



Control Number: 45570



Item Number: 98

Addendum StartPage: 0

RATEPAYER COMMENTS/REQUESTS TO INTERVENE APR -1 AM 9:08

(please circle one)

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: JERRY Last Name: BATT

Phone Number: 602-653-6570 Fax Number: _____

Address, City, State: 204 ST. ANDREWS DR. E, MARBANK, TX 75156

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.

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:

Jerry Batt

Date: 3/26/2016

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

98

March 28, 2016

Jerry R. Batt
204 St. Andrews Dr. E
Mabank, Texas 75156

RE: PUC Docket No 45570

Dear Sir or Madam:

I am a 65 year old retiree and Texas resident, living in a community served by Monarch Utilities. I recently communicated with Monarch about their billing policies and received a reply, essentially denying my request. I wish to use this opportunity to intervene in their rate increase filing in order to escalate my request for a seasonal usage policy that is not unfair to seasonal residents.

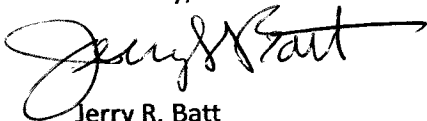
My wife and I recently retired and travel in our RV for long periods of time. Last year, we did not use our Mabank home for 8 months of the year. Yet we were charged by Monarch \$118.97 each of those 8 months—over \$950 with no water usage whatsoever. When I enquired about a seasonal billing arrangement where I could suspend my service for a reasonable fee, I was told they have the right to bill me for any 6 month period in arrears when I reconnect my service. Further, since their rates were governed by the Public Utility Commission of Texas, they were not going to change their policy.

Every other service company I do business with allows for short term suspensions of service without a full service charge. Many are willing to completely suspend billing during that time. Others charge a reasonable account maintenance fee. Monarch not only does not offer a suspension service, they have the right to bill for 6 month in arrears if I try to suspend it. No other utility I have ever used has this right.

With a monthly minimum charge of over \$150 should you grant their rate increase, this is an outrageous expense for us to bear, with no benefit during the months we are not using the water. We will clearly pay more for water than any other utility, including electricity, at our home should the fees increase, and no seasonal billing is offered.

I am prepared to participate in whatever way necessary to urge the PUC and Monarch to implement a temporary, seasonal water suspension policy at a reasonable cost to its customers.

Sincerely,



Jerry R. Batt

jerryrbatt@aol.com

602-653-6570



**Monarch
Utilities I, L.P.**

A SouthWest Water Company

Customer Service
866.654.SWWC (7992)

January 15, 2016

Jerry Batt
204 St Andrews Dr E
Mabank TX 75156-7269

Dear Mr. Batt:

We are in receipt of your inquiry to the Public Utilities Commission (PUC) regarding concerns about your rates. Providing each customer with an excellent customer service experience is important to us and we thank you in advance for allowing us the opportunity to respond.

We understand that the seasonal reconnection process for your property located at 2014 St. Andrews Drive East is being disputed. The Texas Administrative Code allows for a seasonal reconnection fee under RULE §24.88.h.2.A and it is designed to prevent customers from putting service in their name for short periods of time.

A seasonal reconnect fee is charged for consumption of service at a location where the customer has voluntarily suspended service and returns to that same service within a twelve month period. Pursuant to the Water Utility Tariff approved by the PUC, our approved seasonal reconnect fee states that we will charge a base rate times the number of months off the system not **to exceed** six months. Our seasonal reconnect fee is simply the total amount of water and sewer base that has accumulated in your property and it does not exceed six months.

In reviewing your account, it appears that there has been no charge to date for seasonal reconnect fees as your account has been active since December 26, 2012. Upon calling in to inquire in December of a program for seasonal customers you were informed that your account could be suspended and reactivated, but if reactivated within a twelve month period your account would be charged for base fees as pursuant with our tariff. To review more information regarding our approved rates please see attached and/or visit our website at <http://www.swwc.com/monarch/tariff/>.

We have also reviewed your usage pattern since your service was established and have reviewed your bills to ensure that the bills are being calculated correctly. Our review indicates that you typically show zero consumption during the spring and fall and have been billed accurately and in accordance with our rate schedule. The \$118.97 that you mention has been confirmed on your zero usage bills. This is made up of a water/sewer base for your meter size, sewer usage based on your winter average of 2kgal and TCEQ fees all billed in accordance with our tariff.



**Monarch
Utilities I, L.P.**

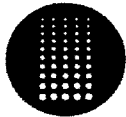
A SouthWest Water Company

Customer Service
866.654.SWWC (7992)

Mr. Batt, we hope we have answered your concerns, if you have any questions please call us at (866) 654-7992 between the hours of 8am and 5pm central standard time. We thank you for being a valued Monarch Utilities customer.

Sincerely,

Monarch Utilities I, L.P.
PUC Escalation Team



Monarch Utilities I, L.P.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992

Account Number: [REDACTED]
Invoice Number: 180060638880



Billing Date: 12/16/2015
Total Amount Due By: 01/01/2016

Service Address:
204 ST ANDREWS DR
MABANK TX 75156

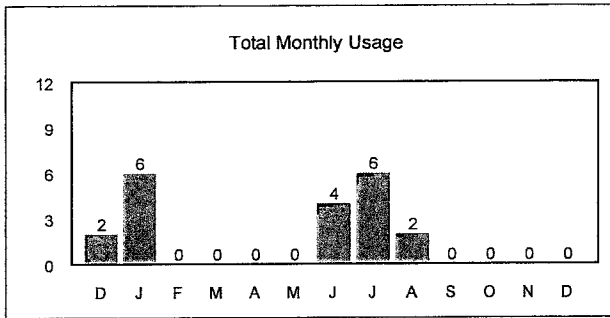
Current Reading Based on Actual

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Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8 X - R	11/11/15	12/10/15	30	93.0	93.0	0.0	7910600

*KGal (1000 Gallons) Average Consumption = 1.5

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage (light bar) Current Month's Usage (dark bar)

Account Summary

Previous Bill Amount	\$118.97
Payment Received 12/02/15 - Thank You	-\$118.97
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$45.23
Sewer Base	\$67.80
Sewer Usage (Based on Winter Average 2.0)	\$4.76
TX. Comm Environ Quality	\$1.18
Total Current Charges	\$118.97

Current Account Balance \$118.97

Message Center

Happy Holidays!! Wishing you and your family a Joyous Holiday Season! To commemorate the holiday, our business office will be closed on December 24th and 25th. Additionally, our business office will be closed on January 1st in observance of the New Year's holiday.

New Self Service Portal now available! Please see our insert or visit our website <https://www.swwc.com/myaccount/> for options regarding your specific account.

Please detach and return the bottom portion with your payment.

MONARCH UTILITIES

SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

Account Number: [REDACTED]
Current Account Balance: \$118.97

Please make check payable to:
MONARCH UTILITIES

Please check here and see reverse for address and phone corrections.

Amount Enclosed

DO NOT PAY



JERRY BATT
204 ST ANDREWS DR E
MABANK TX 75156-7269

MONARCH UTILITIES
P.O. Box 4657
Houston, TX 77210-4657