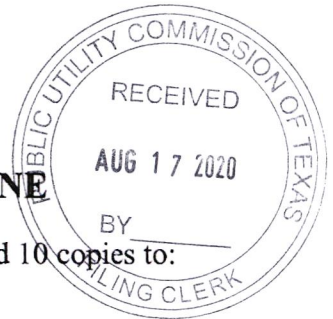


Control Number: 50878



Item Number: 10

Addendum StartPage: 0



RATEPAYER COMMENTS/REQUESTS TO INTERVENE

If you wish to PROTEST the proposed rate change, you must submit this form and 10 copies to:

**Filing Clerk
Public Utility Commission of Texas
1701 North Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326**

Unless protests are received from at least 10% of ratepayers or from any affected municipality, or the Commission Staff requests a hearing, no hearing will be held, and the rates will be effective as proposed.

CUSTOMER INFORMATION (to be completed by customers submitting protests)

First Name: Randall Last Name: Collins
Phone Number: 903-519-3678 Fax Number: _____
Email Address: beltsbyskip@yahoo.com
Address, City, State: 103 Chillacothe Trk. Mabank, TX 75156
Location where service is received: _____
(if different from the mailing address)

Please fill out the following:

I wish to PROTEST the following proposed rate action/s:

I wish to be a COMMENTER. I understand that: I am NOT a party to this case; my comments are not considered evidence in this case; and I have no further obligation to participate in the proceeding. Public comments may help inform the PUCT of the public concerns and identify issues to be explored. Please provide comments below. Attach a separate page, if necessary.

Please see ATTACHED PPF

I am requesting to INTERVENE in this proceeding. As an INTERVENOR, I understand that: I am a party to the case; I am required to respond to all discovery requests from other parties; I may be required to attend hearings, and if I file testimony, I may be cross-examined in the hearing; if I file any documents in the case, I must provide a copy to every other party in the case; and I acknowledge that I am bound by the Procedural Rules of the PUCT and the State Office of Administrative Hearings (SOAH).

Signature of Protestant:

R. Collins Date: 8-17-20

Si desea informacion en Espanol, puede llamar al
1-888-782-8477

Hearing- and speech-impaired individuals with text telephones may contact the PUCT's Customer Assistance Hotline
at
512-936-7136

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COMMENTS/ATTACHMENT TO PROPOSED RATE INCREASE SUBMITTED BY MONARCH UTILITIES

PROTEST;

(1). Due to the COVID 19 pandemic many Monarch Utilities customers are currently unemployed and/or struggling financially. It is absurd that this company would even consider a rate increase during these times.

(2). Monarch Utilities claim that water/waste water utilities are the most expensive utilities to build and maintain in comparison to other essential utilities is a false claim. It is true however, that customers are currently paying more for this service than any other utility service. Which is also absurd and unreasonable.

(3). Monarch Utilities claims to have invested \$35.1 million dollars over the past four years on system upgrades and un-seen infrastructure. But provides no documentation or evidence in support of this claim to their customers. In my opinion the reason this alleged infrastructure is "Un-Seen". Is because it is non-existent. As well, the need for further upgrades and/or infrastructure is non-existent if the current service provided is as reliable as stated. All necessary water/waste water pipes, treatment plants and the like are currently installed and operational with the exception of a rare pipe breakage or mechanical repairs. Once again, the need for further upgrades or infrastructure building is unnecessary.

(4). The current tariff rates are excessively, outrageously too expensive. A rate increase of 3.92% for water. And a rate increase of 6.59% for waste water or any other percentage is TOTALLY unacceptable.

Respectfully Submitted

Randall Collins