

Control Number: 45570



Item Number: 256

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RECEIVED

RATEPAYER COMMENTS/REQUESTS TO INTERVENE
(please circle one)

PUBLIC UTILITY COMMISSION
FILING OFFICE

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)

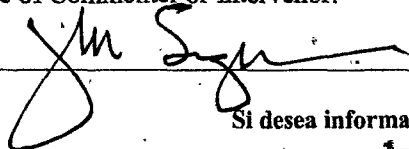
First Name: MICHAEL Last Name: SUGRUE
Phone Number: 903-987-4344 Fax Number: 903-913-4366
Address, City, State: 110 CARMEL PL. MARBANK TX 75156
Location where service is received: _____
(if different from the mailing address)

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.

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:



Date: 8/4/2016

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

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August 4, 2016

My name is Michael Sugrue and I live at 110 Carmel Place Mabank, Texas 75156.

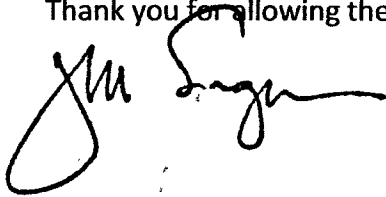
Monarch/Southwest Water Company supplies our water and overall the service is somewhat acceptable. The exceptions to this are the water rates are very high by comparison making irrigation a very expensive proposition.

The quality of the water is somewhat suspect, since we must change our water filters more frequently than anticipated.

The low water pressure that we experience is exacerbated when the pressure drops even further as it does occasionally.

When a problem occurs, the service by Southwest Water Company is relatively quick and the problem is rectified. However, if the soil or street is disturbed, the soil is roughly re-graded and the street is never repaired. Multiple calls go without results. Eventually the community pays to have the soil or the road repaired.

Thank you for allowing these comments and for your service.

A handwritten signature in black ink, appearing to read "Michael Sugrue". The signature is fluid and cursive, with a large loop at the beginning and a long horizontal stroke at the end.

Michael Sugrue