



Control Number: 50944



Item Number: 197

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:

2020 AUG -4 AM 9:28

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: Melody Last Name: Snow
Phone Number: 817-783-6329 Fax Number: N/A
Email Address: melody.d.snow@aircanopy.net
Address, City, State: 8716 Kelly Lane Alvarado TX 76009
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.

SEE REVERSE

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:

Melody D Snow

Date: 7-21-2020

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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I object to the Monarch Utilities rate increase. The area where I reside is full of lower-income population that have not been seeing increases in wages comparable with what Monarch is demanding. And, with the Covid-19 crisis, people are losing their jobs or unable to work.

1) Please require Monarch to provide documentation that they have made the capital improvements that they claim. Capital improvements were why they requested the last rate increase. I have seen no evidence of them doing anything but fast & dirty repairs in our service area. In fact, we have a spot in front of my mother's house (next door) that has been repaired more than once, but only that spot. It has ruined the road and everyone has to drive carefully over that section.

2) Please examine the salaries of the top executives for the utility. Have they been getting pay increases disproportionately higher than the cost of living increases we have experienced? What percentage of the income from the last rate increase went into salary increases, instead of the claimed capital improvements?

3) Please consider providing a more viable way to object to rate increases and receive justice. Under the current system, the utilities basically get a free ride to increase whenever they apply.

A few years ago, a neighbor took on the position of Intervenor for the community. She found a pro bono lawyer to assist her. However, she was still required to spend her money to drive to Austin to attend the hearings and to take off the days required to do this. Most people do not have spare cash to spend driving to Austin, nor can they afford to take off from work.

The utilities know this and use it against the customer. In the case, I just mentioned, the rate increase was denied. But Monarch simply refiled a new rate increase request as soon as it was legal to do so and started the process all over again.