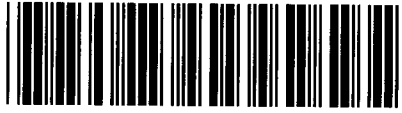




Control Number: 45570



Item Number: 100

Addendum StartPage: 0

RECEIVED

**RATEPAYER COMMENTS/REQUESTS TO INTERVENE** -1 AM 9:18  
(please circle one)

PUBLIC UTILITY COMMISSION  
PUBLIC SERVICE

If you wish to comment on, or intervene in, the proposed rate change, submit this form and 10 copies to:

**Filing Clerk  
Public Utility Commission of Texas  
1701 North Congress Avenue  
P.O. Box 13326  
Austin, Texas 78711-3326**

**CUSTOMER INFORMATION** (to be completed by customers submitting comments or requests to intervene)

First Name: STELLA Last Name: LUNDY

Phone Number: 903-878-2250 Fax Number: \_\_\_\_\_

Address, City, State: 246 SEMINOLE, QUITMAN, TX 75783

Location where service is received: \_\_\_\_\_  
(if different from the mailing address)

**PLEASE SELECT ONE OF THE FOLLOWING:**

I wish to be a COMMENTER. I understand that: I am NOT a party to this case; my comments are not considered evidence in this case; and I have no further obligation to participate in the proceeding. Public comments may help inform the PUC of the public concerns and identify issues to be explored. Please provide comments below. Attach a separate page, if necessary.

43% excessive; past promises unkept

I am requesting to INTERVENE in this proceeding. As an INTERVENOR, I understand that: I am a party to the case; I am required to respond to all discovery requests from other parties; I may be required to attend hearings, and if I file testimony, I may be cross-examined in the hearing; if I file any documents in the case, I must provide a copy to every other party in the case; and I acknowledge that I am bound by the Procedural Rules of the PUC and the State Office of Administrative Hearings (SOAH).

Signature of Commenter or Intervenor:

Stella Lundy Date: 3-28-16

Si desea informacion en Espanol, puede llamar al  
**1-888-782-8477**

Hearing- and speech-impaired individuals with text telephones may contact the PUC's Customer Assistance Hotline at  
**512-936-7136**

100

March 28, 2016

Public Utility Commission of Texas  
1701 North Congress Avenue  
PO Box 13326  
Austin, TX 78711-3326

Re: PUC Docket No. 45570  
Ratepayer Comments

To Whom It May Concern:

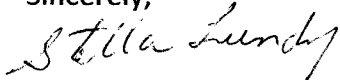
I vehemently protest the rate increase proposal from, Monarch Utilities (Southwest Water Company). The percentage increases total 43.64%. That is a ridiculous increase. Currently the rates paid by subscribers of Monarch Utilities are at least twice that of surrounding providers.

Past rate cases have included upgrades to the sewer and water systems. None of these improvements have been accomplished. Coupled with the fact the original system was never designed to handle the current volume, much less the volume possible. Here at Holiday Village of Fork, Wood County, Texas there are 1907 lots. The average lot ownership is 2, which means possible water/sewer connections of 953. There are currently 561 meters, with only 299 active, which is straining the current system. During the past two rain events, 9 inches, December 2015 and 6 inches, March 2016 two bridges and a couple roads sustained severe damage, the sewer system came dangerously close to overflowing.

In past rate cases Monarch Utilities has shown miscellaneous expenses that are higher than total salaries. This seems extreme and deserves investigation.

The fact Monarch was allowed a one rate state wide is unfair to those of us with systems requiring less treatment are paying higher rates to cover the more costly systems.

Sincerely,



(Mrs) Stella Lundy  
246 Seminole  
Quitman, TX 75783  
(903) 878-2250