



Control Number: 50878



Item Number: 21

Addendum StartPage: 0



DOCKET NO. 50878

COMPLAINT OF

PUBLIC UTILITY COMMISSION

RANDALL COLLINS AGAINST

MONARCH UTILITIES I, L.P.

OF TEXAS

**COMPLAINANT'S RESPONSE TO
REQUEST FOR INFORMATION
TO COMPLAINT**

Pursuant to 16 Texas Administrative Code (TAC) 22. 144 (2)(F) the complainant, Randall Collins, stipulates that responses to requests for information can be treated by all parties as if the answers were filed under oath.

1-1 Provide the specific months (including year) you believe that Monarch did not read your meter correctly.

RESPONSE; Beginning from 05/18/2019 thru 11/20/2019

1-2 Provide the specific months (including year) you believe your water bills were not calculated correctly.

RESPONSE; Beginning from 05/18/2019 thru 11/20/2019

1-3 Provide the bills relevant to Staff 1-1 and Staff 1-2 above

RESPONSE; Please see attached PDF below.


1-4 Admit or deny that you read the meter after you received one or more of the bills you identified in your response to Staff 1-1 above.

RESPONSE; The Complainant did not physically read the meter during one or more of the bills identified above. The Complainant states the he was prevented by Monarch Utilities from doing so in order to obtain an accurate per-gallon water/waste water usage calculation. The

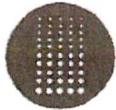
Complainant requested Monarch Utilities to provide the current rate being charged per single gallon of water used and per single gallon of waste water disposed. Monarch Utilities declined to answer this request directly. Please see attached PDF below.

Dated November 13, 2020

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "R. Collins", is written over a horizontal dashed line.

Randall Collins, Complainant



**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: 001000070424
 Invoice Number: 180041391756
 Billing Date: 11/26/2019
 Total Amount Due By: 12/12/2019
 Service Address:
 103 CHILLACOTHE TR
 MABANK TX 75156

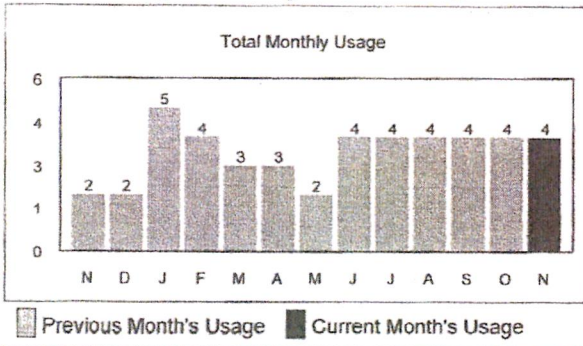


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	10/22/19	11/20/19	30	121.0	125.0	4.0	10654374

*KGal (1000 Gallons) Average Consumption = 3.6

Water Usage History - 13 Month Usage in KGal*



Account Summary

Previous Bill Amount	\$167.51
Payment Received 11/03/19 - Thank You	-\$167.51
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$49.30
Sewer Base	\$75.26
Water Usage	\$33.34
Sewer Usage (Based on Winter Average 4.0)	\$10.56
Federal Tax Cut Credit - Water	-\$2.76
Federal Tax Cut Credit - Sewer	-\$2.61
Water Pass-Through Gal. Charge	\$2.76
TX. Comm Environ Quality	\$1.66
Total Current Charges	\$167.51
Total Amount Due By 12/12/19	\$167.51
Total Amount Due After 12/12/19	\$184.26

Message Center

Happy Thanksgiving! Our offices will be closed on Thursday, November 28th and Friday, November 29th for the Thanksgiving holidays. We will resume business on Monday, December 2nd at 8:00am. Please have a safe and happy holiday!

Stay informed of outages and provide us with your email address 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: 001000070424
 Total Amount Due By 12/12/19: \$167.51
 Total Amount Due After 12/12/19: \$184.26

Please make check payable to:
 MONARCH UTILITIES

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

Amount Enclosed

\$



RANDALL COLLINS
 103 CHILLACOTHE TR
 MABANK TX 75156

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: 001000070424
Invoice Number: 180011921962
Billing Date: 10/25/2019
Total Amount Due By: 11/10/2019
Service Address:
103 CHILLACOTHE TR
MABANK TX 75156

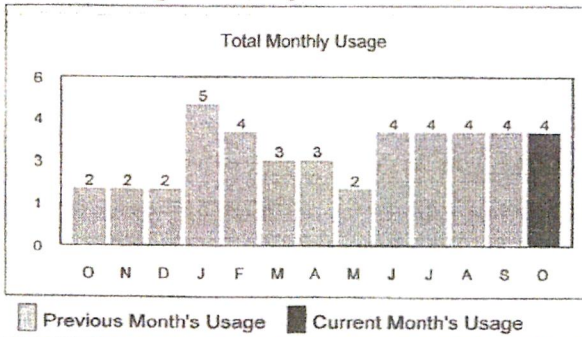


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	09/21/19	10/21/19	31	117.0	121.0	4.0	10654374

*KGal (1000 Gallons) Average Consumption = 3.4

Water Usage History - 13 Month Usage in KGal*



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	\$167.51
Payment Received 10/04/19 - Thank You	-\$167.51
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$49.30
Sewer Base	\$75.26
Water Usage	\$33.34
Sewer Usage (Based on Winter Average 4.0)	\$10.56
Federal Tax Cut Credit - Water	-\$2.76
Federal Tax Cut Credit - Sewer	-\$2.61
Water Pass-Through Gal. Charge	\$2.76
TX. Comm Environ Quality	\$1.66
Total Current Charges	\$167.51
Total Amount Due By 11/10/19	\$167.51
Total Amount Due After 11/10/19	\$184.26

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MONARCH UTILITIES

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

Account Number: 001000070424
Total Amount Due By 11/10/19: \$167.51
Total Amount Due After 11/10/19: \$184.26

Please make check payable to:
MONARCH UTILITIES

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

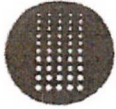
Amount Enclosed

\$									
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RANDALL COLLINS
103 CHILLACOTHE TR
MABANK TX 75156

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: 001000070424
Invoice Number: 180011901020
Billing Date: 09/26/2019
Total Amount Due By: 10/12/2019
Service Address:
103 CHILLACOTHE TR
MABANK TX 75156

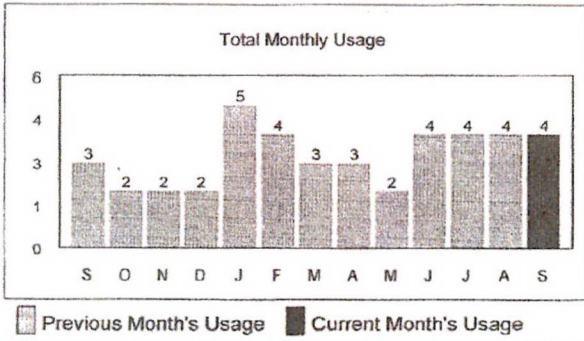


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	08/21/19	09/20/19	31	113.0	117.0	4.0	10654374

*KGal (1000 Gallons) Average Consumption = 3.3

Water Usage History - 13 Month Usage in KGal*



Message Center

Did you know: Only 1% of the Earth's water is used for all of humanity's needs. Two percent is found in glaciers, and the remaining 97% is salt water.

Account Summary

Previous Bill Amount	\$167.51
Payment Received 09/04/19 - Thank You	-\$167.51
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$49.30
Sewer Base	\$75.26
Water Usage	\$33.34
Sewer Usage (Based on Winter Average 4.0)	\$10.56
Federal Tax Cut Credit - Water	-\$2.76
Federal Tax Cut Credit - Sewer	-\$2.61
Water Pass-Through Gal. Charge	\$2.76
TX. Comm Environ Quality	\$1.66
Total Current Charges	\$167.51
Total Amount Due By 10/12/19	\$167.51
Total Amount Due After 10/12/19	\$184.26

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MONARCH UTILITIES

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

Account Number: 001000070424
Total Amount Due By 10/12/19: \$167.51
Total Amount Due After 10/12/19: \$184.26

Please make check payable to:
MONARCH UTILITIES

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

Amount Enclosed

\$									
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RANDALL COLLINS
103 CHILLACOTHE TR
MABANK TX 75156

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: 001000070424
Invoice Number: 180041350345
Billing Date: 08/26/2019
Total Amount Due By: 09/11/2019
Service Address:
103 CHILLACOTHE TR
MABANK TX 75156

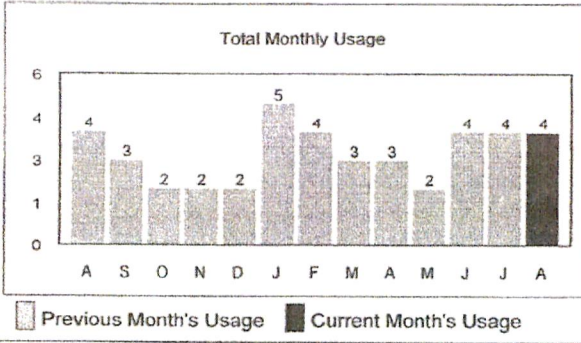


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	07/19/19	08/20/19	33	109.0	113.0	4.0	10654374

*KGal (1000 Gallons) Average Consumption = 3.2

Water Usage History - 13 Month Usage in KGal*



Account Summary

Previous Bill Amount	\$167.51
Payment Received 08/05/19 - Thank You (Payments after 5:00pm will NOT reflect on this invoice.)	-\$167.51
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$49.30
Sewer Base	\$75.26
Water Usage	\$33.34
Sewer Usage (Based on Winter Average 4.0)	\$10.56
Federal Tax Cut Credit - Water	-\$2.76
Federal Tax Cut Credit - Sewer	-\$2.61
Water Pass-Through Gal. Charge	\$2.76
TX. Comm Environ Quality	\$1.66
Total Current Charges	\$167.51
Total Amount Due By 09/11/19	\$167.51
Total Amount Due-After 09/11/19	\$184.26

Message Center

Did you know: Only 1% of the Earth's water is used for all of humanity's needs. Two percent is found in glaciers, and the remaining 97% is salt water.

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MONARCH UTILITIES

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

Account Number: 001000070424
Total Amount Due By 09/11/19: \$167.51
Total Amount Due After 09/11/19: \$184.26

Please make check payable to:
MONARCH UTILITIES

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

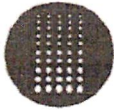
PAID 9-19

Amount Enclosed



RANDALL COLLINS
103 CHILLACOTHE TR
MABANK TX 75156

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: 001000070424
Invoice Number: 180061100663
Billing Date: 07/26/2019
Total Amount Due By: 08/11/2019

Service Address:
103 CHILLACOTHE TR
MABANK TX 75156

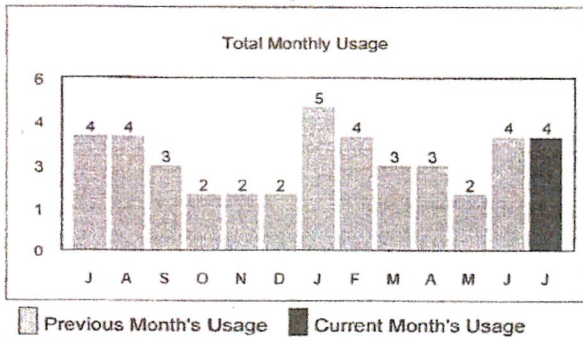


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	06/18/19	07/18/19	31	105.0	109.0	4.0	10654374

*KGal (1000 Gallons) Average Consumption = 3.2

Water Usage History - 13 Month Usage in KGal*



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	\$167.51
Payment Received 07/05/19 - Thank You	-\$167.51
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$49.30
Sewer Base	\$75.26
Water Usage	\$33.34
Sewer Usage (Based on Winter Average 4.0)	\$10.56
Federal Tax Cut Credit - Water	-\$2.76
Federal Tax Cut Credit - Sewer	-\$2.61
Water Pass-Through Gal. Charge	\$2.76
TX. Comm Environ Quality	\$1.66
Total Current Charges	\$167.51
Total Amount Due By 08/11/19	\$167.51
Total Amount Due After 08/11/19	\$184.26

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: 001000070424
Total Amount Due By 08/11/19: \$167.51
Total Amount Due After 08/11/19: \$184.26

Please make check payable to:
MONARCH UTILITIES

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

Amount Enclosed



RANDALL COLLINS
103 CHILLACOTHE TR
MABANK TX 75156

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: 001000070424
 Invoice Number: 180080757056
 Billing Date: 06/24/2019
 Total Amount Due By: 07/10/2019
 Service Address:
 103 CHILLACOTHE TR
 MABANK TX 75156

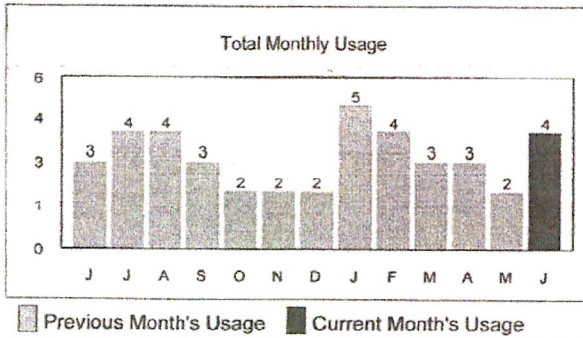


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	05/18/19	06/17/19	31	101.0	105.0	4.0	10654374

*KGal (1000 Gallons) Average Consumption = 3.2

Water Usage History - 13 Month Usage in KGal*



Message Center

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

Account Summary

Previous Bill Amount	\$147.53
Payment Received 06/03/19 - Thank You	-\$147.53
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$49.30
Sewer Base	\$75.26
Water Usage	\$33.34
Sewer Usage (Based on Winter Average 4.0)	\$10.56
Federal Tax Cut Credit - Water	-\$2.76
Federal Tax Cut Credit - Sewer	-\$2.61
Water Pass-Through Gal. Charge	\$2.76
TX. Comm Environ Quality	\$1.66
Total Current Charges	\$167.51
Total Amount Due By 07/10/19	\$167.51
Total Amount Due After 07/10/19	\$184.26

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:

001000070424

Total Amount Due By 07/10/19:

\$167.51

Total Amount Due After 07/10/19:

\$184.26

Please make check payable to:
 MONARCH UTILITIES

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

Amount Enclosed

\$



RANDALL COLLINS
 103 CHILLACOTHE TR
 MABANK TX 75156

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

From: Skip Collins <beltsbyskip@yahoo.com>
Sent: Sunday, July 19, 2020 6:52 AM
To: TX Utilities - Customer Care <TXUtilities-CustomerCare@swwc.com>
Subject: Rate of water/waste water per gallon.

I am a current customer Acct# 001000070824. Math is not one of my better qualities. Therefore please inform me of the current rate I am being charged per SINGLE gallon of water used and per SINGLE gallon of waste water disposed?

Regards, thank you

Sent from Mail for Windows 10

To: TX Utilities - Customer Care <TXUtilities-CustomerCare@swwc.com>
Subject: Re: Rate of water/waste water per gallon.

My address is 103 Chillacoth Trail Mabank Tx. My account is not closed. A new meter was installed, maybe that's why it shows a closed account.

Best regards, thank you.

On Monday, July 20, 2020, 01:33:20 PM CDT, TX Utilities - Customer Care <txutilities-customer-care@swwc.com> wrote:

Good Afternoon,

Thank you for contacting Customer Care. The account number provided is for a closed account, could you please provide us with your service address?

For rate information you may visit our website to view our tariff at <http://www.swwc.com/texas/tariff/>.

If you have any further questions or concerns, you may reply to this email, or call us at 866.654.7992. We appreciate your cooperation, and thank you for allowing us to be your water/wastewater service provider.

Thank you for contacting us today. Did you know that will be upgrading our customer portal? We are very excited to be able to provide expanded features and greater tools to help track and manage your water use. Curious about the features and design? Take a look: www.swwc.com/new-customer-portal.

Sincerely,

SouthWest Water Company

Customer Care

Visit us at www.swwc.com

Call us toll free at 866.654.7992

Hours of operation: Mon. - Fri. 8:00 a.m. to 4:30 p.m.

With Water Comes Responsibility

Account #1000070424 - 103 CHILLACOTHE TR

From: TX Utilities - Customer Care (txutilities-customer@swwc.com)

To: beltsbyskip@yahoo.com

Date: Thursday, July 23, 2020, 01:33 PM CDT

Good Afternoon,

Thank you for contacting Customer Care. The usage rates are set forth in the Monarch Utilities I L. P. tariff and are charged in per 1,000-gallon basis. To review more information regarding our approved rates, please visit our website at <http://www.swwc.com/texas/tariff/>. Sewer usage is based on our winter average. The winter average is based on the water usage during the months of December – February. We calculate the average amount of water used during these months to determine your sewer usage for the rest of the year. If you have any further questions or concerns, you may reply to this email, or call us at 866.654.7992. We appreciate your cooperation and thank you for allowing us to be your water/wastewater service provider.

Thank you for contacting us today. Did you know that we will be upgrading our customer portal? We are very excited to be able to provide expanded features and greater tools to help track and manage your water use. Curious about the features and design? Take a look: www.swwc.com/new-customer-portal.

Sincerely,

SouthWest Water Company

Customer Care

Visit us at www.swwc.com

Call us toll free at 866.654.7992

Hours of operation: Mon. - Fri. 8:00 a.m. to 4:30 p.m.

With Water Comes Responsibility

From: Skip Collins <beltsbyskip@yahoo.com>

Sent: Monday, July 20, 2020 1:52 PM