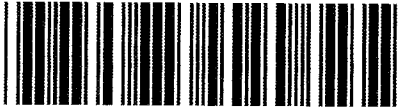


Control Number: 45570



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RATEPAYER COMMENTS/REQUESTS TO INTERVENE

(please circle one)

2016 MAR 18 AM 9:29
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 William Last Name: CASTER

Phone Number: 923-~~821~~523-5354 Fax Number: _____

Address, City, State: 49 Robin Hood, Gordonville, TX 76245

Location where service is received: 49 Robin Hood, Gordonville, TX 76245
(if different from the mailing address) (Sherwood Shores Addition)

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.

Please see Attached Letter of Protest

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:

William P. Caster Date: 3-14-16

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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ATT: PUC

To Whom It May Concern:

This is a formal letter of protest regarding Monarch Utilities rate increase letter, dated February 29, 2016.

The rate increase is not only unwarranted, but going into effect during a time of economic crisis for our Country.

Most customers within Sherwood Shores, Gordonville, Tx are retired and on fixed incomes. Other's are possibly without jobs due to the economy.

To allow Monarch Utilities to increase their revenues by millions of dollars is a travesty. Water is a basic need to live. Monarch customer's are being held hostage by a monopoly. There is something wrong when the base rate is twice or more than the amount of water used by the customer.

The other issues at hand, what company in their right mind would open a shop or small business knowing what they would have to pay for basic water services?

Real Estate Buy/Seller's properties will also sit unmarketed due to the water rates.

Bottom line, this is an outrageous and damaging rate increase being forced on this community by Monarch Utilities monopoly.

As an example, some citizens of Grayson County, Sherman, TX have water service provided to their homes by city government or water supply corporations with a city council or governing board made up of local residents that are held accountable to the people they represent.

Should there be a problem with water service or a discrepancy with a water bill, a phone call would be made to the City of Sherman water department and the matter (in most cases) would be resolved quickly. If the problem wasn't resolved, the

problem might escalate to a city councilman and expect he/she to get involved. A customer would also expect to be charged a fair price for water service and not to be billed for water not used. That seems reasonable, right?

For Monarch Water Customers the simple scenario I described above is a dream that never comes true. When many of the housing developments were built along the lake areas in Grayson County, the water systems were installed by developers looking to make a profit by selling their assets and exiting as soon as possible. In many cases, developers sold the water systems to Investor Owned Utilities (IOUs), private enterprises that manage water systems for a profit. One of these IOUs, Monarch Utilities, owns many of the water systems in Texas areas and has made huge profits due to their increasing water rates. They have raised their rates again this year, and customer's are paying over inflated prices per month for water service, even if they don't turn on the faucet during the month.

Many residents who don't understand IOUs because they don't have them in their districts often ask, "Don't you support a free market and a business's right to make a profit?" My answer would always be an emphatic "yes;" however, a business that is a monopoly doesn't have to compete in the marketplace. Furthermore, Monarch is a monopoly whose product is water, something we all need to live. Not only can Monarch Customers not shop around for a better price, but they can't even refuse to buy the product because they must have water to live.

It has not been that long ago Monarch Customer's stood up to the IOUs this last session and used a point of order to kill a major piece of legislation that the for-profit water monopolies wanted in order to raise rates without a hearing. Due to the overwhelming number of rate payer protests of this Monarch rate increase, the Monarch water rate case was transferred from the Texas Commission on Environmental Quality (TCEQ) to the Office of State Administrative Hearings (SOAH).

Once again, Monarch will begin raising their rates in April 2016. All Monarch customer's sense an urgency to put a stop to the predatory rate-making of these monopolies.

In closing, our community still cannot drink the water, even after 'said' improvements have been made and lab analysis shows acceptability. This has been an ongoing problem for years. We buy bottled water for drinking and cooking. Monarch's water flowing into our homes destroys fixtures, appliances and clothing. Many Physicians have even recommended their patients NOT to consume this water due to health concerns. A local Veterinarian has even stated he has removed many kidney stones from pets who have consumed the water from the Sherwood Shores, Gordonville, Tx area.

Thank you

A handwritten signature in cursive script, appearing to read "W.P. Caster". The signature is written in black ink and is positioned above the printed name.

W.P. Caster

49 Robin Hood

Gordonville, TX 76245

(Sherwood Shores)