

For those following Undine.....Undine Rep has stated that the city of Hideaway approved their rate. This is false and misleading. The council negotiated to have the rate, approved by the PUC based on a statute, tiered in over a three year period. The city has no jurisdiction in approving the rate. Over 400 citizens asked the PUC for a hearing. PUC did not grant a hearing because Undine was requesting their rate in accordance with a statute approved by the Texas Legislature. The PUC had to follow the law. Our rates were very low under Crystal. Unfortunately, that is no longer the case. Please continue to report and protest inaccurate meter readings and extremely poor customer service. I have asked anyone who has reached out to me to give me hard evidence of inaccurate meter readings and written examples of poor customer service. Thank you!

Red Brown
Mayor