



Control Number: 50944



Item Number: 293

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**PUCT DOCKET NO. 50944**

**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 11 AM 11:15

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: TODD Last Name: MILLER

Phone Number: 214-616-1230 Fax Number: \_\_\_\_\_

Email Address: CHIEFTAM@AOL.COM

Address, City, State: 103 SAINT ANNES DR, MABANK, TX 75156

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 ATTACHED PAGES

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:

Todd A Miller

Date: 8/8/2020

**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**

*Handwritten initials: TB*

I am protesting this water and sewer rate increase due to the fact that the water and sewer rates are already too high for the quality of the water we receive and the cost of the sewage disposal we have.

The water quality is terrible and has a terrible taste and smell, and has many contaminants. I have had to spend over a thousand dollars to install a whole house water as the water is red, and using it stains our fixtures, including our white bathtubs, sinks, showers and toilets. I have attached a picture of our water filter. The filter housing on the right is clear, and the filter is supposed to be white. This is less than 10,000 gallons of water through it and the filter is almost plugged by the sediment in the water. The filter started turning red/brown immediately and is now so dark in color as to almost be plugged.

With this amount of sediment, or whatever it is, in the water, it cannot be healthy to drink, and I would not want to do so without having at least a major filtering system for the water. If the water does this to a water filter, what is it doing to a human body?

The water also smells and you can taste the contaminants in the water. The pressure is also not good. I recently retired as a Police Chief and Fire Chief. The water pressure in the Pinnacle Club where we live is not even enough to provide water for a house fire.

When we built our home, we reported the poor quality of the water we receive, and besides coming out and attempting to flush the hydrants in the area, nothing was done. It is just the overall quality of the water we are receiving. I have worked for municipalities for 46 years in four different states and this is the worst quality of water I have ever experienced. The water treatment that is being done by Monarch water is substandard and we should be receiving much better water for the price we are paying. The costs of water and sewer from Monarch here are the highest of any of the 9 cities in 4 states that I have previously lived in, and higher than other municipalities in Texas where our families live.

For a senior couple of two people, using no more than 3000 gallons a month, \$150.00 is a very high water bill, especially for the quality of our water.

I do not think that Monarch should be able to raise their water and sewer rates, I believe they should be forced to provide a quality safe drinking water to their customers.

Todd A. Miller

103 Saint Annes Drive

Mabank, TX 75156

chieftam@aol.com

214-616-1230



