



Control Number: 50944



Item Number: 199

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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: Sheri Last Name: Robin
Phone Number: 210-243-9511 Fax Number: _____
Email Address: sherir@hotmail.com
Address, City, State: PO Box 2564, Bandera, TX 78003
Location where service is received: 119 Broken Spur Dr. Bandera TX 78003
(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.

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:

Sheri Robin

Date: 7/27/2020

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

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In August, 2017, my water bill from Southwest Water Company (Monarch Utilities) was \$56.33 for three thousand gallons of water. In June, 2020 my water bill was \$102.90 for three thousand gallons of water. This is almost double the rates in three years.

As I have retired, my income is not ever going to go up enough to keep up with the water rates. I have had to resort to saving rainwater and carrying buckets to keep my outside plants alive. When we have no rain, I often wash dishes in a bucket so I can conserve water and still put a little water on my plants.

For the \$46.57 increase in my bill, I have received nothing. The water is cloudy and we still have regular outages. To protect my plumbing and appliances I have a whole house water filter. It must be changed every month or it will plug with rust/debris and I lose pressure. That is preferable to appliance repairs. But, it is an increased cost on top of the staggering water bill.

Now they want to raise the water bill again. Once again, I will not receive any benefit and will have to come up with new ways to save water.

One of my dreams when I retired was to landscape my back yard. I wanted to have a vegetable garden and flowers. Those dreams have gone out the window. With the price of water, there is no way I can afford it.

Thank you,
Sheri Robin