



Control Number: 45570



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P.U.C. DOCKET NO. 45570

RATEPAYER COMMENTS REQUESTS TO INTERVENE
(please circle one)

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If you wish to comment on, or intervene in, the proposed rate change, submit this form and 10 copies to:

PUBLIC UTILITY COMMISSION
FILING CLERK

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: KAREN / DOUGLAS Last Name: LADD

Phone Number: 903-504-9947 Fax Number: _____

Address, City, State: 17119 LAKESIDE DR, FLINT, TX 75762

Location where service is received: SAME

(if different from the mailing address)

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.

Comments ATTACHED

☐ 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:

Karen P Ladd Date: 3/15/16

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

Karen P Ladd
17119 Lakeside Dr.
Flint, Texas 75762
(903) 825-3527 Home
(903) 504-9947 Mobile
karenpladd@yahoo.com

March 15, 2016

We moved to East Texas in 2005 and became customers of Monarch Utilities. The water coming out of our faucets was loaded with sand, orange and so gross it required 2 different types of water filters to make it drinkable. Eleven years later, the water coming from our faucets today is still loaded with sand, orange and so gross it requires 2 different types of water filters to make it drinkable. Within those eleven years we built a new home with all new water pipes and a new water heater, so we are certain our system is not the source of the contamination.

I find it very difficult to believe that Monarch has made the investments in upgrades it claims. There has been absolutely no improvement in the quality of the water we have received in the past 11 years. In fact, **it costs us money** to maintain any sort of decent water quality as we must purchase a number of expensive water filters throughout the year.

It is frustrating for customers like us to see Monarch get rate increases every couple of years based on its supposed "improvements" when there has been no change in our circumstances. Why do we have to repeatedly pay for "improvements" that we receive absolutely no benefit from? Is Monarch required to show proof of these investments it supposedly makes or does the commission just accept its word? How would the commission feel if this were their personal circumstances and you had to pay more and more each year for substandard water in your home?

Please make companies like Monarch accountable for their quality of service and the price we pay for their product!!