

April 9, 2024

Subject: **CHANGE IN OWNERSHIP OF CRYSTAL SYSTEMS TEXAS, INC**

Dear Crystal Systems Texas, Inc. Customers:

We would like to welcome you to the growing family of Undine Texas utility customers. We are pleased to announce that we have acquired the water system that serves your neighborhood.

Undine is now responsible for the management of operations, billing and customer service for this utility.

As your utility owner, Undine is committed to bringing any necessary improvements and renovations to your system to ensure regulatory compliance. Undine improvement plans are designed to ensure that our systems meet all Texas Commission on Environmental Quality ("TCEQ") regulations and standards.

We look forward to holding regular Town Hall meetings where we can share information about the improvements that are required and to hear comments and suggestions from our customers. Please look for future announcements in the mail regarding upcoming meetings.

**UNDINE CONTACT INFORMATION:**

- Customer Service 903-595-2128
- After hours emergencies 866-271-4205
- Mailing Address: Undine Texas, LLC PO Box 682288, Houston, TX 77268
- Website: <http://www.undinellc.com/>
- An online payment option on our website is available for our customers' convenience. You may call our customer service office for assistance in setting up online payments.
- Walk-in payments may be made at the office 7891 US HWY 271 in Tyler, TX

Your March utility bill will be issued by Undine and will include the new address for mailing payments. If you are currently using an auto-draft or a web portal to make payments, you will need to set up payments through Undine's bill payment system by following the instructions included with your first bill.

As you may recall, the PUC and the City Council approved Undine to charge our three-year rate phase in for Crystal Systems customers, both inside and outside the City. These rates were approved for Undine based upon our costs of service under the PUC regulatory process. Please see that rate schedule on the back of this letter.

Thank you in advance for your cooperation during this period of transition. We look forward to serving you and to meeting with you soon to discuss your water utility.

Sincerely,  
Undine Texas LLC



Rate Schedule for Crystal Systems Texas Customers

Rate Year 1

Effective Date: April 1, 2024

<u>Meter Size</u>	<u>Monthly Base Rate</u>	<u>Gallage Charge</u>
5/8"	<u>\$37.81</u> (Includes 0 gallons)	<u>\$2.02</u> per 1000 gallons from 0 to 6,000 gallons
3/4"	<u>\$56.72</u>	<u>\$2.94</u> per 1,000 gallons from 6,001 to 15,000 gallons
1"	<u>\$94.53</u>	<u>\$5.25</u> per 1,000 gallons from 15,001 gallons to 25,000 gallons
1 1/2"	<u>\$189.05</u>	<u>\$7.79</u> per 1,000 gallons from 25,001+ gallons
2"	<u>\$302.48</u>	
3"	<u>\$567.15</u>	
4"	<u>\$983.06</u>	
Other (Unmetered)	<u>\$60.50</u>	

Rate Year 2

Effective Date: April 1, 2025

<u>Meter Size</u>	<u>Monthly Base Rate</u>	<u>Gallage Charge</u>
5/8"	<u>\$44.37</u> (Includes 0 gallons)	<u>\$2.21</u> per 1000 gallons from 0 to 6,000 gallons
3/4"	<u>\$66.56</u>	<u>\$3.13</u> per 1,000 gallons from 6,001 to 15,000 gallons
1"	<u>\$110.93</u>	<u>\$5.44</u> per 1,000 gallons from 15,001 gallons to 25,000 gallons
1 1/2"	<u>\$221.85</u>	<u>\$7.98</u> per 1,000 gallons from 25,001+ gallons
2"	<u>\$354.96</u>	
3"	<u>\$665.55</u>	
4"	<u>\$1,153.62</u>	
Other (Unmetered)	<u>\$70.99</u>	

Rate Year 3

Effective Date: April 1, 2026

<u>Meter Size</u>	<u>Monthly Base Rate</u>	<u>Gallage Charge</u>
5/8"	<u>\$50.93</u> (Includes 0 gallons)	<u>\$2.41</u> per 1000 gallons from 0 to 6,000 gallons
3/4"	<u>\$76.40</u>	<u>\$3.33</u> per 1,000 gallons from 6,001 to 15,000 gallons
1"	<u>\$127.33</u>	<u>\$5.64</u> per 1,000 gallons from 15,001 gallons to 25,000 gallons
1 1/2"	<u>\$254.65</u>	<u>\$8.18</u> per 1,000 gallons from 25,001+ gallons
2"	<u>\$407.44</u>	
3"	<u>\$763.95</u>	
4"	<u>\$1,324.18</u>	
Other (Unmetered)	<u>\$81.49</u>	