



Control Number: 45570



Item Number: 37

Addendum StartPage: 0

P.U.C. DOCKET NO. 45570

RATEPAYER COMMENTS/REQUESTS TO INTERVENE
(please circle one)

RECEIVED

2016 MAR 14 AM 9:48

PUBLIC UTILITY COMMISSION
FILING CLERK

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: JAMES D Last Name: DETHROW
Phone Number: 214-766-6857 Fax Number: _____
Address, City, State: 7611 LA VERDURA, DALLAS, TX, 75248
Location where service is received: 173 LOUISIANA AVE, (LAKE TEXOMA)
(if different from the mailing address) POTTSBORO, TX 75076
(AKA: 205 LOUISIANA)

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:

James Dethrow Date: 8 Mar 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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March 8, 2016

Filing Clerk, Public Utilities Commission
1701 North Congress Avenue
P.O. Box 13326
Austin, TX 78711-3326

Re: Comment on PUC Docket 45570, Rate Increase
Our Location is 173 (205 to Monarch Utilities) Louisiana, Pottsboro, TX: A/C # 001000012844

Dear Public Utilities Commission:

My wife and I bought a modest cabin at Lake Texoma in September, 1997. Water is supplied by Monarch Utilities I, LP out of Sugarland, Texas. We would like to register a comment about the proposed rate increase from Monarch.

We have complained to Monarch about prices and water quality previously with no response. (See letter attached) There have been dramatic increases in water prices since we bought the cabin. For example, when we bought the little cabin at Lake Texoma in 1997, the monthly base rate for water was \$14.20. With your approvals, rates have risen steadily ever since.

Starting in 2014, that their rates have risen significantly, but not the quality of water as far as we can tell. We did not comment then because we did not realize that within the base charge, we would not get the 3,000 gallon per month usage; i.e., there would be a charge for water usage too. This was a huge change. All of a sudden, the base was \$44.35 monthly in 2014, and rose to \$45.23 in 2015. An increase of 3%. These charges are for water delivery only, as there are no trash pickup or sewage services provided such as in nearby cities and towns. If these services were supplied, we could understand such dramatic price changes being approved.

We just received a notice from Monarch that they are proposing a base of \$51.78 for 2016, \$52.35 for 2017 and \$52.92 for 2018. Additionally, the gallonage usage charges go from \$6.85 per 1,000 gallons, to \$7.84, \$7.93 and \$8.02 respectively. The attached spreadsheet shows the percentage increases as steep.

As we told the company in 2015, we don't think the water improvements have kept pace with price increases. The company touts infrastructure improvements; however, we are afraid to drink the poor tasting water, and have told our children and grandchildren to only drink it in an emergency. We provide bottled drinking water because of the many failed water tests. The water is alright to use in the toilets, showers, in washing clothes and dishes.

So in summary, we hope the PUC will get enough complaints to disapprove the proposed rates increases which to us, seem extreme. Thank you for allowing us to make our feelings known.



Janet & James D Dethrow
7611 La Verdura Dr
Dallas, TX 75248-3140

Enclosures: 5; filed original with 10 copies of all

Water Bills at 173 Louisiana, (205 Louisiana) Pottsboro, TX	000's Gallons Used	Billed Charges
February-14	1	\$ 51.07
March-14	0	\$ 44.35
April-14	0	\$ 44.35
May-14	3	\$ 66.05
June-14	2	\$ 57.78
July-14	1	\$ 51.07
August-14	0	\$ 44.35
September-14	1	\$ 51.07
October-14	1	\$ 51.07
November-14	0	\$ 44.35
December-14	1	\$ 51.07
January-15	0	\$ 44.35
February-15	1	\$ 52.60
March-15	0	\$ 45.68
April-15	2	\$ 59.52
May-15	0	\$ 45.68
June-15	0	\$ 45.68
July-15	3	\$ 68.04
August-15	1	\$ 52.60
September-15	0	\$ 45.68
October-15	2	\$ 59.52
November-15	3	\$ 68.04
December-15	2	\$ 59.52
January-16	1	\$ 52.60
February-16	0	\$ 45.68
Totals for 24 Months	25	\$ 1,301.77

2014 Base Monthly Charge, whether or not water is used:	<u>\$ 44.35</u>
Current Base Monthly Charge, whether or not water is used:	<u>\$ 45.68</u>
Base Charges for 24 month, whether or not water was used:	<u>\$ 1,080.36</u>
All-in Charges for last 24 months	<u>\$ 1,301.77</u>

Proposed Charges Summary 2016-2018			
	Base Charges	1,000 Gals.	Total
Proposed charges for 2016	\$ 621.36	\$ 94.08	\$ 715.44
Proposed charges for 2017	\$ 628.20	\$ 95.16	\$ 723.36
Proposed charges for 2018	\$ 635.04	\$ 96.24	\$ 731.28
Actual Charges for 2015	\$ 545.50	\$ 82.70	\$ 628.20

Percentage increase in 2016 over 2015	14.46%	13.76%	13.89%
Percentage increase in 2017 over 2015	15.16%	15.07%	15.15%
Percentage increase in 2018 over 2015	16.41%	16.37%	16.41%

COPY OF
ORIGINAL LTR
TO PROVIDER

February 9, 2015

Re: Water, 173 Louisiana, Pottsboro, TX (your billing shows 205 Louisiana) Acct 001000012844

Dear Monarch Utilities I, L.P.:

I have been using water supplied by you and your predecessor companies since 1997. I have witnessed the increase in water prices almost every year since. When we bought our little cabin up at Lake Texoma in 1997, the monthly base rate for water was \$14.20. Rarely was the bill ever higher than that.

Your monthly base rate has risen to \$45.23 starting in 2015. In addition, the base rate no longer includes the 3,000 gallon allowance. So in addition to the new base rate charge, there is the new \$6.725 per 1,000 gallon charge instituted last year. These charges are for water delivery only, as there is no trash pickup or sewage service provided such as in nearby cities and towns.

For us, we are happy that we have the water, but your cost increases, from our perspective looks like this:

In 1998: Water cost us about \$170 annually to use up to 36,000 gallons.

In 2015: To buy the same 36,000 gallons in 2015 it will cost \$790.

As you can see from my water bills in 2014, we are conservative with water usage. We do not water the yard, and follow instructions about watering that are sent by your company. We feel that the water charges that you impose are high and you are increasing the charges yearly with significant percentage increases. I don't think the pace of your water improvements have kept pace with your price increases.

The water does not taste good—it hasn't for years. It good for use in the toilets, our showers, in washing clothes and dishes. And we seldom water any grasses or trees.

It probably does not do us any good to tell you this, because it looks like you will continue to get the PUC to continue to approve price increases, because you keep saying that infrastructure costs are causing the rise in prices. I am sure we will not get a response from you, however, we sure wanted to make our feelings known.

Janet & James D Dethrow
7611 La Verdura Dr
Dallas, TX 75248-3140



Monarch Utilities I, L.P.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992

Account Number: 001000012844
Invoice Number: 180030862700
Billing Date: 02/25/2016
Total Amount Due By: 03/12/2016
Service Address:
205 PP
POTTSBORO TX 75076



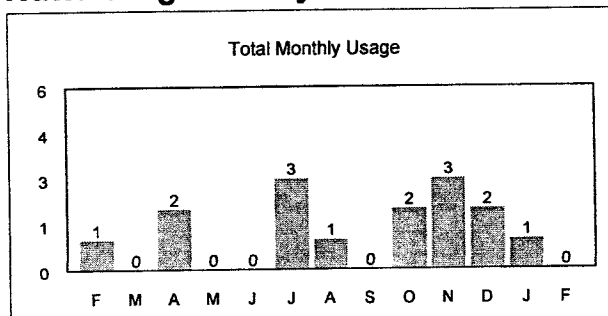
Current Reading Based on Actual

Page 1 of 2

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	01/19/16	02/18/16	31	132.0	132.0	0.0	7953939

*KGal (1000 Gallons) Average Consumption = 1.2

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage Current Month's Usage

Account Summary

Previous Bill Amount	\$52.60
Payment Received 02/01/16 - Thank You	-\$52.60
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$45.23
TX. Comm Environ Quality	\$0.45
Total Current Charges	\$45.68
Total Amount Due By 03/12/16	\$45.68
Total Amount Due After 03/12/16	\$50.25

Message Center

Repair leaky spigots, sprinkler heads and hoses. One leaky drip per second can waste up to 6,000 gallons of water per year.

Need assistance paying your water bill? Registration for Help2Others is underway.

☐ Please detach and return the bottom portion with your payment. ☐



**Monarch
Utilities I, L.P.**

A SouthWest Water Company

Customer Service
866.654.SWWC (7992)



Notice of Drinking Water Total Trihalomethanes Violation

The Texas Commission on Environmental Quality (TCEQ) has notified the Ridgecrest water system that the drinking water being supplied to customers has exceeded the Maximum Contaminant Level (MCL) for haloacetic acids (group of five). The U.S. Environmental Protection Agency (U.S. EPA) has established the MCL for haloacetic acids (group of five) at 0.060 milligrams per liter (mg/L) based on locational running annual average (LRAA), and has determined that it is a health concern at levels above the MCL. Analysis of drinking water in your community for haloacetic acids (group of five) indicates a compliance value in quarter three 2015 of 0.069 mg/L for DBP2-02.

Haloacetic acids are a group of volatile organic compounds that are formed when chlorine, added to the water during the treatment process for disinfection, reacts with naturally-occurring organic matter in the water.

Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

YOU DO NOT NEED TO USE AN ALTERNATIVE WATER SUPPLY. However, if you have health concerns, you may want to talk to your doctor to get more information about how this may affect you.

The owners of the water system are aware of the water quality issue and are working diligently to reduce the haloacetic acids concentrations. We will make every effort to correct this issue as soon as possible.

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e., people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information or if you would like to discuss this issue further, please contact Tim Williford, Environmental Health & Safety Manager, SouthWest Water Company at (512) 219-2294.