



Control Number: 49732



Item Number: 27

Addendum StartPage: 0



DOCKET NO. 49732

COMPLAINT OF PAUL HAWKINS
AGAINST MONARCH UTILITIES I,
L.P.

§
§
§

PUBLIC UTILITY COMMISSION
OF TEXAS

**COMMISSION STAFF'S NOTICE OF FILING INFORMAL COMPLAINT
DOCUMENTS**

COMES NOW the Staff of the Public Utility Commission of Texas and files the documents related to Informal Complaint No. CP2019060780.

Dated: May 21, 2020

Respectfully Submitted,

**PUBLIC UTILITY COMMISSION OF TEXAS
LEGAL DIVISION**

Rachelle Nicolette Robles
Division Director

Eleanor D'Ambrosio
Managing Attorney

/s/ John Harrison

John Harrison
State Bar No. 24097806
1701 N. Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326
(512) 936-7277
(512) 936-7268 (facsimile)
John. Harrison@puc.texas.gov

DOCKET NO. 49732

CERTIFICATE OF SERVICE

I certify that, unless otherwise ordered by the presiding officer, notice of the filing of this document was provided to all parties of record via electronic mail on May 21, 2020, in accordance with the Order Suspending Rules, issued in Project No. 50664.

/s/ John Harrison
John Harrison

**CUSTOMER PROTECTION DIVISION
ON-LINE COMPLAINT FORM**

Investigator: ., **Unknown**
Date Pending: 7/17/2019
Complaint No: **CP2019060780**
Company: **MONARCH UTILITIES I, LP**
Complaint: **Rates & Charges**
Service No:

Service Address:

[REDACTED]

Gordonville TX 76245

Alt Last:

Alt First:

Complaint Note:
CCN 12983

Entered: 6/26/2019 3:10:00 PM

Complaint

Normal

Wednesday, June 26, 2019

Customer:
Last Name: **Hawkins**
First Name: **Paul**
Business:
Date Closed:
Date Received: **6/26/2019**
Account No: **unknown**
Spanish: No

Mail Address:

[REDACTED]

Gordonville TX 76245

Day: [REDACTED]

Alt: [REDACTED]

Email: [REDACTED]

Entered By: **Garza, Henry**

Page I

Assignment Customer Service
512-239-4691

To P.U.C. State of Texas
Re: Monarch Utility
CCN # 12983

Case in Point at [redacted]
[redacted] Coordinates TX 76245
[redacted]

Problem started when they decided
to set new meters to read from road
elementing eastly walk from
this caused us a increase in
Tap fee to repay their expense
This did no good for customers
but we had to pay for them

Before that they decided
to tie all their wells together
making 1 large holding tank

Again making customers pay
by another increase in Tap Fee

This has been going on a long time

Tap Fees have changed from
\$12.00 ~~\$12.00~~ mo to \$49.00 mo

They now make their profit on Tap Fee
New Monarch Water Co Rate from 2013

CCN 12983

W/ 200 / MONARCH UTILITIES / Rates + CHGS / KF

The Newest Comes Now

A Charge called -Pass through

This enables them to buy
water from Neighbor water Co
called (Northwest water Co)

At customer expense

Why should they drill a
Deep well since they can

Secure water At Customer Expense

My home address is

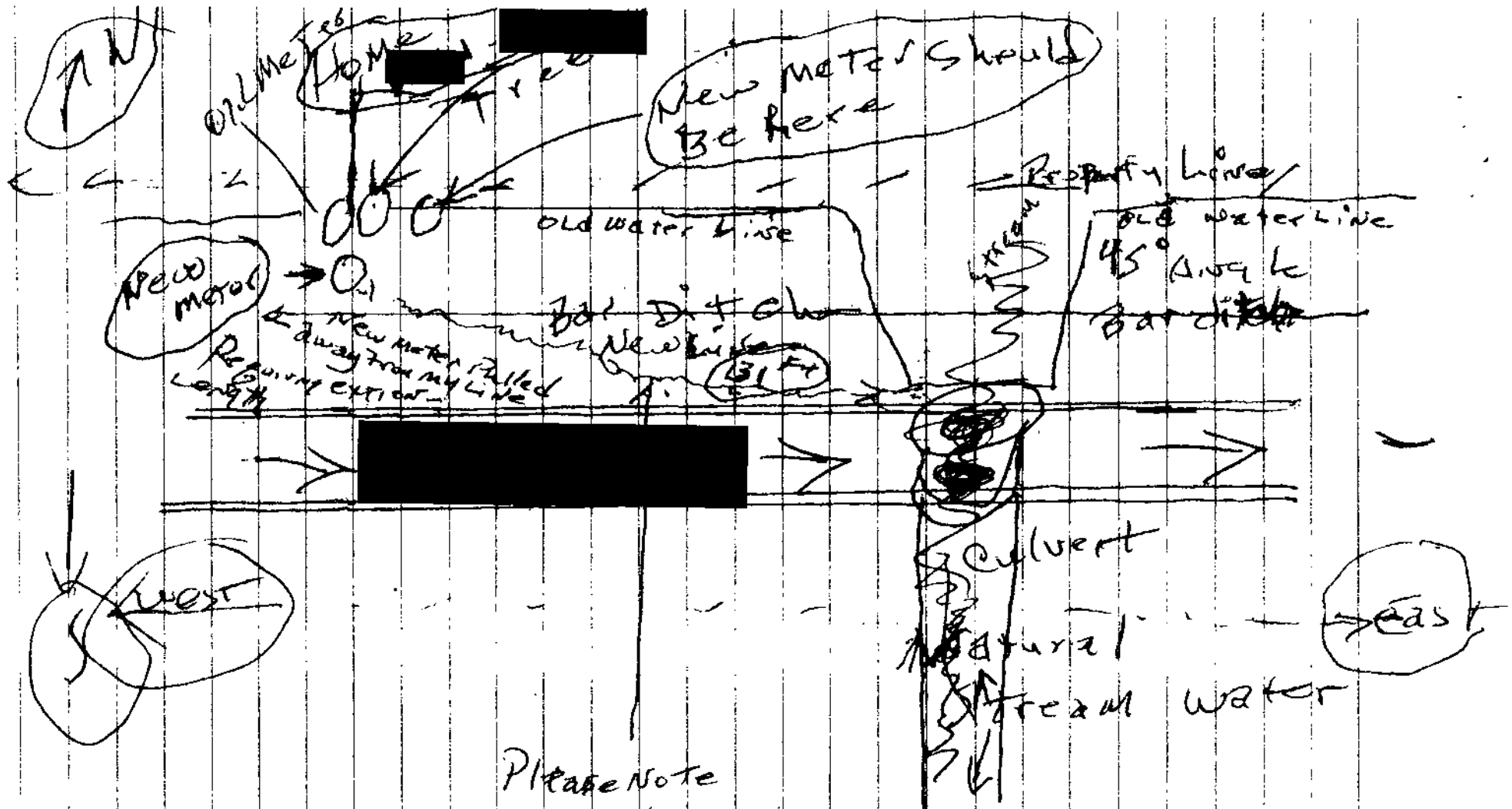
76245 Conoverville TX

Phone

Cell →

Address of problem is in
our lake Res

P.S. If you have trouble reading this
Please call me to explain this.
Again - THANKS -



Please Note
 new water line
 never left bar ditch

Over

(2)

Note

I have spent several hours

Attempting to file charges on

Monard water but owner

Has P.O. Box Houston TX

J.P. Court Small Claims

Cant serve owned with

P.O. Box Houston TX

I have spent several days

IN my attempt

Paul Hawkins

Car denver, 110 T+ 76245

NORTH TEXAS TX PNDIC
DALLAS TX 750
21 JUN 2019 PM 1 11



P.U.C.
P.O. Box 13326
Austin TX
78711

78711-332626



RECEIVED

JUL 09 2019

CUSTOMER PROTECTION

Complaint # V

To Pella Co Reference # 02019060780

Please Call Me if you can't read this
Paul Hawkins

- An analyse of what's happening over the past years. original operator of water co did a good job of service to the original area but could not serve the expanding area so 3 other persons took over ~~the~~ expanding areas (now being served by North Tex water co) Down to the point of retirement of original owner it was sold to different people finally to a professional group called Monarch who in a professional way started a what I call a Reboop attempt Money from customers. In their (Reboop attempt) they have advanced (base rate) from 12% to almost 50%. We ~~are~~ should be around 3% because of value of the dollar has decreased causing the rate to increase to this amt now the last shut fixed is in a new method called Water Pass Thru

As I understand has NOT BEEN APPROVED (IS THAT TRUE)?

2019060780
HAWKINS
UNK

Paul Hawkins

[REDACTED]
Gordonville Tx 76245

POST OFFICE FEDERAL RESERVE BANK
CANTON, TEXAS
JUL 09 2010 PM 01



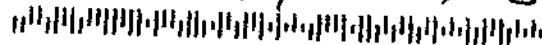
P. U. C. of Texas

1701 N. Congress Ave

P.O. Box 13326

Austin Tx 78711-3326

78711-332626



From: Ronnie.Fraustro@puc.texas.gov
Sent: 06/26/2019 04:35 PM
To: TXcustomercare@swwc.com
Subject: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: CP2019060780_CoverSheet.pdf,CP2019060780_1906008809.pdf

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov
Respond only to complaint: CP2019060780

Please note: If this complaint involves a non-regulated service (i.e. inside city limits, municipal utility district, water supply corporation) that is not within the jurisdiction of the PUC, please respond immediately to immediateattention@puc.texas.gov

This email is to inform you that a customer has filed a complaint against your company and that the PUC is currently beginning an investigation. According to PUC Procedural Rules, you must respond to this complaint within 21 days of the date of this Notice. Your complete response MUST include a copy of ALL documentary evidence relied upon by the company to support its position in this matter. In the case of an alleged slam or cram, documentary evidence includes, a signed letter of agency, third party verification, and electronically recorded authorization & verification.

Disconnection is prohibited under Substantive Rule §24.82 (a) while the informal complaint process is pending.

Per Substantive Rule §24.123 (a)(5) when responding, please provide a clear description of the formula used to allocate utility services.

Recipients:TXcustomercare@swwc.com

Attachments:CP2019060780_CoverSheet.pdf
CP2019060780_1906008809.pdf

DeAnn Walker
Chairman

Arthur C. D'Andrea
Commissioner

Shelly L. Botkin
Commissioner

John Paul Urban
Executive Director



Greg Abbott
Governor

Public Utility Commission of Texas

Dear Utility Customer:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas (PUC) received your complaint and has begun an investigation of your concerns. As required by PUC Substantive Rules, we have notified the company of your complaint and required a response within 21 days. CPD will review your complaint along with the company's response. We will then send you a letter explaining the details of our investigation. The letter may also outline further action necessary to address the issue.

If you have any additional information or documentation that supports your complaint, you may contact CPD at (888) 782-8477 or by email to customer@puc.texas.gov. Please contact us if you have any questions or concerns about the investigation.

Thank you,

Customer Protection Division
Public Utility Commission of Texas

From: Ronnie.Fraustro@puc.texas.gov
Sent: 07/10/2019 10:05 AM
To: TXcustomercare@swwc.com
Subject: [Complaint No:CP2019060780] - Paul Hawkins

Attachments:
image001.wmz,image002.png,CP2019060780_CoverSheet.pdf,CP2019060780_1907003290.pdf

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov
Respond only to complaint: CP2019060780

Good Day Monarch,

ISSUE: Customer submitted Additional Information.

1.

2.

REQUEST: Please review as part of your response.

1.

2.

TIME FRAME: Complaint response due date.

1.

2.

Sincerely,

James R. Fraustro

Investigator III

Public Utility Commission of Texas

W: (512)936-7123 | Ronnie.fraustro@puc.texas.gov

Recipients:TXcustomercare@swwc.com

Attachments:image001.wmz

image002.png

CP2019060780_CoverSheet.pdf

CP2019060780_1907003290.pdf

**CUSTOMER PROTECTION DIVISION
ON-LINE COMPLAINT FORM**

Investigator: **Fraustro, James**
Date Pending: 7/17/2019
Complaint No: **CP2019060780**
Company: **MONARCH UTILITIES I, LP**
Complaint: **Rates & Charges**
Service No:

Service Address:

[REDACTED]

Gordonville TX 76245

Alt Last:

Alt First:

Complaint Note:
CCN 12983

Entered: 6/26/2019 3:10:00 PM

Complaint

Normal

Wednesday, July 10, 2019

Customer:
Last Name: **Hawkins**
First Name: **Paul**
Business:
Date Closed:
Date Received: **6/26/2019**
Account No: **unknown**
Spanish: No

Mail Address:

[REDACTED]

Gordonville TX 76245

Day: [REDACTED]

Alt: [REDACTED]

Email: [REDACTED]

Entered By: **Garza, Henry**

From: Magenta.Pola@puc.texas.gov
Sent: 07/11/2019 11:16 AM
To: Ronnie.Fraustro@puc.texas.gov
Subject: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: CP2019060780_CoverSheet.pdf

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov
Respond only to complaint: CP2019060780

Dear Investigator: customer called today regarding:

1. Customer called in wanting to know if we received the pictures he sent. Customer would like a call back from investigator at [REDACTED]
- 2.
- 3.

Please respond to the customer.
Thanks

Recipients:Ronnie.Fraustro@puc.texas.gov

Attachments:CP2019060780_CoverSheet.pdf

**CUSTOMER PROTECTION DIVISION
ON-LINE COMPLAINT FORM**

Investigator: ., **Unknown**
Date Pending: 7/17/2019
Complaint No: **CP2019060780**
Company: **MONARCH UTILITIES I, LP**
Complaint: **Rates & Charges**
Service No:

Service Address:

[REDACTED]

Gordonville TX 76245

Alt Last:

Alt First:

Complaint Note:
CCN 12983

Complaint

Normal

Thursday, July 11, 2019

Customer:
Last Name: **Hawkins**
First Name: **Paul**
Business:
Date Closed:
Date Received: **6/26/2019**
Account No: **unknown**
Spanish: No

Mail Address:

[REDACTED]

Gordonville TX 76245

Day: [REDACTED]

Alt: [REDACTED]

Email: [REDACTED]

Entered: **6/26/2019 3:10:00 PM**

Entered By: **Garza, Henry**

From: TXUtilities-CustomerCare@swwc.com
Sent: 07/11/2019 05:00 PM
To: Ronnie.Fraustro@puc.texas.gov
Subject: RE: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: "PUC Letter to Paul Hawkins.docx", "Paul Hawkins Invoices with Notice.pdf", "Monarch Utilities I L.P. Rate Schedule including Pass Through.pdf"

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.
Here is our response to Paul Hawkins. Attached are:

- Letter to Mr. Paul Hawkins
- Paul Hawkins's Invoices and Notices
- Monarch Utilities Water Rate Schedule including Pass Through Information

Sincerely,

India Randolph
Complaint Resolution Coordinator, Texas Utilities | Southwest Water Company
12535 Reed Road | Sugar Land, TX 77478
Phone [REDACTED] | Fax 832.209.5395
Email [REDACTED]
Visit us at www.swwc.com<<http://www.swwc.com/>>

From: Fraustro, Ronnie [mailto:Ronnie.Fraustro@puc.texas.gov]
Sent: Wednesday, June 26, 2019 4:34 PM
To: TX Utilities - Customer Care <TXUtilities-CustomerCare@swwc.com>
Subject: [Complaint No:CP2019060780] - Paul Hawkins

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address :
puccomplaints@puc.texas.gov<mailto:puccomplaints@puc.texas.gov>
Respond only to complaint: CP2019060780

Please note: If this complaint involves a non-regulated service (i.e. inside city limits, municipal utility district, water supply corporation) that is not within the jurisdiction of the PUC, please respond immediately to
immediateattention@puc.texas.gov<mailto:immediateattention@puc.texas.gov>

This email is to inform you that a customer has filed a complaint against your company and that the PUC is currently beginning an investigation. According to PUC

Procedural Rules, you must respond to this complaint within 21 days of the date of this Notice. Your complete response MUST include a copy of ALL documentary evidence relied upon by the company to support its position in this matter. In the case of an alleged slam or cram, documentary evidence includes, a signed letter of agency, third party verification, and electronically recorded authorization & verification.

Disconnection is prohibited under Substantive Rule §24.82 (a) while the informal complaint process is pending.

Per Substantive Rule §24.123 (a)(5) when responding, please provide a clear description of the formula used to allocate utility services.

Recipients:Ronnie.Fraustro@puc.texas.gov
puccomplaints@puc.texas.gov

Attachments:PUC Letter to Paul Hawkins.docx
Paul Hawkins Invoices with Notice.pdf
Monarch Utilities I L.P. Rate Schedule including Pass Through.pdf



Monarch Utilities I L.P.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
Invoice Number: 181002202692
Billing Date: 01/29/2019
Total Amount Due By: 02/14/2019



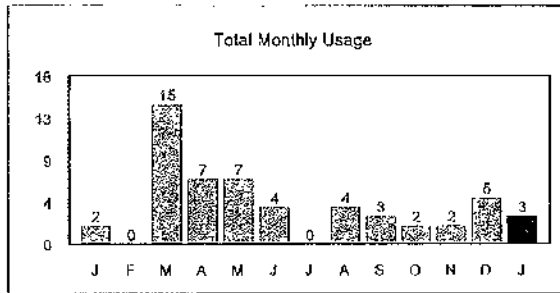
Service Address:
[REDACTED]
GORDONVILLE TX 76245

Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	12/21/18	01/21/19	32	16.0	19.0	3.0	7953698

*KGal (1000 Gallons) Average Consumption = 4.3

Water Usage History - 13 Month Usage In KGal*



Previous Month's Usage Current Month's Usage

Account Summary

Previous Bill Amount	\$87.60
Payment Received 01/15/19 - Thank You	-\$87.60
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$49.30
Water Usage	\$24.14
Federal Tax Cut Credit - Water	-\$5.11
TX. Comm Environ Quality	\$0.68
Total Current Charges	\$69.01
Total Amount Due By 02/14/19	\$69.01
Total Amount Due After 02/14/19	\$75.91

Message Center

Need help paying your bill? See if you qualify for our Help2Others program at www.swwc.com/texas/help2others/. Registration is happening now!

Like us on Facebook - Monarch Utilities I L.P.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

MONARCH UTILITIES

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

Account Number: [REDACTED]
Total Amount Due By 02/14/19: \$69.01
Total Amount Due After 02/14/19: \$75.91

Please make check payable to:
MONARCH UTILITIES

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

Amount Enclosed



PAUL HAWKIN
[REDACTED]
GORDONVILLE TX 76245-4140

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



**Monarch
Utilities I L.P.**

A SouthWest Water Company

Customer Service: 866 654-7992
 Emergencies: 866-654-7992
 Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
 Invoice Number: 180011763932
 Billing Date: 03/01/2019
 Total Amount Due By: 03/17/2019
 Service Address:
 [REDACTED]
 GORDONVILLE TX 76245

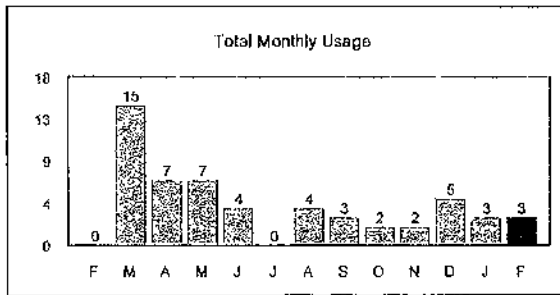


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	01/22/19	02/21/19	31	19.0	22.0	3.0	7953698

*KGal (1000 Gallons) Average Consumption = 4.6

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage Current Month's Usage

Account Summary

Previous Bill Amount **\$69.01**
 Payment(s) Received through 03/01/19 **\$0.00**
 (Payments after 5:00pm will NOT reflect on this invoice.)
Balance \$69.01

Current Billing and Other Basic Charges

Late Fee Charged **\$6.90**
 Water Base **\$49.30**
 Water Usage **\$24.14**
 Federal Tax Cut Credit - Water **-\$5.11**
 TX. Comm Environ Quality **\$0.68**
Total Current Charges \$75.91

Total Amount Due By 03/17/19 \$144.92

Total Amount Due After 03/17/19 \$151.82

The "Due Date" listed on this bill applies to current charges only. Past due accounts are subject to service termination and will be sent to collections.

Message Center

Easy Ways to Save Water: Use a broom instead of a hose to clean patios, sidewalks and driveways.

Like us on Facebook - Monarch Utilities I L.P.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

MONARCH UTILITIES

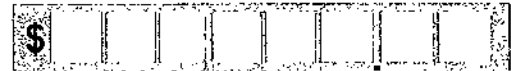
SOUTHWEST WATER COMPANY
 P.O. Box 4657
 Houston, TX 77210-4657

Account Number: [REDACTED]
Total Amount Due By 03/17/19: \$144.92
Total Amount Due After 03/17/19: \$151.82

Please make check payable to:
 MONARCH UTILITIES

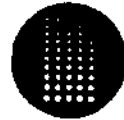
Please check here and see reverse for address and phone corrections.

Amount Enclosed



PAUL HAWKIN
 [REDACTED]
 GORDONVILLE TX 76245-4140

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



**Monarch
Utilities | L.P.**

A SouthWest Water Company

TERMINATION NOTICE DATE: February 20, 2019

|||||

PAUL HAWKIN

GORDONVILLE TX 76245-4140

Re: Account Number: [REDACTED]

****PLEASE DISREGARD IF PAYMENT HAS ALREADY BEEN MADE****

MONARCH UTILITIES values you as our customer and wants to continue our service with you. This is a reminder that your payment of **\$75.91** for the service address of [REDACTED] has not been received by our Collections Department. To avoid additional late fees and charges, and to ensure your account is not disconnected, your payment is due immediately. If your payment has already been mailed, paid through swwc.com, or at one of our customer walk-in facilities, please disregard this note.

Disconnection Policy:

We must receive your full payment of **\$75.91** by or before **4:30 pm on March 3, 2019** in order to avoid disconnection.

- If your service is disconnected, you will be required to pay a reconnection fee of \$25.00. If no deposit is on file, a deposit per service (water/sewer) will be required. All outstanding fees and account balances must be paid BEFORE service is restored. Reconnection may take up to 36 hours.

Payment Options:

For your convenience, the following payment options are available.

- Pay online at www.swwc.com/myaccount. Payment usually post to your account within one hour.
- By phone through our automated service at 866-654-7992.
- By mail: P.O. Box 4657, Houston, TX 77210-4657. Please be advised that the mail service may take several days to deliver payment.
- In person: Payments can be made at Customer walk-in service centers including Wal-Mart, Fidelity Express and CheckFree locations (please allow 24 hours for payment verification)

We appreciate the opportunity to provide you with excellent service and look forward to resolving this matter. Thank you for your prompt attention to this request.

If you have any questions , please contact our Customer Care Center at 866-654-7992 between the hours of 8:30am and 4:30pm CST.

THE UTILITY IS NOT LIABLE FOR ANY AND ALL INJURIES, CLAIMS, LOSSES, EXPENSES OR DAMAGES WHATSOEVER ARISING OUT OF THE CONNECTION, RECONNECTION, OR DISCONNECTION OF SERVICE.



Monarch Utilities I L.P.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
Invoice Number: 180031410836
Billing Date: 03/29/2019
Total Amount Due By: 04/14/2019
Service Address: [REDACTED]
GORDONVILLE TX 76245



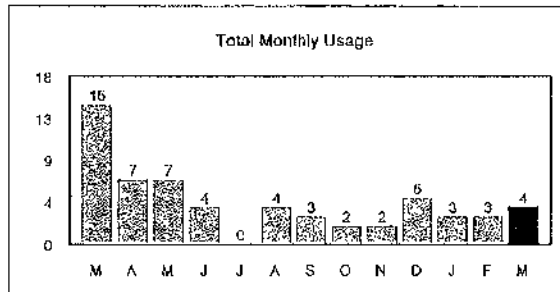
Current Reading Based on Actual

Page 1 of 2

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	02/22/19	03/22/19	29	22.0	26.0	4.0	7953698

*KGal (1000 Gallons) Average Consumption = 3.7

Water Usage History - 13 Month Usage in KGal*



▨ Previous Month's Usage ■ Current Month's Usage

Account Summary

Previous Bill Amount **\$144.92**
 Payment Received 03/13/19 - Thank You **-\$75.91**
 Payment Received 03/04/19 - Thank You **-\$75.91**
 (Payments after 5:00pm will NOT reflect on this invoice.)
 Balance **-\$6.90**

Current Billing and Other Basic Charges

Water Base **\$49.30**
 Water Usage **\$33.34**
 Federal Tax Cut Credit - Water **-\$2.76**
 TX. Comm Environ Quality **\$0.80**
 Total Current Charges **\$80.68**

Total Amount Due By 04/14/19 \$73.78

Total Amount Due After 04/14/19 \$81.85

Message Center

Stay informed by signing up for text alerts. Details? Check out the flyer in your bill.

We're on Facebook! Follow us at Monarch Utilities I L.P.

----- () Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount. () -----

MONARCH UTILITIES

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

Account Number: [REDACTED]

Total Amount Due By 04/14/19 **\$73.78**
Total Amount Due After 04/14/19 **\$81.85**

Please make check payable to:
MONARCH UTILITIES

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

Amount Enclosed



PAUL HAWKIN
[REDACTED]
GORDONVILLE TX 76245-4140

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

000000000000 03 00040 0000100003371& 7 00 0000737& 0000&1&5 0



IMPORTANT CHANGES TO YOUR BILL

Dear Valued Customer:

The costs of purchased water and groundwater district fees from our suppliers have increased significantly since rates were approved in 2016. Therefore, per our approved Water Pass-Through Gallonage Charge Adjustment Clause, Monarch Utilities I L.P. will be implementing a pass through charge on your monthly bill effective on the first meter reading after March 1, 2019. We are passing through only the amount of the cost changes incurred by us, and the amounts collected are subject to annual true-up adjustments.

The current monthly usage charge on your bill is calculated as:

Gallonage		Gallonage Rates
0 to 2,000 gallons	x	\$7.47 per 1000 gallons
2,001 to 10,000 gallons	x	\$9.20 per 1000 gallons
10,001 to 20,000 gallons	x	\$10.43 per 1000 gallons
20,001 and over	x	\$11.11 per 1000 gallons
Pass-Through Fee applied to Gallonage Charge (all use)	x	\$0.00 per 1000 gallons

After the effective date, the new monthly charge will be calculated as:

Gallonage		Gallonage Rates
0 to 2,000 gallons	x	\$7.47 per 1000 gallons
2,001 to 10,000 gallons	x	\$9.20 per 1000 gallons
10,001 to 20,000 gallons	x	\$10.43 per 1000 gallons
20,001 and over	x	\$11.11 per 1000 gallons
Pass-Through Fee applied to Gallonage Charge (all use)	x	\$0.69 per 1000 gallons

Monthly minimum charges and other customer service charges will not change.

This tariff change is being implemented in accordance with the minor tariff changes allowed by 16 Texas Administrative Code §24.25. The cost to you as a result of this change will not exceed the costs charged to your utility.



Monarch Utilities I L.P.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
Invoice Number: 180041297251
Billing Date: 05/01/2019
Total Amount Due By: 05/17/2019
Service Address: [REDACTED]
GORDONVILLE TX 76245

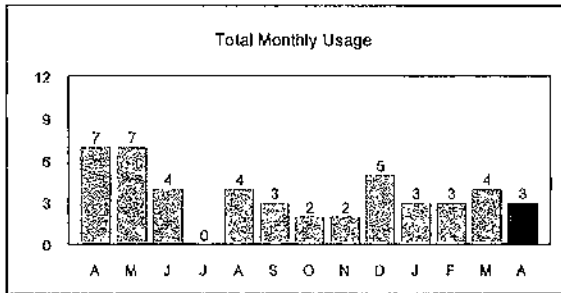


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	03/23/19	04/22/19	31	26.0	29.0	3.0	7953698

*KGal (1000 Gallons) Average Consumption = 3.3

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage Current Month's Usage

Account Summary

Previous Bill Amount	\$73.78
Payment Received 04/05/19 - Thank You	-\$73.78
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$49.30
Water Usage	\$24.14
Federal Tax Cut Credit - Water	-\$2.76
Water Pass-Through Gal. Charge	\$2.07
TX. Comm Environ Quality	\$0.73
Total Current Charges	\$73.48
Total Amount Due By 05/17/19	\$73.48
Total Amount Due After 05/17/19	\$80.83

Message Center

Stay informed by signing up for text alerts. Details? Check out the flyer in your bill.

We're on Facebook! Follow us at Monarch Utilities I L.P.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

MONARCH UTILITIES

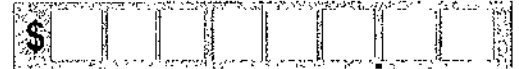
SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

Account Number: [REDACTED]
Total Amount Due By 05/17/19: \$73.48
Total Amount Due After 05/17/19: \$80.83

Please make check payable to:
MONARCH UTILITIES

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

Amount Enclosed



PAUL HAWKIN
[REDACTED]
GORDONVILLE TX 76245-4140

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



**Monarch
Utilities | LP.**

A SouthWest Water Company

TERMINATION NOTICE DATE: May 22, 2019



PAUL HAWKIN

██████████
GORDONVILLE TX 76245-4140

Re: Account Number: ██████████

****PLEASE DISREGARD IF PAYMENT HAS ALREADY BEEN MADE****

MONARCH UTILITIES values you as our customer and wants to continue our service with you. This is a reminder that your payment of **\$80.83** for the service address of ██████████ has not been received by our Collections Department. To avoid additional late fees and charges, and to ensure your account is not disconnected, your payment is due immediately. If your payment has already been mailed, paid through swwc.com, or at one of our customer walk-in facilities, please disregard this note.

Disconnection Policy:

We must receive your full payment of **\$80.83** by or before **4:30 pm** on **June 2, 2019** in order to avoid disconnection.

- If your service is disconnected, you will be required to pay a reconnection fee of **\$25.00**. If no deposit is on file, a deposit per service (water/sewer) will be required. All outstanding fees and account balances must be paid **BEFORE** service is restored. Reconnection may take up to 36 hours.

Payment Options:

For your convenience, the following payment options are available.

- Pay online at www.swwc.com/myaccount. Payment usually post to your account within one hour.
- By phone through our automated service at 866-654-7992.
- By mail: P.O. Box 4657, Houston, TX 77210-4657. Please be advised that the mail service may take several days to deliver payment.
- In person: Payments can be made at Customer walk-in service centers including Wal-Mart, Fidelity Express and CheckFree locations (please allow 24 hours for payment verification)

We appreciate the opportunity to provide you with excellent service and look forward to resolving this matter. Thank you for your prompt attention to this request.

If you have any questions, please contact our Customer Care Center at 866-654-7992 between the hours of 8:30am and 4:30pm CST.

THE UTILITY IS NOT LIABLE FOR ANY AND ALL INJURIES, CLAIMS, LOSSES, EXPENSES OR DAMAGES WHATSOEVER ARISING OUT OF THE CONNECTION, RECONNECTION, OR DISCONNECTION OF SERVICE.



**Monarch
Utilities I L.P.**

A SouthWest Water Company

Customer Service: 866-654-7992
 Emergencies: 866-654-7992
 Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
 Invoice Number: 181002292689
 Billing Date: 05/28/2019
 Total Amount Due By: 06/13/2019
 Service Address:
 [REDACTED]
 GORDONVILLE TX 76245

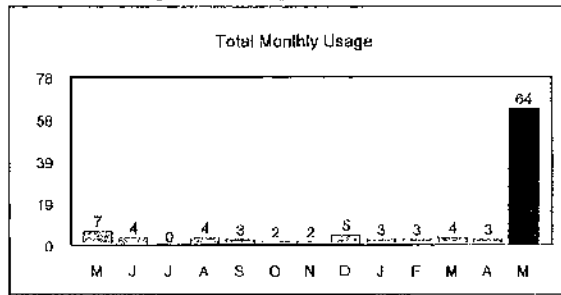


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	04/23/19	05/20/19	28	29.0	93.0	64.0	7953698

*KGal (1000 Gallons) Average Consumption = 8.1

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage Current Month's Usage

Message Center

What's the 4-1-1 on SouthWest Water? Check out our quarterly newsletter ""Currents"" located inside your bill.

Account Summary

Previous Bill Amount	\$73.48
Payment(s) Received through 05/28/19	\$0.00
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$73.48
Current Billing and Other Basic Charges	
Late Fee Charged	\$7.35
Water Base	\$49.30
Water Usage	\$681.68
Federal Tax Cut Credit - Water	-\$2.76
Water Pass-Through Gal. Charge	\$44.16
TX. Comm Environ Quality	\$7.72
Total Current Charges	\$787.45
Total Amount Due By 06/13/19	\$860.93
Total Amount Due After 06/13/19	\$938.94

The "Due Date" listed on this bill applies to current charges only. Past due accounts are subject to service termination and will be sent to collections.

Need assistance paying your water bill? Register for Help2Others today.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

MONARCH UTILITIES

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

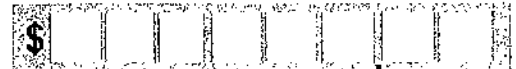
Account Number:

Total Amount Due By 06/13/19: \$860.93
 Total Amount Due After 06/13/19: \$938.94

Please make check payable to:
 MONARCH UTILITIES

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

Amount Enclosed



PAUL HAWKIN
 [REDACTED]
 GORDONVILLE TX 76245-4140

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



Monarch Utilities | L.P.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
Invoice Number: 180011843227
Billing Date: 06/27/2019
Total Amount Due By: 07/13/2019
Service Address: [REDACTED]
GORDONVILLE TX 76245

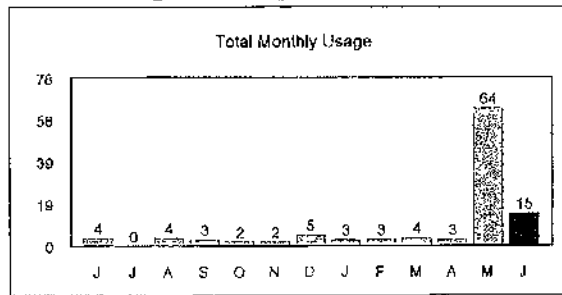


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	05/21/19	06/21/19	32	93.0	108.0	15.0	7953698

*KGal (1000 Gallons) Average Consumption = 9.0

Water Usage History - 13 Month Usage in KGal*



Legend: Previous Month's Usage Current Month's Usage

Message Center

2018 Water Quality Reports now available. Read inside for more details.

Account Summary

Previous Bill Amount	\$860.93
Payment Received 06/05/19 - Thank You	-\$82.35
Payment Received 05/29/19 - Thank You	-\$80.83
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$697.75
Current Billing and Other Basic Charges	
Late Fee Charged	\$69.78
Water Base	\$49.30
Water Usage	\$140.69
Federal Tax Cut Credit - Water	-\$2.76
Water Pass-Through Gal. Charge	\$10.35
TX. Comm Environ Quality	\$1.98
Total Current Charges	\$269.34
Total Amount Due By 07/13/19	\$967.09
Total Amount Due After 07/13/19	\$987.05

The "Due Date" listed on this bill applies to current charges only. Past due accounts are subject to service termination and will be sent to collections.

Need assistance paying your water bill? Register for Help2Others today.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

MONARCH UTILITIES

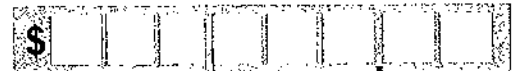
SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

Account Number: [REDACTED]
Total Amount Due By 07/13/19: **\$967.09**
Total Amount Due After 07/13/19: **\$987.05**

Please make check payable to:
MONARCH UTILITIES

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

Amount Enclosed



PAUL HAWKIN
[REDACTED]
GORDONVILLE TX 76245-4140

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



**Monarch
Utilities | L.P.**

A SouthWest Water Company

TERMINATION NOTICE DATE: June 19, 2019



PAUL HAWKIN

GORDONVILLE TX 76245-4140

Re: Account Number: [REDACTED]

****PLEASE DISREGARD IF PAYMENT HAS ALREADY BEEN MADE****

MONARCH UTILITIES values you as our customer and wants to continue our service with you. This is a reminder that your payment of **\$767.53** for the service address of [REDACTED] has not been received by our Collections Department. To avoid additional late fees and charges, and to ensure your account is not disconnected, your payment is due immediately. If your payment has already been mailed, paid through swwc.com, or at one of our customer walk-in facilities, please disregard this note.

Disconnection Policy:

We must receive your full payment of \$767.53 by or before 4:30 pm on June 30, 2019 in order to avoid disconnection.

- If your service is disconnected, you will be required to pay a reconnection fee of \$25.00. If no deposit is on file, a deposit per service (water/sewer) will be required. All outstanding fees and account balances must be paid BEFORE service is restored. Reconnection may take up to 36 hours.

Payment Options:

For your convenience, the following payment options are available.

- Pay online at www.swwc.com/myaccount. Payment usually post to your account within one hour.
- By phone through our automated service at 866-654-7992.
- By mail: P.O. Box 4657, Houston, TX 77210-4657. Please be advised that the mail service may take several days to deliver payment.
- In person: Payments can be made at Customer walk-in service centers including Wal-Mart, Fidelity Express and CheckFree locations (please allow 24 hours for payment verification)

We appreciate the opportunity to provide you with excellent service and look forward to resolving this matter. Thank you for your prompt attention to this request.

If you have any questions, please contact our Customer Care Center at 866-654-7992 between the hours of 8:30am and 4:30pm CST.

THE UTILITY IS NOT LIABLE FOR ANY AND ALL INJURIES, CLAIMS, LOSSES, EXPENSES OR DAMAGES WHATSOEVER ARISING OUT OF THE CONNECTION, RECONNECTION, OR DISCONNECTION OF SERVICE.



**Monarch
Utilities | L.P.**

A SouthWest Water Company

Customer Care:
866.654.7992
www.swwc.com

July 11, 2019

Paul Hawkins

[REDACTED]
Gordonville, Texas 76245

Dear Mr. Hawkins:

We are in receipt of your inquiry to the Public Utilities Commission (PUC) regarding concerns about rates and charges on your monthly invoice. Monarch values you as our customer and we thank you in advance for allowing us the opportunity to respond.

We have researched your account which was established on March 28, 2008, with monthly meter reads that occur on/about the 22nd of each month, for residents of the Sherwood Shores service area.

Based upon the inquiry received, we have investigated and report the following:

- March 19, 2019 – upon receiving your low water pressure call which detailed there was a leak at the end of your property and had been there for a while. We confirmed that a leak was discovered on a 2" line at the south end of George A. Green, on your property. While we were working to ensure that the leak was repaired, you indicated that you were aware of the leak and was not reporting it due to not caring if we lost water or not. We made customer contact and was updated of your displeasure with our company, the state, and the TCEQ.
- April 2019 – a call was received regarding a leak repair made by our company located on the north end of your property, the field supervisor did address this matter with you as well as a 45 minute discussion regarding the rates.
- May 20, 2019 – our field operator noticed a leak in the meter box during the monthly meter reading. The leak was observed to be on your side of the meter, a call was placed to the area manager and a message was left with Mrs. Hawkins that there was a bad leak discovered on your side of the meter and the water was turned off at the meter. The meter read was 93.
- May 21, 2019 – our field staff returned and during a further check an interim meter read was conducted, the meter reading was 105. The leak was observed again to be on your side of the meter. The leak was being repaired, our field operator discovered a break in the service line of the meter as well as the meter housing.
- May 22, 2019 - a meter reading validation was performed for the recent history of the meter reads for Meter No. MA7953698, serial number on meter at your property, and the monthly read for February 21st was 22, March 22nd was 26, and on April 22nd - 29, May 22nd - 105. All reads were progressing and in-line and with your meter readings billed. As consumption is registered, it was recorded and forwarded to be verified and billed.
- May 29, 2019 – our area manager met with you and discussed that there had been a leak at your property and discussed the same information as listed above. During the discussion, you continued to state that the leak was caused by us changing the meter back in 2011, and installing a water line in 2000. You further indicated that we should drill deeper wells rather than buy water from Northwest Grayson, and compared our

Mr. Hawkins

Page 2

rates to theirs. The area manager did confirm the change to an Automatic Meter Read meter (AMR) and there had not been any problems until now.

Although our records revealed that there had been several visits to your property, the main concern discussed were the rates billed. The area manager met with you to discuss this matter and any other concerns.

We appreciate your last payment of \$967.09 on July 1, 2019, which brought your account current. We encourage you to continue making regular monthly payments each month. While the account is in dispute, we have protected the account until the close of this investigation.

We do appreciate the additional information received from the PUC on July 10, 2019. A check of your account revealed that the monthly base rate fees for customers of Sherwood Shores, service area of Monarch Utilities I L.P. are billed the base rate fee of \$49.30 for water and we have confirmed that this rate is correct on your monthly invoice. The base rate assessed on your monthly bill is designed to recover a portion of the fixed costs incurred to provide water service to your home. The fixed costs include maintaining the water supply, water treatment, distribution and service. Fixed costs are incurred and assessed whether or not water is used. The base rate will not vary with consumption, but is related to the size of your meter and its flow capacity. The usage rates are set forth in the Monarch Utilities I L.P. tariff and are charged in per 1,000 gallon basis.

Notice of the Water Pass-Through Charge was mailed along with your March 2019 invoice. The notice indicated, "Important Changes to Your Bill," that Monarch Utilities I L.P. will be implementing a pass through charge on your monthly bill effective on the first meter reading after March 1, 2019. (We have included a copy of this notice along with the invoices and a copy of the current rate schedule.) To review more information regarding our approved rates, please visit our website at www.gwvc.com/texas/tariff/.

It is not as easy to compare the rates of a private utility to those of a municipal utility. The two have different structures. Private utilities do not receive tax payments, grants, or other low interest loans to aid in the cost of running water/wastewater facilities. There are also additional costs we incur and are reflected in the rates that a municipality does not. These include property taxes on facilities and Federal income taxes.

Mr. Hawkins, we appreciate your patience while we endeavored to thoroughly investigate this matter prior to responding. We hope that we have answered your concerns. Should you have further questions, please contact us at (866) 654-7992, Monday through Friday, 8:00 a.m. to 4:30 p.m. Thanks for being a valued Monarch Utilities customer.

Sincerely,

Monarch Utilities I L.P.
PUC Escalation Team

From: TXUtilities-CustomerCare@swwc.com
Sent: 07/11/2019 05:01 PM
To: Ronnie.Fraustro@puc.texas.gov
Subject: RE: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: image003.wmz,image004.png,"PUC Letter to Paul Hawkins.docx","Paul Hawkins Invoices with Notice.pdf","Monarch Utilities I L.P. Rate Schedule including Pass Through.pdf"

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.
Here is our response to Mr. Paul Hawkins. Attached are:

- * A letter to Mr. Paul Hawkins
- * Paul Hawkins's Invoices and Notices
- * Monarch Utilities Water Rate Schedule including Pass Through Information

Sincerely,

India Randolph
Complaint Resolution Coordinator, Texas Utilities | Southwest Water Company
12535 Reed Road | Sugar Land, TX 77478
Phone 832.209.5231 | Fax 832.209.5395
Email [REDACTED]
Visit us at www.swwc.com<<http://www.swwc.com/>>

From: Fraustro, Ronnie [mailto:Ronnie.Fraustro@puc.texas.gov]
Sent: Wednesday, July 10, 2019 10:04 AM
To: TX Utilities - Customer Care <TXUtilities-CustomerCare@swwc.com>
Subject: [Complaint No:CP2019060780] - Paul Hawkins

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address :
puccomplaints@puc.texas.gov<<mailto:puccomplaints@puc.texas.gov>>
Respond only to complaint: CP2019060780
Good Day Monarch,

ISSUE: Customer submitted Additional Information.

- 1.
- 2.

REQUEST: Please review as part of your response.

1.

2.

TIME FRAME: Complaint response due date.

1.

2.

Sincerely,

[cid:image004.png@01D53809.5E56DDF0]

James R. Fraustro

Investigator III

Public Utility Commission of Texas

W: (512)936-7123 |

Ronnie.fraustro@puc.texas.gov<mailto:Ronnie.fraustro@puc.texas.gov>

Recipients:Ronnie.Fraustro@puc.texas.gov

puccomplaints@puc.texas.gov

Attachments:image003.wmz

image004.png

PUC Letter to Paul Hawkins.docx

Paul Hawkins Invoices with Notice.pdf

Monarch Utilities I L.P. Rate Schedule including Pass Through.pdf



WATER UTILITY TARIFF
Tariff Control No.: 48740

Monarch Utilities I L.P.
(Utility Name)

12535 Reed Road
(Business Address)

Sugar Land, Texas 77478-2837
(City, State, Zip Code)

(866) 654-7992
(Area Code/Telephone)

This tariff is effective for utility operations under the following Certificate of Convenience and Necessity:

12983

This tariff is effective in the following counties:

Bandera, Brazoria, Chambers, Denton, Grayson, Harris, Hays, Henderson, Hood, Johnson, Liberty, Marion, Matagorda, Medina, Montgomery, Parker, Polk, San Jacinto, Smith, Tarrant, Trinity, Van Zandt, Wise, Wood

This tariff is effective in the following cities or unincorporated towns (if any):

This tariff is only effective in the portions of the subdivisions and public water systems in the environs, except for the cities of Aurora and Coffee City that have surrendered rate jurisdiction.

This tariff is effective in the following subdivisions and public water systems:

See attached list.

TABLE OF CONTENTS

The above utility lists the following sections of its tariff (if additional pages are needed for a section, all pages should be numbered consecutively):

SECTION 1.0 – RATE SCHEDULE	2
SECTION 2.0 – SERVICE RULES AND POLICIES	12
SECTION 2.20 – SPECIFIC UTILITY SERVICE RULES AND REGULATIONS.....	15
SECTION 3.0 – EXTENSION POLICY	19
SECTION 3.20 – SPECIFIC EXTENSION POLICY	20
APPENDIX A – DROUGHT CONTINGENCY PLAN	
APPENDIX B – APPLICATION FOR SERVICE	
APPENDIX C – AGREEMENT FOR TEMPORARY WATER SERVICE	

SECTION 1.0 - RATE SCHEDULE

Section 1.01 – Rates

Rates Effective October 1, 2016

Meter Size	Monthly Minimum Charge (Includes 0 gallons)	Gallage Charge
5/8"	\$49.30	\$7.47 per 1,000 gallons from 0 to 2,000 gallons \$9.20 per 1,000 gallons from 2,001 to 10,000 gallons \$10.43 per 1,000 gallons from 10,001 to 20,000 gallons \$11.11 per 1,000 from 20,001 and thereafter
3/4"	\$73.95	
1"	\$123.25	
1½"	\$246.49	
2"	\$394.38	
3"	\$739.47	
4"	\$1,232.44	
6"	\$2,464.89	
8"	\$3,943.82	

Federal Tax Change Credit Rider

Meter Size	Monthly Credit Effective September 1, 2018 -	Additional Monthly Credit Effective September 1, 2018 – February 28, 2019
5/8"	(\$2.76)	(\$2.35)
3/4"	(\$4.14)	(\$3.53)
1"	(\$6.90)	(\$5.88)
1½"	(\$13.80)	(\$11.75)
2"	(\$22.08)	(\$18.80)
3"	(\$41.40)	(\$35.25)
4"	(\$69.00)	(\$58.75)
6"	(\$138.00)	(\$117.50)
8"	(\$220.80)	(\$188.00)

Income Qualified Elderly Customers 65 years of age or older Effective January 1, 2019

Meter Size	Monthly Minimum Charge (Includes 0 gallons)	Gallage Charge
5/8"	\$29.30	\$7.47 per 1,000 gallons from 0 to 2,000 gallons \$9.20 per 1,000 gallons from 2,001 to 10,000 gallons \$10.43 per 1,000 gallons from 10,001 to 20,000 gallons \$11.11 per 1,000 from 20,001 and thereafter

COUNTY	WATER SYSTEMS	PWS ID NUMBER	SUBDIVISIONS
Bandera	Lake Medina Shores	0100037	Lakeshore Beach, Wharton Dock, Lake Medina Shores, Lake Point
Brazoria	Holiday Shores	0200029	Holiday Shores
Chambers	Tower Terrace	0360069	Houston Raceway Park, West Chambers County Estates, Tower Terrace
Denton	Denton Creek Estates	0610015	Denton Creek Estates, Aero Valley Airport Sunrise Circle Estates, Ponderosa, Wild West Addition, Stonecrest Estates, Wynnwood Haven, Estates, Snug Harbor
	Ponderosa Addition	06101075	
	Stonecrest Estates	0610059	
	Wynnwood Haven Estates	0610037	
	Ridgecrest (Grayson)	0910035	
Grayson	Rocky Point Estates	0910038	Glen Eden, Hiland Shores, Lakeview, Little Mineral MHP, Millers Estates, Oak Estates, Preston Cove, Preston Forest, Preston Oaks, Preston Point Bend, Ridgecrest, Van Antwerp Hanna Cove Estates, Rocky Point Estates "B", Rock Point "A", Hanna Ranchettes Cedar Mills Estates, Hillcrest Shores, Wright Acres, Sherwood Shores Angler's Estates, Cedar Oak Hills, Eagle Chase, Fairway Hollow, Greenway Bend, Lakecrest Village, Mill Creek Homesites, Oak Meadow Estates, Paradise Cove, Russwood-on-the-Lake, Simmons Shores, Sunrise Circle, Tanglewood Hills, Tanglewood Resort, Cambridge Shores, Highport, Mill Creek Meadows
	Sherwood Shores	0910040	
	Tanglewood-on- Texoma	0910052	

SECTION 1.0 - RATE SCHEDULE (Continued)

METER RELOCATION FEE Actual cost to relocate that meter
THIS FEE MAY BE CHARGED IF A CUSTOMER REQUESTS RELOCATION OF AN EXISTING METER.

METER CONVERSION FEE Actual cost to convert that meter
THIS FEE MAY BE CHARGED IF A CUSTOMER REQUESTS CHANGE OF SIZE OF AN EXISTING METER OR CHANGE IS REQUIRED BY MATERIAL CHANGE IN CUSTOMER'S SERVICE DEMAND.

LINE EXTENSION AND CONSTRUCTION CHARGES:
REFER TO SECTION 2.12 SPECIFIC UTILITY SERVICE RULES AND SECTION 3.02 UTILITY SPECIFIC EXTENSION POLICY FOR TERMS, CONDITIONS, AND CHARGES.

GOVERNMENTAL TESTING, INSPECTION AND COSTS SURCHARGE CLAUSE:
INCREASES IN INSPECTION FEES AND WATER TESTING COSTS IMPOSED BY STATE OR FEDERAL LAW MAY BE PASSED THROUGH AS AN ADJUSTMENT TO THE MONTHLY BASE RATE CHARGE UNDER THE TERMS AND CONDITIONS OF 16 TAC § 24.21(F) AFTER NOTICE TO CUSTOMERS AND UPON WRITTEN APPROVAL BY THE PUC.

SUPPLEMENTAL EMERGENCY SERVICE FEE
APPLICABLE TO NONRESIDENTIAL WATER SERVICE CUSTOMERS THAT REQUIRE SUPPLEMENTAL SERVICE OVER AND ABOVE THEIR EXISTING WATER SERVICE FROM TIME TO TIME. USAGE TO BE DETERMINED BY CUSTOMER. THE MINIMUM DIAMETER FOR SUPPLEMENTAL SERVICE METER SHALL BE 2 INCHES.

MONTHLY SUPPLEMENTAL SERVICE RATE \$14.64
PER INCH DIAMETER OF SERVICE CONNECTION PIPE AND USAGE IS BILLED AT HIGHEST TIER.

WATER PASS-THROUGH GALLONAGE CHARGE ADJUSTMENT:
CHANGES IN FEES IMPOSED BY ANY NON-AFFILIATED THIRD PARTY WATER SUPPLIER OR UNDERGROUND WATER DISTRICTS HAVING JURISDICTION OVER THE UTILITY SHALL BE CHARGED THROUGH THE WATER PASS-THROUGH GALLONAGE CHARGE ADJUSTED ANNUALLY ACCORDING TO THE FOLLOWING TRUE-UP FORMULA INTENDED TO BALANCE REVENUE FROM THE CHARGE AGAINST ACTUAL PAYMENTS AND COLLECTIONS FROM THE PRIOR YEAR:

WPC = (E + (AP - AC)) / (ME x AU) Where:

- WPC = Water Pass-Through Gallonage Charge per 1,000 gallons, rounded to the nearest cent
- E = Projected sum for upcoming 12 months of Purchase Water and District costs
- AP = Actual Payments by utility for prior 12 months for Purchase Water and District costs
- AC = Actual Collections by utility in prior 12 months from the previously approved water pass-through gallonage charge
- AP-AC= Difference between actual payments and actual collections from the previously approved water pass-through gallonage charge for the prior 12 months
- ME = Year End Meter Equivalents
- AU = Average Annual Usage per meter equivalent, in 1,000 gallons, from most recent rate case

The WPC must be trued up and adjusted every twelve months.

To implement, all notice requirements must be met. The utility may begin to charge the new filed WPC on the proposed effective date in the notice. Implementation of this WPC adjustment provision shall be governed by TAC § 24.21(h).



Monarch Utilities I L.P.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 806-654-7992
Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
Invoice Number: 181002202692
Billing Date: 01/29/2019
Total Amount Due By: 02/14/2019
Service Address: [REDACTED]
GORDONVILLE TX 76245



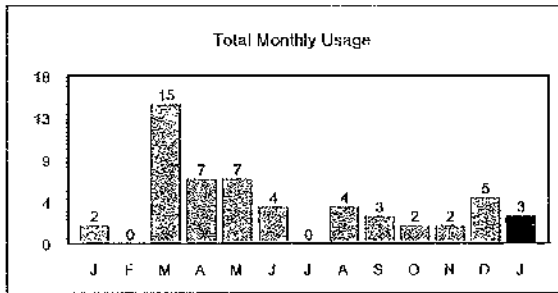
Current Reading Based on Actual

Page 1 of 1

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	12/21/18	01/21/19	32	16.0	19.0	3.0	7953698

*KGal (1000 Gallons) Average Consumption = 4.3

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage Current Month's Usage

Message Center

Need help paying your bill? See if you qualify for our Help2Others program at www.swwc.com/texas/help2others/. Registration is happening now!

Account Summary

Previous Bill Amount	\$87.60
Payment Received 01/15/19 - Thank You	-\$87.60
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$49.30
Water Usage	\$24.14
Federal Tax Cut Credit - Water	-\$5.11
TX. Comm Environ Quality	\$0.68
Total Current Charges	\$69.01
Total Amount Due By 02/14/19	\$69.01
Total Amount Due After 02/14/19	\$75.91

Like us on Facebook - Monarch Utilities I L.P.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount. [1]

MONARCH UTILITIES

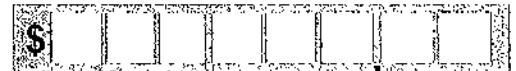
SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

Account Number: [REDACTED]
Total Amount Due By 02/14/19: \$69.01
Total Amount Due After 02/14/19: \$75.91

Please make check payable to:
MONARCH UTILITIES

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

Amount Enclosed



PAUL HAWKIN
[REDACTED]
GORDONVILLE TX 76245-4140

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

000000000000 03 00040 00001000033718 7 00 00006901 00007591 0



**Monarch
Utilities I L.P.**

A SouthWest Water Company

Customer Service: 866-654-7992
 Emergencies: 866-654-7992
 Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
 Invoice Number: 180011763932



Billing Date: 03/01/2019
 Total Amount Due By: 03/17/2019

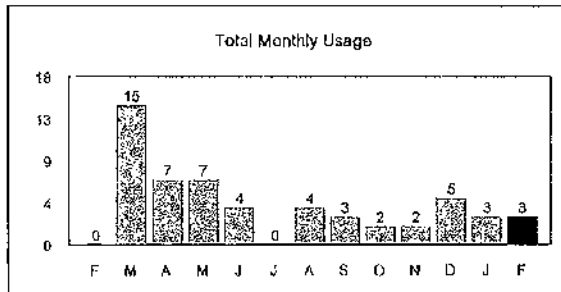
Service Address:
 [REDACTED]
 GORDONVILLE TX 76245

Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
.5/8" - R	01/22/19	02/21/19	31	19.0	22.0	3.0	7953698

*KGal (1000 Gallons) Average Consumption = 4.6

Water Usage History - 13 Month Usage in KGal*



Legend: Previous Month's Usage Current Month's Usage

Account Summary

Previous Bill Amount **\$69.01**
 Payment(s) Received through 03/01/19 **\$0.00**
 (Payments after 5:00pm will NOT reflect on this invoice.)
 Balance **\$69.01**

Current Billing and Other Basic Charges

Late Fee Charged **\$6.90**
 Water Base **\$49.30**
 Water Usage **\$24.14**
 Federal Tax Cut Credit - Water **-\$5.11**
 TX. Comm Environ Quality **\$0.68**
 Total Current Charges **\$75.91**

Total Amount Due By 03/17/19 \$144.92

Total Amount Due After 03/17/19 **\$151.82**

Message Center

Easy Ways to Save Water: Use a broom instead of a hose to clean patios, sidewalks and driveways.

The "Due Date" listed on this bill applies to current charges only. Past due accounts are subject to service termination and will be sent to collections.

Like us on Facebook - Monarch Utilities I L.P.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

MONARCH UTILITIES

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

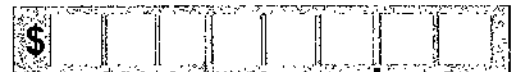
Account Number:

Total Amount Due By 03/17/19: **\$144.92**
 Total Amount Due After 03/17/19: **\$151.82**

Please make check payable to:
 MONARCH UTILITIES

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

Amount Enclosed



PAUL HAWKIN
 [REDACTED]
 GORDONVILLE TX 76245-4140

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



**Monarch
Utilities I L.P.**

A SouthWest Water Company

TERMINATION NOTICE DATE: February 20, 2019

|||||||
PAUL HAWKIN
GORDONVILLE TX 76245-4140

Re: Account Number: [REDACTED]

****PLEASE DISREGARD IF PAYMENT HAS ALREADY BEEN MADE****

MONARCH UTILITIES values you as our customer and wants to continue our service with you. This is a reminder that your payment of **\$75.91** for the service address of [REDACTED] has not been received by our Collections Department. To avoid additional late fees and charges, and to ensure your account is not disconnected, your payment is due immediately. If your payment has already been mailed, paid through swwc.com, or at one of our customer walk-in facilities, please disregard this note.

Disconnection Policy:

We must receive your full payment of \$75.91 by or before 4:30 pm on March 3, 2019 in order to avoid disconnection.

- If your service is disconnected, you will be required to pay a reconnection fee of \$25.00. If no deposit is on file, a deposit per service (water/sewer) will be required. All outstanding fees and account balances must be paid BEFORE service is restored. Reconnection may take up to 36 hours.

Payment Options:

For your convenience, the following payment options are available.

- Pay online at www.swwc.com/myaccount. Payment usually post to your account within one hour.
- By phone through our automated service at 866-654-7992.
- By mail: P.O. Box 4657, Houston, TX 77210-4657. Please be advised that the mail service may take several days to deliver payment.
- In person: Payments can be made at Customer walk-in service centers including Wal-Mart, Fidelity Express and CheckFree locations (please allow 24 hours for payment verification)

We appreciate the opportunity to provide you with excellent service and look forward to resolving this matter. Thank you for your prompt attention to this request.

If you have any questions, please contact our Customer Care Center at 866-654-7992 between the hours of 8:30am and 4:30pm CST.

THE UTILITY IS NOT LIABLE FOR ANY AND ALL INJURIES, CLAIMS, LOSSES, EXPENSES OR DAMAGES WHATSOEVER ARISING OUT OF THE CONNECTION, RECONNECTION, OR DISCONNECTION OF SERVICE.



Monarch Utilities I L.P.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
Invoice Number: 180031410636
Billing Date: 03/29/2019
Total Amount Due By: 04/14/2019
Service Address: [REDACTED]
GORDONVILLE TX 76245

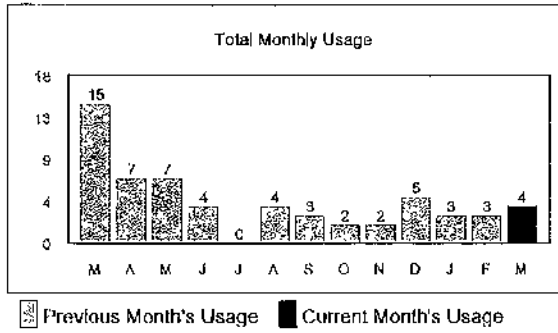


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	02/22/19	03/22/19	29	22.0	26.0	4.0	7953698

*KGal (1000 Gallons) Average Consumption = 3.7

Water Usage History - 13 Month Usage in KGal*



Account Summary

Previous Bill Amount	\$144.92
Payment Received 03/13/19 - Thank You	-\$75.91
Payment Received 03/04/19 - Thank You	-\$75.91
(Payments after 5.00pm will NOT reflect on this invoice.)	
Balance	-\$6.90

Current Billing and Other Basic Charges

Water Base	\$49.30
Water Usage	\$33.34
Federal Tax Cut Credit - Water	-\$2.76
TX. Comm Environ Quality	\$0.80
Total Current Charges	\$80.68

Total Amount Due By 04/14/19 \$73.78

Total Amount Due After 04/14/19 \$81.85

Message Center

Stay informed by signing up for text alerts. Details? Check out the flyer in your bill.

We're on Facebook! Follow us at Monarch Utilities I L.P.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

MONARCH UTILITIES

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

Account Number:	[REDACTED]
Total Amount Due By 04/14/19:	\$73.78
Total Amount Due After 04/14/19:	\$81.85

Please make check payable to:
MONARCH UTILITIES

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

Amount Enclosed



PAUL HAWKIN
[REDACTED]
GORDONVILLE TX 76245-4140

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



IMPORTANT CHANGES TO YOUR BILL

Dear Valued Customer:

The costs of purchased water and groundwater district fees from our suppliers have increased significantly since rates were approved in 2016. Therefore, per our approved Water Pass-Through Gallonage Charge Adjustment Clause, Monarch Utilities I L.P. will be implementing a pass through charge on your monthly bill effective on the first meter reading after March 1, 2019. We are passing through only the amount of the cost changes incurred by us, and the amounts collected are subject to annual true-up adjustments.

The current monthly usage charge on your bill is calculated as:

Gallonage		Gallonage Rates
0 to 2,000 gallons	x	\$7.47 per 1000 gallons
2,001 to 10,000 gallons	x	\$9.20 per 1000 gallons
10,001 to 20,000 gallons	x	\$10.43 per 1000 gallons
20,001 and over	x	\$11.11 per 1000 gallons
Pass-Through Fee applied to Gallonage Charge (all use)	x	\$0.00 per 1000 gallons

After the effective date, the new monthly charge will be calculated as:

Gallonage		Gallonage Rates
0 to 2,000 gallons	x	\$7.47 per 1000 gallons
2,001 to 10,000 gallons	x	\$9.20 per 1000 gallons
10,001 to 20,000 gallons	x	\$10.43 per 1000 gallons
20,001 and over	x	\$11.11 per 1000 gallons
Pass-Through Fee applied to Gallonage Charge (all use)	x	\$0.69 per 1000 gallons

Monthly minimum charges and other customer service charges will not change.

This tariff change is being implemented in accordance with the minor tariff changes allowed by 16 Texas Administrative Code §24.25. The cost to you as a result of this change will not exceed the costs charged to your utility.



Monarch Utilities I L.P.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
Invoice Number: 180041297251
Billing Date: 05/01/2019
Total Amount Due By: 05/17/2019
Service Address:
[REDACTED]
GORDONVILLE TX 76245



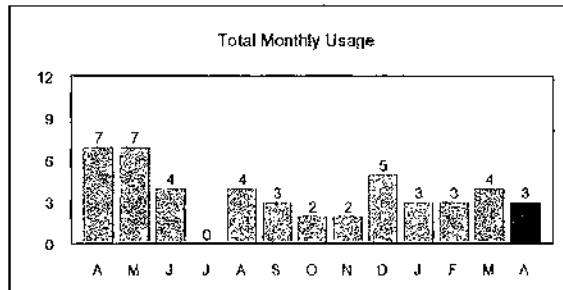
Current Reading Based on Actual

Page 1 of 1

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	03/23/19	04/22/19	31	26.0	29.0	3.0	7953698

*KGal (1000 Gallons) Average Consumption = 3.3

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage Current Month's Usage

Account Summary

Previous Bill Amount	\$73.78
Payment Received 04/05/19 - Thank You	-\$73.78
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$49.30
Water Usage	\$24.14
Federal Tax Cut Credit - Water	-\$2.76
Water Pass-Through Gal. Charge	\$2.07
TX. Comm Environ Quality	\$0.73
Total Current Charges	\$73.48
Total Amount Due By 05/17/19	\$73.48
Total Amount Due After 05/17/19	\$80.83

Message Center

Stay informed by signing up for text alerts. Details? Check out the flyer in your bill.

We're on Facebook! Follow us at Monarch Utilities I L.P.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

MONARCH UTILITIES

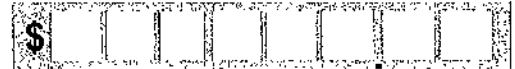
SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

Account Number: [REDACTED]
Total Amount Due By 05/17/19: \$73.48
Total Amount Due After 05/17/19: \$80.83

Please make check payable to:
MONARCH UTILITIES

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

Amount Enclosed



PAUL HAWKIN
[REDACTED]
GORDONVILLE TX 76245-4140

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

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Monarch Utilities I L.P.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
Invoice Number: 181002292689
Billing Date: 05/28/2019
Total Amount Due By: 06/13/2019
Service Address: [REDACTED]
GORDONVILLE TX 76245

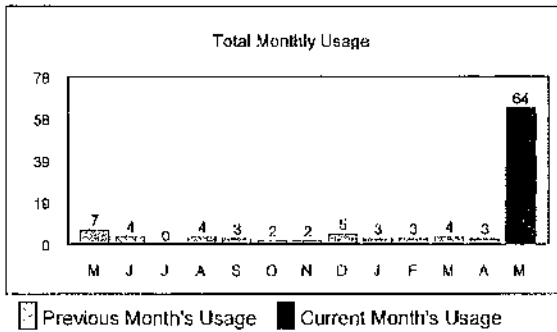


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	04/23/19	05/20/19	28	29.0	93.0	64.0	7953698

*KGal (1000 Gallons) Average Consumption = 8.1

Water Usage History - 13 Month Usage in KGal*



Account Summary

Previous Bill Amount	\$73.48
Payment(s) Received through 05/28/19	\$0.00
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$73.48
Current Billing and Other Basic Charges	
Late Fee Charged	\$7.35
Water Base	\$49.30
Water Usage	\$681.68
Federal Tax Cut Credit - Water	-\$2.76
Water Pass-Through Gal. Charge	\$44.16
TX. Comm Environ Quality	\$7.72
Total Current Charges	\$787.45
Total Amount Due By 06/13/19	\$860.93
Total Amount Due After 06/13/19	\$938.94

Message Center

What's the 4-1-1 on SouthWest Water? Check out our quarterly newsletter "Currents" located inside your bill.

The "Due Date" listed on this bill applies to current charges only. Past due accounts are subject to service termination and will be sent to collections.

Need assistance paying your water bill? Register for Help2Others today.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

MONARCH UTILITIES

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

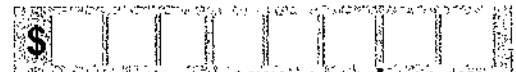
Account Number:

Total Amount Due By 06/13/19: \$860.93
Total Amount Due After 06/13/19: \$938.94

Please make check payable to:
MONARCH UTILITIES

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

Amount Enclosed



PAUL HAWKIN
[REDACTED]
GORDONVILLE TX 76245-4140

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



Monarch Utilities L.P.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
Invoice Number: 180011843227
Billing Date: 06/27/2019
Total Amount Due By: 07/13/2019
Service Address: [REDACTED]
GORDONVILLE TX 76245

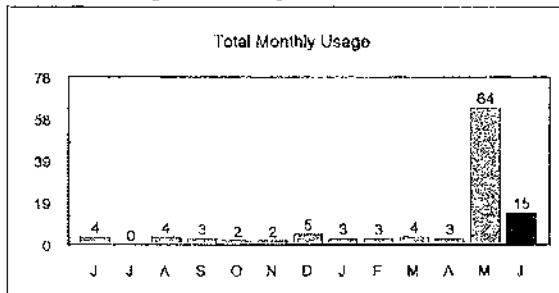


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	05/21/19	06/21/19	32	93.0	108.0	15.0	7953698

*KGal (1000 Gallons) Average Consumption = 9.0

Water Usage History - 13 Month Usage in KGal*



Legend: Previous Month's Usage (light bar), Current Month's Usage (dark bar)

Message Center

2018 Water Quality Reports now available. Read inside for more details.

Account Summary

Previous Bill Amount	\$860.93
Payment Received 06/05/19 - Thank You	-\$82.35
Payment Received 05/29/19 - Thank You	-\$80.83
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$697.75
Current Billing and Other Basic Charges	
Late Fee Charged	\$69.78
Water Base	\$49.30
Water Usage	\$140.69
Federal Tax Cut Credit - Water	-\$2.76
Water Pass-Through Gal. Charge	\$10.35
TX. Comm Environ Quality	\$1.98
Total Current Charges	\$269.34
Total Amount Due By 07/13/19	\$967.09
Total Amount Due After 07/13/19	\$987.05

The "Due Date" listed on this bill applies to current charges only. Past due accounts are subject to service termination and will be sent to collections.

Need assistance paying your water bill? Register for Help2Others today.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

MONARCH UTILITIES

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

Account Number: [REDACTED]
Total Amount Due By 07/13/19: \$967.09
Total Amount Due After 07/13/19: \$987.05

Please make check payable to:
MONARCH UTILITIES

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

Amount Enclosed



PAUL HAWKIN
[REDACTED]
GORDONVILLE TX 76245-4140

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



**Monarch
Utilities L.P.**

A SouthWest Water Company

TERMINATION NOTICE DATE: June 19, 2019



PAUL HAWKIN

GORDONVILLE TX 76245-4140

Re: Account Number:

****PLEASE DISREGARD IF PAYMENT HAS ALREADY BEEN MADE****

MONARCH UTILITIES values you as our customer and wants to continue our service with you. This is a reminder that your payment of **\$767.53** for the service address of [REDACTED] has not been received by our Collections Department. To avoid additional late fees and charges, and to ensure your account is not disconnected, your payment is due immediately. If your payment has already been mailed, paid through swwc.com, or at one of our customer walk-in facilities, please disregard this note.

Disconnection Policy:

We must receive your full payment of \$767.53 by or before 4:30 pm on June 30, 2019 in order to avoid disconnection.

- If your service is disconnected, you will be required to pay a reconnection fee of \$25.00. If no deposit is on file, a deposit per service (water/sewer) will be required. All outstanding fees and account balances must be paid BEFORE service is restored. Reconnection may take up to 36 hours.

Payment Options:

For your convenience, the following payment options are available.

- Pay online at www.swwc.com/myaccount. Payment usually post to your account within one hour.
- By phone through our automated service at 866-654-7992.
- By mail: P.O. Box 4657, Houston, TX 77210-4657. Please be advised that the mail service may take several days to deliver payment.
- In person: Payments can be made at Customer walk-in service centers including Wal-Mart, Fidelity Express and CheckFree locations (please allow 24 hours for payment verification)

We appreciate the opportunity to provide you with excellent service and look forward to resolving this matter. Thank you for your prompt attention to this request.

If you have any questions, please contact our Customer Care Center at 866-654-7992 between the hours of 8:30am and 4:30pm CST.

THE UTILITY IS NOT LIABLE FOR ANY AND ALL INJURIES, CLAIMS, LOSSES, EXPENSES OR DAMAGES WHATSOEVER ARISING OUT OF THE CONNECTION, RECONNECTION, OR DISCONNECTION OF SERVICE.



WATER UTILITY TARIFF
Tariff Control No.: 48740

Monarch Utilities I L.P.
(Utility Name)

12535 Reed Road
(Business Address)

Sugar Land, Texas 77478-2837
(City, State, Zip Code)

(866) 654-7992
(Area Code/Telephone)

This tariff is effective for utility operations under the following Certificate of Convenience and Necessity:

12983

This tariff is effective in the following counties:

Bandera, Brazoria, Chambers, Denton, Grayson, Harris, Hays, Henderson, Hood, Johnson, Liberty, Marion, Matagorda, Medina, Montgomery, Parker, Polk, San Jacinto, Smith, Tarrant, Trinity, Van Zandt, Wise, Wood

This tariff is effective in the following cities or unincorporated towns (if any):

This tariff is only effective in the portions of the subdivisions and public water systems in the environs, except for the cities of Aurora and Coffee City that have surrendered rate jurisdiction.

This tariff is effective in the following subdivisions and public water systems:

See attached list.

TABLE OF CONTENTS

The above utility lists the following sections of its tariff (if additional pages are needed for a section, all pages should be numbered consecutively):

SECTION 1.0 – RATE SCHEDULE	2
SECTION 2.0 – SERVICE RULES AND POLICIES	12
SECTION 2.20 – SPECIFIC UTILITY SERVICE RULES AND REGULATIONS.....	15
SECTION 3.0 – EXTENSION POLICY	19
SECTION 3.20 – SPECIFIC EXTENSION POLICY	20

APPENDIX A – DROUGHT CONTINGENCY PLAN

APPENDIX B – APPLICATION FOR SERVICE

APPENDIX C – AGREEMENT FOR TEMPORARY WATER SERVICE

SECTION 1.0 - RATE SCHEDULE

Section 1.01 – Rates

Rates Effective October 1, 2016

Meter Size	Monthly Minimum Charge (Includes 0 gallons)	Gallage Charge
5/8"	\$49.30	\$7.47 per 1,000 gallons from 0 to 2,000 gallons \$9.20 per 1,000 gallons from 2,001 to 10,000 gallons \$10.43 per 1,000 gallons from 10,001 to 20,000 gallons \$11.11 per 1,000 from 20,001 and thereafter
3/4"	\$73.95	
1"	\$123.25	
1½"	\$246.49	
2"	\$394.38	
3"	\$739.47	
4"	\$1,232.44	
6"	\$2,464.89	
8"	\$3,943.82	

Federal Tax Change Credit Rider

Meter Size	Monthly Credit Effective September 1, 2018 -	Additional Monthly Credit Effective September 1, 2018 – February 28, 2019
5/8"	(\$2.76)	(\$2.35)
3/4"	(\$4.14)	(\$3.53)
1"	(\$6.90)	(\$5.88)
1½"	(\$13.80)	(\$11.75)
2"	(\$22.08)	(\$18.80)
3"	(\$41.40)	(\$35.25)
4"	(\$69.00)	(\$58.75)
6"	(\$138.00)	(\$117.50)
8"	(\$220.80)	(\$188.00)

Income Qualified Elderly Customers 65 years of age or older Effective January 1, 2019

Meter Size	Monthly Minimum Charge (Includes 0 gallons)	Gallage Charge
5/8"	\$29.30	\$7.47 per 1,000 gallons from 0 to 2,000 gallons \$9.20 per 1,000 gallons from 2,001 to 10,000 gallons \$10.43 per 1,000 gallons from 10,001 to 20,000 gallons \$11.11 per 1,000 from 20,001 and thereafter

COUNTY	WATER SYSTEMS	PWS ID NUMBER	SUBDIVISIONS
Bandera	Lake Medina Shores	0100037	Lakeshore Beach, Wharton Dock, Lake Medina Shores, Lake Point
Brazoria	Holiday Shores	0200029	Holiday Shores
Chambers	Tower Terrace	0360069	Houston Raceway Park, West Chambers County Estates, Tower Terrace
Denton	Denton Creek Estates	0610015	Denton Creek Estates, Aero Valley Airport
	Ponderosa Addition	06101075	
	Stonecrest Estates	0610059	Sunrise Circle Estates, Ponderosa, Wild West Addition,
	Wynnwood Haven Estates	0610037	Stonecrest Estates,
	Ridgecrest (Grayson)	0910035	Wynnwood Haven, Estates, Snug Harbor
Grayson	Rocky Point Estates	0910038	Glen Eden, Hiland Shores, Lakeview, Little Mineral MHP, Millers Estates, Oak Estates, Preston Cove, Preston Forest, Preston Oaks, Preston Point Bend, Ridgecrest, Van Antwerp Hanna Cove Estates, Rocky Point Estates "B", Rock Point "A", Hanna Ranchettes Cedar Mills Estates, Hillcrest Shores, Wright Acres, Sherwood Shores Angler's Estates, Cedar Oak Hills, Eagle Chase, Fairway Hollow, Greenway Bend, Lakecrest Village, Mill Creek Homesites, Oak Meadow Estates, Paradise Cove, Russwood-on-the-Lake, Simmons Shores, Sunrise Circle, Tanglewood Hills, Tanglewood Resort, Cambridge Shores, Highport, Mill Creek Meadows
	Sherwood Shores	0910040	
	Tanglewood-on- Texoma	0910052	

SECTION 1.0 - RATE SCHEDULE (Continued)

METER RELOCATION FEE Actual cost to relocate that meter
THIS FEE MAY BE CHARGED IF A CUSTOMER REQUESTS RELOCATION OF AN EXISTING METER.

METER CONVERSION FEE Actual cost to convert that meter
THIS FEE MAY BE CHARGED IF A CUSTOMER REQUESTS CHANGE OF SIZE OF AN EXISTING METER OR CHANGE IS REQUIRED BY MATERIAL CHANGE IN CUSTOMER'S SERVICE DEMAND.

LINE EXTENSION AND CONSTRUCTION CHARGES:
REFER TO SECTION 2.12 SPECIFIC UTILITY SERVICE RULES AND SECTION 3.02 UTILITY SPECIFIC EXTENSION POLICY FOR TERMS, CONDITIONS, AND CHARGES.

GOVERNMENTAL TESTING, INSPECTION AND COSTS SURCHARGE CLAUSE:
INCREASES IN INSPECTION FEES AND WATER TESTING COSTS IMPOSED BY STATE OR FEDERAL LAW MAY BE PASSED THROUGH AS AN ADJUSTMENT TO THE MONTHLY BASE RATE CHARGE UNDER THE TERMS AND CONDITIONS OF 16 TAC § 24.21(F) AFTER NOTICE TO CUSTOMERS AND UPON WRITTEN APPROVAL BY THE PUC.

SUPPLEMENTAL EMERGENCY SERVICE FEE
APPLICABLE TO NONRESIDENTIAL WATER SERVICE CUSTOMERS THAT REQUIRE SUPPLEMENTAL SERVICE OVER AND ABOVE THEIR EXISTING WATER SERVICE FROM TIME TO TIME. USAGE TO BE DETERMINED BY CUSTOMER. THE MINIMUM DIAMETER FOR SUPPLEMENTAL SERVICE METER SHALL BE 2 INCHES.

MONTHLY SUPPLEMENTAL SERVICE RATE \$14.64
PER INCH DIAMETER OF SERVICE CONNECTION PIPE AND USAGE IS BILLED AT HIGHEST TIER.

WATER PASS-THROUGH GALLONAGE CHARGE ADJUSTMENT:
CHANGES IN FEES IMPOSED BY ANY NON-AFFILIATED THIRD PARTY WATER SUPPLIER OR UNDERGROUND WATER DISTRICTS HAVING JURISDICTION OVER THE UTILITY SHALL BE CHARGED THROUGH THE WATER PASS-THROUGH GALLONAGE CHARGE ADJUSTED ANNUALLY ACCORDING TO THE FOLLOWING TRUE-UP FORMULA INTENDED TO BALANCE REVENUE FROM THE CHARGE AGAINST ACTUAL PAYMENTS AND COLLECTIONS FROM THE PRIOR YEAR:

WPC = (E + (AP - AC)) / (ME x AU) Where:

- WPC = Water Pass-Through Gallonage Charge per 1,000 gallons, rounded to the nearest cent
- E = Projected sum for upcoming 12 months of Purchase Water and District costs
- AP = Actual Payments by utility for prior 12 months for Purchase Water and District costs
- AC = Actual Collections by utility in prior 12 months from the previously approved water pass-through gallonage charge
- AP-AC= Difference between actual payments and actual collections from the previously approved water pass-through gallonage charge for the prior 12 months
- ME = Year End Meter Equivalent
- AU = Average Annual Usage per meter equivalent, in 1,000 gallons, from most recent rate case

The WPC must be trued up and adjusted every twelve months.

To implement, all notice requirements must be met. The utility may begin to charge the new filed WPC on the proposed effective date in the notice. Implementation of this WPC adjustment provision shall be governed by TAC § 24.21(h).

**CUSTOMER PROTECTION DIVISION
ON-LINE COMPLAINT FORM**

Investigator: **Garcia, Sr., Marti**
Date Pending: 7/17/2019
Complaint No: **CP2019060780**
Company: **MONARCH UTILITIES I, LP**
Complaint: **Rates & Charges**
Service No:

Service Address:

[REDACTED]

Gordonville TX 76245

Alt Last:

Alt First:

Complaint Note:
CCN 12983

Entered: 6/26/2019 3:10:00 PM

Complaint

Customer:
Last Name: **Hawkins**
First Name: **Paul**
Business:
Date Closed:
Date Received: **6/26/2019**
Account No: **unknown**
Spanish: No

Mail Address:

[REDACTED]

Gordonville TX 76245

Day: [REDACTED]

Alt: [REDACTED]

Email: [REDACTED]

Entered By: **Garza, Henry**

Normal

Friday, July 12, 2019



**Monarch
Utilities I L.P.**

A SouthWest Water Company

Customer Care:
866.654.7992
www.swwc.com

July 11, 2019

Paul Hawkins

[REDACTED]
Gordonville, Texas 76245

Dear Mr. Hawkins:

We are in receipt of your inquiry to the Public Utilities Commission (PUC) regarding concerns about rates and charges on your monthly invoice. Monarch values you as our customer and we thank you in advance for allowing us the opportunity to respond.

We have researched your account which was established on March 28, 2008, with monthly meter reads that occur on/about the 22nd of each month, for residents of the Sherwood Shores service area.

Based upon the inquiry received, we have investigated and report the following:

- March 19, 2019 – upon receiving your low water pressure call which detailed there was a leak at the end of your property and had been there for a while. We confirmed that a leak was discovered on a 2" line at the south end of George A. Green, on your property. While we were working to ensure that the leak was repaired, you indicated that you were aware of the leak and was not reporting it due to not caring if we lost water or not. We made customer contact and was updated of your displeasure with our company, the state, and the TCEQ.
- April 2019 – a call was received regarding a leak repair made by our company located on the north end of your property, the field supervisor did address this matter with you as well as a 45 minute discussion regarding the rates.
- May 20, 2019 – our field operator noticed a leak in the meter box during the monthly meter reading. The leak was observed to be on your side of the meter, a call was placed to the area manager and a message was left with Mrs. Hawkins that there was a bad leak discovered on your side of the meter and the water was turned off at the meter. The meter read was 93.
- May 21, 2019 – our field staff returned and during a further check an interim meter read was conducted, the meter reading was 105. The leak was observed again to be on your side of the meter. The leak was being repaired, our field operator discovered a break in the service line of the meter as well as the meter housing.
- May 22, 2019 - a meter reading validation was performed for the recent history of the meter reads for Meter No. MA7953698, serial number on meter at your property, and the monthly read for February 21st was 22, March 22nd was 26, and on April 22nd – 29, May 22nd - 105. All reads were progressing and in-line and with your meter readings billed. As consumption is registered, it was recorded and forwarded to be verified and billed.
- May 29, 2019 – our area manager met with you and discussed that there had been a leak at your property and discussed the same information as listed above. During the discussion, you continued to state that the leak was caused by us changing the meter back in 2011, and installing a water line in 2000. You further indicated that we should drill deeper wells rather than buy water from Northwest Grayson, and compared our

Mr. Hawkins

Page 2

rates to theirs. The area manager did confirm the change to an Automatic Meter Read meter (AMR) and there had not been any problems until now.

Although our records revealed that there had been several visits to your property, the main concern discussed were the rates billed. The area manager met with you to discuss this matter and any other concerns.

We appreciate your last payment of \$967.09 on July 1, 2019, which brought your account current. We encourage you to continue making regular monthly payments each month. While the account is in dispute, we have protected the account until the close of this investigation.

We do appreciate the additional information received from the PUC on July 10, 2019. A check of your account revealed that the monthly base rate fees for customers of Sherwood Shores, service area of Monarch Utilities I L.P. are billed the base rate fee of \$49.30 for water and we have confirmed that this rate is correct on your monthly invoice. The base rate assessed on your monthly bill is designed to recover a portion of the fixed costs incurred to provide water service to your home. The fixed costs include maintaining the water supply, water treatment, distribution and service. Fixed costs are incurred and assessed whether or not water is used. The base rate will not vary with consumption, but is related to the size of your meter and its flow capacity. The usage rates are set forth in the Monarch Utilities I L.P. tariff and are charged in per 1,000 gallon basis.

Notice of the Water Pass-Through Charge was mailed along with your March 2019 invoice. The notice indicated, "Important Changes to Your Bill," that Monarch Utilities I L.P. will be implementing a pass through charge on your monthly bill effective on the first meter reading after March 1, 2019. (We have included a copy of this notice along with the invoices and a copy of the current rate schedule.) To review more information regarding our approved rates, please visit our website at www.suulc.com/texas/tariff/.

It is not as easy to compare the rates of a private utility to those of a municipal utility. The two have different structures. Private utilities do not receive tax payments, grants, or other low interest loans to aid in the cost of running water/wastewater facilities. There are also additional costs we incur and are reflected in the rates that a municipality does not. These include property taxes on facilities and Federal income taxes.

Mr. Hawkins, we appreciate your patience while we endeavored to thoroughly investigate this matter prior to responding. We hope that we have answered your concerns. Should you have further questions, please contact us at (866) 654-7992, Monday through Friday, 8:00 a.m. to 4:30 p.m. Thanks for being a valued Monarch Utilities customer.

Sincerely,

Monarch Utilities I L.P.
PUC Escalation Team

From: Monica.Love@puc.texas.gov
Sent: 07/12/2019 12:17 PM
To: Martin.Garcia@puc.texas.gov
Subject: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: CP2019060780_CoverSheet.pdf

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov
Respond only to complaint: CP2019060780

Dear Investigator: customer called today regarding:

1. Customer is wanting to speak with someone regarding his complaint-customer would also like someone from the PUC to actually come out to his location and investigate his issue. It was explained that we do not have field agents to come out. Transferred caller to voicemail.

2.
3.

Please respond to the customer.
Thanks

Recipients:Martin.Garcia@puc.texas.gov

Attachments:CP2019060780_CoverSheet.pdf

**CUSTOMER PROTECTION DIVISION
ON-LINE COMPLAINT FORM**

Investigator: **Garcia, Sr., Marti**
Date Pending: 7/17/2019
Complaint No: **CP2019060780**
Company: **MONARCH UTILITIES I, LP**
Complaint: **Rates & Charges**
Service No:

Service Address:

[REDACTED]

Gordonville TX 76245

Alt Last:

Alt First:

Complaint Note:
CCN 12983

Entered: 6/26/2019 3:10:00 PM

Complaint

Customer:
Last Name: **Hawkins**
First Name: **Paul**
Business:
Date Closed:
Date Received: **6/26/2019**
Account No: **unknown**
Spanish: No

Mail Address:

[REDACTED]

Gordonville TX 76245

Day: [REDACTED]

Alt: [REDACTED]

Email: [REDACTED]

Entered By: **Garza, Henry**

Normal

Friday, July 12, 2019

From: TXUtilities-CustomerCare@swwc.com
Sent: 07/12/2019 03:35 PM
To: puccomplaints@puc.texas.gov
Subject: FW: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: "Water Pass Through Gallonage Charge Notice.pdf"

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.
Good Afternoon,

In response to the additional information needed for the investigation, please see the attached notice that accompanied Mr. Paul Hawkins's March invoice. Let me know if you need to discuss this. It was in the attachments for Mr. Hawkins Invoices submitted on yesterday also to show that it was mailed with that invoice.

I hope this helps. Thanks.

India Randolph
Complaint Resolution Coordinator, Texas Utilities | Southwest Water Company
12535 Reed Road | Sugar Land, TX 77478
Phone 832.209.5231 | Fax 832.209.5395
Email [REDACTED]
Visit us at www.swwc.com<<http://www.swwc.com/>>

From: TX Utilities - Customer Care
Sent: Friday, July 12, 2019 3:33 PM
To: Garcia, Martin <Martin.Garcia@puc.texas.gov>; TX Utilities - Customer Care <TXUtilities-CustomerCare@swwc.com>
Subject: RE: [Complaint No:CP2019060780] - Paul Hawkins

Good Afternoon,

Please see the attached notice that accompanied Mr. Paul Hawkins's March invoice. Let me know if you need to discuss this. It was in the attachments for Mr. Hawkins Invoices submitted on yesterday also to show that it was mailed with that invoice.

I hope this helps. Thanks.

India Randolph
Complaint Resolution Coordinator, Texas Utilities | Southwest Water Company
12535 Reed Road | Sugar Land, TX 77478
Phone 832.209.5231 | Fax 832.209.5395
Email [REDACTED]
Visit us at www.swwc.com<<http://www.swwc.com/>>

From: Garcia, Martin [mailto:Martin.Garcia@puc.texas.gov]

Sent: Friday, July 12, 2019 3:21 PM
To: TX Utilities - Customer Care
<TXUtilities-CustomerCare@swwc.com<mailto:TXUtilities-CustomerCare@swwc.com>>; India
Randolph <irandolph@swwc.com<mailto:irandolph@swwc.com>>
Subject: [Complaint No:CP2019060780] - Paul Hawkins
Importance: High

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address :
puccomplaints@puc.texas.gov<mailto:puccomplaints@puc.texas.gov>
Respond only to complaint: CP2019060780

Dear Monarch

ISSUE:

1. Additional information required for investigation
- 2.

REQUEST:

1. Per the letter sent to the customer, a notice was sent regarding the pass thru charges
2. Please provide a copy of the notice that was sent to the customer.

TIME FRAME:

1. Response due by 10 am Monday July 22nd
- 2.

Sincerely,

CPD

Recipients:puccomplaints@puc.texas.gov

Attachments:Water Pass Through Gallonage Charge Notice.pdf

From: Martin.Garcia@puc.texas.gov
Sent: 07/12/2019 03:21 PM
To: TXcustomercare@swwc.com
Subject: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: CP2019060780_CoverSheet.pdf

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov
Respond only to complaint: CP2019060780

Dear Monarch

ISSUE:

1. Additional information required for investigation
- 2.

REQUEST:

1. Per the letter sent to the customer, a notice was sent regarding the pass thru charges
2. Please provide a copy of the notice that was sent to the customer.

TIME FRAME:

1. Response due by 10 am Monday July 22nd
- 2.

Sincerely,

CPD

Recipients:TXcustomercare@swwc.com



Attachments:CP2019060780_CoverSheet.pdf



IMPORTANT CHANGES TO YOUR BILL

Dear Valued Customer:

The costs of purchased water and groundwater district fees from our suppliers have increased significantly since rates were approved in 2016. Therefore, per our approved Water Pass-Through Gallonage Charge Adjustment Clause, Monarch Utilities I L.P. will be implementing a pass through charge on your monthly bill effective on the first meter reading after March 1, 2019. We are passing through only the amount of the cost changes incurred by us, and the amounts collected are subject to annual true-up adjustments.

The current monthly usage charge on your bill is calculated as:

Gallonage		Gallonage Rates
0 to 2,000 gallons	x	\$7.47 per 1000 gallons
2,001 to 10,000 gallons	x	\$9.20 per 1000 gallons
10,001 to 20,000 gallons	x	\$10.43 per 1000 gallons
20,001 and over	x	\$11.11 per 1000 gallons
Pass-Through Fee applied to Gallonage Charge (all use)	x	\$0.00 per 1000 gallons

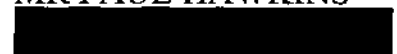
After the effective date, the new monthly charge will be calculated as:

Gallonage		Gallonage Rates
0 to 2,000 gallons	x	\$7.47 per 1000 gallons
2,001 to 10,000 gallons	x	\$9.20 per 1000 gallons
10,001 to 20,000 gallons	x	\$10.43 per 1000 gallons
20,001 and over	x	\$11.11 per 1000 gallons
Pass-Through Fee applied to Gallonage Charge (all use)	x	\$0.69 per 1000 gallons

Monthly minimum charges and other customer service charges will not change.

This tariff change is being implemented in accordance with the minor tariff changes allowed by 16 Texas Administrative Code §24.25. The cost to you as a result of this change will not exceed the costs charged to your utility.

MR PAUL HAWKINS



GORDONVILLE TX 76245

DeAnn Walker
Chairman

Arthur C. D'Andrea
Commissioner

Shelly L. Botkin
Commissioner

John Paul Urban
Executive Director



Greg Abbott
Governor

Public Utility Commission of Texas

7/15/2019

Mr Paul Hawkins
[REDACTED]

Gordonville TX 76245

RE: Complaint # CP2019060780

Dear Mr Hawkins:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas (PUCT) has received a response from Monarch Utilities I LP regarding your complaint filed on June 26, 2019. In your complaint, you expressed concern regarding the rates being charged on your monthly invoice, as well as, the pass-through charge.

The information you provided to CPD was sent to Monarch with a request to research your complaint and file their response to your concerns. CPD has reviewed the documentation presented by you and Monarch in order to ensure the company has acted consistently with applicable Substantive Rules. According to the documentation provided by Monarch, the rates that are being charged for water service are part of the approved tariff and have been in effect since October 1, 2016. The base charge is charged to all customers who receive service from the company and is charged as a way to recover part of the company's fixed cost incurred to provide water service. The fixed cost include maintaining the water supply, water treatment, service and distribution of the water. The base charge is based on the size of the meter at the service address, and is charged even if there is no water used during a billing period. The usage charge is based on the amount of water used during a billing period that was registered through the meter.

Monarch issued a notice with your March invoice regarding the pass-through charge that would be implemented beginning with the first meter reading on or after March 1, 2019. The company has submitted the required information to the PUCT regarding the pass-through charges; however, it is in the review process and has not been approved yet.

CPD's review of the information provided by you and Monarch assisted with our final resolution of the complaint. CPD has determined the base fee and per gallon fee charged on the monthly invoice is correct, and no adjustments are warranted. However, although the company has issued a notice to its customers regarding the pass-through charge, it has not been approved by the commission, therefore it cannot be charged. Any pass-through charges that have been billed are to be credited back. Until the review has been completed and has

been approved, then the company may charge the fee, but not before it has been approved and another notice is sent advising of when fee will be charged.

Based on the investigation CPD has determined that Monarch Utilities I LP has not acted consistently with Substantive Rule §24.25 (b) (2)-Minor Tariff Changes.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll-free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Martin Garcia
Customer Protection Division
Public Utility Commission of Texas

cc: Monarch Utilities I LP

From: Martin.Garcia@puc.texas.gov
Sent: 07/15/2019 11:56 AM
To: TXcustomercare@swwc.com
Subject: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: CP2019060780_CoverSheet.pdf,CP2019060780_1907006047.doc

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov
Respond only to complaint: CP2019060780

This email is to inform you that this customer file has been closed by the Customer Protection Division of The Public Utility Commission of Texas.

Recipients:TXcustomercare@swwc.com

Attachments:CP2019060780_CoverSheet.pdf
CP2019060780_1907006047.doc

MR PAUL HAWKINS



GORDONVILLE TX 76245

DeAnn Walker
Chairman

Arthur C. D'Andrea
Commissioner

Shelly L. Botkin
Commissioner

John Paul Urban
Executive Director



Greg Abbott
Governor

Public Utility Commission of Texas

7/15/2019

Mr Paul Hawkins
[REDACTED]

Gordonville TX 76245

RE: Complaint # CP2019060780

Dear Mr Hawkins:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas (PUCT) has received a response from Monarch Utilities I LP regarding your complaint filed on June 26, 2019. In your complaint, you expressed concern regarding the rates being charged on your monthly invoice, as well as, the pass-through charge.

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Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll-free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Martin Garcia
Customer Protection Division
Public Utility Commission of Texas

cc: Monarch Utilities I LP

**CUSTOMER PROTECTION DIVISION
ON-LINE COMPLAINT FORM**

Investigator: **Garcia, Sr., Marti**
Date Pending: 7/17/2019
Complaint No: **CP2019060780**
Company: **MONARCH UTILITIES I, LP**
Complaint: **Rates & Charges**
Service No:

Service Address:

[REDACTED]

Gordonville TX 76245

Alt Last:

Alt First:

Complaint Note:
CCN 12983

Entered: 6/26/2019 3:10:00 PM

Complaint

Customer:
Last Name: **Hawkins**
First Name: **Paul**
Business:
Date Closed:
Date Received: **6/26/2019**
Account No: **unknown**
Spanish: No

Mail Address:

[REDACTED]

Gordonville TX 76245

Day: [REDACTED]

Alt: [REDACTED]

Email: [REDACTED]

Entered By: **Garza, Henry**

Normal

Monday, July 15, 2019

From: Richard.Saldana@puc.texas.gov
Sent: 07/16/2019 09:13 AM
To: Martin.Garcia@puc.texas.gov
Subject: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: CP2019060780_CoverSheet.pdf

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov
Respond only to complaint: CP2019060780

Dear Investigator: customer called today regarding:

1. Did Monarch ever address the issue related to his water line.
2. The customer mentions in line #9 about a support pole.
3. Apparently the customer had some issue with Monarch installing a water line over his water line causing sagging which caused both lines to break.

Please respond to the customer.
Thanks

Recipients:Martin.Garcia@puc.texas.gov

Attachments:CP2019060780_CoverSheet.pdf

**CUSTOMER PROTECTION DIVISION
ON-LINE COMPLAINT FORM**

Investigator: **Garcia, Sr., Marti**
Date Pending: 7/17/2019
Complaint No: **CP2019060780**
Company: **MONARCH UTILITIES I, LP**
Complaint: **Rates & Charges**
Service No:

Service Address:

[REDACTED]

Gordonville TX 76245

Alt Last:

Alt First:

Complaint Note:
CCN 12983

Entered: 6/26/2019 3:10:00 PM

Complaint

Customer:
Last Name: **Hawkins**
First Name: **Paul**
Business:
Date Closed: **7/15/2019**
Date Received: **6/26/2019**
Account No: **unknown**
Spanish: No

Mail Address:

[REDACTED]

Gordonville TX 76245

Day: [REDACTED]

Alt: [REDACTED]

Email: [REDACTED]

Entered By: **Garza, Henry**

Normal

Tuesday, July 16, 2019

From: TXUtilities-CustomerCare@swwc.com
Sent: 07/17/2019 11:05 AM
To: Martin.Garcia@puc.texas.gov
Subject: RE: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: "Response to Closed PUC Case CP2019060780 - Paul Hawkins.docx"

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.
Thanks for providing a response pertaining to Mr. Paul Hawkins. Attached is a reply to the response received.

Thanks,

India Randolph
Complaint Resolution Coordinator, Texas Utilities | Southwest Water Company
12535 Reed Road | Sugar Land, TX 77478
Phone 832.209.5231 | Fax 832.209.5395
Email [REDACTED]
Visit us at www.swwc.com<<http://www.swwc.com/>>

From: Garcia, Martin [mailto:Martin.Garcia@puc.texas.gov]
Sent: Monday, July 15, 2019 11:54 AM
To: TX Utilities - Customer Care <TXUtilities-CustomerCare@swwc.com>
Subject: [Complaint No:CP2019060780] - Paul Hawkins

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address :
puccomplaints@puc.texas.gov<mailto:puccomplaints@puc.texas.gov>
Respond only to complaint: CP2019060780

This email is to inform you that this customer file has been closed by the Customer Protection Division of The Public Utility Commission of Texas.

Recipients:Martin.Garcia@puc.texas.gov
puccomplaints@puc.texas.gov
harold.kohl@puc.texas.gov (cc)

Attachments:Response to Closed PUC Case CP2019060780 - Paul Hawkins.docx



**Monarch
Utilities I L.P.**

A SouthWest Water Company

Customer Care:
866.654.7992
www.swwc.com

July 17, 2019

Public Utility Commission of Texas
P.O. Box 13326
Austin, Texas 78711-3326

Re: PUC Complaint #CPD 2019060780

Monarch Utilities I L.P. (Monarch) is responding to the CPD's findings of PUC Complaint #CPD 2019060780 in the matter re: Paul Hawkins, of [REDACTED] Gordonville, TX 76245.

Mr. Hawkins originally filed an inquiry about the rates he is being charged by Monarch including the Purchased Water Pass-through Charge. In CPD's response letter to Mr. Hawkins dated July 15, 2019, it is stated that the pass-through charge cannot be charged and any pass-through charges that have been billed are to be credited back.

Monarch strongly disagrees with those particular statements and asserts that it has properly implemented its Purchased Water Pass-through. We followed the procedures of PUC Substantive Rule §24.25.(b).(2).(F) and our approved water utility tariff.

The Commission staff is currently reviewing the charge in PUC Docket 49242 and it could be approved, lowered or increased. Additionally, per the rules and the pass-through clause in our tariff, the amounts collected are subject to true-up after a twelve-month period.

Monarch respectfully requests the CPD's findings and statements in this matter be revisited and recanted as we believe that we have followed the rules in providing proper notice and implementing the Purchased Water Pass-through Charge.

Thanks for your time and attention to this urgent matter.

Sincerely,

Monarch Utilities I L.P.

From: Martin.Garcia@puc.texas.gov
Sent: 07/17/2019 11:25 AM
To: TXUtilities-CustomerCare@swwc.com
Subject: RE: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: image001.wmz,image003.png

Ms. Randolph,

Good morning. The email has been forwarded to management as an appeal of the decision made on the complaint.

Any future appeals can be sent directly to appeals@puc.texas.gov.

Thank you,

Martin P. Garcia

Investigator-Customer Protection Division

Public Utility Commission of Texas

W: (512)936-7113 | martin.garcia@puc.texas.gov

From: TX Utilities - Customer Care [<mailto:TXUtilities-CustomerCare@swwc.com>]
Sent: Wednesday, July 17, 2019 11:01 AM
To: Garcia, Martin <Martin.Garcia@puc.texas.gov>; PUCComplaints <puccomplaints@puc.texas.gov>
Cc: Kohl, Harold <Harold.Kohl@puc.texas.gov>

Subject: RE: [Complaint No:CP2019060780] - Paul Hawkins

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

Thanks for providing a response pertaining to Mr. Paul Hawkins. Attached is a reply to the response received.

Thanks,

India Randolph

Complaint Resolution Coordinator, Texas Utilities | Southwest Water Company

12535 Reed Road | Sugar Land, TX 77478

Phone 832.209.5231 | Fax 832.209.5395

Email [REDACTED]

Visit us at www.swwc.com

From: Garcia, Martin [mailto:Martin.Garcia@puc.texas.gov]
Sent: Monday, July 15, 2019 11:54 AM
To: TX Utilities - Customer Care <TXUtilities-CustomerCare@swwc.com>
Subject: [Complaint No:CP2019060780] - Paul Hawkins

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov

Respond only to complaint: CP2019060780

This email is to inform you that this customer file has been closed by the Customer Protection Division of The Public Utility Commission of Texas.

Recipients:TXUtilities-CustomerCare@swwc.com
Appeals@puc.texas.gov
Harold.Kohl@puc.texas.gov (cc)

Attachments:image001.wmz
image003.png

From: TXUtilities-CustomerCare@swwc.com
Sent: 07/17/2019 01:05 PM
To: Martin.Garcia@puc.texas.gov
Subject: RE: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: image002.wmz,image004.png

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.
Thanks for the update.

India Randolph
Complaint Resolution Coordinator, Texas Utilities | Southwest Water Company
12535 Reed Road | Sugar Land, TX 77478
Phone 832.209.5231 | Fax 832.209.5395
Email [REDACTED]
Visit us at www.swwc.com<<http://www.swwc.com/>>

From: Garcia, Martin [mailto:Martin.Garcia@puc.texas.gov]
Sent: Wednesday, July 17, 2019 11:26 AM
To: TX Utilities - Customer Care <TXUtilities-CustomerCare@swwc.com>; Appeals <Appeals@puc.texas.gov>
Cc: Kohl, Harold <Harold.Kohl@puc.texas.gov>
Subject: RE: [Complaint No:CP2019060780] - Paul Hawkins

Ms. Randolph,

Good morning. The email has been forwarded to management as an appeal of the decision made on the complaint.

Any future appeals can be sent directly to appeals@puc.texas.gov<<mailto:appeals@puc.texas.gov>>.

Thank you,

[cid:image004.png@01D53CA0.2B8925E0]
Martin P. Garcia
Investigator-Customer Protection Division
Public Utility Commission of Texas
W: (512)936-7113 | martin.garcia@puc.texas.gov<<mailto:martin.garcia@puc.texas.gov>>

From: TX Utilities - Customer Care [mailto:TXUtilities-CustomerCare@swwc.com]
Sent: Wednesday, July 17, 2019 11:01 AM
To: Garcia, Martin <Martin.Garcia@puc.texas.gov<<mailto:Martin.Garcia@puc.texas.gov>>>; PUCComplaints

<puccomplaints@puc.texas.gov<mailto:puccomplaints@puc.texas.gov>>
Cc: Kohl, Harold <Harold.Kohl@puc.texas.gov<mailto:Harold.Kohl@puc.texas.gov>>
Subject: RE: [Complaint No:CP2019060780] - Paul Hawkins

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.
Thanks for providing a response pertaining to Mr. Paul Hawkins. Attached is a reply to the response received.

Thanks,

India Randolph
Complaint Resolution Coordinator, Texas Utilities | Southwest Water Company
12535 Reed Road | Sugar Land, TX 77478
Phone 832.209.5231 | Fax 832.209.5395
Email [REDACTED]
Visit us at www.swwc.com<<http://www.swwc.com/>>

From: Garcia, Martin [mailto:Martin.Garcia@puc.texas.gov]
Sent: Monday, July 15, 2019 11:54 AM
To: TX Utilities - Customer Care
<TXUtilities-CustomerCare@swwc.com<mailto:TXUtilities-CustomerCare@swwc.com>>
Subject: [Complaint No:CP2019060780] - Paul Hawkins

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address :
puccomplaints@puc.texas.gov<mailto:puccomplaints@puc.texas.gov>
Respond only to complaint: CP2019060780

This email is to inform you that this customer file has been closed by the Customer Protection Division of The Public Utility Commission of Texas.

Recipients:Martin.Garcia@puc.texas.gov
TXUtilities-CustomerCare@swwc.com
Appeals@puc.texas.gov
Harold.Kohl@puc.texas.gov (cc)

Attachments:image002.wmz
image004.png

From: Harold.Kohl@puc.texas.gov
Sent: 07/19/2019 11:33 AM
To: TXUtilities-CustomerCare@swwc.com
Subject: RE: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: image002.png,image004.wmz,image003.png

Ms. Randolph,

We have become aware that Mr. Hawkins has filed a formal complaint regarding this issue. See Docket No. 49732. Because the matter will be addressed in the formal complaint, we will not be responding to the appeal of the informal decision.

Thank you,

[cid:image001.jpg@01D419D3.68D28D10]

Harold Kohl

Complaint Resolution Coordinator

Public Utility Commission of Texas

W: (512) 936-7017 | harold.kohl@puc.texas.gov

From: Garcia, Martin
Sent: Wednesday, July 17, 2019 11:26 AM
To: TX Utilities - Customer Care <TXUtilities-CustomerCare@swwc.com>; Appeals <Appeals@puc.texas.gov>

Cc: Kohl, Harold <Harold.Kohl@puc.texas.gov>
Subject: RE: [Complaint No:CP2019060780] - Paul Hawkins

Ms. Randolph,

Good morning. The email has been forwarded to management as an appeal of the decision made on the complaint.

Any future appeals can be sent directly to appeals@puc.texas.gov.

Thank you,

Martin P. Garcia

Investigator-Customer Protection Division

Public Utility Commission of Texas

W: (512)936-7113 | martin.garcia@puc.texas.gov

From: TX Utilities - Customer Care [<mailto:TXUtilities-CustomerCare@swwc.com>]
Sent: Wednesday, July 17, 2019 11:01 AM
To: Garcia, Martin <Martin.Garcia@puc.texas.gov>; PUCComplaints <puccomplaints@puc.texas.gov>
Cc: Kohl, Harold <Harold.Kohl@puc.texas.gov>
Subject: RE: [Complaint No:CP2019060780] - Paul Hawkins

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Thanks for providing a response pertaining to Mr. Paul Hawkins. Attached is a reply to the response received.

Thanks,

India Randolph

Complaint Resolution Coordinator, Texas Utilities | Southwest Water Company

12535 Reed Road | Sugar Land, TX 77478

Phone 832.209.5231 | Fax 832.209.5395

Email [REDACTED]

Visit us at www.swwc.com

From: Garcia, Martin [mailto:Martin.Garcia@puc.texas.gov]
Sent: Monday, July 15, 2019 11:54 AM
To: TX Utilities - Customer Care <TXUtilities-CustomerCare@swwc.com>
Subject: [Complaint No:CP2019060780] - Paul Hawkins

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov
Respond only to complaint: CP2019060780

This email is to inform you that this customer file has been closed by the Customer Protection Division of The Public Utility Commission of Texas.

Recipients:TXUtilities-CustomerCare@swwc.com
Martin.Garcia@puc.texas.gov (cc)
puccomplaints@puc.texas.gov (cc)

Attachments:image002.png
image004.wmz
image003.png

From: Hermelinda.Cardona@puc.texas.gov
Sent: 07/31/2019 02:14 PM
To: Martin.Garcia@puc.texas.gov
Subject: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: CP2019060780_CoverSheet.pdf

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov
Respond only to complaint: CP2019060780

Dear Investigator: customer called today regarding:

1. Mr. Hawkins received resolution letter and would like to discuss it.
2. Verified phone number, transfer call to Mr. Garcia voicemail.
- 3.

Please respond to the customer.
Thanks

Recipients:Martin.Garcia@puc.texas.gov
Harold.Kohl@puc.texas.gov (cc)

Attachments:CP2019060780_CoverSheet.pdf

From: Hermelinda.Cardona@puc.texas.gov
Sent: 07/31/2019 02:14 PM
To: Martin.Garcia@puc.texas.gov
Subject: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: CP2019060780_CoverSheet.pdf

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov
Respond only to complaint: CP2019060780

Dear Investigator: customer called today regarding:

1. Mr. Hawkins received resolution letter and would like to discuss it.
2. Verified phone number, transfer call to Mr. Garcia voicemail.
- 3.

Please respond to the customer.
Thanks

Recipients:Martin.Garcia@puc.texas.gov
Harold.Kohl@puc.texas.gov (cc)

Attachments:CP2019060780_CoverSheet.pdf

**CUSTOMER PROTECTION DIVISION
ON-LINE COMPLAINT FORM**

Complaint

Normal

Wednesday, July 31, 2019

Investigator: **Garcia, Sr., Marti**
Date Pending: 7/17/2019
Complaint No: **CP2019060780**
Company: **MONARCH UTILITIES I, LP**
Complaint: **Rates & Charges**
Service No:

Customer:
Last Name: **Hawkins**
First Name: **Paul**
Business:
Date Closed: **7/15/2019**
Date Received: **6/26/2019**
Account No: **unknown**
Spanish: No

Service Address:

[REDACTED]

Gordonville TX 76245

Alt Last:
Alt First:

Complaint Note:
CCN 12983

Mail Address:

[REDACTED]

Gordonville TX 76245

Day: [REDACTED]
Alt: [REDACTED]
Email:

Entered: **6/26/2019 3:10:00 PM**

Entered By: **Garza, Henry**

From: Henry.Garza@puc.texas.gov
Sent: 08/01/2019 11:45 AM
To: Martin.Garcia@puc.texas.gov
Subject: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: CP2019060780_CoverSheet.pdf

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov
Respond only to complaint: CP2019060780

Dear Investigator: customer called today regarding:

1. Customer says he has received his closing complaint letter and feels his issues with Monarch have not been addressed. He is seeking to speak to the investigator regarding the issues in his complaint. He says he has called three times and left messages and has failed to receive a call back.

2.
3.

Please respond to the customer.
Thanks

Recipients:Martin.Garcia@puc.texas.gov
Harold.Kohl@puc.texas.gov (cc)

Attachments:CP2019060780_CoverSheet.pdf

**CUSTOMER PROTECTION DIVISION
ON-LINE COMPLAINT FORM**

Complaint

Normal

Thursday, August 01, 2019

Investigator: **Garcia, Sr., Marti**
Date Pending: 7/17/2019
Complaint No: **CP2019060780**
Company: **MONARCH UTILITIES I, LP**
Complaint: **Rates & Charges**
Service No:

Customer:
Last Name: **Hawkins**
First Name: **Paul**
Business:
Date Closed: **7/15/2019**
Date Received: **6/26/2019**
Account No: **unknown**
Spanish: No

Service Address:

[REDACTED]

Gordonville TX 76245

Alt Last:

Alt First:

Complaint Note:
CCN 12983

Mail Address:

[REDACTED]

Gordonville TX 76245

Day: [REDACTED]

Alt: [REDACTED]

Email: [REDACTED]

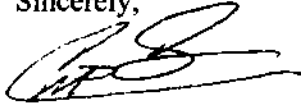
Entered: 6/26/2019 3:10:00 PM

Entered By: **Garza, Henry**

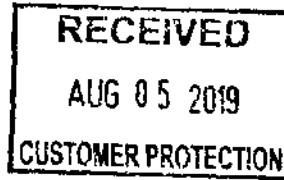
Based on the investigation CPD has determined that Monarch Utilities I LP has not acted consistently with Substantive Rule §24.25 (b) (2)-Minor Tariff Changes.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll-free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,



Martin Garcia
Customer Protection Division
Public Utility Commission of Texas



cc: Monarch Utilities I LP

Case Number CP201900780
Complainant Name Hawkin
Date Closed 7/15/19
AI - MGarcia

*This was Received
Last week*

Complaint # CD 2019060780



Utilities I L.P.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: [REDACTED]
Invoice Number: 180031472314

Billing Date: 07/29/2019
Total Amount Due By: 08/14/2019

Service Address:
[REDACTED]
GORDONVILLE TX 76245



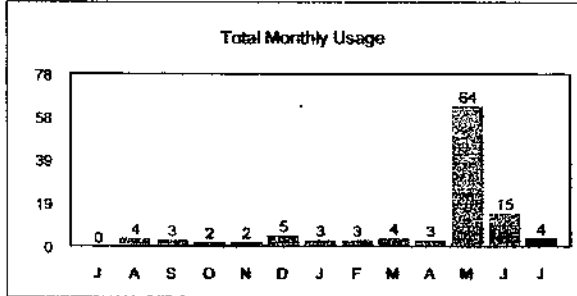
Current Reading Based on Actual

Page 1 of 2

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	06/22/19	07/22/19	31	108.0	112.0	4.0	7963698

*KGal (1000 Gallons) Average Consumption - 9.3

Water Usage History - 13 Month Usage in KGal*



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

Message Center

Read about the water you receive with our 2018 Water Quality Report. Visit <https://www.swwc.com/texas/water-quality/> to read your neighborhood's report.

Account Summary

Previous Bill Amount	\$967.09
Payment Received 07/01/19 - Thank You	-\$967.09
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$49.30
Water Usage	\$33.34
Federal Tax Cut Credit - Water	-\$2.76
Water Pass-Through Gal. Charge	\$2.76
TX. Comm Environ Quality	\$0.83
Total Current Charges	\$83.47
Total Amount Due By 08/14/19	\$83.47
Total Amount Due After 08/14/19	\$91.82

Need assistance paying your water bill? Register for Help2Others today.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

MONARCH UTILITIES

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

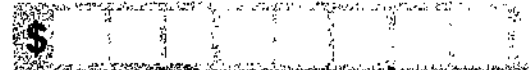
Account Number: [REDACTED]

Total Amount Due By 08/14/19: \$83.47
Total Amount Due After 08/14/19: \$91.82

Please make check payable to:
MONARCH UTILITIES

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

Amount Enclosed



PAUL HAWKIN
[REDACTED]
GORDONVILLE TX 76245-4140

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

000000000000 03 00040 00001000033718 7 00 00008347 00009182 0

Renta Compliarth CD 2019060780.

Past Hawkins



Georgetown TX
76245

NORTH TEXAS TX P&DC
DALLAS TX 750
1 AUG 2019 PM 8 L



P.U.C
1701 N. Congress Ave
PO Box 13326
Austin Texas 78711-3326

78711-332626



From: Richard.Saldana@puc.texas.gov
Sent: 09/30/2019 02:41 PM
To: Martin.Garcia@puc.texas.gov
Subject: [Complaint No:CP2019060780] - Paul Hawkins

Attachments: CP2019060780_CoverSheet.pdf

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.texas.gov
Respond only to complaint: CP2019060780

Dear Investigator: customer called today regarding:

1. Mr. Hawkins called regarding his complaint
2. The call was transferred to Mr. Garcia and he accepted the call.
3. The call was then transferred.

Thanks

Recipients:Martin.Garcia@puc.texas.gov
Harold.Kohl@puc.texas.gov (cc)

Attachments:CP2019060780_CoverSheet.pdf