



Control Number: 50944



Item Number: 297

Addendum StartPage: 0

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 11:25
PUBLIC UTILITY COMMISSION
FILING 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: Nan Last Name: Ingram
Phone Number: 903-271-1169 Fax Number: N/A
Email Address: ningram@northparknet.com
Address, City, State: 23 Willow Tree Lane, Pottsboro, TX
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.

See Attached page

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 Protester:

Nan Ingram

Date: 8-6-2020

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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PUCT DOCKET NO. 50944

**NOTICE OF PROPOSED RATE CHANGE
PURSUANT TO
TEXAS WATER CODE § 13.187**

Monarch Utilities I L.P.

10983 and 20899

Company Name

CCN Number(s)

has filed a rate change application with the Public Utility Commission of Texas (Commission or PUCT). The application may be reviewed online at interchange.puc.texas.gov. You may also inspect a copy of the rate change application at your utility's office at the address below or at the Commission's office (1701 N. Congress Ave, Austin, TX 78701). The proposed rates will apply to service received after the effective date provided below, unless modified or suspended by the Commission. If the Commission receives a sufficient number of protests, separately or in a combined protest letter, from at least 2,946 ratepayers (10 percent of the utility's customers over whose rates the Commission has original jurisdiction) or from any affected municipality before the 91st day after the proposed effective date, the matter will be set for hearing. **See Protest Form on the next page for instructions on how to protest.**

EFFECTIVE DATE OF PROPOSED INCREASE: August 19, 2020

(must be at least 35 days after notice is provided to customers and 35 days after application is filed)

(Proposed rates requested by the utility are not final. The Commission may modify the rates and order a refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest)

Reason(s) for Proposed Rate Change:

The main reason for the proposed rate change is to recover capital investments of over \$35.1 million Monarch has spent over the past four-and-a-half years to maintain and improve its systems in order to provide quality water and wastewater service to customers.

BILLING COMPARISON

Water

| | | | | | | | |
|----------|--------------------|-----------------|-----|----------|--------------------|-----------------|-----|
| Existing | 5,000 gallons: \$ | <u>See</u> | /mo | Proposed | 5,000 gallons: \$ | <u>See</u> | /mo |
| Existing | 10,000 gallons: \$ | <u>Attached</u> | /mo | Proposed | 10,000 gallons: \$ | <u>Attached</u> | /mo |

Water – Pass Through Charges

| | | | | | | | |
|----------|--------------------|-----------------|-----|----------|--------------------|-----------------|-----|
| Existing | 5,000 gallons: \$ | <u>See</u> | /mo | Proposed | 5,000 gallons: \$ | <u>See</u> | /mo |
| Existing | 10,000 gallons: \$ | <u>Attached</u> | /mo | Proposed | 10,000 gallons: \$ | <u>Attached</u> | /mo |

Sewer

| | | | | | | | |
|----------|-------------------|---------------------|-----|----------|-------------------|---------------------|-----|
| Existing | 5,000 gallons: \$ | <u>See Attached</u> | /mo | Proposed | 5,000 gallons: \$ | <u>See Attached</u> | /mo |
|----------|-------------------|---------------------|-----|----------|-------------------|---------------------|-----|

Please see attached list of subdivisions and systems affected.

Subdivision(s) or System(s) Affected by Rate Change

| | | | |
|-----------------------|-------------------|-----------|--------------|
| <u>12535 Reed Rd.</u> | <u>Sugar Land</u> | <u>TX</u> | <u>77478</u> |
| Company Address | City | State | Zip |

(866) 654-7992
Company Phone Number

| | | |
|-------------------------------|--|-------------------------------|
| <u>\$3,329,311</u> | <u>(\$816,717)</u> | <u>\$653,549</u> |
| Water Annual Revenue Increase | Water Pass-Through Annual Revenue Increase | Sewer Annual Revenue Increase |

| | |
|---|--------------------------|
| <u>July 15, 2020</u> | <u>See Attached</u> |
| Date Current Rate Change Notice Delivered | Date of Last Rate Change |

*Prior to providing notice, the utility shall file a request for the assignment of a docket number for the application

Comments:

The water system is poor quality (after receiving a letter asking us not to put certain things down the toilet) not our problem

The cost is already too high based on city water

The water has to be filtered just to drink it or use it

There is constant building up and residue in appliances and toilets

The home water test that have been done show dangerous chemicals in the water

There are days when it smells like I am showering in a pool with too much choline.

Some days the water is just nasty when you fill up the bathtub

I get an email on a consistent bases saying there is a leak in our area

We did not receive this in the 30-day prior period stated in the booklet. We received it August 1st.

A technicality that we noticed was Whispering Meadows is not listed in the Monarch Water Systems and Subdivision Served. How can you raise our rates if we are not listed as one you provide?