



Control Number: 45570



Item Number: 42

Addendum StartPage: 0

930 E. Berkeley Drive
Richardson, TX 75081
March 7, 2016

RECEIVED
2016 MAR 14 AM 10:55
PUBLIC UTILITY COMMISSION
FILING CLERK

Public Utility Commission of Texas
Central Records
Attn: Filing Clerk
P. O. box 13326
Austin, TX 78711-3326

Re: Docket #45570
Attn: Complain Department

To Whom It May Concern:

We have received notice from Monarch Utilities I, L.P. dated February 29, 2016 stating that they have filed a request with you for a rate increase.

I would like to formally request a denial of this increase due to the quality of the water provided by this Utility. If the quality of the water is improved so that it is safe for all to drink, I will rescind this complaint and request.

Currently, and from day one, we have received notices informing us that the water is not safe to drink. They say the total Trihalomethanes is in violation. And that the water being supplied to customers has exceeded the maximum contaminant level for haloacetic acids (group of five). There is an increased risk of getting cancer due to this problem. They do not address those of us who already have cancer.

Monarch states in this notice that they have made improvements. But the improvements they have made are all in their billing and customer service. There have been no known improvements in the quality of their water.

I would be very happy to pay an increase as they request, but only if they improve the quality of our water.

Sincerely Yours,


Joyce Orr

Service Address:
9 Mode-Hiland
Pottsboro, TX 75076

Billing Address:
930 E. Berkeley Drive
Richardson, TX 75081

42



**SouthWest
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.