



Control Number: 45570



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8/9/2017

To:
PUC

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Sandra Durnell
PO Box 1293
Mabank, TX 75147

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AUG 23 2017

CUSTOMER PROTECTION

RE: **Docket number 45570** / Monarch Utilities/ SWWC

To whom this may concern, I hope someone is?

I am just a regular person wanting to express my disappointment in the PUC agency's common sense to allow a water company that has a Monopoly status to further increase water rates (they also own the water rights in the ground so we cannot drill a well either). Currently, our water and sewer base rate is at \$160 and next month it will go up to \$207!!! Hello??? How can that be normal?? Even anywhere near normal??? Retired people and young families often cannot afford the most basic need: WATER anymore. It just outrageous and beyond my understanding how that can be real.

Most people believe I am lying when I mention my water bill, nobody has ever heard of such rates! How can the PUC, who should protect consumers, allow rate hikes leading to this magnitude? Do you all get paid off by J.P Morgan/ Monarch?

I am deeply disturbed about the PUC and their decision making.

To make this clear, our subdivision is not able to use another water supply company, nor do we have drilling rights. Monarch is in a complete Monopoly status and you are supporting the slandering of a whole neighborhood, where the average income is very low.

I hope and pray that somewhere is a person who is not paid off (I guess) with a working brain, who understands that this legal fraud has to stop. Texas is all about the free marked, what happened here? I am sure an open market would bring better water quality (we still have to boil water in the summers and receive letters stating that the water is unsafe for children and elderly people) and would end this nightmare of bad water and ridiculous prices, leading to an improvement of quality of life here.

Subdivisions next to us pay \$40/month, so DO NOT TELL me there is a reason for over \$200/month for water.

Sincerely,



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