to us putting 2 pallets of St. Augustine grass down, on our property. Yes, we are responsible for the water usage, but not the \$243.81 charge for sewer, and the \$112.92 Regional pass through charge. Our average sewer cost, since April has been \$113.41, plus on top of that the average \$31.82 Regional Pass Through charge. To our way of thinking there is \$211.51 was tagged as sewer

when it was actually water for the new grass.. Total bill for water used should of been \$605.30. Also, why is there a regional pass through charge when our community water is supplied by its own well?

Finally, we do expect answers and solutions to this problem. We do not want words without action. This is a community problem not just ours, several homeowners have this same concern. Attachments are included.

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- IMG_8819.jpeg (3 MB)
- IMG_2083.jpeg (7 MB)