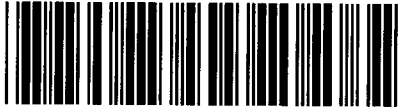


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2016 APR 19 AM 11:25

PUBLIC UTILITY COMMISSION
FILING CLERK

April 13-16

To public Utility Commission of Texas

My name is Francis McMillen
I am a customer of Monarch water
utilities in Raywood Tx. Zip Code
for Raywood is 77582

We are located in Liberty County
Tx. I am writing this protest letter
because Monarch does not deserve
a rate increase, at least not here
in Raywood Tx.

The little service we get here is
awful. The service we get here is bad.
They can't fix a water leak without
Clamps. One six foot section might
have three or more Clamps. These
lines need replacing, not more Clamps.

They can't find a leak and most
of the water they produce goes in
the road ditches

The water quality is bad
and not fit to drink. I thought the
water Commission was suppose to look
out for the customer.

Instead of catering to Big Money Companies like Monarch utilities. All Monarch utilities care's about is the Almighty dollar. They could care less of the Customer and the product they deliver.

They want the most dollar amount they can get. If the Commission does not give them the whole amount, you still give them the amount they are charging while it is under review.

You are helping the Big Rich Co. get Richer and you are helping to break the Poor Man's Back (customer)

Francis McMiller