



Control Number: 50944



Item Number: 186

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

2020 AUG -3 AM 10:01
PUBLIC UTILITY COMMISSION OF TEXAS

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: Jenny and Martin Last Name: Seaborn
Phone Number: 817-471-2644 Fax Number: -
Email Address: jkseaborn@gmail.com
Address, City, State: 2530 Pecan Valley Dr. Granbury, TX 76048
Location where service is received: Same as Above
(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.

They are poisoning us. See violation letters attached!

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: Jenny Seaborn Date: 7/29/2020
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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Request for No Rate Increase For Monarch Utilities “Dangerous to Our Health & Children’s Future”

We and many others in Oak Trail Shores Community feel that we are receiving “**Dangerous to Our Health**” an inadequate water service and we do not want to be the next News Headline such as Flint Michigan. The water is undrinkable and it basically **poisoning us** as you can see front the **document(s) provided to our community by Monarch Utilities**. And I quote from Monarch Utilities “**Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidney’s or central nervous systems and may have an increased risk of getting cancer.**” The drinking water being supplies to customers has exceeded the maximum MCL for total TTHMs.

- There are also many interruptions to the water service which caused low to no water pressure for the community.
- We have many boiling notices as well.
- Because we cannot drink the water, we must buy bottled water for consumption as well as cooking and the additional cost are over whelming. Monarch Utilities should be setting up a medial fund and reimbursing our community instead of asking for an increase.
- The water often has a smelly odor to it as well and at times is unbearable.
- And many other people have complained about the discoloration of the water. There are many online post’s concerning this water company by numerous customers who are complaining about the water service.
- Please do your due diligence and help our community find a safe solution to our water safety issues before our community become a statistics and Monarch is faced with a class action lawsuit from our residences. We make this plea for the safety and future of our children who are already facing an uncertain future.

Monarch is already truly overcharging their customers for inadequate and **dangerous** water service. In Granbury proper residence pay much less on average for Basic Electric, Water & Trash Service combined. Monarch is taking advantage of their monopoly, with their basic water service runs an average family \$85.00-\$103.00 that can only basically be used to flush our toilets, because that is all it is worth. The customers have no other choice in picking what water company we have, so we are forced to use Monarch Utilities.

We feel the rate increase is unjustified as the service is not reliable or safe.

Thank you in advance
Jenny & Martin Seaborn



**Monarch
Utilities I L.P.**

A SouthWest Water Company
Customer Service
866.654.SWWC (7992)



Notice of Drinking Water Total Trihalomethanes Violation

The Texas Commission on Environmental Quality (TCEQ) has notified the Oak Trail Shores water system that the drinking water being supplied to customers has exceeded the Maximum Contaminant Level (MCL) for total trihalomethanes (TTHMs). The U.S. Environmental Protection Agency (U.S. EPA) has established the MCL for TTHMs at 0.080 milligrams per liter (mg/L) based on locational running annual average (RAA), and has determined that it is a health concern at levels above the MCL. Analysis of drinking water in your community for TTHMs indicates a compliance value in quarter three 2019 of 0.081 mg/L for DBP2-01 and 0.0106 for DBP2-02.

Trihalomethanes are a group of volatile organic compounds that are formed when chlorine, added to the water during the treatment process for disinfection, reacts with naturally-occurring organic matter in the water.

Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

YOU DO NOT NEED TO USE AN ALTERNATIVE WATER SUPPLY. However, if you have health concerns, you may want to talk to your doctor to get more information about how this may affect you.

We have identified and corrected the problem. Quarter three and four results of 2019 indicate the TTHM concentration is below the MCL; however, the water system will remain in violation of the MCL until the quarterly running annual average drops below 0.080 mg/L.

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e., people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information or if you would like to discuss this issue further, please contact Tim Williford, Senior Environmental Health & Safety Manager, SouthWest Water Company at (512) 219-2294.



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Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

YOU DO NOT NEED TO USE AN ALTERNATIVE WATER SUPPLY. However, if you have health concerns, you may want to talk to your doctor to get more information about how this may affect you.

We have identified and corrected the problem. Current sampling results (quarter one 2020) indicate the TTHM concentration is below the MCL; however, the water system will remain in violation of the MCL until the quarterly running annual average drops below 0.080 mg/L.

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e., people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

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