



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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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: Kathy Last Name: Nielsen
Phone Number: 817.491.9788 Fax Number: _____
Address, City, State: 12094 Joyce Lane, Roanoke, TX 76262
Location where service is received: 12094 Joyce Lane, Roanoke TX 76262
(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.

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:

Kathy Nielsen Date: 3/19/16

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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PUC Docket No. 45570

Monarch I, L.P.'s Request : Public Utility Commission
for a water/sewer rate hike : of Texas

KATHY NIELSEN'S REQUEST TO BE AN INTERVENOR.

Comes now Kathy Nielsen and requests to be an Intervenor in the above cited Rate Increase Request Case. I, Kathy Nielsen, am a residential customer of Monarch I., L.P., hereinafter "Monarch", residing at 12094 Joyce Lane, Roanoke, TX, Denton Creek Estates, Denton County .

A. Before Monarch, Tri County Utilities and then Tecon Water Company billed us \$26. for a minimum monthly water charge in the 1980's, 1990's and early 2000's and both companies made a profit.

B. Monarch has steadily increased the monthly base rate for water since 2004 to \$40. and to \$52. And now they want more, more than double what it was. Cost of living increases are reasonable, but 14.5%?

C. Monarch's filings state that they spent \$71 million since 2004, and want to re-coup those monies, but I did NOT note anywhere in their calculations how much of that \$71 million they allegedly spent has also been re-couped since 2004 with their many massive rate increases to date????

D. Monarch's filings state a need to cover their \$71 million, but I did NOT note in their filings, how much of those alleged expenditures were spent on "wasted" water, which at the time of the last application for rate hike, were truly significant. Perhaps instead of a request for a rate hike, someone should be requesting a reduced rate of "wasted" water?

E. Monarch's customer LETTER supports this requested 14.5% increase in water rates by stating that :

E1. Monarch improved the water systems by adding after-hour customer support. A telephone "recorder" at even \$100 could have solved that problem and not contributed considerably to an alleged \$71 million expenditure.

E2. Monarch improved the water systems by adding e-billing. Many of the Monarch customers are older and on social security and do not even know how to use it. How did this help customers? Email does not cost anything, how did it add to the \$71 million?

E3. Monarch improved the water systems by sending out information sheets to the customers. This quarterly expenditure should be normal, not an extra and surely it comes from normal record keeping, not an added convenience except for the postage.

E4. Monarch improved the water systems by alerting the customer to leaks from high usage. I, myself, have had 3 large leaks since Sept. 2015, one where I did not even know there was a leak and it was leaking for over a month. I never received any notice from Monarch.

E5. Monarch improved the water systems by adding a winter averaging feature in the billing. Again, how exactly does this "help" the customer, he has to pay it all in the end.

F. Monarch's filing requests an increase of 14.5% of the water rates.

ARE YOU KIDDING !!!! IS THERE ANY INCOME WHICH HAS INCREASED AT A 14.5% RATE?

My Social Security had a 0, that is \$0.00, increase for cost of living this year.

Bank interest is down. CD interest is down.

My children's salaries went down as they were each asked to work longer hours for the same pay.

The working class of our country is still in a recession since 2008, as our jobs are in other countries. Yes, the rich are getting richer, but Monarch does not service the rich. Monarch services mobile home areas!

G. No where in Monarch filings did I see the price reduction for the customer who only uses 1000 gallons/water a month, who obviously is frugal and using water only to Live. This should be included.

H. It is my opinion that Monarch is egregiously taking full advantage of the "defenseless" as:

-- Monarch asks for such an outrageous increase, because it 'can', knowing that residential homeowners (in general) do not have the wherewithal to effectively research and counter Monarch's 9" thick pages of calculations and testimonies. It also knows that the residential communities it services do not, for the most part have the finances to pay legal fees for persons who might fight for their rights.

-- Monarch asks for such an outrageous increase, because they know their customers **MUST** pay them because the customers must have water to live !!! **Without water, we will die.** We must pay Monarch. It is that simple.

-- Monarch asks for such an outrageous increase, because there is no competition of services. Other water companies can NOT service, say, my community, unless Monarch agrees to sell the rights. It is a **monopolistic arrangement.**

-- Monarch has created a company which stretches across Texas and thus demands extra intra-company components to operate over such a diverse area. The smaller, local water companies which used to service our water delivery made a profit at half the cost to the consumer due to lower company expenses. The BASIC product, **the water, DOES NOT COST MORE TODAY,** it is simply the "services" Monarch has 'created' that have gone up in cost. Monarch does not need a 14.5% increase to "purchase" the water, but only to increase the size and profitability of their "company"-which is of no benefit to us, the consumer. If there were a choice, I would request water at a cheaper rate, and less company fru-fru.

I pray that the PUC will put a halt to this crazy 14.5% requested increase and deny same to Monarch.

Respectfully submitted,



Kathy Nielsen

12094 Joyce Lane, Roanoke, TX 76262; 817.491.9788