



Control Number: 50944



Item Number: 173

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**

8:08 AM 9:36
PUBLIC UTILITY COMMISSION
FILED CLERK

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: RANDY Last Name: RENEGAR
Phone Number: 903-519-3579 Fax Number: _____
Email Address: BRRENEGAR@GMAIL.COM
Address, City, State: 115 RAVENWOOD DR., MABANK, TX 75156
Location where service is received: SAME
(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.

— ATTACHED SHEET —

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 Protestor:

Randy Renegar

Date: 7-24-20

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



Randy Renegar
115 Ravenwood Drive
Mabank, TX 75156-9623

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

FORMAL COMMENT ON PROPOSED SOUTHWEST WATER RATE HIKE

I, as a long-time customer of Southwest Water Company (aka Monarch), am opposed to the current proposed rate increase for a number of reasons.

- 1) The current costs far exceed the national average. I have a family of three, using 4k gallons/month at a cost of \$85. The May 2020 EPA national average, calculated on a family of 4 with a monthly usage of 9k, is \$70.39. Even if this is for water volume alone, the addition of a \$49 base rate with adjustment for usage is still significantly less than my monthly bill.
- 2) The area that is facing this hike has a high traditional incidence of poverty, generally hovering around 20% of population with many dealing with food insecurity. However, under pandemic conditions, these statistics are no longer remotely indicative of the hardships being met.
- 3) Southwestern Water has long had problems locally with widespread customer dissatisfaction, which the company hides through an ingeniously worded survey that evades the real issues of public relations, focusing instead on technical aspects that the company chooses to construe as approval. The timing of this rate request is viewed throughout the service community as only the latest example of the company's tone-deafness and greed. Many in the community are out of work and have been for some time, with no relief in sight. Some even consider that the timing for this request may not be coincidental, but intended to slip through relatively unnoticed by the general population, which has other pressing matters distracting them at present.
- 4) Underscoring Monarch Water's general attitude toward its customers, no mention is made in the mailed notice of how this increase is to be reflected in the company's miserly assistance program, H2O. It appears that at present there are no plans for offsetting the proposed increase for the company's low and fixed income consumers.

