



Control Number: 45570



Item Number: 78

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P.U.C. DOCKET NO. 45570

RATEPAYER COMMENTS/REQUESTS TO INTERVENE
(please circle one)

2015 MAR 25 AM 9:35

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: Deborah Last Name: Ellis

Phone Number: 936-689-4441 Fax Number: _____

Address, City, State: 9812 N. Crystal Springs Cir. Conroe Tx 7730

Location where service is received: SAME AS ABOVE
(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: *Deborah Ellis* Date: 3/19/2016

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

March 19, 2016

To Whom it may concern:

This is regarding the rate change to the water system in Crystal Springs subdivision. After talking to persons who do not have Monarch, their water bill is anywhere from 50-75% less than ours. Some of our Houston neighbors pay approximately \$30 a month, we pay \$98 a month. And talking to my Conroe and Willis neighbors who do not have Monarch the rates are approximately \$48 a month and this is for a family of four to six and 3 different water utility companies in the immediate area. They turn it off with no notice. We can be in the shower all soaped up and all of a sudden water goes off. Some days we turn it on and there is sand in the water. And I am talking lots of sand. I don't know how many times I have had to rewash laundry because of the sand coming from the lines and caking the laundry with it. This increases my water bill because I have had to use more water. And they say they have improved the water, my foot. Their improvement has been painting the water tank so it looks new.

They just had a rate increase not too long, and now they want another one. They used this same excuse when they proposed the last rate changes.

I am very opposed to more rate changes. I believe we pay too much now.

Sincerely,

Deborah Ellis