



Control Number: 45570



Item Number: 260

Addendum StartPage: 0

August 8, 2016

Margaret Uhlig Pemberton  
Division Director  
Public Utility Commission of Texas  
Legal Division  
1701 N Congress Avenue  
P.O. Box 13326  
Austin, Texas 78711-3326

RECEIVED

2016 AUG 11 AM 9:32

PUBLIC UTILITY COMMISSION  
FILING CLERK

**Re: SOAHDOCKET NO. 473-16-2873.WS, PUC DOCKET NO 45570**

Ms. Pemberton:

**I own property at 125 Clayton Drive, Pottsboro TX 75076. The public water supply is provided by Monarch Utilities I, LP. (Monarch) In response to Monarch's request for approval of a rate increase, as an Intervener I oppose approval of the rate increase for the following reasons:**

The water is often brown, cloudy, and murky. It appears that they do not flush the lines after completing repairs. My neighbors state they do not drink the water. Normally water utilities flush the lines with fire hydrants. It appears that there is no physical provision for flushing provided.

- It appears that Monarch does not routinely flush the water lines following completion of a new tap, or repair of a water main break.

Each year the water company sends out one or more notices that the water has tested high for trihalomethanes.

- What is source of this reoccurring contamination and what is/has been done to prevent this reoccurrence?

Water pressure is approx. 100 psi. However there is inadequate volume available for fire protection and there are an insufficient number of standard fire hydrants, only one (non-standard) fire hydrant, is installed within the entire Simmons Shores Subdivision at the corner of Parker Dr. and Lee Blvd.

- Because Monarch has a monopoly on water service, the adjacent municipal utilities that could provide water service with fire protection capability are not permitted to serve the Monarch service area(s).

The required service agreement for residential service, states Monarch is not required by state law to provide a water supply with fire protection capacity, or public fire hydrants.

- Which law is being referenced? Does it in fact, deny fire protection capability to persons and properties served by a private utility in perpetuity?
- Monarch is asked to provide a copy of the plan(s) which illustrate the details of the supply, storage capacity and distribution system.

During 2015 Monarch charged me \$605.05 for 9000-gallons of water, or 6.7¢ per gallon. This in comparison to .0038¢ per gallon I paid for water in Arlington during 2015. So far this year Monarch has charged \$333.15 or 16.6¢ per gallon for 2000 gallons of water. For the same cost I could have purchased 72,500-gallons from the City of Arlington.

- Monarch’s base rate for water service is approximately 100-350% higher than the base residential rate charged by comparable utilities?

***Comparison of Monarch Utility Base Rates with similar providers***

<b>Provider</b>	<b>Water Used (Gallons)</b>	<b>Cost</b>
<b>Monarch</b>	0	\$45.23
<b>Monarch</b>	0-1000	\$52.60
Pottsboro*	0-1000	\$31.32
Denison	0-1000	\$21.00
Sherman	0-1500	\$21.39
Celina in City	0-2000	\$22.25
Celina outside City	0-2000	\$33.30
Prosper	0-1000	\$14.86
Denton	0-1000	\$18.75
Bonham in City*	0-1496	\$27.95
Bonham outside City*	0-1496	\$28.27
Tyler in City	0-2000	\$10.63
Tyler outside City	0-2000	\$15.95
Stephenville	0-1000	\$14.75
Arlington	0-2000	\$12.56

**Average of Comparison Rates****\$21.00**

\* Rates obtained by phone,

See attachments for information sources

8/8/2016

- Why are Monarch's rates so unusually high?
- Why is Monarch's rate 100-350% higher than the rate levied by their competitors?

When I originally applied for service with Monarch in October of 2013, if I did not provide my Date of Birth, Social Security Number, and Drivers License Number; I was advised that I would not receive water service. A deposit of \$50.00 was required, in addition to a \$45.00 transfer fee. I was told that they could not check payment history with my previous provider for water service. In lieu of doing a credit check, they collect deposits. I was told they do not have the ability to check ratings with any of the three major credit bureaus.

- It appears that Monarch (Southwest Water Services) arbitrarily collects personal data from their customers and unnecessarily retains this data placing their customers at greater risk for identity theft.
- The application/approval process for obtaining service is intentionally overly complex and cumbersome, creating unnecessary processes and staff positions.
- Where are the deposit funds retained, when are they returned to the customer?

On June 29, 2015, the Credit Card I had on file was cancelled, and reissued due to the account being used fraudulently by thieves. When Monarch processed a charge, it was rejected, and Monarch assessed a \$5.26 late fee on July 10, 2016. On July 15, 2015 they posted two payments totaling \$105.20 to the account. At an unknown date between July 10 & 15, 2015 Monarch issued a disconnect order and assessed a \$25.00 reconnect fee.

- Monarch's mail was not postmarked, it appears that the disconnect notice was mailed on the same date as the late payment notice in order to generate reconnection fees. Their response was that if they did not receive a reconnection fee, the water will be turned off (sic).

The monthly minimum payment is \$45.23, including a 45¢ TCEQ fee for zero (0) gallons of water used. Approximately 4 to 5-times each year, and 5-times during the first seven months this year, my monthly bill indicates no water has

been used. That no water was used is unlikely. It appears that the meter is not read on the months where a statement indicates there was no usage.

- Does the Monarch rate increase proposal factor in the salary for full time meter readers?
- Are the meter reader positions part time? How many full time positions are staffed vs. budgeted?

Sewer Service is not provided by Monarch within my subdivision.

- Does the proposed rate increase reflect the lack of sewer service expenses, shared administrative expenses, and salaries, where such services are not provided?
- Are administrative, service, and repair personnel as well as associated expenses dedicated and utilized solely by Monarch or comingled and shared among various Southwest Water Service subsidiaries?

The above information is respectfully submitted as testimony in the pending rate case. I am prepared to present this information as an Intervener, in person before the Commission during the hearing scheduled on or about September 10, 2016.

Thank you for representing the ratepayers and the State of Texas in this case.

Sincerely



Douglas Penland  
2109 Briarwood Blvd.  
Arlington, Texas 76013  
817 521 7353

Attachments: 13-pages

cc: Stephen Mack  
Sam Chang  
A. J. Smullen  
Erika N. Garcia

\*All rates for customers located outside the city limits are doubled.

**Water Rates:**

**Residential & Apartment Complexes**

Minimum monthly charge for the first 1000 gallons of water consumption is **\$21 00 per unit**  
 There is a per 1000 gallon rate of **\$2.5460** for consumption used over the first 1000 gallons per month per unit

**Commercial**

Minimum monthly charge for the first 1000 gallons of water consumption is **\$28 00**.  
 There is a per 1000 gallon rate of **\$3 1490** for consumption used over the first 1000 gallons per month

**Industrial**

Minimum monthly charge for the first 1000 gallons of water consumption is **\$56 00** There is a per 1000 gallon tiered rate for water consumption over the first 1000 gallons

1001 - 3,750,000	<b>\$3.0418</b>
3 750 001 – 7,500,000	<b>\$2.9078</b>
7 500 001 & up	<b>\$2.7872</b>

**Sewer Rates:**

**Residential & Apartment Complexes**

Minimum monthly charge for the first 1000 gallons of water is **\$19.00** per unit For averaged monthly consumption, there is a per 1000 gallon rate of **\$2.4522** for consumption usec over the first 1000 gallons per unit Customers without an established billing history will be billed at the minimum monthly charge of **\$19.00** until such time as a history has been established

**Commercial & Industrial**

Based on actual consumption the first 1000 gallons of water consumption is **\$19 00** for Commercial use and the first 1000 gallons of water consumption is **\$38.00** for Industrial use. There is a per 1000 gallon rate of **\$3.4974** for consumption used over the first 1000 gallons per month

**Refuse Rates:**

**Residential Monthly Charge (+ tax)**

Standard Residential	\$25 33	+	\$2 09	=	<b>\$27.42</b>
Residential Carry-out	\$37 23	+	\$3 07	=	<b>\$40.30</b>
Commercial Bags	\$40.07	+	\$3 31	=	<b>\$43.38</b>

**Commercial Collection Service (+ tax)**

Customer-owned roll-on/roll-off (per yard per pickup)	\$21 68	+	\$1 79	=	<b>\$23.47</b>
City-owned roll-on/roll-off (per yard per pickup)	\$24 47	+	\$2 02	=	<b>\$26.49</b>
Three yard container minimum pickup					
1 times per week	\$92 79	+	\$7 66	=	<b>\$100.45</b>
2 times per week	\$185 58	+	\$15 31	=	<b>\$200.89</b>
3 times per week	\$278 37	+	\$22 97	=	<b>\$301 34</b>
4 times per week	\$371 16	+	\$30 62	=	<b>\$401.78</b>
5 times per week	\$463 95	+	\$38 28	=	<b>\$502 23</b>
6 times per week	\$556 74	+	\$45 93	=	<b>\$602.67</b>

**Special Pick-up Service**

Special pick-up at curbside (lumber, furniture, appliances etc.) **\$20.00** per cubic yard  
 Special brush & limbs (requested service beyond normal brush & limbs service) **\$5 40** per cubic yard

**Residential Collection Station**

Residents of Denison may dispose of solid waste and brush & limbs at the Residential Collection Station located at 300 W FM 84 north of Munson Park, in Denison You must bring picture identification and a current water bill to use the facility Receipt available upon request

**Hours of Operation for Residential Collection Station**

**Closed Wednesday and Sunday**  
 Monday-Friday (except Wednesday) 8 00 a m – 5 00 p m  
 Saturday 8 00 a m – Noon

**Fee Schedule for Residential Collection Station**

Solid Waste - One cubic yard per billing cycle free  
**\$5 00** each additional cubic yard  
 Brush & Limbs - Three cubic yards per billing cycle free  
**\$3.00** each additional cubic yard

**Items not accepted at the Residential Collection Station**

- Shingles
- Chemicals
- Wet paint
- Dead animals
- Hazardous wastes & Commercial wastes

**Payment Information:**

**Payment by Mail**

Mail in your stub with payment and write your account number on your check or money order

**Mail payment to:**

City of Denison Utility Billing Department  
 P.O Box 347  
 Denison TX 75021

**Drop Box**

A drop box is available 24/7 for the convenience of our customers located at 430 W Chestnut Street in the drive thru on the east side of the building Attach your stub to your payment for posting purposes Payment should be in the form of check or money order Please do not place cash in the drop box

**Drive Thru Window**

The drive thru is located on the east side of the building at 430 W Chestnut Street You must have your bill to pay at the window by check cash or money order Office hours 8 00 to 5 00 Monday thru Friday

**Auto Draft**

You may apply for automatic bank draft or credit card draft by coming into the office at 430 W Chestnut during office hours and bringing in a voided check or credit card information

**Online Payments - Please visit our website: [www.cityofdenison.com](http://www.cityofdenison.com)**

**Walk-In**

You may bring in a check cash, credit card or money order along with your bill to 430 W Chestnut Street Visa and MasterCard are accepted

**Service Fees**

Security Deposit-Residential	<b>\$ 50.00</b>
Security Deposit-Commercial	<b>\$100.00</b>
Connect Fee-Residential	<b>\$ 35.00</b>
Connect Fee-Commercial	<b>\$ 25.00</b>
Transfer Service Fee	<b>\$ 30.00</b>
Holiday and Weekends Service Fee	<b>\$ 50.00</b>
Return Check Fee	<b>\$ 30.00</b>
Reconnect Fee before 3 p m	<b>\$ 25.00</b>
Reconnect Fee after 3 p m	<b>\$ 50.00</b>

**Late Charges**

A 10% late fee will be applied on unpaid charges if paid after the due date

**Directory Listing:**

<b>City Hall Main Number</b>	<b>903-465-2720</b>
<b>Company Directory</b>	<b>Option 1</b>
<b>Water, Sewer, Trash/Recycling, streets &amp; Utility Billing</b>	<b>Option 2</b>
<b>Animal Control</b>	<b>Option 3</b>
<b>Building Inspections, Permits &amp; Code Enforcement</b>	<b>Option 4</b>
<b>Municipal Court</b>	<b>Option 5</b>
<b>Police Department</b>	<b>Option 6</b>
<b>Fire Department</b>	<b>Option 7</b>
<b>Parks &amp; Recreation</b>	<b>Option 8</b>
<b>Human Resources</b>	<b>Option 9</b>
<b>Operator</b>	<b>Option 0</b>
<b>Community Development</b>	<b>Extension: 2449</b>
<b>Planning &amp; Zoning</b>	<b>Extension: 2467</b>
<b>Afterhours Utility Billing</b>	<b>903-464-4427</b>
<b>Denison Public Library</b>	<b>903-465-1797</b>
<b>Fairview Cemetery</b>	<b>903-465-3188</b>
<b>Crime Stoppers</b>	<b>903-463-7773</b>
<b>Emergencies</b>	<b>911</b>
<b>Fire Stations</b>	
<b>Central</b>	<b>West End</b>
<b>700 W. Chestnut St.</b>	<b>2720 W. Morton</b>
<b>903-464-4427</b>	<b>903-464-4421</b>
	<b>Southside</b>
	<b>3306 S. Park Ave</b>
	<b>903-464-4420</b>

## Rates & Fees

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### Water, Sewer & Residential Trash Rates

The following rates are effective October 1, 2013. Water rates are based on the water meter's size. Below are the minimum monthly charges for these services.

### Water Rates - Base Charges

Meter size (inches)	Water charge
5/8 or 3/4	\$ 21.39
1	\$ 42.18
1.5	\$ 84.76
2	\$ 144.41
3	\$ 314.82
4	\$ 553.37
6	\$1,235.00
8	\$2,189.28
10	\$3,416.20

### Water Usage      Consumption Charges

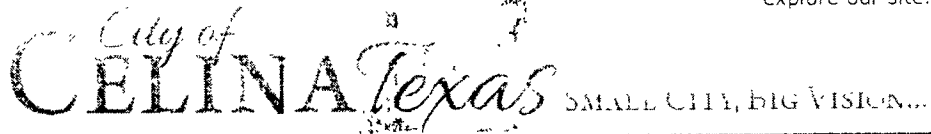
The City of Sherman bills consumption in gallons.

First 1,500 gallons	Included in minimum charge
All over 1,500 gallons	\$3.06 per 1,000 gallons

Lawn Sprinkler Water Meters are billed at the above rates for the months of July to October. From November to June, they are billed at the 5/8 inches or 3/4 inches meter rate. There are no sewer or trash charges for separately metered

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Utility Rates

### Water Rates



### Water & Wastewater Rates

Water Rates			Sewer Rates		
Residential	In The City Rate	Out of City Rate	Residential	In The City Rate	Out of City Rate
0-2,000 gal (Minimum)	\$22.25	\$33.38	0-2,000 gal (Minimum)	\$20.60	\$30.80
5/8 and 3/4 inch meter			5/8 and 3/4 inch meter		
1 inch meter	\$38.93	\$58.40	1 inch meter	\$38.93	\$67.95
1 1/2 inch meter	\$77.87	\$116.81	1 1/2 inch meter	\$72.10	\$108.15
2 inch meter	\$124.59	\$186.89	2 inch meter	\$123.60	\$185.40
			2,001 to 14,000 per 1k gal	\$5.73	\$8.60
2,001 to 10,000 per 1k gal	\$4.96	\$7.44	Usage fees cap at 14,000 gal	\$89.45	\$134.18
10,001 to 20,000 per 1k gal	\$7.44	\$11.16			
20,001 to 30,000 per 1k gal	\$8.68	\$13.02	<b>Commercial</b>		
30,001 and up per 1k gal	\$12.40	\$18.60	0-2,000 gal (Minimum)		
			5/8 and 3/4 inch meter	\$25.75	\$38.63
<b>Commercial</b>			1 inch meter	\$48.29	\$72.44
0-2,000 gal (Minimum)			1 1/2 inch meter	\$90.13	\$135.20
5/8 and 3/4 inch meter	\$27.81	\$41.72	2 inch meter	\$154.50	\$231.75
1 inch meter	\$48.67	\$73.01	4 inch meter	\$388.26	\$579.38
1 1/2 inch meter	\$87.34	\$146.01	2,001 and up per 1k gal	\$5.73	\$8.60
2 inch meter	\$155.74	\$233.61			
3 inch meter	\$233.60	\$350.40			
4 inch meter	\$389.34	\$584.01			
2,001 to 10,000 per 1k gal	\$4.96	\$7.44			
10,001 to 20,000 per 1k gal	\$7.44	\$11.16			
20,001 to 30,000 per 1k gal	\$8.68	\$13.02			
30,001 and up per 1k gal	\$12.40	\$18.60			



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The City of Celina • 310 North One • Celina, TX 75709 • 972.362.2682



*FEUSTEK*

**Exhibit "B"**  
**Town of Prosper Water and Wastewater Rates**  
**Effective First Full Billing Cycle Following October 1, 2012**

Residential Water Service Rates		Residential Wastewater Service Rates	
<b>Meter Size</b>	<b>Minimum Service Charge</b>	<b>All Residential Accounts</b>	<b>Minimum Service Charge</b>
3/4" or Smaller	\$ 11.12		\$ 22.63
1"	\$ 18.54		
1 1/2"	\$ 37.07	<b>Volumetric Charge</b>	<b>Rate per 1,000 Gallons</b>
2"	\$ 59.32	All	\$ 3.52
3"	\$111.19		
4"	\$185.36		
6"	\$370.58		
<b>Volumetric Charges</b>	<b>Rate per 1,000 Gallons</b>	<b>Winter Averaging</b>	
0 – 10,000 Gallons	\$ 3.74	Wastewater volumetric charges on residential accounts are billed based on the Winter Average Consumption during the months of December, January and February.	
10,001 – 40,000 Gallons	\$ 5.60		
40,001 – 80,000 Gallons	\$ 8.41		
80,001 – Plus	\$ 12.61		
<b>Additional Residential Service Charges</b>			
<b>Service Initiation</b>	\$ 65.00	<b>Transfer Fees</b>	\$ 20.00
<b>Meter Accuracy Re-Reads</b>	\$ 15.00	<b>Late Fees</b>	10% of Billed Amount

Senior citizen account holders who qualify are entitled to receive the first two thousand (2,000) gallons included as part of the minimum bill for indoor residential accounts. To be eligible, the customer must be the listed account holder age sixty-five (65) or older, complete an application for the discount, provide proof of age on a valid United States or State ID and not be receiving the senior citizen discount on any other Town of Prosper account.

Late payment penalties shall be waived for any account holder, on that customer's residential utility bill, upon request and presentation of adequate proof that the customer is either

- at least age sixty-five (65) and the recipient of social security or other bona fide retirement benefits
- OR
- is totally disabled

Multifamily Dwellings, Townhomes and other Multitenant Accounts served by one master meter will be billed a minimum water charge per unit equal to the 3/4" Residential base rate and the minimum service charge for wastewater. The Residential volumetric charges will apply as normally scheduled on all master meter consumption for both water and wastewater services, except that winter averaging will not be applied to Multifamily Dwellings served by one master meter.

Out of Town rates are the same as In Town rates for water and wastewater.



# Consumer Information

## Denton Municipal Utilities

### ELECTRIC RATES

#### Residential

Facility Charge	\$8.25/bill (single phase)
	\$16.50/bill (three phase)
Winter Charge	
Volume Charge	6.51¢/KWH first 600 KWH
	4.33¢/KWH all additional KWH
Summer Charge	6.51¢/KWH all KWH
Transmission Cost Adjustment	Adjusted Periodically
Transmission Cost Recovery Factor	Adjusted Periodically

#### Residential Renewable Energy

Facility Charge	\$8.25/bill (single phase)
	\$16.50/bill (three phase)
Winter Charge	
Volume Charge	6.51¢/KWH first 600 KWH
	4.33¢/KWH all additional KWH
Summer Charge	6.51¢/KWH all KWH
Transmission Cost Adjustment	Adjusted Periodically
Transmission Cost Recovery Factor	Adjusted Periodically

#### General Service Small

Facility Charge	\$15.80/bill (single phase)
	\$21.10/bill (three phase)
Winter Charge	
Volume Charge	8.11¢/KWH
	4.25¢/KWH
Summer Charge	Adjusted Periodically
Transmission Cost Adjustment	Adjusted Periodically

#### Commercial Renewable Energy

1,000 KWH Blocks	*RCA Rate/kWH
100% of Actual Energy Consumption	*RCA Rate/kWH

\*The Energy Cost Adjustment (ECA) and Renewable Cost Adjustment (RCA) rates are adjusted periodically as the energy market fluctuates. Call for current rates.  
 \*\*The Transmission Cost Recovery Factor (CRF) rate is adjusted periodically as ERCOT transmission tariffs fluctuate. Call for current rates.

### SOLID WASTE RATES

#### Residential Refuse and Recycling

Household	One Cans	Two Cans
Monthly Rental	\$32.75/bill	\$52.50/bill
Collection Charge*	\$27.35/bill	N/A

\*Each rate includes one standard-size recycling cart.

#### Commercial Front and Side Load

Front Load Type	Billing per Cubic Yard
Standard	\$33.80
Side Load	\$23.95

#### Commercial Open Top (Roll-Off)

Monthly Rental	\$163.00
Collection Charge*	\$275.00

\*Plus landfill fees based on weight.

### WATER RATES

#### Residential

Facility Charge	
3/4" Meter	\$14.70/bill
1" Meter	\$18.90/bill
1 1/2" Meter	\$24.75/bill
2" Meter	\$31.30/bill
Volume Charge	
Winter (November-February)	\$4.05/1,000 gallons (all consumption)
Summer (May-October)	\$4.05/1,000 gallons (up to 15,000 gallons/bill)
	\$5.85/1,000 gallons (15,001-30,000 gallons/bill)
	\$7.85/1,000 gallons (30,001-50,000 gallons/bill)
	\$10.35/1,000 gallons (50,000+ gallons/bill)

Irrigation Customers

See rate ordinance for applicable rates.

#### Commercial/Industrial

Facility Charge	
3/4" Meter	\$22.60/bill
1" Meter	\$29.40/bill
1 1/2" Meter	\$35.20/bill
2" Meter	\$46.85/bill
Volume Charge	\$4.25/1,000 gallons
Irrigation Customer	
Winter (November-February)	\$4.25/1,000 gallons
Summer (April-October)	\$5.85/1,000 gallons

### WASTEWATER RATES

#### Residential

Facility Charge	\$10.95/bill
Volume Charge	\$4.00/1,000 gallons effluent

(Billing based on 100 percent of average monthly water billed from December-February)  
 (18,000 gallon wastewater volume cap.)

#### Commercial/Industrial

Facility Charge	\$26.20/bill
Volume Charge	\$5.05/1,000 gallons effluent

(Billing based on 95 percent of monthly water consumption.)

#### Equipment Services and Eating Establishments

Facility Charge	\$26.20/bill
Volume Charge	\$6.95/1,000 gallons effluent

(Billing based on 95 percent of monthly water consumption.)

### DRAINAGE RATES

#### Residential

Square Feet in Block	Monthly Charge per Bill
0-99	\$ .50
100-199	\$1.00
200-299	\$3.35
300-399	\$5.45
400-499	\$7.60
500-599	\$9.75
600-699	\$12.00
700+	\$15.50

#### Nonresidential

Square feet of impervious service x \$0.00186/bill

TYLEZ

**Water and Sewer Rates**  
 Adopted by City Council September, 2015  
 Effective for Billing Statements as of October 1, 2015

**WATER**

Meter Sizing (in.)	Monthly Minimum		Rate per 1,000 gallons	Gallons	Rate per 1,000 gallons		Gallons	Fire Line Fee
	Inside City	Outside City			Inside City MIN	Outside City MIN		
5/8	10.63	15.95	3.09	first 2K	4.65	A	7.01	
1 1/2	10.63	15.95	2.02	next 23K	3.02	B	17.59	
2	13.08	19.62	1.67	next 97.5K	2.52	C	35.15	
3	15.68	23.52	1.61	next 4 mil	2.42	D	58.01	
4	25.73	38.60		over 5 mil		E	93.20	
6	39.82	59.73						
8	54.92	82.38						
10	79.08	118.62						
12	103.22	154.83						

**RESIDENTIAL and COMMERCIAL**

Meter Sizing (in.)	Monthly Minimum		Rate per 1,000 gallons	Gallons	Rate per 1,000 gallons		Gallons	Rate per 1,000 gallons
	Inside City	Outside City			Inside City MIN	Outside City MIN		
5/8	12.77	19.16	2.13	first 2K	3.17	1.5	1.89	
1	12.78	19.17	1.98	next 23K	2.96	1.25	1.89	
1 1/2	12.78	19.17	1.46	next 97.5K	2.17	1.12	1.7	
2	16.41	24.62	1.12	next 4 mil	1.7			
3	19.89	29.84		over 5 mil				
4	34.51	51.77						
6	56.14	84.21						
8	77.9	116.85						
10	114.13	171.20						
12	147.94	221.91						

**INDUSTRIAL**

**MISCELLANEOUS FEES AND CHARGES**

Connection Fee -	\$ 50.00	(Charged for new service or when service is moved to a new address)
Late Notice Fee -	\$ 50.00	(Charged when Late Notice is generated)
Delinquent Reconnect Fee -	\$ 50.00	(one free in a twelve month period)
Meter Recheck Fee	\$ 25.00	(customer must be present at meter test site)
Additional Daytime Trip Fee	\$ 25.00	
Returned Check Fee -	\$ 35.00	
Meter Testing Fee -	\$ 50.00	
Plugging of Service Main -	\$ 250.00	
Removal of Illegal Jumper -	\$ 100.00	
Meter Removal, Meter Locked, Meter Reinstalled -	\$ 100.00	
Franchise Fee Pass Through	5%	(Calculated on all billed charges)

**Effective January 1, 2016**

# STEPHENVILLE, TX

## Billing Cycles

Cycle 1 Billing Mailed 30<sup>th</sup> Due 15<sup>th</sup>  
Cycle 2 Billing Mailed 15<sup>th</sup> Due 1<sup>st</sup>

## Base Residential Water Bill

WATER	\$ 11.00	\$3.75 / 1000 GALLONS
SEWER	9.50	\$3.50 / 1000 GALLONS
GARBAGE	11.58	
TAX	.96	
STORM	3.00	(\$2.00&\$4.00)
<hr/>		
<b>Total Base:</b>	<b>\$ 36.04</b>	<b>plus Fuel Surcharge</b>

## Residential Water Summer Surcharge

May to September

Consumption over 12,000 gallons

OVER 12,000 gal.	\$4.75 PER 1,000 gal.
OVER 25,000 gal.	\$6.75 PER 1,000 gal.
OVER 50,000 gal.	\$7.75 PER 1,000 gal.

These charges include the \$3.75 per 1,000 gal. for the first 12,000 gal.

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## Sewer Averaging takes effect December, January, February

PROGRESSIVE WASTE-TRASH	968-8173	
DIRECT ENERGY	888-305-3828	<a href="http://www.directenergy.com">www.directenergy.com</a>
RELIANT ENERGY	866-222-7100	<a href="http://www.reliant.com">www.reliant.com</a>
TXU ELECTRIC	800-242-9113	<a href="http://www.txu.com">www.txu.com</a>
ATMOS GAS	800-460-3030	<a href="http://www.atmosenergy.com">www.atmosenergy.com</a>
CENTURY LINK TELE.	800-788-3500	<a href="http://www.centurylink.com">www.centurylink.com</a>
NORTHLAND CABLE	968-4189	<a href="http://www.northlandcabletv.com">www.northlandcabletv.com</a>
DISH NETWORK	888-825-2557	<a href="http://www.dishnetwork.com">www.dishnetwork.com</a>
DIRECT TV	888-777-2454	<a href="http://www.directv.com">www.directv.com</a>
POST OFFICE	965-5078	<a href="http://www.usps.com">www.usps.com</a>
CITY WATER DEPARTMENT	918-1230	
FOR CUSTOMER CONVIENIENCE PAY ONLINE		<a href="http://www.stephenvilletx.gov">www.stephenvilletx.gov</a>



## WATER UTILITIES

### Water and Sewer Rates

Each year the water and sewer rates are revised to ensure that adequate revenue will be generated to cover projected costs. Some of the major costs are:

- To purchase untreated water,
- To obtain wastewater treatment services from the Trinity River Authority (TRA), and
- To cover debt service.

view the [FY2015 Water & Sewer Rate Change Brochure for Billing Calculation Examples \(pdf\)](#)

**Changes Based on Cost of Service and Conservation**

Effective with all billings beginning January 1, 2015 there will be changes to the water and sewer

NOTES

Fixed Monthly Fee

Meter Size	Water	Sewer
4" (≤2,000 gal) Residential Only	\$5.60	\$4.90
3/4" (>2,000 gal) Residential and all other customer classes	\$9.00	\$8.90
1"	\$15.00	\$15.50
1 1/2"	\$34.30	\$35.30
2"	\$60.00	\$58.20
3"	\$141.00	\$119.00
4"	\$225.00	\$194.00
6"	\$524.00	\$477.00
8"	\$820.00	\$694.00
10"	\$1,232.00	\$1029.00

The following table contains the charge per 1,000 gallons for water rates for all residential duplex, residential builder and individual mobile home account classifications.

**Water Conservation Rates**

**Residential Block Structure**

Usage (1,000 gal)	Rate
0 - 2	\$1.78
3 - 10	\$2.46
11 - 15	\$3.55
16 - 29	\$4.22

0 - 99	\$5.52
≥ 100	\$6.96

The following table contains the per 1,000 gallon charge for sewer for all account classifications

**Sewer Rates**

**All Classifications Block Structure**

Usage (1,000 gal)	Rate
All Usage	\$3.79

The following is an example of a billing calculation for a 2" meter using 10,000 gallons of water on a domestic meter (serving the inside of the home) and 6,000 gallons of sewer:

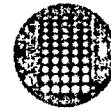
**Example – Water Charge**

Fixed monthly fee	\$ 9.00
First 2,000 gallons	\$ 3.56 (2 x \$1.78)
Next 8,000 gallons	\$ 19.68 (8 x \$2.46)
<b>TOTAL</b>	<b>\$ 32.24</b>

**Example – Sewer Charge**

Fixed fee	\$ 8.90
6,000 gallons	\$ 22.20 (6 x \$3.70)
<b>TOTAL</b>	<b>\$ 31.10</b>

For any classification of customer who has a sprinkler system tied into their domestic account (i.e.



# TURN ON SERVICE form

SouthWest Water is delighted to have you as a customer and pleased to offer you our services. In order to turn on water and/or wastewater service with us, please fill out the following information. PLEASE ALLOW TWO (2) BUSINESS DAYS BEFORE YOU WANT SERVICE TURNED ON.

\*All fields are required.

**\*Address of the residence where you're requesting service:**

\*Address Line 1: 125 Clayton Dr.

\*Address Line 2: \_\_\_\_\_

\*City: Patterson \*State: TX \*ZIP: 75056-5211

\* Are you the owner?  The tenant?   
If tenant, please provide the owner's name: \_\_\_\_\_  
and telephone number: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

\* Has water service ever been provided at this address? Yes  No

\*Service Start Date (MM/DD/YY): 10/10/13

**Account Owner (the person responsible for the bill):**

\*Last Name: Penland

\*First Name: Douglas

\*Your Social Security Number: \_\_\_\_\_

\*Your Date of Birth (MM/DD/YY): \_\_\_\_\_

<b>Is this a commercial account?</b>
* Legal Business Name: _____
* Tax ID Number: _____

\*Daytime telephone number of the person whose name will appear on the bill (incl. area code): (817) 521-7353

\*E-mail Address: dpenland@swbell.net

**\*Billing Address (if different than service address):**

\*Address Line 1: 2109 Briarwood Blvd

\*Address Line 2: \_\_\_\_\_

\*City: Irlington \*State: TX \*ZIP: 76013

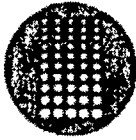
**\*Last previous residence address:**

\*Address Line 1: 2109 Briarwood Blvd

\*Address Line 2: \_\_\_\_\_

\*City: Irlington \*State: TX \*ZIP: 76013





# SouthWest Water Company

With Water Comes Responsibility

Who We Are

Customer Center

Working With Us



## Turn On Service

Welcome! We are delighted to have you as a new customer and are pleased to provide you our services.

To establish new service, please download and complete the Customer Service Agreement (CSA) and Turn On Service forms below. You may submit both documents to us in the following ways:

Email: [turnon@swwc.com](mailto:turnon@swwc.com)

Fax: (832) 209-5395

Mail: SouthWest Water Company Customer Call Center  
12535 Reed Road, Sugar Land, TX 77478

### Billing & Service

- [Pay Your Bill](#)
- [Help Others \(H2O\)](#)
- [How to Read Your Bill](#)
- [How to Read Your Meter](#)
- [Turn On Service](#)
- [Customer FAQ](#)
- [Rates and Tariff](#)
- [Water Quality](#)

### News

- [Currents Newsletter](#)

### About Us

- [Service Area](#)

### Related Links

### Drought Plan

- [Water Conservation](#)

### Learning Center

## Customer Service Agreement

Texas state law requires every customer to complete a Customer Service Agreement. **Please note that your new service application cannot be processed until your completed form.**

- [Water Customer Service Agreement \(CSA\) and Turn On Service forms \(PDF\)](#)

The following deposits and fees apply and must be pre-paid before service is provided.

Water service deposit:	\$50.00
Wastewater service deposit:	\$50.00
Transfer fee:	\$45.00

After we receive the forms mentioned above, we will call you to set up your account and explain the payment methods available to you.

For more details on all applicable fees, please review the [current Monarch Utilities](#)

(Viewing PDF documents requires [Adobe Acrobat Reader](#), a free download.)

1. Name of applicant\*: DOUGLAS PEALAND  
 Applicant is: Landowner  Tenant \_\_\_\_\_ (provide valid Lease Agreement)  
 Driver Lic. # TX  
*\* This is the person or company in whose name service will be rendered and who will be responsible for all service and other bills unless otherwise indicated in No. 10 and signature blocks below.*
  
2. Address or location of requested service. (Attach plat or drawing if new development):  
125 CLAYTON DRIVE POTTSBORO TX 75076-5211  
 Subdivision: \_\_\_\_\_ Block: \_\_\_\_\_ Lot: \_\_\_\_\_
  
3. Type of service: Water  Sewer\*\* \_\_\_\_\_ Both\*\* \_\_\_\_\_  
 residential  permanent   
 commercial \_\_\_\_\_ temporary \_\_\_\_\_  
 industrial \_\_\_\_\_ temporary service termination  
 developer \_\_\_\_\_ date: \_\_\_\_\_
  
4. Purpose for which water is to be used: Residential  Other \_\_\_\_\_  
 (Explain) \_\_\_\_\_
  
5. List all toxic or hazardous chemicals to be used at service location excluding normal domestic cleaning agents typically used in a home or office:\*\*  
NONE
  
6. Will any waste generated at this service location require special treatment? \*\*  
 yes \_\_\_\_\_ no  What type \_\_\_\_\_  
 Why is special treatment needed \_\_\_\_\_
  
7. Will service location have food grinder, grease trap or grinder pump for force main service? \*\*  
 yes \_\_\_\_\_ no  type \_\_\_\_\_
  
8. Water volume and pressure requirements (to be completed by other than residential applicant):  
 Gallons: Annual \_\_\_\_\_ highest day \_\_\_\_\_  
 Pressure required: Low \_\_\_\_\_ Average \_\_\_\_\_ High \_\_\_\_\_  
 Special service requirements: \_\_\_\_\_
  
9. Will a deposit be paid? yes  no \_\_\_\_\_  
 If no deposit, reason for exemption \_\_\_\_\_  
 (No deposit may be required of a residential service applicant who is 65 years of age or older if the applicant does not have a delinquent account balance with the utility or another water or sewer utility. Applicant must provide valid proof of age.)
  
10. Person responsible for utility service bills (if not the applicant named above):  
 Name: DOUGLAS PEALAND  
 Relationship to Applicant: \_\_\_\_\_  
 Drivers Lic. # \_\_\_\_\_  
 Telephone (\_\_\_\_) \_\_\_\_\_ Home \_\_\_\_\_ Business \_\_\_\_\_  
 Billing address if different from service location address. \_\_\_\_\_
  
11. Date of application: 10-7-2013 Date to begin service: 10-10-2013
  
12. Is public utility easement required? yes \_\_\_\_\_ no  Recording date: \_\_\_\_\_  
 Recording information: Vol. \_\_\_\_\_ Page \_\_\_\_\_, Plat/Real Property Records of \_\_\_\_\_ County, TX

\*\* only if sewer service is provided

APPLICANT

*Boydler Penland*

BY: \_\_\_\_\_, Title OWNER  
(To be signed by the person applying for service)

LANDLORD

BY: \_\_\_\_\_, Title \_\_\_\_\_  
(By signing, the landlord grants all required rights of access to the Utility. Landlord must sign if the applicant is a tenant.)

GUARANTOR or ALTERNATE BILL PAYER in No. 10 above

BY: *Boydler Penland*, Title OWNER  
(By signing, guarantor guarantees payment for all water utility charges, related fees and damage caused by applicant.)

UTILITY

BY: \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_  
Utility Representative Acceptance Date