

Monarch Utilities I L.P.
Docket No. 50944
Test Year Ending 12/31/2019
Schedule VI-1.b Compliance with TCEQ Rules
Witness: Timothy Williford

Consumer Confidence Reports - Violations 2018 and 2019
See WP/VI-1.b for copies of the Consumer Confidence Reports

Line No	PWS Name (a)	PWS ID# (b)	Violation (c)	Duration (d)	Resolved ? (e)	Corrective Action (f)
12	Harbor Point	2280035	Lead Consumer Notice	Quarter 4 2018	Yes	Lead consumer notices are to be provided to customers within 30 days of receiving results Customers received the results after the 30 day requirement
13	Holiday Villages of Livingston	2040067	Lead and Copper Rule	Quarter 4 2018	Yes	The system was required to test for Lead and Copper during Q4 2018 The testing was done in Q1 2019
14	Lake Medina Shores	0100037	Lead Consumer Notice	Quarter 1 2019	Yes	Lead consumer notices are to be provided to customers within 30 days of receiving results. Customers received the results after the 30 day requirement
15	Pinwah Pines	1870130	Lead Consumer Notice	Quarter 4 2018	Yes	Lead consumer notices are to be provided to customers within 30 days of receiving results Customers received the results after the 30 day requirement
16	Pinwah Pines	1870130	Haloacetic Acids (HAA5s)	Quarter 4 2018	Yes	The system receives water supply from a wholesale supplier whose HAA5s concentration exceeded the MCL. A granular activated carbon system was installed at the Pinwah Pines treatment plant and the system returned to compliance quarter 2 2019
17	Rim Rock Ranch	0460211	Surface Water Treatment Rule	February 2019	Yes	The monthly operations report was not submitted to TCEQ by the 10th of the succeeding month Reports are now submitted via certified mail by the 10th of each month
18	River Oaks Ranch	1050099	Lead and Copper Rule	October 2018	Yes	The required number of lead and copper samples were not collected during the sampling period The system returned to compliance the following period
19	Ridgecrest	0910035	Haloacetic Acids (HAA5s)	Quarter 2 2018	Yes	The system receives water supply from a wholesale supplier whose HAA5s concentration exceeded the MCL A granular activated carbon system was installed at the Ridgecrest treatment plant and the system returned to compliance the following quarter
20	Western Lake Estates	1840014	Revised Total Coliform Rule	September 2018	Yes	Only one of two required total coliform samples were collected in September 2018 The system returned to compliance the following month

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Schedule VI-1.c Compliance with TCEQ Rules

Witness: Timothy Williford

Water Pressure Problems lasting more than 5 days

Line No	PWS Name (a)	PWS ID# (b)	Connections (c)	Water Outage Date (d)	Service Restored Date (e)	Cause (f)	Corrective Action (g)
1	Western Lake Estates	1840014	594	7/30/2019	8/4/2019	water main break	water main break repaired
2	Oak Trail Shores	1110004	1422	7/25/2018	8/28/2018	media filter failure	media filter repaired
3	Crowley	1260011	618	9/5/2018	9/13/2018	well failure	well repaired

No workpapers

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Schedule VI-1.d Compliance with TCEQ Rules
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Twenty-five reportable wastewater discharge violations occurred in the past 24 months. See WP/ VI-1.d for copies of the submitted Water Quality Noncompliance Reports, which detail the occurrences and resolutions.

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Schedule VI-2 Customer Complaint Policy
Witness: Jeffrey McIntyre

Monarch Utilities Customer Complaint Process:

Description: We value customer feedback. That is why Monarch offers several paths for issue resolution. Customer Service Representatives (CSRs) are trained to resolve issues for our customers. There are several methods available for customers to submit a complaint, including but not limited to: 1) phone; 2) supervisor escalation; 3) mail; 4) after call survey; and 5) email.

Most general inquiries are received by phone or email and are managed by our CSRs with the issue addressed during the original call and annotated in the customer record. When requested by the customer, our CSRs can escalate the call to a supervisor during the initial call, making every attempt to satisfy the customers concern. In either case, this is referred to as first call resolution.

Customer concerns unresolved after the first call, or during follow-up calls, may be referred to the Public Utility Commission. In any case we have various protocols in place to track the complaint from onset of the issue through final resolution. Complaints directed to the Public Utility Commission are only marked final once Monarch receives a final response from the Public Utility Commission indicating the matter has been fully resolved. The following sections detail the more common types of inquiries/complaints we receive and how they are handled.

General Call Center Inquiries:

Description: These are emails/calls received into our Customer Care department related to account maintenance changes (addresses/name changes, etc.) balance inquiries, request for new service, request to disconnect service, request for installment plans, meter service needs, reconnections, etc.

In each of these situations, our CSRs are available to assist during normal business hours. These CSRs have direct access to a customer's account and, once the account has been securely verified, the CSR is given authority to update and answer the customer's requests by having access to all needed data. Some of these inquiries require additional research and/or require that work orders get created for verification of reads, outages, meter tests, etc. In these instances, our system is documented internally with a service notification number and is tracked to completion. The issues are verified via reporting tools by the CSR's direct supervisor so that we ensure customer issues are resolved. Depending on the circumstances, some issues may warrant follow-up once the results are gathered. Updates may be required, and an internal team member will follow-up with an outgoing call to the customer.

Disruption of Service and/or Water Quality Inquiries:

Description: Periodically, requests are received regarding outages or water quality. For these types of requests, service is available 24 hours a day, 7 days a week and handled as a high priority. For service disruptions, customer addresses are first checked to ensure that the disconnection is not related to non-payment of the account. If this is the case, the customer is informed and asked to pay the outstanding past due balance to ensure service restoration. If the customer has not been disconnected for non-payment, a technician is immediately dispatched to assess the situation and make necessary repairs. With our outbound texting technology, we have capabilities in place for our customers to receive Water Alert Notifications via text messaging and email. We offer an online enrollment which allows our customers to sign-up and to receive messages on their cell phone, email, or both. Then, if there is an interruption of service, they will be informed. For water quality concerns, information is gathered on the type of quality issue - e.g. water color, smell, or taste. This information is immediately dispatched to our local field office where a field technician can follow up. The field technician may call the customer to discuss a known issue, or check water quality, run sampling and verify this information directly with the customer if they are available. This information is then passed back to Customer Care. Issues are tracked via our work order system to ensure they are completed.

Rates/Seasonal Rate Inquiries:

Description: If a request is received related to rates/seasonal rates, the account is reviewed to ensure account is being charged in accordance with the tariff. The customer is provided a breakdown based on a calculation of the billing of approved rates. If there are any concerns that a customer is not being charged correctly, an internal case is assigned to a Billing Representative who will go over the bill to ensure accuracy. If the bill is accurate, this information is relayed back to the CSR to inform the customer. If corrections are in order, adjustments are made, and the information is sent back to the CSRs so that a phone call can be made informing the customer. The tariff information can be mailed/faxed/mailed to the customer at their request.

High Usage/Billing Inquiries:

Description: If a request is received related to a high bill/high usage the first thing that is done is that the account is looked at to see if there is a usage trend. If it is extremely high, the residential customer has already been notified through our outbound calling program (if a valid phone number exists) by which we let Residential customers know that an extremely high bill is being processed on their account and should be received in the mail soon. In these cases, we typically have already issued a reread and verified with the local field office that the reading is accurate. When an inquiry comes into Customer Service, all this is taken into account as well as their current usage trends, typical seasonal behavior (for instance is it always this high this time of year, etc.), weather, etc. Based on all of the information available to the Customer Service Representative, a discussion occurs with the customer and a decision is reached on whether further analysis of this account is needed and/or if the customer is satisfied with the information provided. If further analysis is needed, the Customer Service Representative will issue orders to the Field for them to check for reads, check for accuracy, etc. to verify that all is correct. This information is then used for next steps. If all is accurate, the customer is informed of these results. The customer can request an independent meter test if needed. During this time, the account is protected to ensure no disconnection occurs while the meter is in dispute. If it is determined that the customer has a leak, analysis is made as to whether or not they qualify for our Leak Relief Program based on program rules. If the information gathered from the local Field office indicates there is a problem with the meter, the customer's account is adjusted as needed to offset the meter problem giving the customer the full benefit of the doubt in any calculation made.

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Escalations:

Description: Escalations are received during phone calls into the call center or via email into the Txcustomercare inbox. These are thoroughly researched to ensure findings so that we may provide follow-up to our customers. Oftentimes, if it is a phone call, the customer is transferred to a supervisor. The supervisor contacts the customer to address their concerns, and can be considered handled based on the end result of a courtesy credit, an explanation of next steps, or seeking field input to address the concern conveyed. There are times that the customer seeks recourse through the PUC, the Better Business Bureau, the state representative office, or local municipality. We work all escalations to seek closure to our customers' concerns. They do not always end with the desired results, but we make a concerted effort.

Customer Surveys:

Description: Customer surveys were implemented in April 2020. Customers can receive a survey:
By calling into the call center and the Customer Service Representative selects the category of "Phone"
By utilizing the self-service feature (web/IVR)

· Customers only receive a survey once per 30 days. If they receive a survey because of a call through Customer Care they would not receive a survey if they subsequently use the self-service feature.

As part of the survey a customer can request a follow-up, and the customer can provide information as to the issue they are experiencing.

Most follow-up requests after using Self-Service are related to:

- Rates
- Payment issues online (Mobius portal)

Most follow-up requests following CSR interaction are related to:

- Payment issues online (process), CSR is unable to assist with payment, Where is my payment?
- Leaks
- Rates/High Bill

Periodically the Better Business Bureau (BBB) will provide complaint details to be investigated, and the turnaround time is 10 days to respond. These are received also via email. To date, we have received 3 for 2020: ranging from a tap installation, Billing, and an outage in the Crowley area. The BBB gives the customer a chance to respond, but if a response is not received by the customer, the matter is updated per the BBB that it is "Answered."

Ask the CEO:

Description: Ask the CEO is another portal that was designed to provide customer access to our CEO, Rob MacLean. These complaints are received and answered on behalf of our CEO. Our customers are able to voice their concerns directly to our CEO, and customers receive a response to their concerns. A member of the Executive Resolution Team thoroughly researches each concern and replies back to the customer via email.

Social Media Reviews:

Description: Customers are able to post reviews via the BBB, Google, and Yelp online websites regarding service with SouthWest Water Company and Monarch. These reviews are generally responded to after research has been completed. We are not able to fully answer every complaint as the customer has been vulgar or did not provide enough details in order to respond. In the latter case, we ask they further contact us via Txcustomercare@swwc.com or call us at 866.654.7992 so that we may access their account in order to appropriately respond.

No workpapers

No worksheets

Line No	Customer Account (a)	Case Number (b)	Type of Complaint (c)	Status (d)	Complaint Received Date (e)	Complaint Type (f)	Additional Information regarding complaint (g)	Avoidable / Not Avoidable (h)	Resolution Steps (i)
1	1000130594	N/A	PUC	Closed	5/27/2020	Rates & Charges	My father recently sold the house in Dallas. He bought property in Cherokee Shores. He is retired and on a fixed income. Monarch Water Service did an invoice for \$700.00 water tap and \$1500.00 sewer tap. He cannot afford to pay the bill. The water company said my dad can make payments on the water hookup but there won't be any water until the balance is paid in full! He is in the early stages of dementia. He should not have to worry about having water this summer or not. Monarch Water Co / Monarch Water Co charges everyone inside Cherokee Shores \$200.00 month for water. It don't matter if you used 200 gallons of water or 20,000 gallons of water. Everyone pays \$200.00 a month. I hope you can help me come up with some kind of solution. Thank you for your time! Angeline Miller address is 7114 Valleyview St Mabank, Tx 75156	Not Avoidable	Based on CPD's informal investigation, it has been determined that the actions of Monarch were consistent with 16 Texas Administrative Code (TAC) § 24.161 Response to Requests for Service by a Retail Public Utility Within Its Certified Area and § 24.165 Billing (e) Authorized rates
2	1000080470	540722	PUC	Closed	5/27/2020	Field	The customer states that she has lost service again. The service went off May 27, 2020 at 9:30am and the customer was not given notification. The customer called and was told by a Representative that the outage was due to repair. This is an ongoing issue and the customer did not receive a water alert. The customer is on a text message alert program and she has never received notification. The customer has had 9 outages in the last six months which can last up to four days. The customer's neighborhood is the only one that is without service. The customer would like the issue solved permanently. The customer has never been offered a credit for the outages. The customer has filed five complaints with the Commission for the same issue.	Not Avoidable	PUC stated they will cancel this complaint and add as additional information to CPD2020050369 as it should have been
3	1000031933	540454	PUC	Closed	5/26/2020	High Usage Billing	I am attaching copies of my Feb-Mar water bills from Monarch. On receiving the Feb bill I contacted their Customer Service (866-654-7892) and pointed out that there must be some error in January showing usage of 10,000 gallons. (Our water usage never runs over 1.0 as you can see from the attached bill.) Monarch Customer Service said that they would check the meter and come back to say that the meter showed that the 10,000 gallons were used Jan 9-10, 2020. Although we were not there during this time, Monarch had contractors changing out the lines then. Monarch said they would check further with the contractors. I contacted Jake, the Regional Manager, and asked him to check also. I have since called him twice and also spoke to another Monarch employee who I saw in the area and asked for resolution of the 10,000 gallons. \$88.54 water usage that took place Jan 9-10. My husband and I are ages 80 and 90. We shut off the water when we are not there. We are the only ones using water at this house since 1986 and our records indicate that it would be impossible for us to ever use 10,000 gallons in 2 days. If Monarch Utilities and Southwest Water do not resolve this issue and refund our \$88.54, I will file a formal complaint and seek resolution. Thank you for your attention to this issue.	Not Avoidable	Based on the investigation conducted by the Customer Protection Division we have determined Monarch acted consistently with Substantive Rule §24.165 Billing and §24.169 Meters. The company has billed the account based on the rate approved by the Commission and listed on the utility company's approved tariff. The meter was tested and found to be registering correctly. No adjustments appear warranted at this time.
4	1000094918	539085	PUC	Closed	5/18/2020	High Usage Billing	We moved into this house in December of 2019 our first water usage was 2000 gallons. January was 2000, February was 4000, March was 90,000 gallons, April was 3000, and May was 5000. We do not have any leaks in our plumbing system now or at any time since we moved here. We contacted the water department to make a complaint and they sent our meter to a 3rd party testing company, or so they said, and it was operating properly. I believe the company that reads the meter made some kind of mistake when reading our meter. The person I purchased the home from said they would check further with the contractors. I contacted Jake, the Regional Manager, and asked him to check also. I have since called him twice and also spoke to another Monarch employee who I saw in the area and asked for resolution of the 10,000 gallons. \$88.54 water usage that took place Jan 9-10. My husband and I are ages 80 and 90. We shut off the water when we are not there. We are the only ones using water at this house since 1986 and our records indicate that it would be impossible for us to ever use 10,000 gallons in 2 days. If Monarch Utilities and Southwest Water do not resolve this issue and refund our \$88.54, I will file a formal complaint and seek resolution. Thank you for your attention to this issue.	Not Avoidable	Based on CPD's informal investigation, it has been determined that the actions of Monarch were consistent with 16 Texas Administrative Code (TAC) § 24.165 Billing and § 24.169(a) relating to meter testing.
5	1000080470	539018	PUC	Closed	5/15/2020	Field	The customer states that she woke up the morning and had no water. The customer called Monarch and was told that someone ran into a line which required repair. The customer has been given this same explanation for every outage. The customer has been without water service three times in the last two weeks which can last up to 4 days. The customer states that this is an ongoing issue and in the last two years she has had over 20 outages. The customer was not given any notification and states that the other side of Granbury is noticing service. The customer feels that the outages are due to the lack of maintenance in her specific area. The customer is ill and needs service.	Not Avoidable	Based on the investigation CPD determined Monarch Utilities acted consistently with 16 Texas Administrative Code §24.171(a)(1) relating to continuity of service. The company must make every reasonable effort to prevent interruptions of service. When interruptions of service occur, the company shall restore service as soon as possible.
6	1000053023	537420	PUC	Closed	5/8/2020	Customer Service	I am away from residence for months but learned that my service was disconnected in January 2020 during a call in February 2020. I finally received bill for amount of \$447.10 including late charges and reconnect fee of \$25. The water to date is not connected and account was closed as of February per customer service agent. No notice of closure and being delayed. The next bill showed due \$375.29 including late fee. This was outstanding balance recorded yet the new outstanding amount is \$387.67 again with no explanation. Late fee was already included. The reconnect fee is standard at \$25 again reflected in larger bill but no service. I expected negotiate payment plan but once told I must pay half of balance but then be billed from February 2020 to May 2020 the base rate of approx \$137 without service I became suspicious. They have already taken my deposit lowering total from \$447.10 to \$347.10 is left. If the account is closed, how are they charging more than the \$25 reconnect fee plus months that there was no service. The explanation that I received was that they were extending the account even though I was not connected so they are just tied in charging base for the months of no service at \$137/mo for 4 mo. I asked for a written explanation of this but was told there was nothing more in writing other than the bills. I have referred to their tariff document and find nothing justifying this. I fear I am not the only one being taken. I need assistance in remedy. Thanks.	Not Avoidable	Based on the investigation CPD has determined Monarch Utilities acted consistently with 16 Texas Administrative Code §24.167, relating to discontinuance of service. The company may issue a disconnection order after proper notice due to failure to pay a delinquent account for utility service.
7	1000096052	535218	PUC	Closed	4/28/2020	Field	The customer states that he has been trying to get an itemized quote for a new construction since March 5, 2020. The customer sent a check for \$1500 and his application on March 5, 2020. This is new construction for a building and the customer is requesting the information on how to proceed in running the lines. The customer has spoken to the Engineer and is still not getting the price on installing the service. The customer wants separate meters but is not getting any assistance from Monarch. The customer has sent all the required information and keeps getting different information. The customer has not been sent any type of itemized statement and would like the information sent to him. All that the customer wants are three water meters and one irrigation meter.	Not Avoidable	CPD has determined that Monarch Utilities had provided you with the service installation cost estimates for the installation of services as required. Please know that there are no timelines specified in the state guidelines for providing these costs to a service applicant, only that they be provided. Based on the investigation CPD has determined that Monarch Utilities has acted consistently with Substantive Rules §24.153(a) Customer Relations: Information to customers.

No workpapers

Line No	Customer Account (a)	Case Number (b)	Type of Complaint (c)	Status (d)	Complaint Received Date (e)	Complaint Type (f)	Additional Information regarding complaint (g)	Avoidable / Not Avoidable (h)	Resolution Steps (i)
8	1000038512	529740	PUC	Closed	4/1/2020	High Usage Billing	Please see attached billing statements. This account is for our Property Owners Association Clubhouse. The clubhouse is used approximately once per month for monthly meetings. Occasionally it is rented out for special occasions. During the dates in question it was not rented out. While the clubhouse is not in use, the water remains turned off at the meter. Before each meeting or occasion, one of the board members turns the water on at the meter and then back off again after the meeting to limit damage or waste in case of a burst pipe or leaky toilet. Due to the infrequent use of the clubhouse and the fact we keep it turned off at the meter, the water is never on for more than a few hours and you will find that our bills are never more than the minimum. However, Monarch Utilities shows that from October 9, 2019 to October 23, 2019 the usage for the clubhouse was approximately 2400 gallons per day and approx. 36,000 gallons over the 15 day span. We can find absolutely no explanation for this as the clubhouse was not in use and the water was off at the meter to our knowledge. The clubhouse is at the entrance to the subdivision and must be passed by all residents including board members. No one observed anything out of the ordinary during the dates in question. We requested a meter reading and a meter test, which Monarch performed and said everything was in working order. We explained the situation and asked for the charges to be removed, to which Monarch refused. We spoke to a supervisor and were refused any solution other than payment in full. We are appealing to your agency for relief. We are a very small association that is legally and financially limited to charging \$18 per year per lot. Our resources are extremely limited, which is why the board is so conscientious and diligent about keeping the water turned off at the meter. We would be happy to answer any questions and assist in any way we can. Thank you. Christy White, Secretary, Pine Trail Shores Owner Association.	Not Avoidable	Based on the investigation conducted, the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule §24 165(B)ing and §24 169(M)aters. The company has billed the account based on the meter readings obtained. No further adjustments appear warranted at this time.
9	1000096527	529310	PUC	Closed	3/30/2020	Field/CS	My water has been shut off as of today march 27th. I called on the 26th of march to have services put in my name because I bought the house. Attached you will find the email I was sent confirming that everything would be fine. I come home today to no water. I called the after hours number and an after hours tech by the name of Tracy Polard called me and it took an hour to get anything back from the supervisor and all I was told was they will not be turning it back on. I have 4 children. This is beyond frustrating and not to mention unethical. I need someone to do something about this issue asap. My number is 940 229 9062.	Avoidable	Based on the investigation conducted, the Customer Protection Division has determined that Monarch has failed to act consistently with Substantive Rule §24 167 Discontinuance of Service by inadvertently disconnecting your service. We trust we have addressed this matter to your satisfaction.
10	1000093815	526938	PUC	Closed	3/13/2020	High Usage Billing	Customer says that Monarch's water billing in her area is very sporadic. She says she has yet to receive a paper bill. There have been times that she has been disconnected before she has even received her disconnect notice. She says she needs to call each month to find out how much to pay and when it is due. Customer says that she also has an issue with her billing. She feels she her usage is not as high as what the company states. She has called the company about her billing concerns and says they have no answer about her usage. Customer would like to receive a bill on a monthly basis so that she does not need to continue to have to call the company each month about her bill.	Not Avoidable	Our review of the billing history indicates the company billed the account in accordance with 16 Texas Administrative Code (TAC) §24 165(a) relating to authorized billing. Review of the billing invoices reflects the monthly base rate for water \$49.30 and sewer \$75.26 in accordance with their Tariff. This investigation is closed.
11	1000036081	525967	PUC	Closed	3/9/2020	High Usage Billing	We are disputing 35k gallons usage and charges \$318.89 from February. Pamela told me on 2/18/20 I have a possible leak. She placed a work order but the field crew contacted me. The meter is across fence in another area and it's filled with dirt. I cannot understand how meter is read given location and being covered with thick foliage. We don't have pool.	Avoidable	Based on the investigation conducted, the Customer Protection Division has determined Water Services acted consistently with Substantive Rule §24 165(B)ing. The company confirmed your account was billed according to the rates approved by the Public Utility Commission and listed on the company's approved tariff. No further adjustments appear warranted at this time.
12	1000071401	524268	PUC	Closed	2/26/2020	High Usage Billing	Our water billing has been very high and not understanding why. I don't water my lawn. Very rare wash our vehicle. There are only 2 of us living here with a 2 year old grand son. We both work during the week and our grand son goes to the baby sitters during the week. We only wash clothes on the weekend. I don't run my dishwasher. Please help with this. Monarch has been over charging a lot of residents in our area. Please help with this. Thank you Kim Ramirez	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities LLP has acted consistently with Substantive Rule §24 165 (i) Disputed Bills.
13	1000020313	523533	PUC	Closed	2/21/2020	Field	On Kelly Lane there are water leaks that they can seem to fix properly because the leaks keep leaking. The county can't fix Kelly Lane until the water leaks are repaired correctly.	Not Avoidable	CPD's review of the documentation provided by you and Monarch determined that there were 51 leaks reported in the past 12 months. Although Monarch responded to or addressed the leaks, it appears that in some instances, the actions taken by Monarch did not adequately and/or permanently repaired the leaks. Based on CPD's informal investigation, it has been determined that the actions of Monarch were not consistent with 16 Texas Administrative Code (TAC) § 24 205 (5) relating to sufficiency of service.
14	1000093188	523272	PUC	Closed	2/20/2020	Rates	This company charges exorbitant fees to all of their customers and it's a complete outrage that they are getting away with it. I am a new customer, having recently moved into an area where they are the only water/sewer provider. I live in a small mobilehome with only two occupants. We do not drink the water because it tastes like bleach. We do not do laundry at our home, nor run a dishwasher. We do not use water outdoors. We have checked the meter for leaks & do not have any. We take 10 minute showers and yet our monthly bill has consistently been \$150 to \$199 a month. There is no way we are using that much water or sewage. Also, my bills reflect usage history from prior to my move in date which was Oct 18, 2019. If they're using that for a base that's wrong because that is not my usage, that is previous tenants. Everyone I know who lives nearby with bigger homes and uses more water pays on average \$45 a month. They email when my bill is ready and you can never get logged onto their website to look at my bill or to pay it. They have no answers to anything, except to tell people to consume less. Being as the sewage is the costliest part of my bill I assume they want me to flush once a day which is disgusting & a health hazard. This company has 125 Google reviews, every single one of them is negative and they all say the same thing, outrageous fees because they know they can get away with it. I'm attaching my 2 recent bills.	Not Avoidable	Based on these multiple factors, Monarch believes that no adjustments to the billing is required as all charges have been based on their approved Tariff. CPD in reviewing the documentation provided agrees that no credit adjustments are warranted as the information shows that the billing is valid and in accordance with the provisions of Substantive Rule 24 165 Billing Section.
15	1000023176	522974	PUC	Closed	2/19/2020	High Usage Billing	My last bill was over \$300 bucks. I do not have a pool, leak and paid the bill!! The recent bill is almost \$400 bucks! Our bills have doubled some even tripled. The last time the water company said there was a leak, our meter is not spinning when there is no water on. We do not have a leak! The water company may have had a leak! Matter of fact every time I need they are doing a repair our water bills go up!! There was a repair down the road on Colorado St I believe maybe three weeks ago and now my water bill is high! Coincidence? I think not! They are fraudulently inflating our bills!! Please!	Not Avoidable	Based on the investigation conducted, the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24 165(B)ing. By billing the account based on the meter readings obtained and in accordance with their approved tariff on file with the Public Utility Commission of Texas.
16	1000062593	520672	PUC	Closed	2/6/2020	Field	It has come to my attention that SouthWest Water company has applied the wrong water pipe pull size to my bill. They have stated that I have a 1 inch pull line when in fact I have a 5/8 pull line. This has resulted in an over charge of my base water bill of over \$70 a month. I have requested a refund for this amount as I believe that this was intentional on their part. Other neighbors in my division have also experienced price gouging and the upping of their water pipe size to increase the overall bill. It would like my pull size adjusted and a refund for being overcharged. I have not had luck with speaking with them.	Avoidable	Based on the investigation CPD determined Monarch Utilities acted consistently with 16 Texas Administrative Code § 24 165(h) relating to overbilling. The company recalculated the entire overbilling based on the correct rate.

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No workpapers

Line No	Customer Account (a)	Case Number (b)	Type of Complaint (c)	Status (d)	Complaint Received Date (e)	Complaint Type (f)	Additional Information regarding complaint (g)	Avoidable / Not Avoidable (h)	Resolution Steps (i)
17	1000034669	519476	PUC	Closed	1/31/2020	Field	Customer states he applied for service in October, 2019 for a new meter and made a payment of \$700. Customer states that he has been waiting since October to get the meter, but MONARCH is stalling on getting it. His home was delivered yesterday and expected to have the meter already set. He spoke with a representative yesterday who informed him that he should wait 10 days from the date he applied. Customer states that a representative came out 2 weeks ago and replaced the old meter box for a new one but never came back to set the meter.	Avoidable	Based on the investigation, CPD has determined that Monarch Utilities LLP has not acted consistently with Substantive Rule §24.161. Response to Requests for Service by a Retail Public Utility Within the Contested Area, section (b) which states: Except for good cause shown, the failure to provide service within 30 days of an expected date or within 180 days of the a completed application was accepted from a qualified applicant may constitute a refusal to serve and may result in the assessment of administrative penalties or revocation of the certificate of convenience and necessity or the granting of a certificate to another retail public utility to serve the applicant.
18	1000075073	518540	PUC	Closed	1/27/2020	High Usage Billing	I am not sure if this is the correct email but I am trying to file a complaint against the water company that services Wynwood Haven Estates in Frisco, TX 75036. I have lived in the neighborhood for 3 years and have had my meter changed three times. This company is never responsive in the billing department and in fact constantly sends termination notices. I live at 10516 Buconear Point Frisco, TX 75036 and only have 2 people in my home. My house has never had a water leak and my bill has been \$500 plus on several occasions. I have tried to fight it but can't avoid going without water and have no option but to pay the bill. This neighborhood has had several issues and they have told us the best way to handle it because they have had to in the past is going to the media. I do not think that is the correct route to take to handle mine and everyone else's excessive bills. I am a home builder and a vacant home that didn't have any grass had a bill of \$430. My bill last month was \$2,647. I had several inspectors come out to confirm that I have never had a leak and I was to have used the amount of water they said I have used. My house would have been gone and floated off into the lake. Their billing department does by \$1,000 gallons. The graph states in the month of April used 21k, June 27k, July 27k, August 31k, October 10k, November 24k, December 6k and January 7k. This month my water usage is \$60.94 and my water base fee that they charge on every single one of my bills is \$123.25. This is outrageous. I have several neighbors in my community that have compared bills and each person has a different rate. We need help validating it, and can't get anywhere with the company. Can someone please call me in regards to this issue or help guide me in the right direction on how to handle this issue.	Not Avoidable	Based on the investigation, CPD has determined that Monarch Utilities LLP has acted consistently with Substantive Rules §24.165 (f) Disputed Bills and §24.169 (d) Meter Tests on Request of Customer.
19	1000070424	516003	PUC	Closed	1/17/2020	Rates	Forwarded from Representative Keith Bell's Office - CGN 12983 - The customer states that for the last 6 months his bills have been \$167.51. He wants to know how his bill can be the same each month for 6 months. He believes that Monarch's rates are too high. He explained that his base charge for sewer service is \$75 and the base charge for water is \$49. He believes that these amounts are too high. He states that bills for the same service in other cities are around \$40 - \$50. He would like to ensure that he is being billed correctly and believes that their rates should be lower. He will be sending CPD copies of his bills.	Not Avoidable	CPD's review of the information provided by you and Monarch determined that your account has been correctly billed based on actual meter readings and the utility's approved Tariff which is consistent with 16 TAC § 24.165(a) relating to billing. An adjustment is not required.
20	1000076894	515747	PUC	Closed	1/16/2020	Customer Service	Last month water was turned off and lock placed. My bill was not covered. I called emergency call and they turned water back on saying they are having computer issues saying my residence was unoccupied. They claim to correct today again I came home to water off and locked. I show 0 due on bill. I had calling emergency # at 6pm and did not get an answer until 9:30pm. This must be fixed and is unacceptable as they never forgot me as a user when it's time to send a bill.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has failed to act consistently with Substantive Rule §24.167 Discontinuance of Service, Subsection (h) Service restoration. By requesting the account balance to be paid before the service can be restored. We trust we have addressed this matter to your satisfaction.
21	1000080470	515494	PUC	Closed	1/15/2020	Field	Customer states she has no water and when she has called she has been unable to reach anyone with MONARCH. Customer states the same thing last month she was without water for 2 days before Christmas. When she called MONARCH the message asked if you are reporting an emergency press 1 but the recording just keeps repeating and no one picks up.	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities LLP has acted consistently with Substantive Rule §24.171 (a) Service interruptions, section (1) which states: Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall establish service within the shortest possible time.
22	1000055066	514928	PUC	Closed	1/13/2020	High Usage Billing	Customer states her bill in December was a standard bill of \$49.30 but her bill for January has jumped to \$4618.00 and she has received another bill due on 1/17/20 in the amount of \$4800 or her service will be disconnected. Customer states she has had her hot water heater replaced when there was nothing wrong with it based on the information from MONARCH. Customer states there are no leaks on her side of the meter and for money they have billed her. But her yard would be flooded. Customer states she cannot afford the \$4800 bill and feels it is incorrect. Customer did state that MONARCH did ask for half of the balance and would setup a payment plan of \$400 a month along with her monthly bill which she cannot afford.	Not Avoidable	Based on the investigation, CPD has determined that Monarch has acted consistently with Substantive Rule §24.165(a) Billing Authorized rates and §24.169(a) Meters Meter testing.
23	1000068365	512632	PUC	Closed	1/2/2020	Rates	My water bill is normally in the \$200+ range but last month November's bill was double that amount. My daughter left for college and there are only 2 people at our residence. The meter showed over 1000 gals of usage. This is preposterous! The abuse of power and selling off of our water company is abusive. And we can expect this amount to rise 50 for the next two years!! This has to be stopped.	Not Avoidable	Based on the investigation, CPD has determined that Water Services Inc. has acted consistently with Substantive Rule §24.165(a) Billing Authorized rates.
24	1000026291	509675	PUC	Closed	12/17/2019	Customer Service	Customer states that he has been calling the company's customer service number 1.866.654.7892 for 2 days and has been on hold for 45 minutes 3 times and then a message comes on and says to please call again tomorrow because they have a high call volume. Customer states that he has issues with his bill that he would like to discuss with them but nobody ever answers the phone. Customer called this morning and again he has been on hold for 30 minutes and nobody answers.	Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule §24.153 Customer Relations and §24.169 Meters. The company is obligated to have a telephone number available to answer account questions and it appears Monarch Utilities has met this obligation. The meter was re-read at your request and a meter test was conducted to ensure the reliability of your meter. We trust this matter has been addressed to your satisfaction.
25	1000039212	508228	PUC	Closed	12/10/2019	High Usage Billing	My Client normally uses around 18K to 20K gallons of water per month. In September his water bill showed that he had used 20K gallons of water. Upon receiving his bill he called the water company (Monarch) and they sent someone out to check it out for him. The man that came out told my client that the meter had an extra couple of zeros that shouldn't be there and he changed the meter and told him someone would be getting back with him. My legal assistant called the Monarch water company and was told that the meter was working correctly and the water passed thru on their side. She was also told that someone had called my client on November the 8th and left a message and he said he never received the call. On Monday December the 8th he received a disconnect notice. We do not believe it is possible for him to use 20K gallons of water in a month.	Avoidable	Based on the investigation, CPD has determined that Monarch has acted consistently with Substantive Rule §24.165(a) Billing Authorized rates and §24.169(a) Meters Meter testing.
26	1000093311	506790	PUC	Closed	12/5/2019	High Usage Billing	Wanted to look for a water bill and one that should be one that is affordable and reasonable. I'm a single man that lives in a single wide trailer. I barely use water. I take a shower every other day, do laundry every week, and dishes every week.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24.165 Billing, Subsection (a) Rendering and form of bills. Bills for water and sewer service shall be rendered monthly unless otherwise authorized by the commission or unless service is terminated before the end of a billing cycle. Service initiated less than one week before the next billing cycle begins may be billed with the following month's bill. Bills shall be rendered as promptly as possible following the reading of meters. We trust we have addressed this matter to your satisfaction.

No workpapers

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27	1000093176	501522	PUC	Closed	11/13/2019	Field	I and my family just moved to Texas October 30, 2019. In only 1 week our water has been shut off 3 times and the pressure is very low all the time. Many times so low the shower faucet dribbles and the tub shower head won't even stay on when you open the valve. Cannot wash clothes or run the dishwasher except maybe a few times a day when we note the pressure is better. Once it was off from 2 pm to about 1 am and another time it was off for several hours. I don't know the laws re: water pressure or utility reliability but I would imagine they're not operating within the legal guidelines. I looked online and saw that the Weatherford Democrat covered the issue a couple of months ago and people were saying the water was making their animals sick and it would come out brown. I would like to know what if anything I can do to deal with this or if it's already being dealt with somehow.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24.171 Continuity of Service by reestablishing your service within the shortest possible time and making reasonable provisions to meet emergencies resulting from failure of service. This investigation is closed.
28	1000075376	501333	PUC	Closed	11/12/2019	Field	There are ALWAYS water service outages in the zip code of 76048 costing people days off of work and costing them money. There are also extreme over charges for water not used.	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the billing and response time to restore service due to the outages affecting your area are consistent with the provisions of Substantive Rules 24.165 Billing Authorized rates 24.169 Meters tested as prescribed by the AWWA standards or other procedures approved by the commission, and 24.171 Continuity of Service (a) Service interruptions. This investigation is closed.
29	1000083278	500984	PUC	Closed	11/12/2019	High Usage Billing	I own a rental property at 115 Oxford Dr. in Gordonville. no one lives in and hasn't since hooking up service. I'm forced to use Monarch. I have been doing renovations on the property only on Saturdays and even during those times I don't use any water. I do have an RV on the property which has only been occupied since June 2019. Even with that it's not used that much. I hooked water up with Monarch Utilities my bill was the \$50 base charge with no water usage. So I called to complain since no water is being registered. I was told the base charge will be charged on top of water usage. So Monarch is charging a \$50 base charge and then 50¢ per gallon of water used. So the last couple of months my water bill has been increasing and still no one lives in the house. Until my October 2019 bill was \$377.22 and I was outgaged so on 10/11/2019 I called Monarch to let them know there must be some mistake and to have someone come and read the meter. They are claiming I used 26,000 gallons that month there must be a leak. There is no leak. I also asked to have the daily reading amounts to see what days they are claiming was high usage. It took them over 3 weeks to get that readings back. So 21 days out of 30 show high with a day at 10 then to \$30 then back to 10. So if there was a leak it would be consistent the whole 30 days. Something needs to be done with Monarch (Southwest water) since there are multiple complaints from other customers. They are defrauding customers.	Not Avoidable	Based on the investigation CPD has determined Monarch acted consistently with 16 Texas Administrative Code § 24.165 (a) related to billing authorized rates. Our review of the billing invoices and rates Monarch has calculated bills according to the rates approved by the Commission and as listed on their Tariff. This investigation is closed.
30	1000075376	501333	PUC	Closed	11/12/2019	Field	There are ALWAYS water service outages in the zip code of 76048 costing people days off of work and costing them money. There are also extreme over charges for water not used.	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the billing and response time to restore service due to the outages affecting your area are consistent with the provisions of Substantive Rules 24.165 Billing Authorized rates 24.169 Meters tested as prescribed by the AWWA standards or other procedures approved by the commission, and 24.171 Continuity of Service (a) Service interruptions. This investigation is closed.
31	1000012011	499944	PUC	Closed	11/7/2019	Field	Today is November 6, 2019. This is the 3rd time in the last 2 weeks that we have had outages. Customer Service reported that construction crews are running over their lines. She also stated the construction crews are not informing Southwest Water that they will be doing some sort of construction. Why is Southwest Water allowing this to happen? This should be a mandatory process so that Southwest Water can take precautionary measures to avoid this and also ensure that Southwest Water is not providing contaminated water to its customers. Again, why is this happening? Water lines underground are not marked? This has caused major inconveniences to my family. I have spoken to neighbors and they are upset about this issue as well.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch acted consistently with Substantive Rule §24.171 Continuity of Service. The company restored your service as soon as practicable and taken steps to alleviate further service issues. We trust this matter has been addressed to your satisfaction.
32	N/A	N/A	PUC	Closed	10/28/2019	Field	Customer states that she is being denied initial water service by Monarch Utilities. Customer states that she called the company to ask them for an application for water for a new mobile home that they are putting on their Mothers lot. Customer states that her mother has service through Monarch at this time at 251 Rolling Hills Rd. TriA. Customer states that Monarch told them that they only provide 1 meter per lot and she has established her address as 251 Rolling Hills Rd. Tri B. but the water company is saying that they cannot provide 2 water meters for the same address. Customer states that she has been to the County Developer who already told them that they don't have to divide the property to get water. Customer is frustrated because the company refuses to send them an application. Customer requested a letter of denial but instead she got a call and was told that she is being denied for service even though they are within their CCN. When the customer asked for an email or written letter stating that she is denied, they refused to provide that to her.	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities has acted inconsistently with Substantive Rules §24.161(a)(2) Response to Requests for Service by a Retail Public Utility Within Its Ordained Area and §24.157 Refusal of Service.
33	1000089048	497612	PUC	Closed	10/28/2019	Rates	Customer states that he has adjusted all measures to find out why his water bill is so high for just himself. Customer is an elderly man on a fixed income and his water bill has been over \$150 every month. Customer has no leaks and the company states that even though his usage is low, the base fees for each service are over \$120. Customer is disputing his bill because he feels that this company is gouging him.	Not Avoidable	Based on the investigation CPD has determined Monarch acted consistently with 16 Texas Administrative Code (TAC) § 24.165(a) related to billing authorized rates. Our review of the billing invoices indicates Monarch has calculated bills according to the rates approved by the Commission and as listed on their Tariff.
34	1000071959	495360	PUC	Closed	10/16/2019	Field	Need to verify SWWC just sent out a DROUGHT notice after the EXTREME storm we had Thursday and Friday. Can someone PLEASE verify for us if Southwest Water Company got this DROUGHT RESTRICTION approved as we are under the understanding that before they can send out these notices that they must FIRST notify the PUC and the LAST TIME they did they told it was a "CLERICAL" error. They have been sending out MAINTENANCE and LEAK/OUTAGE messages at least once a week now for the last 2-3 months. This is really RIDICULOUS. we can NOT count on getting the water we pay for PLUS they are still RANDOMLY overcharging customers and it happens EVERY time they send out a LEAK/OUTAGE or MAINTENANCE notice. Most of us are having to take showers twice a day (in morning and again at night) to avoid the SCAM by SWWC. it's the ONLY way we can find the EXACT data that SWWC does whatever the heck they do to the meters to make the reading "jump" by at least 2-4 THOUSAND gallons.	Avoidable	According to 16 Texas Administrative Code (TAC) § 24.205 (2)(A) a utility must file a copy of its TCEQ approved drought contingency plan with the utility's approved tariff. 16 TAC § 24.205 (2)(C) states that the utility must provide written notice to the Commission prior to implementing the provisions of the plan. A review of our records found that a copy of Monarch's TCEQ approved drought contingency plan is not filed with Monarch's Tariff and that there is no record that a written notice was provided to the PUC prior to implementing the provisions of the drought contingency plan. A possible inconsistency of the referenced Commission rules has been determined.
35	1000091929	494841	PUC	Closed	10/14/2019	Rates	My complaint is about the amount we are being charged for water and sewer in our development! The amount is very high compared to other locations around San Jacinto county and when I brought this to swwc they told me that is the price and that they are the only provider for our development so we can either pay or have no water! I am not the only one in our development that feels this way and if need be I can get a petition together so we can get fore pricing for our services. Thank you.	Not Avoidable	Based on the investigation CPD determined Monarch Utilities acted consistently with 16 Texas Administrative Code § 24.165(a) related to authorized rates. The company has billed the account according to the rates approved by the regulatory authority and as listed on their Tariff.

No workpapers

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36	100003162	493309	PUC	Closed	10/4/2019	Customer Service	The customer is currently without service. He states that the service was disconnected without notice on 10/4/19. He explained that they did not receive a bill, so they called Monarch on 10/3/19 to inquire about payment. Monarch informed the customer of the amount that was due and the customer paid the full amount. After being disconnected on 10/4 the customer called Monarch and was informed that they need to pay disconnection fees in order to restore service. The customer doesn't understand why they were not informed about the amount yesterday when they called to remit payment. The customer wants their service restored immediately. The customer wants to receive bills in a timely manner.	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities I LP has acted consistently with Substantive Rule §24.167 (a) (2) Reasons for Disconnection: section (A) which states "failure to pay a delinquent account for utility service or failure to comply with the terms of a delinquent payment agreement."
37	1000065410	492620	PUC	Closed	10/2/2019	High Usage Billing	Hiwkw I am A DISABLED MAN ON A STRICT BUDGET SSI MY NORMAL USAGE IS 15 TO 20 dollars of WATER USAGE per month my elderly neighbor wanted me to measure wash his house i did and got my water bill for 123.42 i thought this is very far well i went back to my normal usage and low and he hold my next bill came and it was 100 dollar to the previous months bill gallon per gallon penalty for penalty what are the odds of that? So i have 2 bills back to back the same 123.42 123.42 my other neighbor said they actually DOUBLE BILLED ME I CAN NOT AFFORD MUCH MORE OF THIS WITHOUT GOING HUNGRY Thank you so much for hearing me. Kan 903 818-0163	Not Avoidable	Based on the investigation CPD determined Monarch Utilities acted consistently with 16 TAC §24.169 Meters (b) relating to meter readings. Our review indicates Monarch Utilities has read the meter monthly and conducted a meter re-read per request.
38	1000079659	492571	PUC	Closed	10/1/2019	High Usage Billing	This property is a rental property. We rented the property on November 16th 2018 and had the water bill turned off from my name. On September 23rd 2019 we received the property back by court order and on that day we called and had the water bill transferred back to our name. Apparently tenant did not pay their bill and according to Ben from SouthWest Water Company the water was turned off on July 1st and the account was closed on July 12th. Ben states that someone wanted the water back on and that I am responsible for the water that was used from July 1st until September 23rd because I am the home owner. The account was NOT in my name. The water should NOT have been turned back on and if someone did so then the water company should have turned it off again because the account was in no ones name! How can they make me responsible for something I had no idea of. The account was in someone else's name not mine. If they were behind on their bill then they should not have been able to get water! I received an email on 9/27/2019 showing I owed \$93.46 but when I called to question I talked with Pamela and she said she would correct the bill I should only be charged from 09/23/2019. I received another bill on 09/30/2019 showing I owed \$73.48. I called and talked to Ben, he said I owed \$359.12 for the water used between July 1st - Sept. 30th. There is no way I can be responsible for someone else's actions that I have no clue about. Please contact me asap.	Not Avoidable	CPD has determined that Monarch Utilities is not prohibited from back billing you for usage during the months of 7/2019, 8/2019 and 9/2019. Substantive Rule §24.165(h) does allow back billing due to meter tampering, which would include an unauthorized reconnection of service up to 12 months. Although you may not have made the unauthorized reconnection, you have been the owner of the property and had acknowledged that you were using water without having service in your name at least for a short time. They are holding you responsible for the unbilled water usage due to your ownership of the property during the time the water was consumed. Currently the rules do not prohibit them from doing so. Based on the investigation CPD has determined that Monarch Utilities has acted consistently with Substantive Rules §24.165(n) Billing Overbilling and underbilling and §24.169(h) Meters- Meter tampering.
39	1000023167	492185	PUC	Closed	9/30/2019	High Usage Billing	We have been dealing with this problem with the water company SouthWest or Monarch Water Company without any result. A year ago we made a complaint about the amount of use gallons (4000 ave monthly) at address 9217 Oklahoma St. Joshua TX 76058. There are 2 adults living at the location and working full time jobs. This is the 2nd time we have complained since we have been getting even higher bills due to increasing gallons of water usage. We have spoken with this company for an inspection or re-inspecting meter on both occasions we have received the same response that they did not find any leaks or misreading meter. We worked the property and we found a big green grass spot. We called again to the water company asking for another inspection they came over. We found a note on the house door telling us that they allegedly found no leaks. I'm sending along with this letter copies of bills and pictures to explain this issue in the best way possible. meter number is not the same on bill We run out of water these days. Easter weekend (April) Memorial Day weekend (May) and 4th of July weekend (Thurs. Mon. up to 10-12 hours no water. Eliran Rios (817) 600 9916 Ludwina Rios (817) 701 8384 (call this number 1st to contact)	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities has acted consistently with Substantive Rules §24.171(a)(1) Continuity of Service- Service interruptions and §24.205(5)- Adequacy of Water Utility Service. Monarch Utilities does not know what the water measured through your meter is being used for nor where it is going. They only know that their meter is progressing as water is flowing through it. If you do have a leak on the customer side of the meter it is the customer's responsibility to locate and repair. The leak repair mentioned in §24.205(5) refers to leaks on their side of the meter. Leaks on the utility side would have no impact on your meter readings.
40	N/A	N/A	PUC	Closed	9/30/2019	Rates	Complaint: Senator Nichols received a complaint from Ms. Tanya Hickey, P O Box 672, Santa Fe, TX 77510 979-319-1295 regarding her water company. Ms. Hickey states representative from SouthWest Water Company, Chastalack told her if she connects to the water and sewer service (\$125/mo. which incl 999 gal/minimum) she will be charged the base fee per month regardless if it is used. She has no home on the lots at this time. She was told that if she disconnects in Sept. 2019 and reconnects in Sept. 2020 they will charge her \$125 x 11 months. She thinks this is wrong. Her property is in San Jacinto County, located at 11 Hudson Oaks, Sec J of HVL, Lot 162, Acres 1148. Hudson Oaks Sec J of HVL, Lot 163, Acres 1148. We would appreciate your staff reaching out to Ms. Hickey regarding her complaint. Pat Michelle Slaton (District Coordinator) Office of Senator Robert L. Nichols	Not Avoidable	CPD has completed its informal investigation of your complaint and based on our review of the documentation provided has determined that the Monthly Base Fees are valid and if service is established will be assessed in accordance with the provisions of Substantive Rule §24.165 Billing- Section (e) Authorized rates. Bills must be calculated according to the rates approved by the regulatory authority and listed on the utility's approved tariff. Unless specifically authorized by the commission, a utility may not apply a metered rate to customers in a subdivision or geographically defined area unless all customers in the subdivision or geographically defined area are metered.
41	1000065716	488626	PUC	Closed	9/16/2019	Customer Service	I live in the Oak Trail Shores addition of Granbury Texas. After moving here almost seven years ago we have had nothing but problems with the water company. You never know from any day if you are going to have water, pressure or if the water is going to taste bad. I have been told on multiple occasions that complaints have been filed with you on the meter and multiple other matters. On September 10th I came home to no water, this was late in the day and did not know what was going on. I called on September 11 to be told that my check did not clear my bank. I explained that my bank had been having issues with my account and the check was returned. I explained that when this happens in the past they always sent it back through a second time and never had a problem. She politely told me that it was not the case anymore and that they don't do that anymore. Then I proceeded to tell me that my previous bill was 153.19 but it was going to cost me 404 dollars to get it reconnected. I asked why they don't send me an email or a letter, she stated that they sent me a letter. I finally received the letter on September 11th the letter was dated September 6th but the envelope was post marked the 9th of September. I completely feel that they are taking advantage of the customers and their business principles have not to be desired. I am giving you an opportunity to take care of this before the matter has to be proceeded to the state representative and to the governor's office. I respectfully ask you to look into this matter with Southwest Water Company. Sincerely Claudio Clanton claudoclanton@gmail.com 682 301 0394	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch acted consistently with Substantive Rule §24.167 Discontinuance of Service and §24.165 Billing. The company credited you sufficient notice that your service was set to be disconnected for non payment. When your payment was returned the company appropriately billed you a returned check fee in accordance with the company's approved Tariff and your service was disconnected. Monarch is not required to run a payment a second time. Any issues with your bank should be dealt with your bank directly.

No workpapers

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42	1000022571	488021	PUC	Closed	9/11/2019	Customer Service	I had a water leak. I used almost as much water as I had used all year. After being on hold for 13 mins I talked to Rose. Could not give last name for security reasons. She said I did not qualify for a reduction because I had been late on my bill twice on 2018 and twice in 2015. These went into shut off notices. I said if I am one day late its a shut off notice. I feel my bill should be adjusted to previous readings. I do not get any reimbursement when our water is shut off. They give all kinds of discounts to people in need. I am late on 4 payments, and she says 1 day is late I do not qualify for any help. Four payments since 2016. What about all the prior years not late. I even had to call the water department to shut the water off at my meter because someone took the handle off it. Luckily the water man happen to have one just like I needed. My bill is \$ 563.66. Said I used 47,000 gallons. This leak must of started in August. I paid for 17,000. I don't know how to do FILES or would send a copy of the bill. Here is what I have used starting with 9. 2018 11 2 2 1 2 0 2 2 7 6 17 45 S O N D J F M A M J J A S I I do not get any restitution when they shut my water off for repairs. No thank you when I report water leaks in the road ditches. How long will I be penalized for late payments that were always paid? This company always puts themselves on the back for helping the community.	Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24.165 Billing. Any time customers contact utility to discuss their inability to pay a bill or indicate that they are in need of assistance with their bill payment, the utility or utility representative shall provide information to the customers in English and in Spanish, if requested, of available alternative payment and payment assistance programs available from the utility and of the eligibility requirements and procedure for applying for each. We trust we have addressed this matter to your satisfaction.
43	1000116595	N/A	PUC	Closed	9/6/2019	Field	The customer is currently without water. He applied for service over a month ago and paid the tap and meter fee. He states that three weeks went by and service was not connected. He was informed by Monarch that they did not have any meters and that one they had more they would connect the service. He states that after 4 weeks without being connected. Monarch informed him that they would not be able to provide service because the address has already had a meter serving another home. He states that he had informed Monarch of this and that he would be adding a mobile home to the property. Monarch informed him that he would need to subdivide the property. He states that they never informed him of this when he applied. He states that they were aware of the circumstances of his property and when they approved his request for service, he made arrangements to have a mobile home set and septic tank installed. He states that they should have informed him of this when he applied. He wants Monarch to connect his service as he met all the requirements that were provided when he applied.	Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule §24.167 Refusal of Service and §24.169 Meters. The company has confirmed a meter cannot be installed at the location you have provided as the company's tariff requires only one meter for each residential connection. If your County Appraiser District may allow Monarch Utilities to serve more than one meter at a service address, but the company's tariff does not. In accordance with the company's tariff, Monarch Utilities has denied the installation of a second meter at 312 Sparrow Lane and you will receive a refund of your payment. We trust this matter has been addressed to your satisfaction.
44	1000069430	486311	PUC	Closed	9/3/2019	Water Quality	Priority PUC Complaint Forwarded by Chairman Walker's Office. Mr. Keilum states that 3 weeks ago Monarch Utilities had an interruption of water service than low water pressure. Since then the water has been discontinued. The customer has concerns related to health issues and the safety of the drinking water. The customer states the Sunday he briefly speaks with a representative of Monarch regarding his concerns. He was then advised that Monarch needs to refill its holding tanks and flush out the water lines before the issue of discolored water would be resolved. The customer has concerns that this situation is going on 3 weeks now with no resolution.	Not Avoidable	CPD's investigation of the information provided by you and Monarch determined that Monarch acted consistently with (TAC) §24.171 regarding the service interruption that occurred on 8/22/2019 by reestablishing your service within the shortest possible time and making reasonable provisions to prevent further interruption of service.
45	1000090641	484784	PUC	Closed	8/22/2019	Rates & Charges	Over the past 10 years I have tracked water usage in CCF and KGAL for my family of 5 as well as many other homeowners around me. While living in Tarrant county I averaged around 11 CCF which is roughly 8.25 KGAL of water usage with about 90 of usage in sewer and environmental fees. Fort Worth water bills rarely if ever went above \$120.00 for a 30 day consumption. Southwest Water based in Houston TX, sees fit to now charge us DOUBLE the rate for the same consumption and sewage. They start with an atrocious water base/ sewage base charge totaling over \$124.00 BEFORE any water is consumed or metered. Water is then metered and charged ON TOP of the aforementioned "base" rate. We should not pay for water twice especially when the state knows the local water quality in Grayson County is sub par and is dangerously close to EPA levels of toxicity with VOC's and heavy metals. Why are we subjected to this kinda of blatant exploitation in water service? One should not have to doubt between clean safe water and food. These charges are never explained nor is the quality of water warranting spending so much in Grayson County. Thank You.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24.165 Billing. By billing the account based on the established terms of service and the meter readings obtained in accordance with their approved tariff on file with the Public Utility Commission of Texas. No adjustments appear warranted.
46	1000089337	484785	PUC	Closed	8/22/2019	Rates & Charges	Excessive water usage charges that change in Unfathomable amounts every month. Not to mention the charges for sewer and water base before you even drop one drop of water. These are excessive. Jennifer Reilly	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24.165 Billing. By billing the account based on the established terms of service and the meter readings obtained in accordance with their approved tariff on file with the Public Utility Commission of Texas. No adjustments appear warranted.
47	1000083326	484783	PUC	Closed	8/21/2019	Rates & Charges	Our base water bill is \$125.00 before we EVER use a drop of water. To have \$300 - \$400 water bills per month is ridiculous. We are barely watering, therefore our year old seed is not taking root the way it should be. We paid a great deal extra to have Zoysia put in because it is VERY drought tolerant. However, we must water a little. We can't even afford to water our container garden because water is so high here. This is outrageous and the company gets away with it because we have no other company to choose from. This is not another industry that needs to be regulated. This is absolutely THE VERY and this is absolutely a MONOPOLY!!! We also were required to have a meter installed AT OUR EXPENSE rather than the water company's or the developer's expense (Divane Homes). This is a meter we believe is not calibrated properly and they are billing us double or triple for the water. Just an FYI: it is just my husband and I living here, so it's not like we are doing laundry/showers for a family or anything!	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24.87 Billing. By billing the account based on the established terms of service and the meter readings obtained in accordance with their approved tariff on file with the Public Utility Commission of Texas. No adjustments appear warranted.
48	1000031999	483995	PUC	Closed	8/20/2019	Payment Processing	Over the last three years this water company has made a regular routine of depositing payments so they can collect late payments. We have documented this more than four times and at least three times this year. We send our payment by USPS priority mail with tracking number so as to determine when the payment was received. The last payment was delivered 7/22/2019 with a due date of 7/29/2019. The company rep says they did not get the check until 7/30/2019 thus creating a late payment issue. The tracking number of the payment 9505512105219198214982. We have supplied this documentation to the company with not avail. This is not an error on their part but a illegal way of collecting money without asking for a rate increase. We have additional information to confirm their illegal activity. Thank you Chay Dobby	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the late payment fees assessed by Monarch Utilities were valid and consistent with the provisions of Substantive Rule §24.165 Billing. Section (a) Service interruptions: (b) Due date: (1) The due date of the bill for utility service may not be less than 16 days after issuance, unless the customer is a state agency. If the customer is a state agency, the due date for the bill may not be less than 30 days after issuance unless otherwise agreed to by the state agency. The postmark on the bill or the recorded date of mailing by the utility if there is no postmark on the bill constitutes proof of the date of issuance. Payment for utility service is delinquent if the full payment, including late fees and regulatory assessments, is not received at the utility or at the utility's authorized payment agency by 5:00 p.m. on the due date. If the due date falls on a holiday or weekend, the due date for payment purposes is the next work day after the due date. (c) Penalty on delinquent bills for retail service: Unless otherwise provided, a one-time penalty of either \$5.00 or 10% for all customers may be charged for delinquent bills. If, after receiving a bill including a late fee, a customer pays the bill in full except for the late fee, the bill may be considered delinquent and subject to termination after proper notice under §24.167 of this title (relating to Discontinuance of Service).

No worksheets

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49	1000075361	483939	PUC	Closed	8/19/2019	High Usage Billing	Priority PUC Complaint received: Charged excessive amount for water usage that was not used at 433 Stroud Dr. Boulevard TX. July 16th received a bill from Water Services Inc. for \$353.65 for water usage between June 5th and July 3rd. (the concerns are very lengthy please read the attachments.) He is surprised that he was advised that our water meter equipment could not have had an intermittent problem.	Not Available	The Customer Protection Division recommends you contact the City of Euverard should you have any further questions or concerns as the City retains jurisdictional rights in your area. The information relayed by Water Services was provided as clarification, however, the Customer Protection Division has no jurisdiction regarding the issues presented in your complaint.
50	1000090466	483027	PUC	Closed	8/14/2019	Field	Frequent outages 2 a week or so low pressure a couple times a week smells like bleach Boils notices often Haven't been noticeable until last week had to replace water heater and kitchen faucet. Water heater was half full of pebbles. This has been ongoing since I moved here in June 2019. I spend more money on bottles of water a month than the \$50.00 I am charged just to receive water. Has small child with feeding tube so baths even have to be boiled for him.	Not Available	Based on the investigation conducted the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24.93 Adequacy of Water Utility Service. Every retail public utility shall maintain its facilities to protect them from contamination, ensure efficient operation, and promptly repair leaks. We trust we have addressed this matter to your satisfaction.
51	1000075236	482809	PUC	Closed	8/13/2019	Customer Service	Emergency PUC. The customer states that her service was disconnected without notice. She states that her dispute started in January 2019 when she was billed for 63,000 gallons of water. She did have a leak but does not believe that it was bad enough to justify the gallons she was billed for. After several months of making payments toward the billed amount, she was notified that they would reduce the amount owed and waive the late fees. This left a remaining balance of \$500. She states that her bill is always due on the 13th of each month. She has paid each month but after being disconnected on 8/13/19, she was informed that her due date was changed to the 11th of each month. She is concerned that she has been overbilled and that she was disconnected without notice. She states that they will not reconnect her service unless she pays the disputed \$500 balance. She wants the service restored and believes that the balance should be reduced.	Not Available	Based on the investigation conducted the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24.167 Discontinuance of Service by providing you sufficient notice that your service would be discontinued for non payment. Monarch has also acted consistently with Substantive Rule §24.165 Billing and Substantive Rule §24.169 Meter Testing. By billing the account in accordance with their approved tariff and confirming that the meter was functioning correctly. No further adjustments appear warranted.
52	1000074737	482255	PUC	Closed	8/8/2019	Rates	I'm building a new home on my property and installing residential multi purpose fire sprinkler system. This system provides greater safety for occupants and first responders. This system requires me to have a stand by water meter installed in order to supply the necessary water volume in the event of an emergency. This would be called stand by water only used in the case of emergency. This is not an additional tap or meter, only an increase in meter size (5/8" to 1"). After contacting my water purveyor they informed me that there are no discounts given for fire protection systems and that the rate would increase by ~\$70/month (see pg 3 of document) for the larger meter size even though it may never be used and that the additional water would only be used in an emergency situation. This situation is beyond comprehension that I will pay \$840/year for stand by water. I can understand a one time fee and fees based on usage but not \$70/month just to set a larger meter for stand by water availability. This rate structure makes it unaffordable for the addition of added safety. Please Help!	Not Available	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the actions taken by Water Services Inc in addressing your concerns regarding the tap fees is in accordance with the provisions of Substantive Rule §24.25 Form and Filing of Tariffs §24.163 Service Connections (a) Water Service Connections (1) Tap Fees: The fees for initiation of service where no service previously existed shall be in accordance with the following (A) The fee charged by a utility for connecting a residential service applicant's premises to the system shall be as stated on the approved tariff in determining the reasonableness of a tap fee, the commission will consider the actual costs of materials, labor, and administrative costs for such service connections and road construction or impact fees charged by utilities with control of road use if typically incurred and may allow a reasonable estimate of tax liabilities. The commission may limit the tap fee to an amount equal to the average costs incurred by the utility (B) Whether listed on the utility's approved tariff or not, the tap fee charged for all service connections requiring meters larger than 3/4 inch shall be limited to the actual cost of materials, labor, and administrative costs for making the individual service connection and road construction or impact fees charged by utilities with control of road use and a reasonable estimate of tax liabilities. The service applicant shall be given an itemized statement of the costs.
53	1000076785	480587	PUC	Closed	8/1/2019	Field	I want to complain about Monarch. We have been without little brown contaminated water. We have complained to the company about this and the high bills. Since we have had this issue for over a month the bills are going up and most of the time we do not have water. There is no help from the company on billing or water complaints. We are in need of some assistance. Thank you. Aloia Finney	Not Available	Based on the investigation conducted CPD has determined that Monarch has acted consistently with Substantive Rule §24.171 Continuity of Service (a) by reestablishing your service within the shortest possible time and making reasonable provisions to meet emergencies resulting from failure of service. CPD has also determined that Monarch has charged your account consistent with its tariff in compliance with our Substantive Rule § 24.165 Billing (a). The rule requires Monarch to calculate your bills according to the rates approved by the PUC and listed on its tariff. The issuance of the bill notices is governed by TCEQ along with the quality of Monarch's infrastructure.
54	1000025434	480883	PUC	Closed	8/1/2019	Field	Customer says she has been out of water since Friday July 26. She says the water comes on periodically, but it is only a trickle and not enough pressure to take a shower, do laundry or wash dishes. She says she has had water service for only about a week out of the last month. She says she has had to reach out to customer service and they have not been very responsive. She says they are rude and call her later. She says she is tired of the constant interruptions and having to deal with the uncertainty of not having water at any moment.	Not Available	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the actions taken by Monarch in restoring service to your residence due to the outages affecting your area are consistent with the provisions of Substantive Rule §24.171 Continuity of Service Section (a) Service Interruptions (1) Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time.
55	1000079700	480882	PUC	Closed	8/1/2019	Field	Since June we have had horrible service. Chlorine so bad it gave my daughter a rash. A hot water notice where we couldn't even bathe. Leaks every other day it seems and drought restrictions! They gave us free water but only covered 100 customers and there was over 500 affected. They have failed to give water and refuse to cover our base payer reimburse us for having to buy bottled water. TODAY we have another hot water notice. I have 2 toddlers. I think this needs to be addressed somehow. It's getting ridiculous. Were paying double for something I can't use and now I'm using propane to boil water and electricity will work harder because of the propane stove. I'm sorry but I'm a little frustrated here.	Not Available	Based on the investigation conducted the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24.93 Adequacy of Water Utility Service. Every retail public utility shall maintain its facilities to protect them from contamination, ensure efficient operation, and promptly repair leaks. We trust we have addressed this matter to your satisfaction.
56	1000025447	474808	PUC	Closed	7/30/2019	Field	Customer states that he has been without water since Saturday, at 1:35 p.m. after an email was sent at 1:30 pm from Monarch Utilities. Customer states an ETA was given for a restore for 5 pm that same day but he states he is still without water today. Many neighbors have resorted to getting water from a nearby lake.	Not Available	Based on the investigation CPD has determined Monarch acted consistently with Substantive Rule §24.171 Continuity of Service (a) Service Interruptions (1) Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time.
57	1000043299	480301	PUC	Closed	7/30/2019	Field	The customer states that in the last six months he has been without service eight times which can last up to 12 hours. On July 21, 2019 the customer lost service at 10:00am and when he tried to call the Company to report the problem he was placed on hold for 40 minutes. There is no option at the Emergency number: 1.866.654.7892 to report the outage other than wait for a Customer Service Representative. The customer is not being advised on what is causing these outages.	Not Available	Based on the investigation CPD has determined that Monarch Utilities LP has acted consistently with Substantive Rule §24.171 (a) Service Interruptions, Section (1) which states: "Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish the service within the shortest possible time."
58	1000063128	480310	PUC	Closed	7/30/2019	Field	We have been without service for at least five days in the past two weeks as well as the two weeks before we were on a hot notice and then the week before that we were also without water. I don't understand why we are paying full price for services that we do not get! I work in the food service industry and it is a requirement of my job to wash my clothes every day as well as take a shower before I go to work so this is a danger and a hazard to my profession caused by a service that I pay for. Also we were keeping a dog the week before the hot notice came into play and we were giving the dog water from our tap. The dog became very ill and was taken to the vet and diagnosed with a parasite contracted through bad water. When I contacted the water company they assured me there was no parasites in the water but we needed to continue the hot. Why am I paying full price for a service that not only denies me service at least a quarter of the month but also puts me and my animals in danger?	Not Available	Based on the investigation CPD has determined that Monarch Utilities LP has acted consistently with Substantive Rule §24.171 (a) Service Interruptions, Section (1) which states: "Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time."

No workpapers

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59	1000082057	479853	PUC	Closed	7/29/2019	Field	The water is off at least 2 or more days a week and doesn't have any pressure when it is on just comes out in a slow trickle takes 30 mins to fill a toilet after flushing and it's been this way for over a year	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities LP has acted consistently with Substantive Rule §24 171 (a) Service Interruptions Section (1) which states "Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time."
60	1000076048	479706	PUC	Closed	7/25/2019	Field	Customer states that in the last 6 weeks her whole community has had interruptions in service at least 15 times. Yesterday they were out for 12hrs and now again they are out. These interruptions last 13-24 hours. Some last for days. Customer states that when she calls the company either she is left on hold for hours. Sometimes they don't even answer the phone. Customer states that when they do answer they won't give them an estimated time of restoration. Customer states that excuses range from lightning hitting the pump, numerous leaks that they can't seem to locate, the pump malfunctioning etc. Customer states that this happens at the time but the last 6 weeks has been terrible and the company doesn't seem to care. Customer states that she has livestock that is running out of water and she is having to go throw a bucket of local fire water. Customer states she understands things like this happen every once in a while but 15 interruptions in less than 6 weeks is just unacceptable.	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the actions taken by Monarch regarding the outages affecting your area are consistent with the provisions of Substantive Rule §24 171- Continuity of Service Section (a) Service Interruptions (1) Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time.
61	1000065021	479184	PUC	Closed	7/24/2019	Field	Mrs. Carroll has been without service since 8:00pm last night and customer bill is current. This has been an ongoing problem with the Company regarding billing and outages. Mrs. Carroll states that in the last six months she has had service 32 times which can last up to 48 hours. The customer states that the Utility pressure testing the lines which blow and her meter constantly spins. Mrs. Carroll bill can range up to \$700 for one month. The customer feels that these quality and billing issues must be addressed.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24 93 Adequacy of Water Utility Service. Every retail public utility shall maintain its facilities to protect them from contamination, ensure efficient operation, and promptly repair leaks. No adjustments appear warranted.
62	1000024885	479135	PUC	Closed	7/23/2019	Field	Claims on July 21 was sitting while waiting for SWWC to get the water turned back on in the neighborhood. Has no usable amount of water for approximately 16 hours. Text alert received on July 20 stating low pressure and ETA was 5pm. Checked at 4pm no water. 5pm no water. Water was trickling from the faucet multiple times around 6pm until 7:30am. Checked again at 9:30 at 10 and there is no water whatsoever. No text received since alert of low pressure. Called the emergency line who informed that there was a leak and no ETA on repairs. Haven't been able to shower, do laundry, or wash dishes. This is becoming a regular occurrence and it's completely unacceptable. Finally a text alert at 11:15 which equaled after 17 hours of either no water or such low pressure that the water is not usable. John & Dawn Bruns 817 597 7728/	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities LP has acted consistently with Substantive Rule §24 171 (a) Service Interruptions Section (1) which states "Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time."
63	1000044477	478201	PUC	Closed	7/19/2019	Field	Water service in Western Lake Estates has always been spotty with monthly outages, low pressure and dry water but it has gotten to a ridiculous level in the last few months. The water is off likely 3 or more times each week. The pressure is unreliable. The water is dry and although an TCEQ inspector was supposedly just out here and passing the water we are under a boil water notice. The company will not spend the money to fix or replace the pumps and gives no rebates for the inconvenience of being unable to shower, flush toilets, or do laundry. I keep 5 1 gallon jugs of water by each toilet, 10 20 ounce bottles of water by each sink. For the Price of \$48+ just for the tap (nowater use included) we have spotty service at best, dry water alternating with bleached water smelling much stronger than an indoor pool, and the privilege of buying bottled water for drinking and cooking because you really shouldn't want the nasty stuff in your body. Its really not good enough to bathe or do dishes and laundry with. Please help us. We have been begging for help and no one seems to listen.	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities LP has acted consistently with Substantive Rule §24 171 (a) Service Interruptions Section (1) which states "Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time."
64	1000019924	477877	PUC	Closed	7/17/2019	Customer Service	My services had been unused since November of 2018. I contacted Southwest water in April to discuss reconnecting my service. I was advised by the rep to wait to set up service bill outside of a six month period to avoid back billing although no water was used. I again reached out to set up service in June as advised. Outside the 6 months to have the service restored, I was contacted days ago stating that I owe almost \$400 in back billing. I disputed with the representative who stated they would put the call log and would contact me in regards to my dispute. My water was disconnected despite my dispute not being reviewed or discussed. I receive a voicemail advising me to call Southwest water. I returned the call the following day and am advised that I will remain disconnected until I pay the back billing. My request to speak with a manager was met with the representative disconnecting the line.	Not Avoidable	CPD's review of the information provided by you and Monarch assisted with our final resolution of the complaint. CPD has determined the company properly informed you of the back billing of the account when the request was made for the reconnection of the service. The company issued the invoices for the back billing and when a payment was not received, a disconnection notice was issued as well. When a payment was not received by the due date on the disconnection notice the service was disconnected for non-payment and the disconnection was valid. The balance is due and no adjustments are warranted. Based on the investigation CPD has determined that Monarch Utilities LP has acted consistently with Substantive Rules §24 165 (j) Disputed Bills and §24 167 (a) (2) Reasons for Disconnection Section (a) which states "failure to pay a delinquent account for utility service or failure to comply with the terms of a deferred payment agreement."
65	1000025447	474808	PUC	Closed	7/1/2019	Field	Customer states they have been without water as of yesterday 5:30 pm with no notice. He called the company and was told that there is a leak but the water is not cold where the leak is. The lady at the office stated they are working on the issue. He says he has no water, the people across the street have low water pressure. He says this isn't the first time they have this issue within the past three weeks they have been with no water for hours or a few days.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch acted consistently with Substantive Rule §24 205 Adequacy of Water Utility Service. The company has taken measures to promptly repair leaks and ensure the efficient operation of the company's facilities. We trust this matter has been addressed to your satisfaction.
66	1000081197	474807	PUC	Closed	7/1/2019	Field	Customer is currently without water. Customer says that they have had water off and on since last Friday. Customer says that they have told her that there is an in the line. She says her husband is a plumber who is familiar with the problem. She says that it is just an excuse that Monarch is using and that it is not an in the line. Customer would like these continued interruptions to stop. Customer also states that Monarch has failed to send out proper boil water notices.	Not Avoidable	Based on the investigation CPD has determined Monarch acted consistently with Substantive Rule §24 90 Continuity of Service (a) Service Interruptions (1) Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time. (2) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of service.
67	1000033718	474567	PUC	Closed	6/27/2019	Rates	Case in point at Sherwood Estates, Gordonville, TX 71221. Hiferest ISL problem started when they decided to get new meters to read from road eliminating costly walk read. This caused us an increase in tap fees to repay their expense. This did not go over for the customers but we had to pay for them. Believe that they decided to be at their wits together making one large holding tank. Again making customers pay another increase in tap fees. This has gone on a long time. Tap fees have changed from 12/mo to 49/mo. They now make their profit on tap fees. Neighboring water correlate from \$20 to \$73. The newest now comes a charge called paks through this enables them to buy water from neighboring water co called Northwest Water Co. at customer expense. Why should they drill a deep well since they can secure water at customer expense? Problems at Sherwood Estates our lake residence.	Not Avoidable	CPD's review of the information provided by you and Monarch assisted with our final resolution of the complaint. CPD has determined the base tap and per gallon fee charged on the monthly invoice is correct, and no adjustments are warranted. However, although the company has issued a notice to its customers regarding the pass through charges that has not been approved by the commission, therefore it cannot be charged. Any pass through charges that have been billed are to be credited back. Until the review has been completed and has been approved, then the company may charge the fee, but not before it has been approved and another notice is sent advising of when fee will be charged. Based on the investigation CPD has determined that Monarch Utilities LP has not acted consistently with Substantive Rule §24 25 (b) (2) Meter Tariff Changes.

No workpapers

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68	1000035409	472470	PUC	Closed	6/21/2019	Customer Service	Customer states that he is being threatened to be disconnected because he is not able to pay his bill. Customer states that for the last 3 months he did receive a bill from Monarch Utilities. Customer states that when he finally received a bill it was a disconnect notice dated 6/5/2019 in the amount of \$14,877. Customer states that when he called the company and asked him why he was never sent the bill he was told that the company was analyzing his bills and usage because they noticed his usage was that high. Customer states why didn't the company call him initially or warn him that the usage was high so that he could have fixed the leak a long time ago? Customer states that he called the company last Friday 6/14/2019 to speak with the company not cut him off because his wife is very ill and had been and they are both elderly and on a fixed income. Customer states that the lady he spoke with told him that he could pay \$500 towards the bill to prevent getting shut off and that they would work out the details on a payment plan. Customer states that he received a call yesterday telling him that his bill is now \$30,000 and he said he was told that he would have to come up with 1/3 of the \$30,000 by Monday 6/24/19 or he would be disconnected. Customer was in tears because the company that is coming out to repair his leak won't be out until next week to repair it and the company NEVER called him during that 3 month period to warn him about his high usage which means he could have gotten the leak repaired a long time ago. Customer is disputing these charges because he can't believe the leak wasted that much water. It's only a 1 inch line and for them to be charging him \$30,000 for three months there would be a pool of water in his back yard and there isn't.	Avoidable	CPD has determined that Monarch Utilities had properly disconnected the water service for non payment, after proper notices were sent. The usage records that our office was provided show a large increase in water usage at your home over the past several months. The leak has been known to you for several months. Payment arrangements that have been provided to you have been defaulted for non payment. Substantive Rule §24.167(A)(2)(A) and (A)(2)(B) would allow your service to be disconnected, with notice, for a failure to pay a delinquent account. The failure to comply with a payment arrangement, and if the manner of your water consumption interferes with the service of other customers. The company has stated that they would be willing to assist with adjustments once they receive documentation that the leak has been repaired. Monarch Utilities has advised our office that they had been contacted by your plumber on 6/25/2019, and are currently coordinating with them so the plumber can locate the leak. As of the writing of this letter, the balance on your account is \$20,294.64, with another bill pending. Please know that service restoration can be delayed until the dangerous condition no longer exists and until satisfactory payment, or arrangements are made. Based on the investigation, CPD has determined that Monarch Utilities has acted consistently with Substantive Rules 24.167-Discontinuance of Service.
69	1000079100	470668	PUC	Closed	6/11/2019	Customer Service	I'm trying to file a complaint against Monarch water utilities. They are trying to penalize me for the person who lived on the property before I did. The only connection he and I had at the time was that he worked for me. He put my phone number down as a day line phone number. They told me that he also put down my email address but that is not on the application anywhere. I was not living on the property at the same time as Jonathan Scott. I am attaching the invoice they're saying I'm responsible for of Jonathan as well as his application and a copy of my ID. Note the issue date of my ID. The address is not even in Chandler it is in Frankton. I had already been living there about six months before I got an ID. I'm not responsible for his nine hundred and some odd dollar bill that Jonathan Scott ran up. I personally don't even see how it could be that high in that short of time. I have paid my past due amount of \$431 to Monarch Utilities and I'm prepared to make a deposit. Provided it's a reasonable and fair deposit. If you have any questions you can reach me at 903.749.0010. When I ask to speak to a supervisor I am told that I can't. Nobody will let me speak to anyone else. This is incredibly frustrating and I have been waiting for water all week. I had to call them to find out that they weren't going to turn my water on because of Mr. Scott's. Mr. Scott is the way I found out about the property being available in the first place. When he got sent off to prison I took it over. If they had an issue with my phone number being on this for Scott's application, then why did they give me services in my name after that? I think this is a personal vendetta against a few of the guys that work up there and myself.	Not Avoidable	CPD's review of the information provided by you and Monarch assisted with our final resolution. CPD has determined that Monarch was allowed to refuse service to the address. Generally, the failure to pay a bill owed by another customer would be insufficient grounds for the refusal of service to you, but there is an exception contained within the rule. Based on the investigation CPD has determined that Monarch has acted consistently with Substantive Rule §24.157(c)-Refusal of Service. Insufficient grounds for refusal to serve. Substantive Rule §24.157(c) states: Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or service applicant: (4) failure to pay the bill of another customer at the same address except where a change of customer identity is made to avoid or evade payment of a utility bill.
70	1000075171	470280	PUC	Closed	6/7/2019	Field	Customer has been without water for 16 hours. When the customer called the water company they said they do not have electric service and cannot provide him service.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Water Services has acted consistently with Substantive Rule §24.171-Continuity of Service by reestablishing the service within the shortest possible time and making reasonable provisions to most emergencies resulting from failure of service. Water Services also acted consistently with Substantive Rule §24.165-Billing. In the event that utility service is interrupted for more than 24 consecutive hours, the utility shall prorate the base charge to the customer to reflect this loss of service. The base charge to the customer shall be prorated on the basis of the proportionate part of the period during which service was interrupted. We trust we have clarified this matter to your satisfaction.
71	1000086738	470712	PUC	Closed	6/6/2019	High Usage & Billing	I live alone in a single story 3 bedroom home I don't have a pool, jacuzzi, pond or water features etc. no irrigation and I don't water my plants I am only home 14 days each month as I work out of town. My water bill is usually between \$120 and \$140. My recent water bill is \$755 which amounts to over 55,000 gallons of water. This is impossible. I have had my home checked for leaks. The water company insists there is a correct bill. Multiple people in my neighborhood have complained about outrageous water bills without success. A long time resident across the street from me has had this happen to them on 5 separate occasions now. I do not have the finances to afford a \$755 water bill that is not mine. Any assistance in this matter would be appreciated. Regards Patrick Hooperach	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the actions taken by Monarch in adjusting the billing due to the inaccuracy of the meter is consistent with the provisions of Substantive Rule §24.169 Meters (b) Meter readings (1)(2)(A)(B)(a) Meter Testing (1)
72	1000087668	469287	PUC	Closed	5/31/2019	Rates & Charges	Complaint CCN 12983 On June 5th 2019 I received a bill that was the EXACT same amount as my previous month's bill of \$238.xx. The previous month prior to the month in question was close to accurate because I knowingly used a lot of water. My usual water bill is \$150. I called for inquire this rare event and they sent a tech out to rewire my meter that same day. The tech said he was able to pull an "hour by hour" and said my meter is going off between 4.5 and 5.5 my suspicion has been set to off. So I requested the reading from the tech and he said he would get to the utility company and I should call them to acquire it. On the 7th I called and they said they don't have any such read outs and a supervisor would call me shortly. 2 weeks later the supervisor called me with a "Day to Day" break down that doesn't line up with what I believe is my actual usage. So I requested Hour by hour and the supervisor said he would get to me shortly via email. 3 days later I never received the email so I have been calling every 3 days or so since, including today and have been met with "sorry we don't have that info yet" or "the supervisor will call you within 24 hours" which never happens. I have been cordial and patient with the company and I believe I am being scammed. The company is rude and defiant and provides no avenue to contest the bill. They don't do what they say they are going to do. Hours wasted turned off all my valves and faucets and checked meter does not turn I do not have a leak.	Not Avoidable	Closed Non Jurisdiction. letter sent to customer on June 25, 2019
73	1000113209	N/A	PUC	Closed	5/30/2019	Field	Customer says that he has put two alarms on his property in addition to his home. He says that he made all the necessary requirements by the county and the water company. He says that the water company has refused to provide him service to the additional trailers that he has put on his property. He says he has spoken extensively with the water company and they still refuse to provide him service.	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that Monarch's actions regarding your request to have laws installed on your property is consistent with the provisions of Substantive Rules: 24.25 Form & Filing of Tariffs (a) Approved Tariff, 24.161 Response to Requests for Service by a Retail Public Utility (a) (2) and 24.169 Meters (a) (4)
74	1000005791	467083	PUC	Closed	5/16/2019	Field	Customer says they had the same problem last year regarding the frequent interruptions of service. She for many months they have not had any issues but as of March things have changed. She says they are without water or low water pressure. They have had many water interruptions and every time they call the company they do come out but she thinks all they are doing is just doing a David Aid repair. She wants to know what is the company going to do to prevent frequent interruptions. She has been in touch with TCEQ they will be cut to check the pressure.	Not Avoidable	Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24.171-Continuity of Service by reestablishing your service within the shortest possible time and making reasonable provisions to most emergencies resulting from failure of service.

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75	1000089421	465578	PUC	Closed	5/7/2019	Water Quality	Southwest Water Company/Monarch has terrible water quality. It smells very highly of chlorine. We bought a new washer less than a year ago and when taking apart the hoses to move it completely rusted out and ate through the inside of the lines. If we drink the water it makes us sick. We do not even brush our teeth with it anymore out of fear. It is also ridiculously expensive. I have lived in several areas around granbury and used city water or amud and its half the price for a larger residence.	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities LP has acted consistently with Substantive Rule §24.153 (b) Customer Complaints
76	1000074498	465565	PUC	Closed	5/7/2019	Customer Service	This company is always having service issues. Charges way too much for water. We cant even drink or feed our animals. Customer service is terrible. We had a leak on their side for 4 months breeding mosquitoes before they finally came out to fix it. Several calls to them asking for supervisors no one ever calls back. This company is horrible and we have no other choice in the matter.	Not Avoidable	Based on our investigation CPD determined Monarch Utilities acted consistently with Substantive Rule §24.165 Billing. (a) Authorized rates must be calculated according to the rates approved by the regulatory authority and listed on the utility's approved tariff. Please note The Texas Commission on Environmental Quality (TCEQ) is responsible for the general supervision and oversight of water districts and public water systems. Complaints about the quality of your drinking water, water pressure, health and safety of your water source, water restrictions, taste odor or water color, should be directed to the following contact information: Texas Commission on Environmental Quality P O Box 13087 Austin, TX 78711-308 Toll free telephone number: 1 888 777-3166 Website: http://www.tceq.state.tx.us
77	1000025447	465297	PUC	Closed	5/3/2019	Field	Mr. Willoughby states that he has been without service since May 2, 2019 at 6:30pm. The customer is current on his bill but has had an issue with quality of service. Mr. Willoughby has been without service atleast 8 lines which can last up to 48 hours. When the customer contacts the Company he is never given the reason for the outage or the projected time of restoration. Mr. Willoughby is never offered a credit for the time he is without service.	Not Avoidable	Based on the investigation conducted CPD has determined that Monarch has acted consistently with Substantive Rule §24.171 Continuity of Service (a) by reestablishing your service within the shortest possible time and making reasonable provisions to meet emergencies resulting from failure of service.
78	1000020777	463941	PUC	Closed	4/25/2019	High Usage Billing	I am writing to seek help in understanding my billing issues with Monarch Utilities I L P a SWWC. My account number is 1000020777. I am being billed with due dates on an random irregular basis. In January my due date was on the 13th, February on the 8th, March on the 14th and April on the 7th. The meter readings have been read between 15th - 18th of each month. (Documentation forwarded with this letter.) I have reached out to Monarch Utilities but was told that they bill this way because they are an independent company. When I said other independent companies do not bill me this way, she then said I had to do with the way they bill you. This makes absolutely no sense to me at all. It appears I am being billed on average of about every 22-26 days. If I am paying every 22-26 days then I would be overpaying by the end of the year and would deserve a refund or credit to compensate for the overage. If your findings are the same as mine, I would appreciate my due date compensation for this misuse of power on their behalf. Also, I would like my due dates to be within this 4 day window the same as the readings allow. Please note that if this is happening to me, it probably is happening for everyone. Vickie Lankford	Not Avoidable	Based on the investigation CPD has determined Monarch Utilities acted consistently with the following rules: Substantive Rule §24.169 Meters (b) Meter readings. (2) Reading of meters. (A) Service meters shall be read at monthly intervals and as nearly as possible on the corresponding day of each month, but may be read at other than monthly intervals if authorized in the utility's approved tariff. Substantive Rule §24.165 Billing (b) Due date. (1) The due date of the bill for utility services may not be less than 16 days after issuance unless the customer is a state agency. If the customer is a state agency, the due date for the bill may not be less than 20 days after issuance unless otherwise agreed to by the state agency. The postmark on the bill or the recorded date of mailing by the utility if there is no postmark on the bill constitutes proof of the date of issuance. Payment for utility services is delinquent if the full payment, including late fees and regulatory assessments, is not received at the utility or at the utility's authorized payment agency by 5:00 p.m. on the due date. If the due date falls on a holiday or weekend, the due date for payment purposes is the next work day after the due date. (e) Rendering and form of bills. (1) Bills for water and sewer services shall be rendered monthly unless otherwise authorized by the commission or unless service is terminated before the end of a billing cycle. Service initiated less than one week before the next billing cycle begins may be billed with the following month's bill. Bills shall be rendered as promptly as possible following the reading of meters.
79	1000073850	463942	PUC	Closed	4/25/2019	Customer Service	Customer's service was disconnected today without any notice. She says that in August she received a bill for \$600. She called the company and was told that the meter was damaged they were not able to get a reading. The bill was estimated. She was told they would do a deferred payment for six months. She has been paying on it every month along with current bill. She was never told how much she had to pay towards the deferred payment. This month bill was \$246 due on the 18th of April. She made a payment of \$200 before the 19th. When the service was disconnected today she called and was told the reason for the disconnect was that she had a balance of \$46. She was told she would have to re-apply for new service. She doesn't understand why the company wants for her to re-apply when she has been a customer for a very long time. She feels that it was not her fault that the meter was not working but she was back billed for something that was not her fault.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule §24.167 Discontinuance of Service and §24.159 Service Applicant and Customer Deposit. The company verified your service was disconnected after sufficient notice was provided and your deposit was refunded after the account was terminated. The company has the option of requiring a deposit if your account has been disconnected for non payment or meter tampering has been identified at the premise. No adjustments appear warranted at this time.
80	1000057707	462760	PUC	Closed	4/17/2019	High Usage Billing	This company is overbilling me. They say that I am using over 500 gallons of water a day. I am not. They say their meter is working properly. I do not believe them. I am getting \$300+ water bills from them that I can't possibly pay.	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the billing issued by Hornsby Bend Utility is valid as the meter last confirmed the accuracy of the meter as required by the provisions of Substantive Rule §24.169 Meters Sections (b) Meter readings. (2) Reading of meters. (B) The utility shall charge for volume usage at the lowest block charge on its approved tariff when the meter reading date varies by more than two days from the normal meter reading date (e) Meter testing.
81	1000054516	461379	PUC	Closed	4/9/2019	Payment Processing	I have had the same bank account number and Southwest Water Company account for the past five years. My bill of 40.74 was paid electronically (by me) on March 21st with a confirmation number of 1319829. On April 8 I received a letter stating that Southwest Water was charging my account 25.00 due to the fact that they had not collected on an invalid account number. When the service representative read my account number back to me (when I called on April 8) she read my bank account but added a '2' after my last correct bank account digit. There is not a '2' in my bank account number. Also, when I add my routing number when I pay online, my bank name pops up and the bank only uses 11 digits not twelve (the system does not accept 12 digits). Also, I noticed that I do not have the option to pay with my bank account any longer. I have never had a late payment. I've never had to pay extra for a past due amount. I'm repaid and all of my bills are paid online and on time about the third week of every month. The Southwest Water letter states that the 25.00 charge is a "returned check charge." So it is a form letter. I would like the 25.00 charge to be removed and my bank account flag removed so I can continue to pay the way I have paid for five years. If you can, please have Southwest Water Company pull my payment history. On a final note, since I always pay electronically, I have nothing to attach to this letter. Thank you for reading such a long explanation!	Not Avoidable	CPD has concluded that Monarch did not modify the bank account information entered by the user for the payment made on 03/21/2019. CPD has also concluded that the \$25.00 returned check fee was properly charged according to Monarch's approved Tariff on file with the PUC. An adjustment is not required. Based on the investigation CPD has determined that Monarch acted consistently with Substantive Rule § 24.153 Customer Relations (b) and § 24.165 Billing (a).
82	1000032747	461133	PUC	Closed	4/8/2019	High Usage Billing	There are only two people that live here. We have lived here for 16 years. Our average water consumption monthly is 3 to 4 thousand gallons of water monthly. In January they showed us using 23 thousand gallons. Feb showed 24 thousand and march is 35000 gallons. It is physically impossible to use this amount of water. There are no leaks we have been checking since bill jumped by such a incredible amount. Please help asap.	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the billing issued by Monarch is valid as the meter last confirmed the accuracy of the meter as required by the provisions of Substantive Rule §24.169 Meters. This investigation has been closed consistent with PUC Substantive Rule 24.169 (b)(1)(2)(A)(B)(c)(1).

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83	1000051238	459936	PUC	Closed	3/29/2019	Field	Amanda Falks dams her family had to move out of their home on Dec 4th and did not return until Feb 22nd. When they came by the home on a Saturday in December their neighbor was in the back by the meters so Mr. Falks walked back and observed water everywhere so Ms. Falks called in to report it. She further stated that she was advised that if she had running water in her home that it was not an emergency and he would be out Monday when the water is turned off because all three meters were going crazy. She then states they found out that a main line busted we fixed it well now they are being charged. She further stated that she was billed for 9 k gals in January but it is not possible because they do not live there. They have checked the meters and they are not running unless they have water running in their home so there is no leak on their part. The neighbors are also being charged this crazy amount also something is not right!!! Address is 17123 East Shawnee, Baytown TX 77523	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities L.P. has acted consistently with Substantive Rule §24.165 (d)-Deferred Payment Plan, however the company has not acted consistently with Substantive Rule §24.153 (b) Customer Complaints
84	1000089153	N/A	PUC	Closed	3/19/2019	Field	Ms Andrus states that she ordered new service January 10, 2019 and has paid a total of over \$25,000 and is still without service. The customer was sent to a home in Dallas to make two payments of \$1500 and \$22,000 on two separate occasions. Ms Andrus was concerned about the nonprofessional method of making her large payments. The customer has called Monarch several times and was told now she would have to deal with Southwest. Ms Andrus called Southwest and was told that now she would have to pay an additional \$1500 and send several personalized letters. This process taking months and the customer is still without service. Ms Andrus has not received any type of itemized bill and is just being told to pay (X) amount of Dollars. The customer fears that these two companies will just keep making up payments before any service is provided.	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that Monarch's actions regarding the installation of the equipment and facilities needed to provide service upon payment in full as outlined in the signed Water Service Agreement is consistent with the provisions of Substantive Rule 24.161 Response to Requests for service (a) (2) and 24.163 Service Connections
85	1000117982	N/A	PUC	Closed	3/6/2019	Customer Service	Customer states that she is being refused service for water. Customer states that she has provided a lease to the company showing that she is the only person moving into this home and they are denying her service because of previous occupants water bill. Customer states that she was going to roommate with her cousin's friend but that arrangement fell through. Customer states that when she signed her lease and sent the money to the water company they told her that she is associated with the prior occupant. Customer states that she doesn't even know the guy that will and why should she be responsible for a person that she doesn't even know? She was in need of a roommate to split the bills so her cousin told her about someone who needed a roommate too so they were going to try it out. Customer states they are not related they have never lived together and she should not be responsible for this man's past due water bill from a completely different address. Customer hasn't even been able to move in yet so they never actually lived in the same household.	Not avoidable	Based on the investigation CPD has determined that Monarch Utilities L.P. has acted consistently with Substantive Rule §24.157 (a) Grounds for Refusal to Serve Section (3) which states "The service applicant is indebted to any utility for the same type of service as that requested. However, in the event the indebtedness of the service applicant is in dispute, the service applicant shall be served upon complying with the deposit requirements in §24.159 of this title (relating to the Service Applicant and Customer Deposit) and upon determination that the service applicant has complied with all of the provisions of §24.165(f) of this title (relating to Billing)."
86	1000033027	45138	PUC	Closed	2/25/2019	Customer Service	Received email showing a due date 03/06/19 last Thursday. I accidentally overlooked my bill for last month as an OVERSIGHT. I paid it in full this morning before I left for work (well before stated due date of 03/06/19) and I come home from work and I have no water. After hours number tells me too bad can't help me until 8 am tomorrow and it can take 36 hours to reconnect. I can't cook dinner or water my animals or even shower. I had no disconnection notice whatsoever in writing or via email. They're required by law to notify me in writing 10 days prior to disconnection. I did not get a letter or an email or even a knock on the door or any sort of notice? They have done this to other neighbors. This cannot be legal?	Not Avoidable	CPD's review of the information provided by you and Water Services assisted with our final resolution of the complaint. CPD has determined the disconnection of the water service was valid. The company issued a disconnection notice after payment was not received by the due date on the invoice issued. Furthermore, the company sent a reminder via email on the due date of the disconnection notice. Based on the investigation CPD has determined that Water Services Inc. has acted consistently with Substantive Rule §24.167 (h) Reason for Disconnection Section (A) which states "failure to pay a delinquent account for utility service or failure to comply with the terms of a delinquent payment agreement."
87	1000085817	450825	PUC	Closed	2/14/2019	Rates	I am being billed a ridiculously high amount, for minimal use of my water. Specifically my Base Rate is \$1.00 and is equally and rightfully high. I only used 2 kgal and here are the charges on my current bill: Water Base \$49.30 Sewer Base \$75.26 Water Usage \$14.94 Sewer Usage \$13.20 Federal Tax Cnt Credit Water \$5.11 Federal Tax Cnt Credit Sewer \$4.97 TX Comm Environ Quality \$1.43 Deposit Interest \$0.11 Total Bill \$143.94 And effective starting March there is a Pass Through Fee of \$0.69/1000 Gallons in addition to the \$7.47 per 1000 Gallons used.	Not Avoidable	CPD's review of the information provided by you and Monarch assisted with our final resolution of your complaint. CPD has concluded that your account was correctly billed as the rates used to calculate your bill are correct per the utility approved Tariff on file with the PUC. An adjustment is not required. Based on the investigation CPD has determined that Monarch acted consistently with Substantive Rule §24.165 Billing.
88	1000076503	449412	PUC	Closed	2/8/2019	Field	Mr Lopez has two new homes with electric installed as well as Septic tanks. He stated that Monarch has refused to install a meter as there are existing homes on the property and only one meter per property is allowed. Was told that only way to install another meter is if the "split" the property which Mr Lopez advised would cost him unnecessary money to file paperwork with local authorities. He stated that he needs service asap.	Not Avoidable	The CPD has completed its investigation of your complaint and based on our review of the documentation provided has determined that the company has addressed its concerns in accordance with the provisions of the Substantive Rule §24.153 Customer Relations.
89	1000058829	449413	PUC	Closed	2/8/2019	Field	I reside at 4837 Horseshoe Dr. Weatherford TX 76087 and my only option for water service is Southwest Water Company/Monarch Utilities. There are only two people at this address and we don't have any leaks, no swimming pool, no sprinkler system and no laundry service that would require us using excessive amounts of water. In Nov 2018 we were hit with a water bill for 10,000 gallons used - a big spike from 3,000 in October and 2,000 in December. Coincidentally our water meter/register was changed out around that same time without warning or our acknowledgment for reasons unknown. Now the old register cannot be found because it was retired and lost, imagine that! Southwest/Monarch wants their money and is threatening to cut us off although we have paid a great portion of that bill. Furthermore, the water we are paying for is always highly chlorinated and needs to be boiled because they are hiding something. I only drink and cook with bottled water for my own safety! Who wants to drink water that smells like chlorine/bleach and pay for it? This water company is well known for the behavior in random price gouging and poor quality from what I've researched and we need it to stop! Can you help us PLEASE! Sincerely Joseph Stelmach and Susan Fowler (817) 374-9995	Not Avoidable	CPD has determined that Monarch billed based on observed meter readings taken by the meter at your premises. Based on the information provided no further adjustments are warranted. The CPD has determined that Monarch Utilities has acted consistently with PUC Substantive Rule 24.169 Meters. This investigation is closed with no further review.
90	1000024493	448955	PUC	Closed	2/7/2019	Field	The service address is a lake house that I only visit periodically during the winter. I noticed a water leak approximately 2 months ago which appeared to be between the meter and the supply line. I turned off the supply at the meter and turned off the water supply to the sprinkler system (except from lake). The leak continued. I have made 3 Or 4 calls to monarch water reporting the leak. Their first response was to go identify the leak and repair. I continued to have leak and report it. The response was that it was coming from the sprinkler system. I informed them the sprinkler system had been off for over 2 months.	Not Avoidable	Based on the investigation CPD determined Monarch Utilities acted consistently with Substantive Rule §24.153 Customer Relations (b) Customer Complaints. Customer complaints are also addressed in §24.155 of this title (relating to Resolution of Disputes). (3) Each utility shall make an initial response to the commission within 15 days of receipt of a complaint from the commission on behalf of a customer or service applicant. The commission may require a utility to provide a written response to the complainant, to the commission, or both. Pending resolution of a complaint the commission may require continuation or restoration of service.
91	1000067603	447642	PUC	Closed	1/30/2019	Rates	Water Services Southwest Water Co has been charging a \$45.72 water base rate per month. We have a washers/dishwasher, washing machine & shower heads. Due to severely dry skin we take showers only 2x/week. Nov 21 Dec 19 our actual water usage charge was \$5.52 but we were billed the Water Base rate of \$45 for a total \$51.25. Dec 20 Jan 18 2019 we paid \$9.95 water usage charge Plus the Water base of \$45. The water base is unfair because the SW Water Co. IS ASSUMING that all its customers use \$45 worth of water plus the charge for water usage. We are both Senior Citizens and on fixed income. I do believe that everything in Texas is bigger but NOT the water bill.	Not Avoidable	CPD's review of the information provided by you and WSI assisted with our final resolution of your complaint. CPD has concluded that your account was correctly billed consistent with WSI's Tariff and the applicable PUC rate. An adjustment is not required. Based on the investigation CPD has determined that WSI acted consistently with Substantive Rule §24.165 Billing.

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92	1000023926	446956	PUC	Closed	1/28/2019	High Usage Billing	This customer is raising a lot about his meter who says he has a pre existing relationship with Leonard Smith thought Leonard had reviewed the meter. Customer claims that there was nothing wrong until SWWG placed a new meter on his line. Common sense shows that if 55 kgs of water came past the meter onto the property I would see it. Common sense tells me that if the next reading went back down to 4 kgs there isn't a leak. Common sense tells me that a family of four who are all gone from the home during the day can't possibly use that much water in late afternoons and weekends. After reaching out to an attorney we will be making a payment out of protest. This is simply to make sure that our water is not cut off and we can take care of our family of 4. Although a payment is being made I want to be clear that this does not fully resolve this issue. We plan to raise our family here and refuse to continue to deal with lackadaisical customer service.	Avoidable	Based on the investigation CPD has determined that Monarch Utilities has acted consistently with Substantive Rule §24 165(h) Billing-Overbilling and underbilling.
93	1000056004	446961	PUC	Closed	1/28/2019	Field	In the past 2 months our water has been shut off. We have had a hot notice. And now our water chlorine smell is so strong just running a bath for the little ones we have to wait for the smell to go down before we even put them in the bath. Our water pressure comes and goes. I have asked our water to be tested many times. Our 2 year old has gotten garden 3 times in the past year and none will give us results of the water. We buy so much bottled water now for cooking and for drinking to keep him from getting the garden. Many calls and complaints from our area with no results. Please let us know if there is anything we can do to help out with our water quality.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24 171 Continuity of Service by reestablishing your service within the shortest possible time and making reasonable provisions to meet emergencies resulting from failure of service. We trust this matter has been clarified to your satisfaction.
94	1000034614	446968	PUC	Closed	1/28/2019	High Usage Billing	My usage always ranges from 2kgal - 3kgal throughout the entire year. My December bill shows 4kgal and I was not even home during the holidays. This is outrageous. I live in an HOA Comanche Cove and we have had SouthWest Water Company in our subdivision 17 days out of the last 41 days for leaks, busted pipes. We had to boil water for several days. The quality of the water is terrible. It is toxic. Something is always floating in it. Our community has complained until we are tired of complaining. SouthWest has told us their entire system/pipe need to be replaced but they do not have the funding to do it. They told us if the cost of fixing water does not outweigh the cost of repairs they will not repair the leaks. Some people have had their yard flooded for weeks now with no improvement. We complain to the HOA and they say there is nothing we can do because SW Water is our only option for service but this is unacceptable. We have days with no water. Hot water, no pressure, and days of dirty water. When I say dirty I mean literally brown water. We have documented, taken photos, and test the chlorine levels. The chlorine level is above swimming pools, but right below hot tub level, so they consider that safe. Some areas near the beginning of the lines have too much chlorine but it is justified because this has to be a certain level by the time it gets to the end of the line. Now they are double billing, completely unacceptable.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch acted consistently with Substantive Rule §24 165 Billing and §24 171 Continuity of Service. Monarch has billed the account in accordance with the approved tariff for the company. The company has worked to ensure the reliability of your service and restore your service as soon as practicable after a service issue occurred. Any water quality issues should be filed with the Texas Commission on Environmental Quality. No adjustments appear warranted at this time.
95	1000080470	446970	PUC	Closed	1/28/2019	Field	Customer says for almost a year they have been having many interruptions of service. She says that last week they were without water for three days. She says today she had no water she called the company and was told that the technician was working on the issue she should have water soon. She says when she got home she still without water. She called and was told that the technician is working on the main water line and it would be about 4.5 hours before they have water again. She says this is the same thing she said last week that the main water line was being worked on. She was also told that the contractor had run into the water main lines. She doesn't know if this is causing the issue again. She says that she is tired of being without water for days at a time.	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the actions taken by Monarch in responding to the outage is consistent with the provisions Substantive Rule §24 171 Reliability and Continuity of Service Section (a) Service interruptions (1) Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time.
96	1000078098	444955	PUC	Closed	1/23/2019	Field	Customer states she currently does not have water and this issue occurs 2-3 times a week when MONARCH has interrupted service. Customer states she hasn't been able to shower or cook at home due to no water. She states the interruptions are constant and when she has contacted MONARCH she was informed that she wasn't getting charged for water that isn't being used, and not offering the consumer any discount due to no service. She has been without water since yesterday. Customer states this has been ongoing for the last month with no resolution.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule §24 171 Continuity of Service. The company has taken steps to restore your service within the shortest possible time. Monarch Utilities was able to provide details pertaining to the service interruptions and the remedy and steps taken to prevent occurrence. While the company is obligated to ensure the reliability of your service, factors may arise to affect your service which the company may be unable to prevent or prevent. We trust this matter has been resolved to your satisfaction.
97	1000036199	443773	PUC	Closed	1/18/2019	Rates & Charges	Customer is disputing a charge of \$25 that was charged from MONARCH UTILITIES due to inability to locate the account. Customer states she was assisted by MONARCH Representative to process the payment 2 days before the due date and a confirmation number was given. Customer states a few days after the payment was made she received a letter advising of the fee and a late fee was also assessed. She states the late fee has been adjusted since MONARCH was able to see when she called to make the payment but they are not willing to make the adjustment for the \$25.00.	Not Avoidable	Based on the investigation CPD determined Monarch has acted consistently with Substantive Rule §24 165 Billing. (c) Penalty on delinquent bills for retail service. Unless otherwise provided, a one time penalty of either \$5.00 or 10% for all customers may be charged for delinquent bills. (p) Fees. (2) Return check charges included on a utility's approved tariff may not exceed the utility's documentable cost.
98	1000087804	442622	PUC	Closed	1/14/2019	Customer Service	Mrs Campos ordered new service on December 10, 2018 and was told that the service would be connected by January 12, 2019. The consumer relocated from Kentucky and is without service since. Mrs Campos has called several times and each time there is no record of the account. On January 14, 2019 Mrs Campos requested a Supervisor and was denied. The customer has sent three applications and is not sure why the account is not being processed. There is no water at the premise and the consumer has a small child who is ill.	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the actions taken by Water Services to initiate service is consistent with the provisions of Substantive Rule §24 161 Response to Requests for Service by a Retail Public Utility Within its Certificated Area.
99	1000081879	440791	PUC	Closed	1/4/2019	Field	We have had low pressure since Dec 29. By low I estimate it to be 50%. Monarch Water ID is 12903. Service and billing address are 717 Ridge Trl, Bandera, TX 78003. I noticed a leak on my property 10m approx. 4 weeks ago and it is not fixed. I do not think the leak is the reason for the low pressure as it is past where my service line is. Monarch water is too slow to address any complaint, and low pressure is a health and safety issue.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule §24 171 Continuity of Service. The company demonstrated all reasonable efforts were made to ensure the reliability of your service and to do so in a timely manner. We trust this matter has been addressed to your satisfaction.
100	1000009475	440189	PUC	Closed	1/2/2019	Field	Customer states that she called Monarch Utilities over 2 months in come check why there is a river of water in her back yard. Customer states she has no idea where the water is coming from, but that Monarch had told her that there may be a line break somewhere. Customer is upset because nobody has come out to check it and the water level is rising and running off into her neighbor's yard. Customer states that 2 months is a seriously long time for them to take. Customer has also been calling at morning and the message says "All lines are busy please call back later" and then the phone hangs up. Customer states that this company has the worse customer service ever and they are not helpful at all. Customer wants to know when they are coming to check the lines and her meter to see where all this water is coming from.	Not Avoidable	Per Miss Ybama: The operator investigated a leak at 100 Fmwood South Dec. 10th. No leak was found. Meter was not spinning at time of investigation. Today CIVIL met with the customer at 1304 Charwood and spoke with customer about water in the backyard and explained to customer that the water is runoff and not an issue that is the responsibility of the Utility. Thanks.

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101	1000058937	438659	PUC	Closed	12/21/2018	Customer Service	The customer is without water service. She applied for water service on 12/14/18. She filled out all the required information to apply and submitted it, but was contacted and informed that she needed more information on her lease. She states that she provided all the requested documentation, but still does not have service. She has been informed that she needs to have her landlord sign the lease. She states that she provided all the required documentation with her initial application, but Monarch will not accept it, and will not connect her service. She states that she has been living for days without water, has small children and needs water connected as soon as possible. She states that she has met all their requirements and needs water connected.	Not Available	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24.161 Response to Requests for Service by a Retail Public Utility Within Its Certificated Area, Subsection (a) (3) every retail public utility shall serve each qualified service applicant within its certificated area as soon as is practical after receiving a completed application. Except for good cause, at a location where service has previously been provided the utility must reconnect service within one working day after the applicant has submitted a completed application for service and met any other requirements in the utility's approved tariff. We trust this matter has been clarified to your satisfaction.
102	1000036128	437578	PUC	Closed	12/18/2018	Customer Service	Mrs. Adams was disconnected without a disconnection notice and dropped off her payment arrangement. The customer states that back in August 2018 her bill was \$516.21 for two months. Mrs. Adams had a problem with a toilet leaking and after she fixed the issue her bills went down to normal amount of \$55. The customer entered into a payment arrangement to prevent her services from being disconnected but has struggled financially ever since Mrs. Adams is senior citizen on disability has had a hard time paying this outrageous bill. The customer is now being told that her services will not be reconnected until the outstanding payment arrangement balance of \$307.24 is paid. Mrs. Adams will not be able to pay until January 5, 2018 when her Disability Check arrives.	Not Available	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24.167 Discontinuance of Service by providing you sufficient notice that your services would be disconnected for non-payment. No adjustments appear warranted.
103	1000075636	435877	PUC	Closed	12/11/2018	High Usage Billing	Two times now their meter failed to read properly and they charged me over 500 to correct their mistakes which gave me late payments because I had to setup payment arrangements now even though I've been with monarch water for 23 months, they are refusing to give me my deposit back. Every single time they have some excuse they told me 12 months first then 18 now nothing something needs to be done I don't even have any sewer yet my bill is 140 + a month I don't have trash service either this is highway robbery and nobody even cares.	Not Available	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule §24.165 Billing. The account has been billed based on the company's approved tariff. No adjustments appear warranted at this time.
104	1000017892	435585	PUC	Closed	12/10/2018	Rates & Charges	I protested Southwest Water Co. proposed water rate increases several times on multiple occasions yet still getting hit with a 26 base rate increase I cannot afford this costly excessive inflation water tariff increase. Also there was no communication ahead of time to me for the serious issue. Can PUC please step in and deem this outrageous action taken by this greedy for profit water utility (owned by J.P. Morgan) against the hard working citizens of my neighborhood (Huntington Estates) per SB 5677 I look forward to a swift solution and reversal of these unreasonable rate increases can be reached by the PUC to stop this monopoly money grab vs. us dependent water customers. Thanks for your time. Jeff Briggs jeffriggs@gmail.com http://files.swwc.com/bill/rateservices/water_tariff.pdf	Not Available	Based on the investigation conducted the Customer Protection Division has determined Water Service acted consistently with Substantive Rule §24.165 Billing. The company has billed the account based on the rate approved by the regulatory authority, Public Utility Commission, and the listed on the utility's approved tariff. No adjustments appear warranted at this time.
105	1000018952	434232	PUC	Closed	12/3/2018	Customer Service	Back in July they billed me for using 12000 gallons of water. I disputed it but they cut my water off multiple times and finally refused to turn it back on unless it was paid. It's been paid but now they want to restart the account. It turned out to be a faulty meter so I should have to pay for their mistake.	Not Available	Based on the investigation, CPD has determined that Monarch Utilities has acted consistently with Substantive Rules §24.167- Discontinuance of Service and §24.159- Service Applicant and Customer Deposit.
106	1000085806	434105	PUC	Closed	11/30/2018	Customer Service	My landlord was paying my water bill in her name from April 1st - September 26th of 2018. We were paying her the amount of the bill with our rent. The owner of the house We rent had that landlord and hired a new one so Ghost Creek Properties (previous landlord) took the water out of their name. We had put an application in several times but they have a feature that needs a picture of the lease and we could never get a good enough picture to be approved. We were finally able to get our application processed in September after they had shut our water off with no notice. Now they are stating that I owe almost \$1200 and won't let me pay any current bills until this amount (that has already been paid to them through GCP) is paid. My water has been off for 2 days. I have a small child and animals in my home. They told GCP that they were sending a check 1/20/19 to credit that account, they did not send it. They told me today that they never had an account in GCP name for our address. They will not transfer the credit from GCP account to mine. They will not let me do a payment plan until they receive 50% of the outstanding bill. Customer service representatives have led to me and to GCP on 4 occasions now and I have nowhere to go. They have a monopoly on water in my town as they are the only company to go through in my town Bandera TX. They are also saying that THEY want an extra \$200 after the \$814 just to turn it on.	Not Available	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule §24.167 Discontinuance of Service. The company provided you sufficient notice that your service would be disconnected for non-payment. Monarch Utilities restricted the service once the payments previously made to the property management company were received. No adjustments appear warranted at this time.
107	1000085304	432679	PUC	Closed	11/27/2018	Customer Service	I asked to have the water reconnected at my new home at 28918 Baltic Ave. I filed out & emailed all the information needed. Southwest water company denied to connect my service because a total of \$1200 wasn't paid. The services for that address weren't in my name nor did I ever live there. Also I believe these charges were made over the course of 67 years. So I went to check the address and the place is destroyed. Ceilings caved in and it's definitely been abandoned for quite some time. The neighbor told me no one had lived there in over 5 yrs or so. I'm the only water company in my area. I was told I have to pay someone else a \$1200 water bill and there was nothing I could do about it. The last payment for that address was in 2017. Also the representative visited and told me that my signature and photo ID was on file for that address & that the service was in my name. I asked to have access emailed to me of my signature and ID, and was told I would have to wait for that to be approved. I called back later that day spoke with a different representative and she confirmed that there was no prior service agreement with my signature or ID. I was told that my name was associated with the other address when I ran through their system, which proved I was living there. When I asked what proof did they have and they wanted to see the proof. I was told they weren't allowed to give out that information. There is no possible way they continued to reconnect services without payment.	Not Available	Based on the investigation CPD has determined that Monarch Utilities LP has acted consistently with Substantive Rule §24.161 Response to Request for Service by a Retail Public Utility within its Certificated Area and Substantive Rule §24.167 (a) Disconnection with Notice.
108	1000010665	431246	PUC	Closed	11/16/2018	Customer Service	Customer claims that we transferred a balance of \$1223.61 to his current account from his son's delinquent account. He claims that this is his son's account, and he has lived at his current location for over 10 years at 649 Pine Eagle Lane. He claims his son lives at 719 Pine Eagle.	Not Available	CPD has determined that the transfer of the outstanding balance from the 719 Pine Eagle Ln account to the 649 Pine Eagle Ln account was made due to information from Lukin Luciano Remo and Jonathan Sanchez in both directions. CPD has also determined that the disconnection notice issued by WSI meets the requirements of the applicable rule.
109	1000026634	430079	PUC	Closed	11/13/2018	Field	There is a leak at the water meter and we have told the water company that it is on their side repeatedly they come out and told us our meter was running so its our leak but our meter wasn't running. We don't have a leak. Our back yard has standing water around and over the meter. Its been this way since June!! Now we have mosquitoes bad and animals coming up to drink the water. The water company has done the same thing to other people in Grandbury, TX. They also said we used 30,000 gals of water in a month for two people without a pool and then the bill went back down to normal without fixing our leak. We are fighting them over the bill now they say we owe them \$599.00 Then they cut the water off and we paid what they said and that was on Thursday Nov 8 2018 and its still off on Nov 12 2018 and they didn't know why no one came out to turn it back on!!! I know you don't handle all this but South West doesn't do what they need too I sent just a few of our picture of the leak and standing water.	Not Available	Based on the investigation conducted the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24.93 Adequacy of Water Utility Service. Every retail public utility shall maintain its facilities to protect them from contamination, ensure efficient operation, and promptly repair leaks. Monarch has also acted consistently with Substantive Rule §24.165 Billing by billing the account in accordance with their approved tariff on file with the Public Utility Commission of Texas. No further adjustments appear warranted.

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110	100008470	429752	PUC	Closed	11/12/2018	Rates & Charges	He is a new resident at HYCM has a problem with the extended prior residents are paying. Has never paid \$150 \$200 a month for water. Plans to get the meter involved also because it's keeping property this down and many places vacant. He is a DAV entitled income and Monarch has billed at the end of the month to lack on a late fee when he has told us that the 25th does not work for him	Not Available	CPD's review of the information provided by you and Monarch Utilities assisted with our final resolution. CPD has determined that Monarch Utilities has been billing you appropriately. After reviewing the invoices supplied, the base rates and usage rates were charged according to the water and sewer tariffs for this company. Although you feel they are high, the rates were reviewed and approved by the PUC to be charged by Monarch Utilities. The billing issuance dates and due dates are also in line with the requirements of CPD's review of the information provided by you and Monarch Utilities assisted with our final resolution. CPD has determined that Monarch Utilities has been billing you appropriately. After reviewing the invoices supplied, the base rates and usage rates were charged according to the water and sewer tariffs for this company. Although you feel they are high, the rates were reviewed and approved by the PUC to be charged by Monarch Utilities. The billing issuance dates and due dates are also in line with the requirements of Substantive Rule 24 165(b). Unfortunately, there are no requirements in the rules for accommodation of a request to permanently change a due date or the meter reading dates. Based on the investigation, CPD has determined that Monarch Utilities has acted consistently with Substantive Rules 24 165(a) Billing Authorized rates and 24 165(b) Billing Due Date.
111	1000074037	426688	PUC	Closed	10/25/2018	High Usage Billing	Customer says she has received a bill for use of 80 000 gallons. She says that her normal water usage is between 2 000 and 3 000 gallons. Customer says Monarch replaced her meter back in July and her usage has increased significantly since then. She Customer says she has reviewed a usage report by Monarch and it shows many inconsistencies and is inaccurate. She says that she has been told she may have a leak. She has had a long list of people come out and inspect her property, but no one has found anything wrong. This includes plumbers and inspectors. She says she spent \$1600 for a specialist to inspect her premises and nothing was found.	Available	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule 24 165 Billing. The company has issued adjustments to the account when the company identified a small leak. We trust this matter has been resolved to your satisfaction. Adjusted bill credit of \$2 227.40 for over registering from 07/21/18 thru 10/30/18 and also for base charges as customer has been billed for a 1" meter and they have a 5/8" meter.
112	1000031917	425552	PUC	Closed	10/19/2018	High Usage Billing	This complaint focuses on disputed Monarch Utilities (A Southwest Water Company) water billings for April, May and June 2018. The backdrop is that other Pinwah Pines Subdivision residents had the same problem during the same period of time and the problem was traced to defective registers that Monarch installed in April 2018. This type of regular billing happened to 36 other customers in Pinwah Pines, according to the Subdivision President, Craig Lovell, whom you responded to August 7, 2018. My usage in February and March was 4K each, and in July, August and September it was 3, 4, and 3, respectively. For the disputed period of April, May and June, the usage was 6K, 12K and 19K respectively. These irregular billings are sandwiched between the above mentioned normal billings. I have had many talks with Monarch since July 5 and was told today that the meter was replaced and nothing else would be done. The referenced resolution was a "courtesy" adjustment of \$41.31 that was earlier explained as applicable to the 19K billing and then today was explained as applying to the entire 3 month disputed period. Monarch will not tell me how much water this \$41.31 is supposed to cover. Monarch has stifled the conversation to offer the disputed billings by saying they tested a register they installed on June 28. I get no definitive responses about registers replaced in the Spring. My account should be billed/credited in line with the 2 months before and after.	Not Available	Based upon the investigation conducted, the CPD has determined that Monarch Utilities acted consistently with PUC Substantive Rule 24 165 Billing and 24 169 Meters. The company billed the account in accordance with the meter readings obtained and the rates listed in the approved tariff. The meter was tested to ensure the reliability of the meter readings obtained and adjustments were applied to the account when issues were identified with the register on your meter. No further adjustments appear warranted at this time.
113	1000067186	425286	PUC	Closed	10/18/2018	High Usage Billing	The customer claims that in August 2018 she received a bill with a \$500 charge for under billing for five months. The customer was granted a payment arrangement for six months. The customer did not get an explanation on the back billing and was not told how it was calculated. The customer was not allowed to dispute and was forced to agree to the payment arrangement in order to keep the service on. On October 2, 2018, the customer called to make his payment and informed the Representative that he was two days late on the payment arrangement. The Representative stated that it was fine due to the circumstances and there would not be a problem. October 17, 2018, the customer's service was disconnected after 6:00pm which could not be reconnected until the next day. The customer wants any fees attached to this disconnection removed and evidence of the under billing.	Not Available	While the PUC regulates the rates of some investor owned water utilities, our jurisdiction does not extend to those operating inside municipal boundaries, unless cities have given up their original jurisdiction. As a result, the rates and charges issues described in your complaint may be better addressed by contacting the City of Woodville. Talked with Richard Kestner of the PUC. The customer was contacted to inform it was the City of Ivanhoe, not Woodville. 11/8/18. We billed the 23 kgal at the lowest tar and credited his account \$86.28 balance is \$53.54.
114	1000058581	424712	PUC	Closed	10/16/2018	Field	The outages are on a weekly basis. When the water comes back on it will have so much pressure that it blows apart the water faucets in the house. The quality of the water is very bad. It is undrinkable. The bills you never know what will be. No one is living in my house and yet have highest bill of the year.	Not Available	Closed due to Non Jurisdiction. The customer's property is located inside the city limits of the City of Ivanhoe who has an existing agreement with Monarch Utilities, therefore the PUC has no jurisdiction.
115	1000037730	424692	PUC	Closed	10/16/2018	High Usage Billing	Customer states in July new smart meters were installed by MONARCH UTILITIES and for the month of August she didn't receive a bill. She called MU and inquired as to why she didn't receive a bill but soon thereafter one was received in the amount of \$1282.96 indicating she used 113 000.00 gallons of water in one month. Customer states she is a widow and lives alone so there is no way her usage or bill should be this high. The September bill was also high at \$485.26. She requested a meter read and last email informed that the meter was reading correctly. Customer had to hire a private contractor to come out to make sure there were no leaks and what they found out was that the meter was running 3x faster than it should. She reported this information and was asked by MU to forward the independent reports to the report and that they would send someone back out to pull the meter and send it to Louisiana for testing. Customer asked to be present but was denied. She is disputing both high bills. The company who did the inspection is EcoTech Impaction #22686.	Available	CPD has determined although the company verified the meter and serial number for the new meter matched the account when conducting the read of the meter, the company failed to verify the incorrect size meter was installed during the upgrade done on August 4th. It is the recommendation of CPD the \$25 fee not be charged as the third party test is being conducted on an incorrect size meter for your residence. It is also recommended the company provide an update to CPD regarding the final adjustments that are made on the account by no later than November 14th. Based on the investigation CPD has determined that Monarch Utilities I L P has acted consistently with Substantive Rule 24 165 (i) Disputed Bills.
116	1000013667	424694	PUC	Closed	10/16/2018	Field	We believe there may have been some price gouging or faulty meter reading. Our billed showed us that for the month of August 2018 we used 9000 gallons of water. The normal usage is between 3000 to 9000 gallons per month. We called the water company and told them about the situation. They respond that they had perform an internal meter test and that the equipment is working properly. We requested for a third party meter testing and they had sent out a request for it. The water company said the testing will take approximately 30 to 40 days to perform the test. We have concerns that the meter is faulty and don't want to add on more false reading to our water bill.	Not Available	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule 24 87 Billing and Substantive Rule 24 89 Meter Testing. By billing the account in accordance with their approved Tariff on file with the Public Utility Commission of Texas and confirming that the meter was functioning correctly. No adjustment appear warranted at this time.
117	1000058581	424712	PUC	Closed	10/16/2018	Field	Customer claims outages are on a weekly basis. When the water comes back on it will have so much pressure that it blows apart the water faucets in the house. The quality of the water is very bad. It is undrinkable. The bills you never know what will be. No one is living in my house and yet have highest bills of the year.	Not Available	Non jurisdictional letter was mailed to the customer.
118	1000074211	424184	PUC	Closed	10/15/2018	Customer Service	Customer claims her service was disconnected on 10/10/18 for an amount of \$132.00 but she received a disconnect notice after the fact and the disconnect notice was dated for 10/12/18. Customer said she was told by Monarch Utilities their records show 10/7 was the shut-off date but the bills show different and if she wanted to get service restored today that it would be an additional \$100.00 but service isn't guaranteed. Customer states her husband went to make the payment today but was informed that it would be Tuesday before there will be service.	Not Available	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rules 24 165 Billing and 24 167 Discontinuance of Service. The company issued invoices in a timely manner and a disconnection notice was provided before the service was disconnected for non payment. No adjustments appear warranted at this time.

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119	1000085979	424751	PUC	Closed	10/15/2018	Field	Customer states she has been trying to get service at the address since July (needing a tap) and is still waiting. She states the last excuse she was given was that the address wasn't marked so she has gone out and marked the address and still no one has come out.	Not Avoidable	Based on the investigation CPD determined Monarch Utilities has acted consistently with Substantive Rule §24.161. Response to Requests for Service by a Retail Public Utility Within Its Certificated Area. (a) Except as provided for in subsection (e) of this section, every retail public utility shall serve each qualified service applicant within its certificated area as soon as is practical after receiving a completed application. A qualified service applicant is an applicant who has met all of the retail public utility's requirements contained in its tariff, schedule of rates, or service policies and regulations for extension of service including the delivery to the retail public utility of any service connection inspection certificates required by law. (1) Where a new service tap is required, the retail public utility may require that the property owner make the request for the tap to be installed. (b) Except for good cause shown, the failure to provide service within 30 days of an expected date or within 180 days of the date a completed application was accepted from a qualified applicant may constitute refusal to serve, and may result in the assessment of administrative penalties or revocation of the certificate of convenience and necessity or the granting of a certificate to another retail public utility to serve the applicant.
120	1000085878	424752	PUC	Closed	10/15/2018	Field	Customer states she has been trying to get service at the address since July (needing a tap) and is still waiting. She states the last excuse she was given was that the address wasn't marked so she has gone out and marked the address and still no one has come out.	Not Avoidable	Based on the investigation CPD determined Monarch Utilities has acted consistently with Substantive Rule §24.161. Response to Requests for Service by a Retail Public Utility Within Its Certificated Area. (a) Except as provided for in subsection (e) of this section, every retail public utility shall serve each qualified service applicant within its certificated area as soon as is practical after receiving a completed application. A qualified service applicant is an applicant who has met all of the retail public utility's requirements contained in its tariff, schedule of rates, or service policies and regulations for extension of service including the delivery to the retail public utility of any service connection inspection certificates required by law. (1) Where a new service tap is required, the retail public utility may require that the property owner make the request for the tap to be installed. (b) Except for good cause shown, the failure to provide service within 30 days of an expected date or within 180 days of the date a completed application was accepted from a qualified applicant may constitute refusal to serve, and may result in the assessment of administrative penalties or revocation of the certificate of convenience and necessity or the granting of a certificate to another retail public utility to serve the applicant.
121	1000031927	423954	PUC	Closed	10/11/2018	High Usage & Billing	I am writing to file a complaint that I have with Monarch Utilities I.L.P. (A SouthWest Water Company) concerning two properties I own in Pinwah Pines Subdivision in Livingston, TX 77351. Both accounts have had problems regarding the meter registers and the bills for excessive water usage due to bad meter readings. The months affected are the end of March and early April of this year when new registers were installed in our community of Pinwah Pines. Our HOA President contacted you back in August regarding this issue. He was told that the new registers were not compatible with the existing meter boxes and that over 30 of these registers were installed in our neighborhood. Both properties were tested for accuracy back in August. However, no feedback was ever received from Monarch Utilities to explain their findings. We were informed by our HOA President that adjustments would be made and our bills would reflect the errors. To date, no one has contacted me and we have now received the next round of bills.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24.165 Billing subsection (f) Disputed bills. The company has appropriately investigated your concerns and due to meter register error has adjusted the bill to reflect the actual gallons. We trust this matter has been clarified to your satisfaction.
122	1000056562	423955	PUC	Closed	10/11/2018	High Usage & Billing	I am writing to file a complaint that I have with Monarch Utilities I.L.P. (A SouthWest Water Company) concerning two properties I own in Pinwah Pines Subdivision in Livingston, TX 77351. Both accounts have had problems regarding the meter registers and the bills for excessive water usage due to bad meter readings. The months affected are the end of March and early April of this year when new registers were installed in our community of Pinwah Pines. Our HOA President contacted you back in August regarding this issue. He was told that the new registers were not compatible with the existing meter boxes and that over 30 of these registers were installed in our neighborhood. Both properties were tested for accuracy back in August. However, no feedback was ever received from Monarch Utilities to explain their findings. We were informed by our HOA President that adjustments would be made and our bills would reflect the errors. To date, no one has contacted me and we have now received the next round of bills.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24.165 Billing subsection (f) Disputed bills. The company has appropriately investigated your concerns and due to register error has adjusted the bill to reflect the actual gallons. We trust this matter has been clarified to your satisfaction.
123	1000063322	423372	PUC	Closed	10/9/2018	Customer Service	Billing Water Usage Without Just Cause. Customer claims that Monarch Utilities SWWC at Oak Trail Shores has for four weeks at a time throughout the past years provided contaminated water making customers purchase bottled drinking water and a must for us to boil our tap water. Also there have been many times when the water has been shut down completely. Opened water bill recently and was billed for 19,000 gallons of water usage account no. 1000063322 billing date 9/10/18 at a cost of \$228.87. Found there was a new meter/register installed and it said less than 1000 gallons used and it was not moving (to indicate leakage). Note was not advised about changing the meter and we had no idea it had been changed as my daughter had been home 100% of the time for over 6 months her sliding glass door is close to the meter box and she didn't see it ever being changed.	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities I.L.P. has acted consistently with Substantive Rule §24.153 (j) Disputed Bills.
124	1000036049	423404	PUC	Closed	10/9/2018	Customer Service	Customer states he trying to get service but has been denied service based on an old account on 128 Collette Court Weatherford, Texas 76088 #01000036049-001001000036049-002 that was listed in his name as Julia Luxton in the amount of \$52.00. Customer states he thought this issue had been resolved back in 2013 when documentation had been sent covering the had lived at the property and wasn't responsible for the service. Customer purchased the property on December 2, 2011. Customer states he was informed by MONARCH that the issue was resolved 5 years ago.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24.85 Response to Requests for Service by a Retail Public Utility Within Its Certificated Area. Every retail public utility shall serve each qualified service applicant within its certificated area as soon as is practical after receiving a completed application.
125	1000034691	422738	PUC	Closed	10/4/2018	Field	On approximately July 26, 2018 a check for \$700 was sent to Monarch Utilities for a new water tap. When I applied for the new water tap I was told it would take 5-10 business days from the date the check was received. I waited several weeks for the tap to be installed before I called for an update. When I called in the first time I was told the work order had been issued on August 3, 2018 but due to backlog and weather the tap was still 5-10 business days out. If I remember correctly this would be approximately the end of August. Since then I have called in almost every week to be told different things. Once I was told someone from the field would contact me to give me an update. I'm still waiting on that call. The call I made the last week of September I was told it was going to be referred to a field supervisor still no water tap.	Avoidable	CPD's review of the information provided by you and Monarch assisted with our final resolution of the complaint. CPD has determined although the company has completed in the installation of the water tap, the company failed to provide a sufficient response as to the cause of the almost three (3) month delay in the installation of the water tap after the required payment had been submitted.
126	1000065998	421824	PUC	Closed	10/2/2018	High Usage & Billing	Company claims to have switched to a smart meter. Our bills have increased more than four times. Our normal bill was around \$100-\$200. Our past several bills have been \$713.55, \$656.93, \$589.61. I find it strange that in this drought we were in that our bills mysteriously increased exponentially. Many neighbors are also complaining of this same issue. Even if the old meter wasn't 100% accurate there is no way it was off by that much. We have no leaks and were only watering a few times a week. In my opinion this is price gouging and should be criminal.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24.67 Billing and §24.69 Meters. Monarch has confirmed your account was billed in accordance with their approved tariff of file with the Public Utility Commission of Texas and the meter last conducted verified the meter was functioning correctly. No adjustments appear warranted at this time.

No workpapers

Line No	Customer Account (a)	Case Number (b)	Type of Complaint (c)	Status (d)	Complaint Received Date (e)	Complaint Type (f)	Additional Information regarding complaint (g)	Available / Not Available (h)	Resolution Steps (i)
127	1000052972	421897	PUC	Closed	10/2/2018	High Usage Billing	The water company is claiming my residence consumed 93,000 gallons of water in the month of August, 2018 which leaves my water bill \$1,141.97. My house had a double wide trailer that houses 4 individuals. There is NO way we consumed this amount of water! There was a leak that occurred on 08/23 that the company's technicians claimed was on their side of the meter. However, the story has now changed and they are claiming the entire leak was on my side of the meter. Yet it was THEIR fault that fixed the leak. That evening PLEASE I NEED ASSISTANCE!! This company will not help me and is refusing to credit the bill and has offered a payment plan for the balance! Mind you I already pay on average \$160-\$200 on a normal month for water and sewage service! I have uploaded 3 monthly bills so you can see all of the charges!! ANY assistance would be greatly appreciated!! Thanks Sheila Moore 281.831.2136	Not Available	Based on the investigation conducted the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24.81 Customer Relations by providing a timely response to this complaint. Although the circumstances which have prompted you to file a complaint are unfortunate, it is the property owner's responsibility for the services lines past the meter (private side) and internal plumbing. We trust this matter has been clarified to your satisfaction.
128	1000069681	421538	PUC	Closed	10/1/2018	Field	Monarch issued a notice yesterday evening 9/29/18 stating that there would be an outage until 9 pm. It is now 9:30 am at 1:45 pm and there is still no water and no update as to when it will be restored. This company has had many issues throughout the summer causing weeks of outages and/or boil water notices. As a consumer who pays their bill and does not violate any rules, this is unacceptable. We are stuck with this company as they have monopolized this area and made it impossible for us to legally drill a well. Since this is an ongoing issue with this company, I feel it is necessary for them to be held liable and provide adequate service and/or reimbursement to their consumers.	Not Available	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule §24.90 Continuity of Service. The company made all reasonable efforts to restore your service within the shortest possible time. The service was off for less than 24 hours, therefore Monarch Utilities is not issuing any adjustments on the account. The company is obligated to ensure the reliability of your service; however, factors may arise to affect your service which the company may be unable to predict or prevent. We trust this matter has been resolved to your satisfaction.
129	1000014821	421554	PUC	Closed	10/1/2018	Field	We have lived in Arrowhead Shores for 20 years. Here the water supply, uniformed customer service, company's lack of communication is totally unacceptable, updates are nowhere, and when you call up and out, they know nothing. We have been with our water at 4:30 pm on Saturday September 29th, 2018. It is now 1:33 pm and still no water, no updates, customer service after hour, company completely uniformed and no help fix the problem. Better communication with YOUR customers, we are at your mercy and the lack of empathy and concern from your company is unbelievable, no showers, no toilets, no water. You try it for half long, with flushing a toilet. Health concerns are definitely on the forefront of your customers. No options from your company, lack of professionalism is overwhelming evident!! Expect a response to the!!!	Not Available	CPD's review of the information provided by you and Monarch assisted with our final resolution of your complaint. CPD has concluded that Monarch has acted consistently with Substantive Rule §24.90 Continuity of Service by reestablishing your service within the shortest possible time and making reasonable provisions to meet emergencies resulting from failure of service.
130	1000014822	421556	PUC	Closed	10/1/2018	Field	Our neighborhood and the surrounding area have constant outages. The water will be off for days at a time, while all the while we're charged double for what the other water companies in the city charge. It's ridiculous and happens so often. Either the water is completely off or we are on restrictions (boil, drought) despite being near a lake and having adequate rain fall. Please help.	Not Available	Based on the investigation CPD determined Monarch acted consistently with Substantive Rule §24.90 (a)(1) and 24.90 (a)(2) - Continuity of Service. Service interruptions.
131	1000079386	420788	PUC	Closed	9/26/2018	Customer Service	Mother states her son Army C. Peterson Jr passed away on 2/15/18 and she faxed a copy of the death certificate to MONARCH UTILITIES in order to get the account closed. She states she faxed the certificate in March. Customer states she has received a final bill in her son's name for \$839.45 that she is disputing since she submitted the documents to close the account.	Not Available	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with applicable Substantive Rule §24.165 Billing. The company billed the account for as long as the account remained active. No adjustments are warranted at this time.
132	1000053073	420875	PUC	Closed	9/26/2018	High Usage Billing	I received a bill for \$211.93 which is high for my history. I called to ask why and spoke to Lanta. She told me that they had not billed for March, July for usage. I asked why and she stated that the meter was not sending anything for those months and that I should have informed them that I was not billed. I informed her that the bill amounts for those months were not considered low and I am sometimes not at the residence and my history averages 1KGAL of usage. Also, I would not normally inform them that their meter wasn't working. She asked if I wanted to enter into a payment agreement for this bill to make up for not billing. I would pay \$150.97 that day and \$50.97 over a period once the agreement was accepted. I told her that I would and made the initial installment payment right then. Once I received the agreement in the mail, I signed it and emailed it to email on agreement. I received an email response accepting it. I contacted Monarch again when I looked online to note a \$44 balance forward and asked the agent. The agent said that this was before the payment arrangement and to disregard this September bill. I asked when I would see the actual bill. She said that the agreement that I signed is null because that did not calculate correctly and I was to pay \$75 today (9/25/18) to make up the difference. The agreement was not really in effect until October although my signature is 9/17/18. Ordered to pay \$75 or sign another agreement. Contradict I signed is null.	Not Available	Based on the investigation CPD has determined that Monarch Utilities has acted consistently with Substantive Rule §24.165 Billing (b) Overbilling and underbilling. If billings for utility service are found to differ from the utility's lawful rates for the services being provided to the customer or if the utility fails to bill the customer for such services, a billing adjustment shall be calculated by the utility. If the customer is due a refund, an adjustment must be made for the entire period of the overcharges. If the customer was undercharged, the utility may backbill the customer for the amount that was underbilled. The backbilling may not exceed 12 months unless such undercharge is a result of meter tampering, bypass or diversion by the customer as defined in §24.169 of this title (relating to Meters). Substantive Rule §24.169 Meters (g) Bill adjustment due to meter error. If any meter is found to be outside of the accuracy standards established by the American Water Works Association, proper correction shall be made of previous readings for the period of six months immediately preceding the removal of such meter from service for the test or from the time the meter was in service since last tested, but not exceeding six months, as the meter shall have been shown to be in error by such test, and adjusted bills shall be rendered. No refund is required from the utility except to the customer last served by the meter prior to the testing. If a meter is found not to register for any period unless bypassed or tampered with, the utility shall make a charge for units used, but not maintain for a period not to exceed three months, based on amounts used under similar conditions during the period preceding or subsequent thereto, or during corresponding periods in previous years.
133	1000065696	420770	PUC	Closed	9/25/2018	High Usage Billing	SouthWest Water is showing a dramatic increase in my water usage which is causing my charges to skyrocket. To the point where we may have to move. We do understand usage goes up during the summer with watering and a pool. However, the increase is quite dramatic compared to past years. Something isn't right. First we were told a smartmeter was installed. Not being told a meter wasn't replaced. Customer service requests have not been filled and they have been unwilling to help. The dramatic increase can be seen on the uploaded file. Were not sure what to do about this.	Not Available	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rules §24.165 Billing and §24.169 Meters. The company has billed the account based on the meter readings obtained and the rate listed on the company's approved tariff. No adjustments appear warranted at this time.
134	1000071959	420462	PUC	Closed	9/25/2018	Field	Approximately every 30 - 60 days, we either lose water pressure, have no water at all, or have water the color of MUD. We in the neighborhood have contacted SWWC each time and every time it's "We know, we're working on it." But then 30 - 60 days later, same issue. I was just told over the phone that they get MORE COMPLAINTS from our service area than any area they serve. I can't say that is a fact. I do know that you CAN NOT drink this water without getting sick, cats and dogs can NOT drink this water without getting sick, many neighbors have even sent SSWC pictures of the bad water. We pay really HIGH rates for water we can NOT drink or to drink it we have to pay for a WHOLE house water system (because the water stains clothes when washing them). I am very willing to let you see our neighborhood web site with all the complaints for the last two years (and MORE) about this issue. We actually have considered getting a local TV station to come out and do an investigative piece on this company and their lack of providing drinkable water. They show they pass the water test at the well but that does NOT mean anything. They claim that serve our homes (which are THEIR property) must be horrible. Once a month the water is OVERLOADED with chlorine or whatever, the tank they put in it and you can't tolerate the smell for a week or more. This is a TOTALLY unacceptable situation.	Not Available	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule §24.171 Continuity of Service. The company verified your service was restored as soon as practicable after a service interruption occurred. Any water quality issues should be filed with the Texas Commission on Environmental Quality as the Public Utility Commission does not regulate the quality of your water. We trust this matter has been clarified to your satisfaction.
135	1000068089	420879	PUC	Closed	9/25/2018	Field	Customer says there have been frequent interruptions of service since July. She says she was told the well is producing only 7 gallons per minute. Her community has been in Stage 3 water restrictions for two months. Customer says there were no notices when the interruptions occurred and she had trouble contacting the company to get any news of when the water would return.	Not Available	Replied to customer 10/3/18. PUC complaint was not received so we addressed it as advised per the PUC.

No workpapers

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136	1000077445	419460	PUC	Closed	9/19/2018	Field	customer claims Monarch Water billed her \$436.93 for water for 41,000 gallons of water used in July. She says her average use is around 8,000 gallons and her bill is around \$130 every month. She said that Monarch sent a representative who checked out the meter and told her that it was faulty. She said that they made no effort to replace it. She called again and they sent out another representative who said the meter was faulty and he replaced it in August. Customer says Monarch made no effort to equal her bill knowing that the meter had given a faulty reading. She was told that they were going to investigate and that her account would be protected from disconnection. She said that despite making payments of \$130 each month her water was disconnected in early September. She was forced to make a \$205 payment on September 10th to get the water service restored. Her husband is disabled and she has a small child and she explained to Monarch that she cannot be without water because she is caring for her family. She said that she was given no disconnection notice. After the new meter was installed the usage returned to normal. Customer is seeking a bill adjustment on the high bill reflected by the high usage due to the faulty meter. Customer says Monarch sent her a contract that states customer has to pay \$205 by October 1 or face disconnection again. Customer says she already paid them \$205 on September 10 and she has a bank receipt.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24.87 Billing and §24.89 Meters. Monarch has confirmed your account was billed in accordance to that approval bill of fee with the Public Utility Commission of Texas and the meter test conducted verified the meter was functioning correctly. No adjustments appear warranted at this time.
137	1000031673	418987	PUC	Closed	9/18/2018	High Usage & Billing	The water company replaced our meters with "Smart Meters" and ever since this has happened I have been billed in excessive amounts 5 different times. The bill I received on Saturday is in the amount of \$444.38 and I am being charged with using 52,000 gallons of water - last month (August) they charged me for 41,000 gallons of water usage! I am at work all day long and have lived in this home for 20+ years and have never had water bills like this - it is ridiculous. When I call them to speak with them they say it must be paid or my water will be turned off. I called them today (9/17) and spoke with them again and she said I have to pay 1/2 which they must have in their hands and they will put me on a payment plan. I sincerely did not use 52,000 gallons of water!! There was a water leak in the front between my house and my neighbors (before the meters) and it took them six days to fix it after we noticed there was a leak. I will attach a copy of my bill so you can see that they have previously charged me for 35,000, 27,000 and 25,000 and 19,000 gallons of water usage. I just got tired of arguing with these people and paid it because I cannot go without water. I am in the only person in my home. All of these issues have been after these new meters were put in.	Not Avoidable	Unfortunately since your residence lies within the city limits of Bulverde TX the PUCT has no jurisdiction as the water/sewer rates are set by the city of Bulverde TX. Letter sent to customer 10/8/18
138	1000031673	418987	PUC	Closed	9/18/2018	High Usage & Billing	The water company replaced our meters with "Smart Meters" and ever since this has happened I have been billed in excessive amounts 5 different times. The bill I received on Saturday is in the amount of \$444.38 and I am being charged with using 52,000 gallons of water - last month (August) they charged me for 41,000 gallons of water usage! I am at work all day long and have lived in this home for 20+ years and have never had water bills like this - it is ridiculous. When I call them to speak with them they say it must be paid or my water will be turned off. I called them today (9/17) and spoke with them again and she said I have to pay 1/2 which they must have in their hands and they will put me on a payment plan. I sincerely did not use 52,000 gallons of water!! There was a water leak in the front between my house and my neighbors (before the meters) and it took them six days to fix it after we noticed there was a leak. I will attach a copy of my bill so you can see that they have previously charged me for 35,000, 27,000 and 25,000 and 19,000 gallons of water usage. I just got tired of arguing with these people and paid it because I cannot go without water. I am in the only person in my home. All of these issues have been after these new meters were put in.	Not Avoidable	9/19/18 Closed due to Non Jurisdictional, we continued investigation to provide an answer to the customer as of 10/8/18 we closed this investigation and sent a letter to Madani to forward to Ms. Walsh with detail of our findings
139	1000014804	418145	PUC	Closed	9/13/2018	Field	Mr. Baggs (80 year old Senior Citizen) states that his water was disconnected on September 10, 2018 due to a water leak. The customer reported a leak in August 2018 and the man was disconnected to repair the leak. The customer has not had any water since the repair. When Mr. Baggs call Monarch he is not getting any information. The customer has not heard any information on the proposed repair time. Mr. Baggs has also been over charged and feels the overage is due to this major leak that was not repaired within a reasonable time.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24.81 Customer Relations by providing a timely response to the complaint. Although the circumstances which have prompted you to file a complaint are unfortunate it is the priority owner's responsibility for the service lines past the meter (private side) and internal plumbing. We trust this matter has been clarified to your satisfaction.
140	1000023514	417225	PUC	Closed	9/10/2018	Field	Mr. Traves states that they are having too many interruptions of service in the last two weeks. He says they are without service about 5 times a day anything from 15 minutes to a couple of hours. He says they are not able to speak to anyone as the phone is not being answered and the answering machine says its full. He says they don't know what the problem is.	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities has acted consistently with Substantive Rule §24.90 Continuity of Service (a) Service interruptions (1) Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time. (2) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of service.
141	1000051574	417227	PUC	Closed	9/10/2018	Field	Customer has been enduring low water pressure. There have also been numerous outages over the last month and as recently as last week that have not been addressed. Customer is currently under a boil notice. She is concerned because her livestock need water and she says she is going to have to hire someone to truck in water for her livestock. Customer has tried to address her concerns with the customer service personnel and has not received a satisfactory response. She says there is several neighbors that are in the same situation.	Not Avoidable	CPD has determined that Monarch Utilities had acted to restore services in a reasonable amount of time during each interruption of service Substantive Rule §24.90(a)
142	1000070134	415679	PUC	Closed	9/4/2018	Field	Customer claims the disconnect notice was due on 8:00 and at 1 p.m. on 8:00 the customer made the payment to the company \$207.00. The customer states that his water was disconnected anyways. The customer is appalled that the service was disconnected the due date of the disconnect notice and he made the payment. The customer as of today is still without water. The customer contacted the company after he made the payment with them and got the run around when the service would be restored. The customer called again on Friday and was advised they will restore service when they have a chance. The customer was concerned due to the family being without service. The customer then called the company once again Friday afternoon only to listen to a message stating the company has closed early for the day. The customer is upset that the company was aware that payment was made but made no efforts to restore his service.	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities I LP has acted consistently with Substantive Rule §24.88 (a) Disconnect with Notice
143	1000051488	415649	PUC	Closed	9/4/2018	Field	I live in Bluegrass Estates. Our water supply has been very inconsistent the last couple of months. I can provide a log if necessary. My neighbors and I are connected on Nextdoor and someone posts every time it's out. We are now completely without water and are getting no answers from customer service. They also say they will not credit anyone for not having access to clean water. This is unsanitary.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24.90 Continuity of Service by reestablishing the service within the shortest possible time and making reasonable provisions to meet emergencies resulting from failure of service. We trust this matter has been clarified to your satisfaction.
144	1000064549	415661	PUC	Closed	9/4/2018	Field	Water outages have increased to 1-3 a week in the Godday area of Johnson County outside the city limits. This is completely unacceptable.	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities has acted consistently with Substantive Rules §24.90(e)(1) and §24.90(a)(2) Continuity of Service Service interruptions

No workpapers

Line No	Customer Account (a)	Case Number (b)	Type of Complaint (c)	Status (d)	Complaint Received Date (e)	Complaint Type (f)	Additional Information regarding complaint (g)	Avoidable / Not Avoidable (h)	Resolution Steps (i)
145	1000066391	415663	PUC	Closed	9/4/2018	Field	Over the last month we Blugrass Estates has had no water or low water pressure than we have had water. It has to be only every once in a while and has only gotten worse. Each time you call there is always an excuse. There is a break. It is fixed you will have no more issues. Happens again. This time it is the electrical at the pump site replaced all now there will no more issues. Happens again now it is a wall collapse no gas on a fix and almost 2 days without water. The amount we pay for water out here there is NO excuse for these issues. What is the company doing with the money they make?? It sure isn't maintenance and up keep. The fees are outrageous. For a 5/8" meter it is a monthly fee of \$49.50 for zero water usage and then when you add in the water usage your normal bill is any where from \$125 to over \$200 per household. Like I asked before where does the money go? Something needs to change. Either we need to get the services we are being charged for or we need to direct on how to file and have Monarch's (SWWC) water rights revoked and allow use to be transferred to Johnson Co water. I mean the lines are right across the street my location. We need HELP out here. We can't bathe our children. We can't shower ourselves. Can't provide water to our animals or our families so therefore can't cook. So we have to go out and buy jugs of water just to get by and then turn around and pay that high water bill when it comes in and for what?? We are on Navajo.	Not Avoidable	CPD's review of the information provided by you and Monarch resulted with our final resolution of your complaint. CPD has concluded that Monarch took reasonable steps to restore service as soon as feasible. Based on the investigation CPD has determined that Monarch has acted consistently with Substantive Rule §24 90 Continuity of Service (a) Service Interruptions.
146	1000023707	415668	PUC	Closed	9/4/2018	Field	Customer claims: Our water has either been limited or cut for the last month. We keep getting through run around from SWWC on repairs or issues.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rules §24 90 Continuity of Service and §24 93 Adequacy of Water Utility Service. The company has taken measures to restore your service as soon as practicable. Monarch Utilities imposed drought restrictions and boil water notices in compliance with TCEQ requirements.
147	1000079084	415672	PUC	Closed	9/4/2018	Field	Our community is experiencing frequent water outages occurring multiple times a week. Currently we are day two of no water. We have reached out to the water company without resolution. It has been excuse after excuse as water outages increase weekly. We are unable to properly care for ourselves children, pets, and live stock. I currently have a sick child at home whom I can not bathe or wash bedding and clothes to prevent the spread of infection. The water company is charging me a \$50 base water delivery fee others paying more but it has reached a point I don't have water half of the week. Please help our community receive consistent service to our homes.	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the actions taken by Monarch in responding to the outages is consistent with the provisions Substantive Rule §24 90 Reliability and Continuity of Service Section (a) Service Interruptions.
148	1000079252	415682	PUC	Closed	9/4/2018	Field	Recurring outages of water service to the entire neighborhood. Some areas been in excess of 18 hours. Provider is not solving problem or offering any compensation for loss of service. Vary rude on the phone. Cannot or will not commit to when service will be restored. Becoming a sanitation issue as bathing and washing clothes and dishes is almost impossible.	Not Avoidable	Once personnel were aware of a problem, service personnel were able to troubleshoot and restore the service. Based on the investigation CPD has determined that Monarch Utilities has acted consistently with Substantive Rules §24 90(a)(1) and §24 93(a)(2) Continuity of Service Service Interruptions.
149	1000031279	4140131,427536	PUC	Closed	8/23/2018	Customer Service	Customer states for the last 2 months she has received really bills from WATER SERVICES when her bills were normally \$100. She states the bill for last month was \$500 and the bill for this month was \$991.29 and a disconnection has been issued for the \$991.29 due by 8/15 scheduled for interruption on 8/26. Customer states she has asked for her actual usage WS was unable to provide the information. stated that the information was based on a billing average and not actual usage. Customer also states there have been no leaks to validate the high usage.	Not Avoidable	Thank you for letting us know about the non regulated service for this customer. We have issued a non-judicial letter to the customer advising them to contact your company and the city. No further action is required by Southwest Water Company. Follow-up: Customer filed a City of Bulverde Complaint 10/31/18.
150	1000037609	413703	PUC	Closed	8/22/2018	Rates & Charges	Customer claims that they are contesting an unusually high water bill for usage in April of this year for residence 30655 Longhorn Trail Bulverde TX 78163. Remrock Ranch in Comal County did not receive an answer that explains the high water usage of 26 630 gallons in 4 5 days and wants SWWC forced to issue a refund on the bill paid.	Not Avoidable	Closed favorably per the PUC website 09/13/2018
151	1000078545	411692	PUC	Closed	8/14/2018	Rates & Charges	I retired and moved to Bandera. In Aug 2017 I lived in my 5th wheel until the property was ready to move a mobile home on it. In Oct 2017 I called the water company because I hadn't received a bill. They said they were sorry and would send one out. I received 3 bills all on the same Aug, Sept and Oct. Oct and Sept were for 1k usage. Aug was for 95k usage. I figured it was a clerical error and called the water company. They said it was correct I did use 95k of water in Aug 2017. I stated that is impossible I am a single retiree living in a 5th wheel. Was told I had to pay or water would be shut off. I agreed to a payment plan with no other choice since I am 67 years old on social security. They said the meter was tested and correct which is impossible. I have only used 1k per month for a year. I have been paying on the payment plan with a struggle being on social security. In July my payment was 2 days late so they want the whole balance. I have talked them to take 30 now and continue paying the rest. I am not a complainer and would pay anything I owe. However I feel the water company is taking advantage of me a senior citizen and military. I don't have much choice but to keep paying. Me having to call and let them know I never received a bill for three months leads me to believe someone screwed up.	Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities failed to act consistently with Substantive Rules §24 87 Billing subsection (a) (1) and §24 88 Discontinuance of Service. The company failed to render an invoice each month in August, September, and October. A disconnection of service appears to have occurred before 9/4/2018, but the company did not submit a copy of the disconnection notice to verify appropriate notice was provided.
152	1000035277	410076	PUC	Closed	8/7/2018	Rates & Charges	They changed meters on 8/14 for some reason. I had already used 2 kgal which was all that was usually used for some months previously. Now meter read on 8/29/18 and still I was 3 kgal more. There's no warning of this and there no leaks on the property. I contacted Monarch and told them there must be a mistake in the meter reading and they told me they would send someone out to read it again. I asked to verify me so I could verify what was being read. I never received a call from Monarch. We received our bill for July which was 7 kgal. Something is very wrong with the new meter or they are charging me for my neighbor's water. etc. Both connections are very close together. The also raised late notice fees without notification. I would greatly appreciate some assistance in this matter as soon as possible. Thank you.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch has acted consistently with Substantive Rule §24 87 Billing. Monarch has confirmed your account has been billed based on the established terms of service and the meter readings obtained in accordance with their approved tariff on file with the Public Utility Commission of Texas. No adjustments appear warranted at this time.
153	1000012001	409837	PUC	Closed	8/6/2018	Field	Customer claims that there was an interruption yesterday from 12:30 am - 7am and the water is now out again. He states he contacted Monarch and was informed that there were no outages and no estimated time on the restoral.	Not Avoidable	Based on the investigation CPD has determined that Monarch Utilities I LP has acted consistently with Substantive Rule §24 89(a) Service Interruptions Section (1) which states: "Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time."
154	1000083513	408774	PUC	Closed	7/30/2018	Rates & Charges	We moved into the house in June 2018. We paid a bill that was for 2 days that was \$3.18 and then got our next bill (after having to ask for it) that was for a being cycle of 30 days and the bill was \$211.32. We have 5 people in the house. 2 of those 5 are toddlers. We are not running water 24/7 so I am not sure how we are using 27KGAL in 30 days. When I try to contact the water company they either don't respond or they just say that they will send someone out and no one shows. When I reached out to the neighborhood to see what an average bill is they said max \$70 for the large houses during the summer months. When I got my bill I asked again because I was confused and other houses were getting bills that were \$200 and plus dollars when that is not typical. I am not sure what is going on and SWWC is not being cooperative in trying to figure it out.	Not Avoidable	Closed due to Non Jurisdiction. The customer's property is located inside the city limits of the City of Bulverde who has an existing agreement with Water Services, Inc. therefore the PUC has no jurisdiction.

No worksheets

Line No	Customer Account (a)	Case Number (b)	Type of Complaint (c)	Status (d)	Complaint Received Date (e)	Complaint Type (f)	Additional Information regarding complaint (g)	Avoidable / Not Avoidable (h)	Resolution Steps (i)
155	1000004628	408558	PUC	Closed	7/27/2018	Field	Customer states that his service was interrupted last night at 7pm and then turned back on at 10pm and now this morning his service is back off. His sister he has had calling MONARCH UTILITIES to get an answer as to why his service has been interrupted but he cannot get anyone on the phone. Customer states his account is current and he just received a bill indicating he and his wife used 4000 gallons in one month which he is disputing for a bill of \$108.53. Customer states he is being over charged.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rules 24.87 Billing, 24.89 Meters 24.90 Continuity of Service. The company has billed the account in accordance with the meter readings obtained and a meter test was performed to ensure the accuracy of the readings billed. The service issues were addressed as soon as practicable and the bill water notes enforced by the Texas Commission of Environmental Quality was appropriately provided. We trust this matter has been clarified to your satisfaction.
156	1000048861	408578	PUC	Closed	7/27/2018	Field	Customer says she has been without water since 10 p.m. on July 26. She says that the water service has been inconsistent over the past 6 months. The water keeps going on and off on a daily basis. Customer would like to have consistent water service without daily interruptions. Customer service representatives say that it is normal occurrence and says customer should just bear with them until it is fixed. They have not provided alternatives to where they can get clean water.	Not Avoidable	Based on the investigation conducted the CPD has determined that Monarch Utilities has acted consistently with PUC Substantive Rule 24.81 Customer Relations by providing a timely response to the complaint. However Substantive Rule 24.90 Continuity of Service require that water providers take the steps necessary to ensure the reliability of service and restore service within a reasonable amount of time, therefore should the circumstances have been different we would have required intervention to ensure the service was restored within the shortest possible time and reasonable provisions were made to meet emergencies resulting from failure of service. We trust that this matter has been clarified to your satisfaction.
157	1000082388	408003	PUC	Closed	7/25/2018	Rates & Charges	This is a new service I had to establish at a vacation lot on Lake Livingston. I was billed for 2 months of services but the water and sewer were never connected or turned on. When I called to question the billing for no services provided I was told it was the base billing and was not dependent on services being provided. I never got the services so I immediately cancelled the services. These are unfair billing practices. I borders on fraudulent practices since no service was provided for the payments received by Monarch Utilities.	Not Avoidable	CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the billing issued by Monarch is valid and consistent with the provisions of Substantive Rule 24.87 - Billing, Section (a) Authorized rates. Bills must be calculated according to the rates approved by the regulatory authority and listed on the utility's approved tariff. Unless specifically authorized by the commission, a utility may not apply a metered rate to customers in a subdivision or geographically defined area unless all customers in the subdivision or geographically defined area are metered.
158	1000084084	407009	PUC	Closed	7/10/2018	Customer Service	I made original contact on 6/28/18, 2nd try phone 7/7/18, then tried to do the application online, but after trying that evening the system gave an error code 3 times. The 3rd contact by phone 7/8/18 and finally got them to take my information upon them looking it up they said they had no record of the service address. I then provided them the meter no. which they said was their meter but wasn't at my address so they would have to send out someone to check it. 4th contact by telephone on 7/8/18 and was told they hadn't sent the request yet to have someone check it. I requested a supervisor to speak to and was told that a supervisor was NOT available, but I'd be called back later, that day. 5th contact I was finally contacted by a supervisor and was told it would take 5 to 7 business days to get someone out to check it. And that no service would be available for 7 to 10 business days to get it turned on. So after 10 days of trying to get my water turned on, which this address has been serviced by this company for years, it's going to take another 5 to 7 days to get water service???? Meanwhile my family and myself are paying \$100 per night to stay in a motel, instead of living in the house I bought!!!! NOT RIGHT AT ALL AND ITS TOTALLY UNACCEPTABLE!!!!!!!	Avoidable	Based on the investigation CPD determined Monarch Utilities acted consistently with Substantive Rule 24.85 Response to Requests for Service by a Retail Public Utility Within Its Certificated Area. (a) (3) (b).
159	1000017908	402908	PUC	Closed	6/28/2018	Rates & Charges	The customer believes that he is being overbilled. She states that his recent bill totaled \$108.64. He does not believe that he is being billed correctly. He states that others in his area pay around \$30 for the same service. He also states that he has had trouble updating his address with Monarch and would like them to use the mailing address listed on the complaint as his service address. He will send CPD copies of his disputed bills.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule 24.87 Billing. The company has billed the account in accordance with the approved tariff and it appears the issues presented in your complaint have been addressed directly. No further adjustments appear warranted at this time.
160	1000058584	401802	PUC	Closed	6/22/2018	Field	I get a bill from Monarch Utilities, but the bill is payable to SouthWest Water Supply in Houston, TX. The quality of the water is horrible. It may be possible literally, but not practically. You either have to drink bottled water, put in a reverse osmosis system, or purchase a filtering system to make the water drinkable from the tap, the taste is so foul. As far as its quality for other purposes it requires a water softener for bathing, laundry, dishes, etc. Everyone on this system that I know MUST use some method of altering the water out of the tap to make it drinkable and soften it to make it usable for other purposes. I don't know what treatment of water is required of water utilities but the water supplied by this utility is so full of minerals and other elements that it is virtually useless. The supply system is in a bad state of repair. We frequently lose service. I would estimate the water is turned off 2-3 times a month for line repairs, for durations of up to 4 hours. I have received numerous notices over the past 3-4 years that we apparently require by law informing me that the quality of the water does not meet certain standards, and that while drinkable it is not advised at that time. How in the name of heaven can a company charge you for a product that must be treated in a variety of ways at your expense before it is fit for its intended purpose, and why do you not do something about it?	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule 24.90 Continuity of Service. The company has taken the steps necessary to restore your service as soon as practicable. No adjustments appear warranted at this time.
161	1000076074	401806	PUC	Closed	6/22/2018	Field	We pay as much as and sometimes more for our water as electric. It's the worst water service I've ever encountered. I've lived all over the US and this is by far the worst. It's the most expensive. And it has horrible smells as it's hard water has so many minerals and I'm having it tested further than I already have to find what all is in the water. We are considered about what's in it. It's cloudy and sometimes brown. We have low pressure or no water constantly. We are always having trouble with our water. We have had several times to address it with the water company but they refuse to even address us. They say there is no problem and they have all these awards for their water. (I can go to trophy shop and get one too) But you ask anyone in the Ols area who has their water service will complain about them. It's horrible.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rules 24.90 Continuity of Service and 24.87 Billing. Monarch Utilities has taken the steps to prevent service interruptions and has billed the account in accordance with the approved tariff for the company. No adjustments appear warranted at this time.
162	1000054769	401803	PUC	Closed	6/20/2018	Customer Service	Customer claims. She received a higher than normal bill due to a water hose left running and Monarch Utilities hooked out the deferred payment plan with her. Customer's daughter makes the payments for her since she is a senior and is. Her most recent payment was due on 5/27/18 but her daughter paid it on 5/28/18 and the service was interrupted on 6/14. Monarch is now wanting \$170.00 to restore and to work out another DPP. The customer states she never received a disconnection notice nor does she have the \$170.00.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined Monarch Utilities acted consistently with Substantive Rule 24.88 Disconnection of Service. The company provided you sufficient notice that your service would be disconnected for non-payment. No adjustments appear warranted at this time.
163	1000081080	400835	PUC	Closed	6/19/2018	Field	Customer claims. We never have any water pressure. We can't run the inside water and the outside water at the same time. The water in the house won't work if the outside water is on. Our toilet won't fill up if I'm running the washer. Most days the water pressure is so bad the shower barely lets out any water.	Not Avoidable	CPD determined Monarch Utilities has acted in accordance with Substantive Rule 24.90 Continuity of Service (a) Service Interruptions (1) Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur the utility shall reestablish service within the shortest possible time.

No. of papers

Line No	Customer Account (a)	Case Number (b)	Type of Complaint (c)	Status (d)	Complaint Received Date (e)	Complaint Type (f)	Additional Information regarding complaint (g)	Avoidable / Not Avoidable (h)	Resolution Steps (i)
164	1000004284	400556	PUC	Closed	6/18/2018	Field	PUC Complaint received customer claims Continually low water pressure or no water at all. According to them we are under a water restriction which I don't understand. We rarely have enough water to wash clothes or showers much less anything else. It is intolerable and makes it very difficult to take care of ones self much less do anything for the household. wash dishes no water shower little to no pressure can't rinse soap off or shampoo hair do laundry takes over an hour to fill the washer with enough water to wash a load of clothes than not enough water to fill the tub to rinse the load it takes 3+ hours to do one load fill the water jug for my dogs takes 15 minutes or more. People should not be forced to live like this. I have complained to this water company before because my bill wasn't correct they verified that I was correct but never corrected my bill 2-3 years ago out of all the subdivisions around this one we were the ONLY one with such a strict restriction that I questioned it and asked why the other surrounding areas were not restricted in the same way. They never responded. I also saw the link to the environmental risks I will also file a complaint with them for the water's small cloudiness and generally unfit for consumption. Thank you for your attention to this crucial matter. Lynda A. Higdon	Not Avoidable	CPD determined Monarch Utilities has acted in accordance with Substantive Rule §24.90 Continuity of Service (a) Service interruptions (f) Every utility or water supply or sewer service corporation shall make all reasonable efforts to prevent interruptions of service. When interruptions occur the utility shall reestablish service within the shortest possible time.
165	1000026684	399630	PUC	Closed	6/12/2018	Field	Customer claims he called MONARCH Utilities on Sunday to report 2 leaks he discovered at the address of 1117 Indian Dr. and was informed that they would have someone come out on Monday to look into the matter. Customer states it's now Tuesday and he has called MONARCH again and still no one has come out to repair the leak and water is just continuing to run in the neighborhood. His issue is with the water running with how it will affect his water bill in the interim.	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24.93 Adequacy of Water Utility Service.
166	1000081298	399007	PUC	Closed	6/8/2018	Rates & Charges	PUC complaint received customer claims The actual cost of my water usage is \$14.94 the actual cost of sewer is \$13.20. My total bill was \$154.26 please tell me how and why this is acceptable or even legal to charge someone 5 times the actual cost. When I called to question Monarch they referred me to the commission. How is this justified? We are seniors and live on a fixed income. What recourse do we have?	Not Avoidable	Based on the investigation conducted the Customer Protection Division has determined that Monarch Utilities has acted consistently with Substantive Rule §24.87 Billing. By billing the amount based on the established terms of service and the meter readings obtained in accordance with their approved tariff on file with the Public Utility Commission of Texas. No adjustments appear warranted at this time.
167	1000102901	N/A	PUC	Closed	6/4/2018	Customer Service	Customer states that his water company is refusing to turn on his water.	Not Avoidable	This email is to inform you that this customer file has been closed by the Customer Protection Division of The Public Utility Commission of Texas due to Non Jurisdiction.

Note: Information in Columns (g) and (i) is the unedited information pulled from our records. In some cases information has been formatted for this schedule.

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

Schedule VI-4 Water Conservation

Witness: George Freitag

SCHEDULE VI-4

WATER CONSERVATION EFFORTS

Monarch provides water service to 115 different water systems in 32 counties ranging across the eastern two thirds of Texas. Many of the systems are rural and most of the systems are in areas that have been impacted by periods of drought that occur regularly over most of the state. The average usage varies from system to system but overall averages per connection in almost all systems are lower than Texas averages.

Monarch maintains and most recently updated its TCEQ approved User Drought Contingency Plan (UDCP) in April 2019. Since the last rate proceeding the company has had to implement various stages of voluntary and mandatory water use restrictions in some districts – following the use restrictions as specified in the UDCP. These are done on a system by system basis and customers are notified several ways by bill inserts and the company's website.

Monarch's user rate structure is based on four usage tiers, with higher per unit rates in the upper use blocks. A few districts that are part of this rate application will be moving to the inclined block rate structure for the first time. Inclining block rates structures are one well known tool for encouraging the wise use of water by customers. Additionally, the rate structure meets the requirements of PUC Rule 24.25.(k)(2) that "the tariff for consolidated utilities provides for rates that promote water conservation for single- family residences and landscape irrigation" and Rule 24.43.(b)(1) which states "In order to encourage the prudent use of water or promote conservation, water and sewer utilities shall not apply rate structures which offer discounts or encourage increased usage within any customer class."

When monthly usage data from the customer meters is uploaded to the billing system, accounts with abnormal usage spikes are flagged. Monarch's customer service agents call those customers to warn them they may have a leak.

Diligent efforts are made by the field staff to reduce system losses where in the rural systems it is sometimes hard to find leaks and unauthorized uses. Lines are regularly walked to find leaks, production meters are calibrated, employees are educated in water loss minimization, and significant line repairs projects are done.

Certain systems still have unacceptable levels of unaccounted for water. Monarch is continually scheduling capital projects to replace and repair water lines in certain districts where the water lines and valves are aging. In 2019 Monarch employees replaced approximately 13,000 feet of water line in Cedar Valley. Another example is the recent completion in early 2020 of a project to replace the entire water distribution network in the Bavarian Hills system of Bexar County at a cost of over \$1.4 million dollars.

The customer information sections in the monthly bills frequently include conservation tips. The monthly bill contains a chart showing the customer's historical usage for reference.

Since the last rate proceeding Monarch has upgraded its dedicated Water Conservation portal on its web site. This section contains efficient landscaping tips, personal water use saving tips, and other water conservation information. It has links to other wise water use sites including several specific to Texas.

SouthWest company staff are members of and regularly participate in organizations such as the Texas AWWA Water Conservation and Reuse Committee and Central Texas Water Efficiency Network. SouthWest staff attend the Central Texas Water Conservation Symposiums each year, and several staff members attended the Total Water Loss Control Program Workshops of the Texas Water Development Board.

No workpapers

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

Schedule VI-5 Meter Replacement Policy

Witness: George Freitag

Monarch currently uses automatic meter read (AMR) meters for all residential and commercial customer meters. Meters are installed and maintained by company personnel following the requirements and specifications in its approved tariff and PUC rules. Standard 5/8" meters are installed on residential connections unless otherwise requested, and meters are sized for commercial and non-standard installations based on demand characteristics as described in the application for service. When private fire-line service is requested, the company works with the applicant to ensure that an appropriate fire line meter is installed.

All customer meters in Texas were replaced with AMR meters in 2011 and early 2012. Upon acquisition of systems it is Monarch's policy to replace the old style, existing customer meters with the same type of AMR meters used in the other systems. In addition to the capability to retrieve usage information electronically from AMR meters, having similar meters of the same type and style are essential to the efficiency of Monarch centralized billing process. In 2017 new meters were installed after the acquisitions of the Wiedenfeld, Ni America, Villas of Willowbrook, and Romark systems, and in the Dal-High system in 2018.

Meters are typically expected to last about 20 years. The register head can be replaced separately from the meter body. When pulled from use under routine circumstances, both meter and register is checked for abnormal wear before being placed back in inventory. When a meter is installed, either new from the box or from inventory, the serial number is logged into the company's inventory control and billing system. In general, Monarch will replace and retire customer meters when usage reaches approximately 1.5 million recorded gallons.

When receiving customer complaints about meters the initial test is an in-place measurement at the customer's premises with the customer present, of a known volume of water compared against the amount the meter registers. If potential problems are seen, the meter is pulled and sent to a certified testing facility. Monarch does not have its own certified testing facilities.

The AMR meters store usage data at intervals and this data can be downloaded and put into tables and charts showing historical usage. In many cases once the actual usage in small time increments is reviewed the meter is ruled out as a cause of usage issues raised by customers. No workpapers

Monarch Utilities I L P
Docket No 50944
Test Year Ending 12/31/2019
Summary of NA Schedules
Witness: Brian Bahr

Schedule	Schedule Title	Explanation
Schedule II-A-3.2	Other Physical Property	Monarch has no investments in affiliated companies or other physical property not reported in other schedules in this filing
Schedule II-A-3.3	Special Cash Accounts	Monarch has no special cash accounts.
Schedule II-A-3.11	Funding of Reserves	Monarch Utilities I.L.P. has no operating reserves
Schedule II-B-1.3	Assets Used For Purposes Other than Utility	No Monarch assets are used for purposes other than water and/or sewer utility.
Schedule II-B-1.4	Assets not Currently in Use	All assets included in rate base are used and useful. See testimony of Craig Gott.
Schedule II-B-7.1	Cancelled Construction Projects	Monarch had no cancelled construction projects or obsolete inventory write downs during the test year. No such costs were included in cost of service in dockets in the previous two calendar years.
Schedule II-B-4	Plant Held for Future Use	Monarch currently has no Plant Held for Future Use
Schedule II-B-5	Accumulated Provision Balances	Monarch currently has no Provisions for Loss Reserves
Schedule II-B-6.b	Materials and Supplies - Model Used to calculate needed material and supply level	Monarch does not use a model to determine needed inventory levels.
Schedule II-B-7.i	Working Capital - Removal of Amortized Expenses	No amortized expenses are included in the cash working capital.
Schedule II-B-7.j	Working Capital - Funds Availability Arrangement	There are no special or unique arrangements or terms with Monarch's banks. The banks' standard rules of class apply.
Schedule II-B-9	Storm Damage and Extraordinary Property Loss	Monarch Utilities did not experience any Storm Damage or extraordinary property losses in 2019
Schedule II-B-11	Regulatory Assets	Monarch currently has no regulatory assets
Schedule II-C-3	Preferred Stock	Monarch Utilities I L P. has not preferred stock.
Schedule II-C-5	Weighted Average Cost of Short-Term Debt	Monarch has no short-term debt
Schedule II-D-3.1	Advertising	Monarch has no advertising expenses
Schedule II-D-3.6	Social Organizations	Monarch Utilities has no expenditures for memberships in social organizations during the test year.
Schedule II-D-5	Summary of Research and Development Expenditures	Monarch has no expenditures for research and development during the test year
Schedule II-D-8	Storm Damage	670010 Loss/Gain - Operating is where insurance proceeds are booked. This was normalized out in the test year results and has a \$0 balance
Schedule II-D-9.1.c	Payroll Detail - General Payroll Increases	This is not applicable because there are no general payroll increases
Schedule II-D-9.2.a	Pension and OPEB Benefits - Unfunded Costs	Monarch does not have Pension and OPEB Benefits
Schedule II-D-9.2.b	Pension and OPEB Benefits - Actuarial Studies	Monarch does not have Pension and OPEB Benefits
Schedule II-D-9.2.c	Pension and OPEB Benefits - Costs, Expense and Funding by NARUC Accounts	Monarch does not have Pension and OPEB Benefits
Schedule II-D-9.2.d	Pension and OPEB Benefits - Costs, Expense and Funding by NARUC Accounts 45-Day Update	Monarch does not have Pension and OPEB Benefits
Schedule II-D-9.2.e	Pension and OPEB Benefits - Actual and Adjusted SFAS No. 106 Funds	Monarch does not have Pension and OPEB Benefits
Schedule II-D-9.2.f	Pension and OPEB Benefits - SFAS No 106 Funding	Monarch does not have Pension and OPEB Benefits
Schedule II-D-9.2.g	Pension and OPEB Benefits - SFAS No 106 Changes	Monarch does not have Pension and OPEB Benefits
Schedule II-D-9.2.h	Pension and OPEB Benefits - Accruals	Monarch does not have Pension and OPEB Benefits
Schedule II-D-9.2.i	Pension and OPEB Benefits - Understatement of Accounting Standards	Monarch does not have Pension and OPEB Benefits
Schedule II-D-9.3.a	Other Payroll Information - Deferred Income and Consultant Fees	Monarch Utilities I L.P. did not have any deferred income or consultant fees paid to corporate officers or employees during the test year
Schedule II-D-9.3.f	Other Payroll Information - Positions Eliminated	No positions have been eliminated
Schedule II-E-3.2	Federal Income Tax Timing Differences Reconciliation	There are no differences that produce federal income taxes at a rate different from the statutory federal income tax rate
Schedule II-E-3.4	Consolidation/Inter-Corporate Tax Allocation	Monarch Utilities I L P does not have an existing affiliate tax allocation agreement. Monarch's taxes are prepared using the separate return method.
Schedule II-E-3.9	Analysis of ITCs	Monarch Utilities I L P is not proposing any adjustment to investment tax credits
Schedule II-E-3.10	ITC Utilized	Monarch Utilities I L.P. did not utilize any investment tax credits during the test year
Schedule II-E-3.11	ITC Generated But Not Utilized	Monarch Utilities I L.P. did not generate any investment tax credits during the test year
Schedule II-E-3.12	ITC Utilized - Stand Alone Basis	Monarch Utilities I L.P. did not utilize any investment tax credits during the test year.
Schedule II-E-3.13	ITC Election	Monarch Utilities I L.P. did not utilize any investment tax credits during the test year.
Schedule II-E-3.14	NARUC Account 255	Monarch Utilities I L.P. did not have any investment tax credits
Schedule II-E-3.15	Analysis of Additional Depreciation Requested	Monarch Utilities I L.P. is not requesting any depreciation adjustments for tax purposes.
Schedule II-E-4.1	Deferred Expenses from Prior Dockets	There are no deferred expenses from prior dockets included in Cost of Service.
Schedule II-E-4.2	Below the Line Expenses	There are no below the line expenses for Monarch during the test year.
Schedule II-E-4.3	Nonrecurring or Extraordinary Expenses	Monarch has no nonrecurring or extraordinary expenses included in Cost of Service.
Schedule II-E-4.5	Extraordinary Property Losses	No property losses have been included in operating expenses or depreciation or amortization
Schedule II-E-4.6	Expenses Previously Denied by the Commission	There are no expenses included in the rate filing that have previously been denied by the Commission.
Schedule II-F.h	Allocation or Classification Factor Special Studies	No special studies were used to derive the allocation factors
Schedule II-G-1.f	Other Changes in Volume	There were no other changes in volume for the historic test year.
Schedule IV-5	Capital Projects	No affiliate capital projects have been included in plant in service for Monarch since the last rate case. Capital projects specific to Monarch are charged directly to Monarch. Capital projects for SouthWest that provide benefits to all operating utilities, including Monarch, have not been closed to Monarch plant in service
II-H-1	Cost of Service Study	Monarch's rates are not based on customer classes; therefore, no cost of service study was performed to allocate costs between customer classes.
Schedule IV-13	Affiliate Project Codes Created/Closed in Test Year	No affiliate capital projects have been included in plant in service for Monarch since the last rate case. Capital projects specific to Monarch are charged directly to Monarch. Capital projects for SouthWest that provide benefits to all operating utilities, including Monarch, have been allocated to Monarch (See WP/II-B).

No Workpapers

001227

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13	WP/II C-6 1 Amortization Schedules for all Short and Long-Term Debt
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Test Year Ended December 31, 2019 Comparison Year Ended December 31, 2018

Line No	NARUC Account (a)	Description (b)	Reference (c)	Allocated to Water (d)	Allocated to Sewer (e)	Shared (f)	Allocated to Water (g)	Allocated to Sewer (h)	Shared (i)
1	400	Operating Revenues	11-A-2 1(W)&(S)	\$ 370,175	\$ 50,478	\$ 420,653	\$ 302,922	\$ 41,307	\$ 344,229
2									
3									
4		UTILITY OPERATING EXPENSES							
5	401	Operating Expenses	11-A-2 1(W)&(S)	2,815,824	383,976	3,199,800	2,977,896	405,395	3,378,291
6	403	Depreciation Expense	11-A-2 1(W)&(S)	576,171	78,569	654,739	256,885	35,030	291,915
7	406	Amortization of Utility Plant Acquisition Adjustment	11-A-2 1(W)&(S)	-	-	-	-	-	-
8	407 1	Amortization of Limited Term Plant	11-A-2 1(W)&(S)	-	-	-	-	-	-
9	407 2	Amortization of Property Losses	11-A-2 1(W)&(S)	-	-	-	-	-	-
10	407 3	Amortization of Other Utility Plant	11-A-2 1(W)&(S)	(44,154)	(6,021)	(50,175)	(43,558)	(5,940)	(49,498)
11	407 4	Amortization of Regulatory Assets	11-A-2 1(W)&(S)	-	-	-	-	-	-
12	408	Taxes Other Than Income	11-A-2 1(W)&(S)	864,944	117,947	982,891	432,612	58,997	491,604
13	409 1	Federal Income Taxes, Utility Operating Income	11-A-2 1(W)&(S)	-	-	-	-	-	-
14	409 11	State Income Taxes, Utility Operating Income	11-A-2 1(W)&(S)	147,732	20,077	167,309	147,298	19,404	161,702
15	409 12	Local Income Taxes, Utility Operating Income	11-A-2 1(W)&(S)	-	-	-	-	-	-
16	410	Deferred Income Tax	11-A-2 1(W)&(S)	-	-	-	-	-	-
17	401 1	Federal	11-A-2 1(W)&(S)	-	-	-	-	-	-
18	401 11	State	11-A-2 1(W)&(S)	-	-	-	-	-	-
19		Total Deferred Income Tax		-	-	-	-	-	-
20	411 1	Provision for Deferred Income Taxes - Credit, Utility Operating Income	11-A-2 1(W)&(S)	-	-	-	-	-	-
21		Tax Credits		-	-	-	-	-	-
22	412 1	Investment Tax Credit, Deferred to Future Periods, Utility Operating Income	11-A-2 1(W)&(S)	-	-	-	-	-	-
23	412 2	Investment Tax Credit, Restored to Operating Income, Utility Operating Income	11-A-2 1(W)&(S)	-	-	-	-	-	-
24		Total Tax Credits		-	-	-	-	-	-
25		TOTAL UTILITY OPERATING EXPENSES		4,360,018	594,548	4,954,565	3,761,132	512,882	4,274,014
26									
27		NET UTILITY OPERATING INCOME (LOSS)		(3,989,843)	(544,069)	(4,533,912)	(3,458,211)	(411,574)	(3,929,785)
28									
29		OTHER OPERATING INCOME (LOSS)							
30	413	Income from Utility Plant Leased to Others	11-A-2 1(W)&(S)	-	-	-	-	-	-
31	414	Gains (Losses) from Disposition of Utility Property	11-A-2 1(W)&(S)	83,061	11,326	94,387	40,973	5,587	46,562
32		TOTAL OTHER OPERATING INCOME (LOSS)		83,061	11,326	94,387	40,973	5,587	46,562
33									
34		NON-OPERATING INCOME							
35	415	Revenues from Merchandising, Jobbing and Contract Work	11-A-2 1(W)&(S)	-	-	-	-	-	-
36	419	Interest & Dividend Income	11-A-2 1(W)&(S)	-	-	-	-	-	-
37	420	Allowance for Funds Used During Construction (AFUDC)	11-A-2 1(W)&(S)	-	-	-	-	-	-
38	421	Non-Utility Income	11-A-2 1(W)&(S)	(414)	(56)	(470)	(511)	(70)	(581)
39		TOTAL NON-OPERATING INCOME		(414)	(56)	(470)	(511)	(70)	(581)
40									
41		NON-OPERATING DEDUCTIONS							
42	408 2	Taxes Other Than Income, Other Income and Deductions	11-A-2 1(W)&(S)	-	-	-	-	-	-
43	409 2	Income Taxes, Other Income and Deductions	11-A-2 1(W)&(S)	-	-	-	-	-	-
44	416	Costs & Expenses of Merchandising, Jobbing and Contract Work	11-A-2 1(W)&(S)	-	-	-	-	-	-
45	426	Miscellaneous Non-Utility Expenses	11-A-2 1(W)&(S)	(35,106)	(4,787)	(39,893)	(56,485)	(7,702)	(64,187)
46		TOTAL NON-OPERATING INCOME & DEDUCTIONS		(35,106)	(4,787)	(39,893)	(56,485)	(7,702)	(64,187)
47									
48		INTEREST EXPENSE							
49	427	Interest Expense	11-A-2 1(W)&(S)	1,150,456	156,880	1,307,336	1,079,119	147,153	1,226,272
50	427 1	Interest on Debt to Associated Companies	11-A-2 1(W)&(S)	-	-	-	-	-	-
51	428	Amortization of Debt Discount & Expenses	11-A-2 1(W)&(S)	9,837	1,341	11,178	9,837	1,341	11,178
52	429	Amortization of Premium on Debt	11-A-2 1(W)&(S)	-	-	-	-	-	-
53		TOTAL INTEREST EXPENSE		1,160,292	158,222	1,318,514	1,088,956	148,494	1,237,450
54									
55		EXTRAORDINARY ITEMS							
56	433	Income	11-A-2 1(W)&(S)	-	-	-	-	-	-
57	434	Deductions	11-A-2 1(W)&(S)	-	-	-	-	-	-
58	409 3	Income Taxes	11-A-2 1(W)&(S)	-	-	-	-	-	-
59	409 4	Other	11-A-2 1(W)&(S)	-	-	-	-	-	-
60		TOTAL EXTRAORDINARY ITEMS		-	-	-	-	-	-
61		NET INCOME (LOSS)		\$ (5,301,767)	\$ (695,695)	\$ (5,797,462)	\$ (4,562,166)	\$ (622,113)	\$ (5,184,279)

Note The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records

Monarch Utilities I L P
Docket No 50944
Test Year Ending 12/31/2019
WP/ II-A-2 2 Statement of Income - Test Year Adjusted - Shared
Witness Brian Bahr

Line No	NARUC Account (a)	Description (b)	Reference (c)	Water Allocated from Shared (d)	Wastewater Allocated from Shared (e)	Shared Book Recorded Income (f)	Water Adjustments Allocated from Shared (g)	Wastewater Adjustments Allocated from Shared (h)	Shared Adjustments (i)	Shared Adjusted Book Income (j)
1	400	Operating Revenues - Shared	II-A-2 2(W)&(S)	\$ 370,174	\$ 50,478	\$ 420,652	\$ -	\$ -	\$ -	\$ 420,652
2										
3										
4		UTILITY OPERATING EXPENSES								
5	401	Operating Expenses	II-A-2 2(W)&(S)	2,815,824	383,976	3,199,800	(5,357)	(730)	(6,087)	3,193,713
6	403	Depreciation Expense	II-A-2 2(W)&(S)	576,170	78,569	654,739	(60,170)	(8,205)	(68,375)	586,364
7	406	Amortization of Utility Plant Acquisition Adjustment	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
8	407 1	Amortization of Limited Term Plant	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
9	407 2	Amortization of Property Losses	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
10	407 3	Amortization of Other Utility Plant	II-A-2 2(W)&(S)	(44,154)	(6,071)	(50,175)	-	-	-	(50,175)
11	407 4	Amortization of Regulatory Assets	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
12	408	Taxes Other Than Income	II-A-2 2(W)&(S)	864,944	117,947	982,891	70,413	9,602	80,015	1,062,906
13	409 1	Federal Income Taxes, Utility Operating Income	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
14	409 11	State Income Taxes, Utility Operating Income	II-A-2 2(W)&(S)	147,232	20,077	167,309	-	-	-	167,309
15	409 12	Local Income Taxes, Utility Operating Income	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
16	410	Deferred Income Tax	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
17	401 1	Federal	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
18	401 11	State	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
19		Total Deferred Income Tax		-	-	-	-	-	-	-
20	411 1	Provision for Deferred Income Taxes - Credit, Utility Operating Income	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
21		Tax Credits		-	-	-	-	-	-	-
22	412 1	Investment Tax Credit, Deferred to Future Periods, Utility Operating Income	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
23	412 2	Investment Tax Credit, Restored to Operating Income, Utility Operating Income	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
24		Total Tax Credits		-	-	-	-	-	-	-
25		TOTAL UTILITY OPERATING EXPENSES		4,360,017	594,548	4,954,564	4,886	666	5,552	4,960,117
26										
27		NET UTILITY OPERATING INCOME (LOSS)		(3,989,843)	(544,069)	(4,533,912)	(4,886)	(666)	(5,552)	(4,539,464)
28										
29		OTHER OPERATING INCOME (LOSS)								
30	413	Income from Utility Plant Leased to Others	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
31	414	Gains (Losses) from Disposition of Utility Property	II-A-2 2(W)&(S)	83,061	11,326	94,387	-	-	-	94,387
32		TOTAL OTHER OPERATING INCOME (LOSS)		83,061	11,326	94,387	-	-	-	94,387
33										
34		NON-OPERATING INCOME	II-A-2 2(W)&(S)							
35	415	Revenues from Merchandising, Jobbing and Contract Work	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
36	419	Interest & Dividend Income	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
37	420	Allowance for Funds Used During Construction (AFUDC)	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
38	421	Non-Utility Income	II-A-2 2(W)&(S)	(414)	(56)	(470)	-	-	-	(470)
39		TOTAL NON-OPERATING INCOME		(414)	(56)	(470)	-	-	-	(470)
40										
41		NON-OPERATING DEDUCTIONS								
42	408 2	Taxes Other Than Income, Other Income and Deductions	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
43	409 2	Income Taxes, Other Income and Deductions	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
44	416	Costs & Expenses of Merchandising, Jobbing and Contract Work	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
45	426	Miscellaneous Non-Utility Expenses	II-A-2 2(W)&(S)	(35,106)	(4,787)	(39,893)	-	-	-	(39,893)
46		TOTAL NON-OPERATING INCOME & DEDUCTIONS		(35,106)	(4,787)	(39,893)	-	-	-	(39,893)
47										
48		INTEREST EXPENSE								
49	427	Interest Expense	II-A-2 2(W)&(S)	1,150,456	156,880	1,307,336	-	-	-	1,307,336
50	427 1	Interest on Debt to Associated Companies	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
51	428	Amortization of Debt Discount & Expenses	II-A-2 2(W)&(S)	9,837	1,341	11,178	-	-	-	11,178
52	429	Amortization of Premium on Debt	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
53		TOTAL INTEREST EXPENSE		1,160,292	158,222	1,318,514	-	-	-	1,318,514
54										
55		EXTRAORDINARY ITEMS								
56	433	Income	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
57	434	Deductions	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
58	409 3	Income Taxes	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
59	409 4	Other	II-A-2 2(W)&(S)	-	-	-	-	-	-	-
60		TOTAL EXTRAORDINARY ITEMS		-	-	-	-	-	-	-
61		NET INCOME (LOSS)		(5,101,767)	(695,695)	(5,797,462)	(4,886)	(666)	(5,552)	(5,803,014)

Note The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records

Monarch Utilities I L.P.
Docket No. 50944
Test Year Ending 12/31/2019
WP/II-A-3.8 Deferred Asset Accounts
Witness: Brian Bahr

Line No	2019	(b) Agreement ML0936T1			(e) Agreement ML0936T2			(h) Agreement RX0936T3			(k) All Agreements Total Ending Balances
		Beginning Balance	Principal Payment	Ending Balance	Beginning Balance	Principal Payment	Ending Balance	Beginning Balance	Principal Payment	Ending Balance	
1	January	2,566,668 00	64,166 66	2,502,501 34	179,824 56	4,385 96	175,438 60	20,000,000 00	-	20,000,000 00	22,677,939 94
2	February	2,502,501 34	64,166 66	2,438,334 68	175,438 60	4,385 96	171,052 64	20,000,000 00	-	20,000,000 00	22,609,387 32
3	March	2,438,334 68	64,166 66	2,374,168 02	171,052 63	4,385 96	166,666 67	20,000,000 00	-	20,000,000 00	22,540,834 69
4	April	2,374,168 02	64,166 66	2,310,001 36	166,666 67	4,385 96	162,280 71	20,000,000 00	-	20,000,000 00	22,472,282 07
5	May	2,310,001 36	64,166 66	2,245,834 70	162,280 70	4,385 96	157,894 74	20,000,000 00	-	20,000,000 00	22,403,729 44
6	June	2,245,834 70	64,166 66	2,181,668 04	157,894 74	4,385 96	153,508 78	20,000,000 00	-	20,000,000 00	22,335,176 82
7	July	2,181,668 04	64,166 66	2,117,501 38	153,508 77	4,385 96	149,122 81	20,000,000 00	-	20,000,000 00	22,266,624 19
8	August	2,117,501 38	64,166 66	2,053,334 72	149,122 81	4,385 96	144,736 85	20,000,000 00	-	20,000,000 00	22,198,071 57
9	September	2,053,334 72	64,166 66	1,989,168 06	144,736 84	4,385 96	140,350 88	20,000,000 00	-	20,000,000 00	22,129,518 94
10	October	1,989,168 06	64,166 66	1,925,001 40	140,350 88	4,385 96	135,964 92	20,000,000 00	-	20,000,000 00	22,060,966 32
11	November	1,925,001 40	64,166 66	1,860,834 74	135,964 91	4,385 96	131,578 95	20,000,000 00	-	20,000,000 00	21,992,413 69
12	December	1,860,834 74	64,166 66	1,796,668 08	131,578 95	4,385 96	127,192 99	20,000,000 00	-	20,000,000 00	21,923,861 07
13											
14										Average Balance	22,300,900 50
15										Patronage Percentage	0 80%
16	<u>Prior Year Patronage Distribution Percentages</u>									Estimated Annual Patronage Amount	178,407 20
17											
18	Year	Cash %	Equity %							Monthly Accrual (Credit Account 700140)	14,867 27
19	2002	30%	70%								
20	2003	30%	70%						Cash Portion (Estimated 60%, Debit Account 125000)	8,920 36	
21	2004	40%	60%						Equity Portion (Estimated 40%, Debit Account 198000)	5,946 91	
22	2005	50%	50%								14,867 27
23	2006	50%	50%								
24	2007	50%	50%								
25	2008	65%	35%							<u>Estimated CoBank Equity Balance (GL 198000)</u>	
26	2009	65%	35%								
27	2010	65%	35%								
28	2011	65%	35%								
29	2012	75%	25%								
30	2013	75%	25%								
31	2014	75%	25%								
32	2015	75%	25%								
33	2016	75%	25%								
34	2017	75%	25%								
35	2018	60%	40%								
36											
37											
38											
39											

Note: The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

WP/II-B Parent Company Rate Base

Witness: Mujeeb Hafeez and Jeff Farney

Line No	Account No (a)	Rate Base Component (b)	Reference (c)	Parent Company Cost (d)	Parent Company Accumulated Depreciation (e)	Parent Company Net Book Value (f)	Allocation to Monarch (g)	Allocated to Monarch (h)	Func. Factor (i)	Functionalization	
										Water (j)	Wastewater (k)
1		Cyber Security	II-B(W)&(S)	384,938	92,084	292,854	24.40%	71,456	WTR-WWR	62,882	8,575
2		Facilities	II-B(W)&(S)	54,569	9,464	45,105	24.40%	11,006	WTR-WWR	9,685	1,321
3		Hardware	II-B(W)&(S)	1,008,858	196,414	812,444	24.40%	198,236	WTR-WWR	174,448	23,788
4		Software / Website	II-B(W)&(S)	1,237,022	385,719	851,303	24.40%	207,718	WTR-WWR	187,792	24,926
5		Telecommunications	II-B(W)&(S)	846,416	12,565	833,851	24.40%	203,460	WTR-WWR	179,044	24,415
6		SAP Upgrades	II-B(W)&(S)	3,210,246	460,078	2,750,168	24.40%	671,041	WTR-WWR	590,516	80,525
7		Cloud Infrastructure	II-B(W)&(S)	1,550,370	680,650	869,720	24.40%	212,212	WTR-WWR	186,746	25,465
8											
9		Total		8,292,419	1,836,974	6,455,445		1,575,129		1,386,113	189,015
10											
11											
12											

Note: The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records.

Monarch Utilities I L.P.

Docket No. 50944

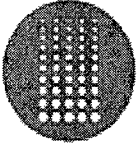
Test Year Ending 12/31/2019

WP/II-B-2 Construction Work in Progress - Total Company

Witness: Terry Benton and Timothy Williford

Line No	Project Code (a)	Description (b)	Reference (c)	Monarch Total (d)	K&M Adjustment (e)	Test Year Total (f)	Final In-Service Date (g)	Completed Costs (h)	Functionalization (i)
1	P-000018	Monarch-Water Capital Service Orders	II-B-2	397,803	-	397,803	5/31/2020	421,286	WTR-DIRECT
2	P-000356	Pine Harbor Line Replacement	II-B-2	2,818	-	2,818	1/1/2020	2,865	WTR-DIRECT
3	P-000370	OTSH Filter Installation	II-B-2	195,770	-	195,770	4/30/2020	208,121	WTR-DIRECT
4	P-000397	Cedar Valley - Line Replacements	II-B-2	99,587	-	99,587	1/1/2020	115,391	WTR-DIRECT
5	P-000410	Pinwah Pines Line Replacement	II-B-2	2,808	-	2,808	1/1/2020	42,240	WTR-DIRECT
6	P-000004	Ni Texas Service Orders	II-B-2	-	11,456	11,456	1/28/2020	11,456	WTR-DIRECT
7	P-000020	Water Services-Water Capital Service Orders	II-B-2	-	5,593	5,593	3/31/2020	9,867	WTR-DIRECT
8	P-000021	Diamond W Capital Service Orders	II-B-2	-	7,173	7,173	5/4/2020	7,173	WTR-DIRECT
9	P-000027	Inverness-Water Capital Service Orders	II-B-2	-	7,425	7,425	4/30/2020	10,553	WTR-DIRECT
10	P-000019	Monarch-Waste Water Capital Service Orders	II-B-2	68,036	-	68,036	5/31/2020	68,091	WW-DIRECT
11	P-000315	HVOL WWTP Equilization Basin	II-B-2	107,194	-	107,194	1/1/2020	141,647	WW-DIRECT
12	P-000367	Silver Saddle Well and GST	II-B-2	316,381.17	-	316,381	5/31/2020	317,115	WTR-DIRECT
13	P-000368	HVOF GST Installation	II-B-2	75,640.20	-	75,640	5/31/2020	83,250	WTR-DIRECT
14	P-000352	GIS and Model System Upgrades	II-B-2	122,191.73	-	122,192	5/31/2020	124,349	WTR-WWR
15	P-000407	WLES- Remote Monitoring	II-B-2	66,519.24	-	66,519	5/31/2020	230,527	WTR-WWR
16		Total		1,454,748	31,646	1,486,395		1,793,930	

Note: The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records.



**SouthWest
Water Company**
With Water Comes Responsibility

AUTHORITY FOR EXPENDITURE (AFE)
(Revised 8-18-2017)

AFE #		Accounting use only
Project Name:	Cedar Valley Line Replacement	
BU/Entity:	TXU	
Project Location:	Cedar Valley	

Date: 4/28/2020

PROJECT DESCRIPTION: (including Vendor information if available)

The water production at Cedar Valley is 55%, however, sometimes the supply is less than the demand due to excessive leakage. The scope of work is to replace exposed lines and lines with excessive leakage. This work will be done in house

Is the Project Budgeted: YES NO

\$ Amt Requested:	\$ 168,000.00	\$ Amt Budgeted:	\$
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

This project is not budgeted, but adjustments will be made to stay within the BOD Capital budget for 2020. This may take the place of another project in 2020 as it can be worked on immediately.

Attachments: (check all applicable)

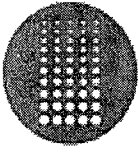
Scope of Work Financial Analysis Quote / Proposal Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
3020	30200015	100718	160999

Approvals Required: (Refer to DOA)

Requested by:	Yonas Hagos	722063A46120E5470A471F92A3FAD898	contract works	04/28/2020
	Name / Signature			Date
Vice President TXU East:	Terry Benton	CE4AABD2DF49FE80732AAED98FA7DE8	contract works	04/28/2020
	Name / Signature			Date
Finance Director:	Ed Taussig	CE307024E41C670244420C84	contract works	04/28/2020
	Name / Signature			Date
President TXU:	Jeffrey L McIntyre	CEB300C307790CE1A858D32304D295030	contract works	04/28/2020
	Name / Signature			Date
Chief Financial Officer (CFO)	Name / Signature			Date
Chief Operating Officer (COO)	Name / Signature			Date
Chief Executive Officer (CEO)	Name / Signature			Date



AFE #	Accounting use only
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Project Name: Diamond Water Capital Service Orders

BU/Entity: TXU

Project Location: _____

Date: _____

PROJECT DESCRIPTION: (including Vendor information if available)

The service orders issued for the water systems are for the repair and replacement of items necessary for the pumping, storing, and distribution of drinking water, including wells, pumps, motors, storage tanks, valves, meters, and chemical treatment.

Is the Project Budgeted: YES NO

\$ Amt Requested:	\$ Amt Budgeted:
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

Attachments: (check all applicable)

Scope of Work Financial Analysis Quote / Proposal Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
2000		100701	

Approvals Required: (Refer to DOA)

Requested by: _____ / _____
Name / Signature *Date*

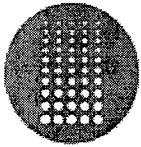
First Approval: _____ / _____
Name / Signature *Date*

Managing Director (MD) _____ / _____
Name / Signature *Date*

Chief Financial Officer (CFO) _____ / _____
Name / Signature *Date*

Chief Operating Officer (COO) _____ / _____
Name / Signature *Date*

Chief Executive Officer (CEO) _____ / _____
Name / Signature *Date*



AFE #		Accounting use only
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Project Name: HVOF GST Installation

BU/Entity: Texas Utilities

Project Location: Wood County

Date: 4/2/2019

PROJECT DESCRIPTION: (including Vendor information if available)

The scope of work is the design, approval, and construction of GST located in the Holiday Villages of Fork System. Total costs for this project will be approximately \$83,250 including capitalized overhead. This new GST is necessary to provide capacity for growth in the water system demand.

Is the Project Budgeted: YES NO

\$ Amt Requested:	\$ 83,250.00	\$ Amt Budgeted:	\$ 83,250.00
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

Attachments: (check all applicable)

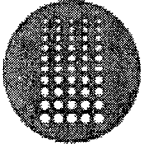
Scope of Work Financial Analysis Quote / Proposal Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
3020	30200038	100718	160699

Approvals Required: (Refer to DOA)

Requested by:	Jarrold Reynolds	<i>Jarrold Reynolds</i>	04/02/2019
		Name / Signature: Jarrold Reynolds contract works	Date
First Approval:	Edward Taussig	<i>Edward Taussig</i>	04/02/2019
		Name / Signature: Edward Taussig contract works	Date
Managing Director (MD)	Chuck Profilet	<i>Charles W. Profilet, Jr.</i>	04/02/2019
		Name / Signature: Charles W. Profilet, Jr. contract works	Date
Chief Financial Officer (CFO)			
		Name / Signature	Date
Chief Operating Officer (COO)			
		Name / Signature	Date
Chief Executive Officer (CEO)			
		Name / Signature	Date



**SouthWest
Water Company**

With Water Comes Responsibility

AUTHORITY FOR EXPENDITURE (AFE)

(Revised 8-18-2017)

AFE #		Accounting use only
Project Name:	Holiday Villages of Livingston WWTP Equalization Basin	
BU/Entity:	TXU	
Project Location:	San Jacinto County	
		Date: 12/11/2019

PROJECT DESCRIPTION: (including Vendor information if available)

This is a project to install an Equalization Basin at the HVOL WWTP to prevent unauthorized discharges. This revised AFE is to capture the final cost of the project.

Is the Project Budgeted: YES NO

\$ Amt Requested:	\$91,800.00	\$ Amt Budgeted:	0
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

The project is compliance related and was originally planned in 2019, however, volume growth has necessitated moving the project into 2018 to remain in compliance with TCEQ regulations. The original budget was set at \$79,800.

P-000315

Attachments: (check all applicable)

Scope of Work Financial Analysis Quote / Proposal Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
3020	30200041	100719	160999

Approvals Required: (Refer to DOA)

Requested by: Jarrod Reynolds *Jarrod Reynolds* 24EB502FC0EA6543FDCF06F73FEE0445 contract works / 12/11/2019

Engineering Director: Cory Dow *Cory Dow* 27E1E8B420DA04FCDD065DF00987BA2 contract works / 12/11/2019

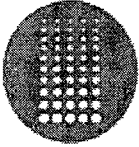
Finance Director: Ed Taussig *Edward Taussig* 24EB502FC0EA6543FDCF06F73FEE0445 contract works / 12/11/2019

Managing Director (MD): Chuck Proffitt *Charles Proffitt* 24EB502FC0EA6543FDCF06F73FEE0445 contract works / 12/11/2019

Chief Financial Officer (CFO) _____ / _____

Chief Operating Officer (COO) _____ / _____

Chief Executive Officer (CEO) _____ / _____



AFE #		Accounting use only
Project Name:	Inverness- Water Capital Service Orders	
BU/Entity:	TXC	
Project Location:		
		Date:

PROJECT DESCRIPTION: (including Vendor information if available)

The service orders issued for the water systems are for the repair and replacement of items necessary for the pumping, storing, and distribution of drinking water, including wells, pumps, motors, storage tanks, valves, meters, and chemical treatment.

Is the Project Budgeted: YES NO

\$ Amt Requested:		\$ Amt Budgeted:	
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

Attachments: (check all applicable)

Scope of Work Financial Analysis Quote / Proposal Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
2000		100716	

Approvals Required: (Refer to DOA)

Requested by: _____ / _____
Name / Signature *Date*

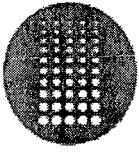
First Approval: _____ / _____
Name / Signature *Date*

Managing Director (MD) _____ / _____
Name / Signature *Date*

Chief Financial Officer (CFO) _____ / _____
Name / Signature *Date*

Chief Operating Officer (COO) _____ / _____
Name / Signature *Date*

Chief Executive Officer (CEO) _____ / _____
Name / Signature *Date*



**SouthWest
Water Company**

With Water Comes Responsibility

AUTHORITY FOR EXPENDITURE (AFE)

(Revised 8-18-2017)

AFE #		Accounting use only
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Project Name: Monarch Wastewater Capital Service Orders

BU/Entity: TXU

Project Location: _____

Date:	
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PROJECT DESCRIPTION: (including Vendor information if available)

The service orders issued for the wastewater systems are for the collection, treatment, and discharge of domestic wastewater. Including grinder stations, lift stations, pumps, motors, collection lines, treatment plant, and chemical treatment.

Is the Project Budgeted:	<input type="checkbox"/> YES <input type="checkbox"/> NO
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\$ Amt Requested:		\$ Amt Budgeted:	
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

Attachments: (check all applicable)

Scope of Work
 Financial Analysis
 Quote / Proposal
 Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
3020		100719	

Approvals Required: (Refer to DOA)

Requested by: _____ / _____
Name / Signature Date

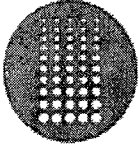
First Approval: _____ / _____
Name / Signature Date

Managing Director (MD) _____ / _____
Name / Signature Date

Chief Financial Officer (CFO) _____ / _____
Name / Signature Date

Chief Operating Officer (COO) _____ / _____
Name / Signature Date

Chief Executive Officer (CEO) _____ / _____
Name / Signature Date



AFE #		Accounting use only
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Project Name: Monarch- Water Capital Service Orders

BU/Entity: TXU

Project Location: _____

Date:	
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PROJECT DESCRIPTION: (including Vendor information if available)

The service orders issued for the water systems are for the repair and replacement of items necessary for the pumping, storing, and distribution of drinking water, including wells, pumps, motors, storage tanks, valves, meters, and chemical treatment.

Is the Project Budgeted: YES NO

\$ Amt Requested:		\$ Amt Budgeted:	
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

Attachments: (check all applicable)

Scope of Work
 Financial Analysis
 Quote / Proposal
 Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
3020		100718	

Approvals Required: (Refer to DOA)

Requested by: _____ / _____
Name / Signature *Date*

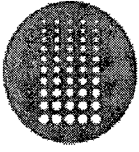
First Approval: _____ / _____
Name / Signature *Date*

Managing Director (MD) _____ / _____
Name / Signature *Date*

Chief Financial Officer (CFO) _____ / _____
Name / Signature *Date*

Chief Operating Officer (COO) _____ / _____
Name / Signature *Date*

Chief Executive Officer (CEO) _____ / _____
Name / Signature *Date*



**SouthWest
Water Company**

With Water Comes Responsibility

AUTHORITY FOR EXPENDITURE (AFE)

(Revised 8-18-2017)

AFE #		Accounting use only
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Project Name: Monarch- Water Capital Service Orders

BU/Entity: TXU

Project Location: _____

Date: _____

PROJECT DESCRIPTION: (including Vendor information if available)

The service orders issued for the water systems are for the repair and replacement of items necessary for the pumping, storing, and distribution of drinking water, including wells, pumps, motors, storage tanks, valves, meters, and chemical treatment.

Is the Project Budgeted: YES NO

\$ Amt Requested:		\$ Amt Budgeted:	
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

Attachments: (check all applicable)

Scope of Work
 Financial Analysis
 Quote / Proposal
 Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
3020		100718	

Approvals Required: (Refer to DOA)

Requested by: _____ / _____
Name / Signature Date

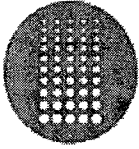
First Approval: _____ / _____
Name / Signature Date

Managing Director (MD): _____ / _____
Name / Signature Date

Chief Financial Officer (CFO): _____ / _____
Name / Signature Date

Chief Operating Officer (COO): _____ / _____
Name / Signature Date

Chief Executive Officer (CEO): _____ / _____
Name / Signature Date



**SouthWest
Water Company**

With Water Comes Responsibility

AUTHORITY FOR EXPENDITURE (AFE)

(Revised 8-18-2017)

AFE #		Accounting use only
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Project Name: Ni Texas Service Orders

BU/Entity: TXC

Project Location: _____

Date: _____

PROJECT DESCRIPTION: (including Vendor information if available)

The service orders issued for the water systems are for the repair and replacement of items necessary for the pumping, storing, and distribution of drinking water, including wells, pumps, motors, storage tanks, valves, meters, and chemical treatment.

Is the Project Budgeted: YES NO

\$ Amt Requested:		\$ Amt Budgeted:	
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

Attachments: (check all applicable)

Scope of Work
 Financial Analysis
 Quote / Proposal
 Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
3040		100733	

Approvals Required: (Refer to DOA)

Requested by: _____ / _____
Name / Signature Date

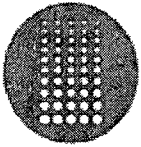
First Approval: _____ / _____
Name / Signature Date

Managing Director (MD) _____ / _____
Name / Signature Date

Chief Financial Officer (CFO) _____ / _____
Name / Signature Date

Chief Operating Officer (COO) _____ / _____
Name / Signature Date

Chief Executive Officer (CEO) _____ / _____
Name / Signature Date



SouthWest Water Company

With Water Comes Responsibility

AUTHORITY FOR EXPENDITURE (AFE)

(Revised 8-18-2017)

AFE #		Accounting use only
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Project Name: OTSH Filter Installation

BU/Entity: Texas Utilities/Monarch

Project Location: Hood County

Date:	4/5/2019
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PROJECT DESCRIPTION: (including Vendor information if available)

This is a project to install a redundant filter for the Reverse Osmosis plant before water demand significantly increases during the summer. During 2018 the RO filter failed and Monarch was under a boil water notice (BWN) for 31 days impacting over 1,400 connections (4,200 residents). Southwest Fluid Products rebuilt the RO filter and returned the OTSH plant to compliance, therefore, we want to add a redundant filter this spring by sole sourcing with Southwest Fluid Products which has an existing MSA with Monarch.

Is the Project Budgeted: YES NO

\$ Amt Requested:	\$ 177,600.00	\$ Amt Budgeted:	\$ 177,600.00
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

Attachments: (check all applicable)

Scope of Work
 Financial Analysis
 Quote / Proposal
 Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
3020	30200054	100718	160999

Approvals Required: (Refer to DOA)

Requested by: Jarrod Reynolds / _____

Name / Signature Date

First Approval: Edward Taussig / _____

Name / Signature Date

Managing Director (MD) Chuck Profilet / _____

Name / Signature Date

Chief Financial Officer (CFO) _____ / _____

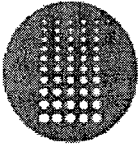
Name / Signature Date

Chief Operating Officer (COO) _____ / _____

Name / Signature Date

Chief Executive Officer (CEO) _____ / _____

Name / Signature Date



**SouthWest
Water Company**

With Water Comes Responsibility

AUTHORITY FOR EXPENDITURE (AFE)

(Revised 8-18-2017)

AFE #		Accounting use only
-------	--	---------------------

Project Name: Pine Harbor Line Replacement

BU/Entity: Texas Utilities/Monarch

Project Location: Jefferson County

Date:	3/6/2019
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PROJECT DESCRIPTION: (including Vendor information if available)

This project replaces old lines in the Pine Harbor system which are leaking and beyond repair. Leaking lines will be abandoned in place. Includes 11% capitalized overhead.

Is the Project Budgeted: YES NO

\$ Amt Requested:	\$	55,500	\$ Amt Budgeted:	\$	55,500
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

Attachments: (check all applicable)

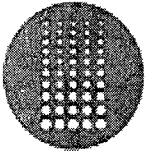
Scope of Work Financial Analysis Quote / Proposal Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
3020	30200058	100718	160999

Approvals Required: (Refer to DOA)

Requested by:	Jarrod Reynolds	<i>Jarrod Reynolds</i>	03/07/2019
	Name / Signature	24EB502FC0EA6543FDC06F73FEE0445 contractworks	Date
First Approval:	Edward Taussig	<i>Edward Taussig</i>	03/07/2019
	Name / Signature	2AE3B634C80B3624E41C670244420C84 contractworks	Date
Managing Director (MD)	Chuck Proffitt	<i>Charles W. Proffitt, Jr.</i>	03/07/2019
	Name / Signature	AZDA5D925E763E18BA7059A8E21DB563 contractworks	Date
Chief Financial Officer (CFO)			/
	Name / Signature		Date
Chief Operating Officer (COO)			/
	Name / Signature		Date
Chief Executive Officer (CEO)			/
	Name / Signature		Date



SouthWest Water Company

With Water Comes Responsibility

AUTHORITY FOR EXPENDITURE (AFE)

(Revised 8-18-2017)

AFE #		Accounting use only
Project Name:	Western Lake Estates - Remote Monitoring	
BU/Entity:	TXU	
Project Location:	Parker County	

Date: 1/7/2020

PROJECT DESCRIPTION: (including Vendor information if available)

This project will provide remote monitoring equipment, that will improve response times and customer relations.

*This is the second version of this AFE. As this is pilot program we are introducing to various sites (WLE in this case P-000407), the original budget request was a educated guess and has since been invoiced for more than 10% of the approved \$100,000 original request. It is difficult to predict the total for this project, but engineering is confident it will be finished for under the new amount. The original invoice was submitted as \$69k, with a new one at \$56,668.11. It is expected to be billed for even more, so the requested amount is cushion, but also includes OH and tax.

Is the Project Budgeted: YES NO

\$ Amt Requested:	\$250,000.00	\$ Amt Budgeted:	0
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

This is not budgeted as a project in 2019, but will be part of the annual capex service orders budget and may take the place of another project this year.

Attachments: (check all applicable)

Scope of Work Financial Analysis Quote / Proposal Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct	
3020	30200087	100718	160999	P-000407

Approvals Required: (Refer to DOA)

Requested by:	Jarrod Reynolds	<i>Jarrod Reynolds</i>	24EB502FC0EA6543FDC0F673FEE0445	contractworks	01/08/2020
		Name / Signature			Date
Engineering Director:	Cory Dow	<i>Cory Dow</i>	24E3B634C80B3624E41C67024420C84	contractworks	01/08/2020
		Name / Signature			Date
Finance Director:	Ed Taussig	<i>Edward Taussig</i>	24E3B634C80B3624E41C67024420C84	contractworks	01/08/2020
		Name / Signature			Date
Managing Director (MD)	Chuck Proffitt	<i>Charles Proffitt</i>	24E3B634C80B3624E41C67024420C84	contractworks	01/08/2020
		Name / Signature			Date
Chief Financial Officer (CFO)					
		Name / Signature			Date
Chief Operating Officer (COO)					
		Name / Signature			Date

SOAP Engineering, LLC

1409 Brittmoore Road
Houston, TX 77043

Invoice

Date	Invoice #
12/5/2019	SWWC-002

Bill To
Monarch Utilities I L P.; and/or Ni America Texas, LLC Attn: Accounts Receivable 12535 Reed Road Sugar Land, Texas 77478

P.O. No.	Terms	Project
	Net 30	SWWC2019-SA85 (...)

Item	Serviced	Description	Qty	Rate	Amount
		WLE Region (November 2019)			
Labor		Labor			
Labor		Sitework		5,865.00	5,865.00
Labor		Site Surveys		1,841.00	1,841.00
Labor		Instrumentation Preparation		620.00	620.00
Labor		Instrumentation Installation		23,831.25	23,831.25
Labor		Commissioning/Reporting		2,790.00	2,790.00
Labor		Project Managment		4,107.50	4,107.50
Project Supply		Materials			
Project Supply		Instrumentation Preparation		545.69	545.69
Project Supply		Instrumentation Installation		4,727.85	4,727.85
Project Supply		Equipment			
Project Supply		Instrumentation		655.50	655.50
Project Supply		Panels		4,123.60	4,123.60
Travel		Travel Expenses			
Travel		Lodging & Reimbursables		1,356.56	1,356.56
Travel		Travel Time & Mileage		6,204.16	6,204.16

Please remit to: SOAP Engineering, LLC
1409 Brittmoore Rd
Houston, TX 77043

Total	\$56,668.11
Payments/Credits	\$0.00
Balance Due	\$56,668.11

WORK PERFORMED/ACTIVITIES

LABOR-SITE SURVEYS

Drive to/from Houston to Weatherford/WLE sites
Perform Site Surveys for (3) Water Plant Sites and (3) Remote Sites
Identify all required installation materials including fittings, offsets, etc. for each instrumentation at each site.
Inventory all monitoring instrumentation purchased by SWWC and compare to monitoring points required for each site.
Meet with customer and review SWWC purchased instrumentation and discuss project installation details.
Identify/document additional instrumentation and installation materials required for complete instrumentation.

LABOR-SITE WORK

Spur Plant - Hand digging of approx. 120 feet 4-in by 18-in deep trenches from monitoring house to (3) GSTs and (1) flow meter location. Install 3/4-in conduit, 90s and connection boxes for (5) locations where seal tight and wiring will be installed. Work slow down due to exposed underground chlorine lines from monitoring house and GST as well as rock/shale sediment underground.
Emerald Plant - Hand digging of approx. 100 feet of 4-in by 18-in deep trenches from monitoring house to (1) GST, (1) flow meter, and (1) Chlorine Tank. Install 3/4-in conduit, 90s and connection boxes for (3) locations where seal tight and wiring will be installed. Work slow down due to exposed underground chlorine lines from monitoring house and GST as well as rock/shale sediment underground.
Spur Remote Well #2 - Hand digging of approx. 25' feet of 4-in by 18-in deep trench from new outdoor enclosure location to flow meter
Spur Remote Well #2 - Hand dig and pour concrete base and Install all uni-strut support for new outdoor enclosure near existing enclosure on site.
Spur Remote Well #3 - Hand digging of approx. 25' feet of 4-in by 18-in deep trench from new outdoor enclosure location to flow meter
Spur Remote Well #3 - Hand dig and pour concrete base and Install all uni-strut support for new outdoor enclosure near existing enclosure on site.

LABOR-INSTRUMENTATION PREP

Install saddles, and special fittings on GSTs and other equipment in order to allow installation of new instrumentation devices at Spur Plant.
--

LABOR-INSTRUMENTATION INSTALL

Labor to procure all instrumentation installation materials including saddles, special fittings, etc. based on results/documentation from site surveys conducted at each of the (6) locations
Labor to procure all installation materials required for WLE installation including conduits, connectors, controls wiring, unistruts, misc. installation materials, enclosures, enclosure components

SPUR PLANT

Install unistrut support and mount pre-configured panels at Spur Plant and extend 120V from electrical panel on new circuit breaker.
Install pathways/conduits from new instrumentation panel to (13) instrumentation points required for Spur Plant. Includes wall anchor supports, 90s, connectors, boxes, and seal tight.

Install controls wiring, instrumentation, terminations for the following monitoring points:
 -Well Pump Status
 -Booster Pump #1 Status
 -Booster Pump #2 Status
 -Line Pressure

Machine label all instrumentation wiring installed in panels.

CEDAR HILL PLANT

Install unistrut support and mount pre-configured panels at Cedar Hill Plant and extend 120V from electrical panel on new circuit breaker.

Install on pathways/conduits from new instrumentation panel to (6) instrumentation points required for Cedar Hill Plant. Includes wall anchor supports, 90s, connectors, boxes, and seal tight.

Install controls wiring, instrumentation, terminations for the following monitoring points:
 -Well Pump Status
 -Booster Pump #1 Status
 -Booster Pump #2 Status
 -GST #1 - Tank Level
 -Chlorine Tank Level
 -Line Pressure

Machine label all instrumentation wiring installed in panels.

EMERALD PLANT

Install unistrut support and mount pre-configured panels at Emerald Plant and extend 120V from electrical panel on new circuit breaker.

Install pathways/conduits from new instrumentation panel to (6) instrumentation points required for Cedar Hill Plant. Includes wall anchor supports, 90s, connectors, boxes, and seal tight.

Install controls wiring, instrumentation, terminations for the following monitoring points:
 -Well Pump Status
 -Booster Pump #1 Status
 -Booster Pump #2 Status
 -GST #1 - Tank Level
 -Line Pressure

Machine label all instrumentation wiring installed in panels.

SPUR REMOTE WELL #2

Mount pre-configured panels at Spur Remote Well #2, connect to existing outdoor pump panel and extend 120V from existing outdoor pump panel.

Install controls wiring, instrumentation, terminations for the following monitoring points:
 -Well Pump Status

Machine label all instrumentation wiring installed in panels.

SPUR REMOTE WELL #3

Mount pre-configured panels at Spur Remote Well #3, connect to existing outdoor pump panel and extend 120V from existing outdoor pump panel.

Install controls wiring, instrumentation, terminations for the following monitoring points:
 -Well Pump Status

Machine label all instrumentation wiring installed in panels.

LABOR-COMMISSIONING/REPORTING

Created all (6) WLE locations in SWWC Cloud Application

Commissioned all instrumentation points in Cloud for each of the (6) locations and confirmed readings for completed instrumentation at each of the (6) locations

Updates to design documents that will serve as close-out documents upon completion of WLE sites.

LABOR-PROJECT MANAGEMENT

Develop Instrumentation Design/Submittal package for all (6) sites part of WLE installation scope. Review submittal package with Samsara and SWWC and update submittal package based on feedback.

WLE installation planning with Samsara and SWWC standards, scope, etc.

On-site and remote coordination with Samsara and SWWC for site installation work at WLE.

SOAP resource coordination/management, customer installation status reporting, site installation quality control.

MATERIALS-INSTRUMENTATION PREP

Costs associated instrumentation specialty items such as saddles, rigid/copper connectors, offset, 90s, etc. required for modification of existing instrumentation on site in order to allow installation of new instrumentation without impacting existing instrumentation/controls.

MATERIALS-INSTRUMENTATION INSTALL

Costs associated with all installation materials including conduits, couplers, wall supports, unistruts, breakers, electrical materials, installation boxes, controls wiring, etc.

EQUIPMENT/INSTRUMENTATION

Costs associated with purchases of equipment/instrumentation required for WLE. These specific costs included costs associated with (6) Power Supplies not purchased by SWWC for WLE

All other equipment/instrumentation for WLE provided by SWWC at this time.

SOAP to provide electrical metering instrumentation/equipment at a later time.

EQUIPMENT/PANELS

Material Costs associated with purchases of all (6) NEMA/outdoor rated enclosures and associated components including, wire molding, din rails, fuse protectors, AC adaptors, IO termination blocks, etc.

Labor Costs associated with preconfiguring new instrumentation panels with Samsara equipment and enclosure components to expedite on-site installation activities.

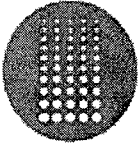
LODGING

Costs associated with Lodging expenses associated with travel to WLE sites.

TRAVEL TIME & MILEAGE

Labor Costs associated with travel to/from WLE sites.

Costs associated with Mileage related to travel to/from WLE sites to Houston.



AFE # Accounting use only

Project Name: Silver Saddle Well and GST
 BU/Entity: Texas Utilities
 Project Location: Tarrant County

Date: 3/25/2019

PROJECT DESCRIPTION: (including Vendor information if available)

The scope of work is the design, approval, and construction of a public water well and GST located in the Silver Saddle Water System. Total costs for this project will be approximately \$277,500 including capitalized overhead. Utilizing Watts Drilling as a sole source vendor for drilling a new well at the Silver Saddle Well Location. The new well is to provide adequate and continuous capacity for our Silver Saddle Water system. Current SWWC well is not adequately producing water, therefore, we have to haul water to Silver Saddle during certain time periods. Watts Drilling is the most experienced vendor in the area, is familiar with our water system and cost competitive. Also, Watts has good success developing economically viable wells in the area.

Is the Project Budgeted: YES NO

\$ Amt Requested:	\$	277,500.00	\$ Amt Budgeted:	\$	277,500.00
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

Attachments: (check all applicable)

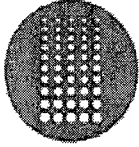
Scope of Work Financial Analysis Quote / Proposal Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
3020	30200072	100718	160699

Approvals Required: (Refer to DOA)

Requested by:	<u>Jarrold Reynolds</u>	<u>Jarrold Reynolds</u>	/ <u>03/28/2019</u>
	<small>Name / Signature</small>	<small>24EB502FC0EA6543FD06F73FEE0445 contractworks</small>	<small>Date</small>
First Approval:	<u>Edward Taussig</u>	<u>Edward Taussig</u>	/ <u>03/28/2019</u>
	<small>Name / Signature</small>	<small>2AE3B634C80B3624E41C670244420C84 contractworks</small>	<small>Date</small>
Managing Director (MD)	<u>Chuck Profflet</u>	<u>Charles W. Profflet, Jr.</u>	/ <u>03/28/2019</u>
	<small>Name / Signature</small>	<small>A2DASD925E763E18BA7059A8E21DB563 contractworks</small>	<small>Date</small>
Chief Financial Officer (CFO)			/
	<small>Name / Signature</small>		<small>Date</small>
Chief Operating Officer (COO)			/
	<small>Name / Signature</small>		<small>Date</small>
Chief Executive Officer (CEO)			/
	<small>Name / Signature</small>		<small>Date</small>



AFE #		Accounting use only
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Project Name: Water Services-Water Capital Service Orders

BU/Entity: TXC

Project Location: _____

Date: _____

PROJECT DESCRIPTION: (including Vendor information if available)

The service orders issued for the water systems are for the repair and replacement of items necessary for the pumping, storing, and distribution of drinking water, including wells, pumps, motors, storage tanks, valves, meters, and chemical treatment.

Is the Project Budgeted: YES NO

\$ Amt Requested:		\$ Amt Budgeted:	
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If amount requested is higher than budget or not budgeted please explain business decisions made to remain within Total Annual BU Capital Budget.

Attachments: (check all applicable)

Scope of Work Financial Analysis Quote / Proposal Other - CWIP Coversheet

Coding (GL String)

Co	CC	PC	GL Acct
2000		100703	

Approvals Required: (Refer to DOA)

Requested by: _____ / _____
Name / Signature *Date*

First Approval _____ / _____
Name / Signature *Date*

Managing Director (MD) _____ / _____
Name / Signature *Date*

Chief Financial Officer (CFO) _____ / _____
Name / Signature *Date*

Chief Operating Officer (COO) _____ / _____
Name / Signature *Date*

Chief Executive Officer (CEO) _____ / _____
Name / Signature *Date*

Monarch Utilities I L P.
Docket No 50944
Test Year Ending 12/31/2019
WP/II-B-3 (W) Accumulated Depreciation - Water Operations - Adjustments
Witness George Freitag

Line No	Account No (a)	Description (b)	Reference (c)	Normalization Adjustments						Known & Measurable Adjustments						Functionalization						
				Adj for Est. ECO Margin (d)	Adj. For Actual Margin (e)	Adj to Remove Asset Ret. Obligations (f)	Adj to Remove Assets Excluded from Rate Base (g)	Adj to Remove Rst of Cap O/H and Int. (h)	Docket 45770 Asset Life Adj. (i)	Total Normalizations (j)	STM - Water Services (k)	STM - N1 America (l)	Adj for Est ECO Margin (m)	Adj. for Actual ECO Margin (o)	Adj to Remove Asset Ret Obligations (p)	Adj. to Remove Assets Excluded from Rate Base (q)	Total Known & Measurable (r)	Func Factor (s)	Water (t)	Wastewater (u)		
1	301	Organization	II-B 3(W)																			
2	302	Franchises	II-B 3(W)																			
3	303	Land and Land Rights	II-B 3(W)		27				51	78												78
4	304	Structures and Improvements	II-B 3(W)		837,952				245,015	1,082,967	(737,402)	(20,277)		4,374.57			(753,304)					329,663
5	305	Collecting and Impounding Reservoirs	II-B 3(W)																			
6	306	Lake, River and Other Intakes	II-B 3(W)		847				311	1,158	(5,408)						(5,408)					(6,249)
7	307	Wells and Springs	II-B 3(W)		318,170		5,062		641,895	965,127	(1,320,501)	(253,886)		3,776.03		69,700	(1,500,910)					(535,783)
8	308	Infiltration Galleries and Tunnels	II-B 3(W)																			
9	309	Supply Mains	II-B 3(W)																			
10	310	Power Generation Equipment	II-B 3(W)		628,427				153,059	781,486	(284,278)	(567)		25,886.64			(258,958)					527,528
11	311	Pumping Equipment	II-B 3(W)		464,816			115	55,185	520,116	(1,068,609)	(116,451)		40,204.00			(1,144,855)					(674,740)
12	320	Water Treatment Equipment	II-B 3(W)		295,030				67,187	362,216	(847,101)	(52,253)		58,598.79			(840,755)					(478,539)
13	330	Distribution Reservoirs and Standpipes	II-B 3(W)		363,486				319,960	683,446	(973,813)	(35,202)		527.66			(1,008,488)					(325,042)
14	331	Transmission and Distribution Mains	II-B 3(W)		274,843			169	3,241,064	3,516,077	(2,599,306)	(1,111,157)		961.61			(3,709,502)					(193,425)
15	333	Services	II-B 3(W)		32,677				71,144	106,135	(33,451)	(19,927)					(53,378)					52,738
16	334	Meters and Meter Installations	II-B 3(W)		12,818			1,041	18,637	32,496	(509,678)	(123,033)		170.99			(632,540)					(600,044)
17	335	Hydants	II-B 3(W)		4,630				59,053	63,683	(43,368)	(266)		7.04			(43,627)					20,056
18	336	Backflow Prevention Devices	II-B 3(W)																			
19	339	Other Plant Miscellaneous Equipment	II-B 3(W)																			
20	340	Office Furniture and Equipment	II-B 3(W)		1,753			1,076	23,019	25,848	(32,942)	(7,507)										
21	341	Transportation Equipment	II-B 3(W)						1,918	1,918	(73,234)											
22	342	Stores Equipment	II-B 3(W)																			
23	343	Tools, Shop and Garage Equipment	II-B 3(W)		3,170				5,183	8,353	(9,283)	(8,042)		338.18		337.24	(16,649)					(8,296)
24	344	Laboratory Equipment	II-B 3(W)		628				23,762	24,390	(2,877)						(2,877)					21,512
25	345	Power Operated Equipment	II-B 3(W)						(37)	(37)	(701)						(701)					(738)
26	346	Communication Equipment	II-B 3(W)		32,736				944	33,679	(158,967)	(9,085)		25,523.94			(142,528)					(108,849)
27	347	Miscellaneous Equipment	II-B 3(W)		60				393	453	(556)			68.25			(487)					(34)
28	348	Other Tangible Plant	II-B 3(W)	(148,380)					8	(148,371)	157,993		(157,993)									(148,371)
29		Cost of Removal	II-B 3(W)							75,873							75,873					75,873
30		Previously retired assets	II-B 3(W)							215,321							215,321					215,321
31																						
32		Total		(148,380)	3,272,069	5,062	2,286	2,410	4,927,749	8,061,197	(8,254,568)	(1,757,652)	(157,993)	160,437	69,700	337	(9,939,738)					(1,878,541)

Note: The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records

Monarch Utilities I L.P.
Docket No. 50944
Test Year Ending 12/31/2019
WP/II-B-3 (S) Accumulated Depreciation - Wastewater Operations - Adjustments
Witness: George Freitag

Line No	Account No (a)	Description (b)	Reference (c)	Adj. for Actual ECO Margin (d)	Adj. to Remove Blue Mound Asset (e)	Docket 45570 Asset Life Adj. (f)	Total Normalizations (g)	Func. Factor (h)	Functionalization	
									Water (i)	Wastewater (j)
1	351	Organization	II-B-3(S)	-	-	-	-	WW-DIR	-	-
2	352	Franchises	II-B-3(S)	-	-	-	-	WW-DIR	-	-
3	353	Land and Land Rights	II-B-3(S)	-	-	-	-	WW-DIR	-	-
4	354	Structures and Improvements	II-B-3(S)	166,393	-	88,554	254,947	WW-DIR	-	254,947
5	355	Power Generation Equipment	II-B-3(S)	-	-	5,832	5,832	WW-DIR	-	5,832
6	360	Collection Sewers - Force	II-B-3(S)	13,268	-	460,983	474,251	WW-DIR	-	474,251
7	361	Collection Sewers - Gravity	II-B-3(S)	62,256	-	211,978	274,234	WW-DIR	-	274,234
8	362	Special Collecting Structures	II-B-3(S)	-	-	-	-	WW-DIR	-	-
9	363	Services to Customers	II-B-3(S)	186	-	(1,275)	(1,090)	WW-DIR	-	(1,090)
10	364	Flow Measuring Devices	II-B-3(S)	1,670	-	4,237	5,907	WW-DIR	-	5,907
11	365	Flow Measuring Installations	II-B-3(S)	-	-	-	-	WW-DIR	-	-
12	366	Reuse Services	II-B-3(S)	-	-	-	-	WW-DIR	-	-
13	367	Reuse Meters and Meter Installations	II-B-3(S)	3,438	-	14	3,452	WW-DIR	-	3,452
14	370	Receiving Wells	II-B-3(S)	6,631	-	191,524	198,155	WW-DIR	-	198,155
15	371	Pumping Equipment	II-B-3(S)	106,042	-	375,058	481,100	WW-DIR	-	481,100
16	374	Reuse Distribution Reservoirs	II-B-3(S)	-	-	-	-	WW-DIR	-	-
17	375	Reuse Transmission and Distribution System	II-B-3(S)	-	-	-	-	WW-DIR	-	-
18	380	Treatment and Disposal Equipment	II-B-3(S)	47,923	-	61,064	108,987	WW-DIR	-	108,987
19	381	Plant Sewers	II-B-3(S)	-	-	-	-	WW-DIR	-	-
20	382	outfall Sewer Lines	II-B-3(S)	1,042	-	1,604	2,646	WW-DIR	-	2,646
21	389	Other Plant and Misc Equipment	II-B-3(S)	-	-	-	-	WW-DIR	-	-
22	390	Office Furniture and Equipment	II-B-3(S)	295	869	16	1,181	WW-DIR	-	1,181
23	391	Transportation Equipment	II-B-3(S)	-	-	-	-	WW-DIR	-	-
24	392	Stores Equipment	II-B-3(S)	-	-	-	-	WW-DIR	-	-
25	393	Tools, Shop and Garage Equipment	II-B-3(S)	-	-	620	620	WW-DIR	-	620
26	394	Laboratory Equipment	II-B-3(S)	266	-	10	276	WW-DIR	-	276
27	395	Power Operated Equipment	II-B-3(S)	381	-	(1,474)	(1,093)	WW-DIR	-	(1,093)
28	396	Communication Equipment	II-B-3(S)	6,064	-	154	6,219	WW-DIR	-	6,219
29	397	Miscellaneous Equipment	II-B-3(S)	-	-	-	-	WW-DIR	-	-
30	398	Other Tangible Plant	II-B-3(S)	-	-	-	-	WW-DIR	-	-
31										
32										
33		Total Accumulated Depreciation - Wastewater Operations		415,854	869	1,398,900	1,815,622		-	1,815,622

Note: The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records

Monarch Utilities I L.P.
Docket No. 50944
Test Year Ending 17/31/2019
WP/II-B-3 (SH) Accumulated Depreciation - Shared Operations - Adjustments
Witness George Freitag

Line No	Account No (a)	Description (b)	Reference (c)	Normalization Adjustments							Total Normalizations (j)	Func. Factor (k)	Functionalization	
				Adj for Est. ECO Margin (d)	Adj. For Actual ECO Margin (e)	Adj to Remove Asset Ret. Obligations (f)	Adj. to Remove Assets Excluded from Rate Base (g)	Adj to Remove Rst. Of Cap O/H and Int. (h)	Docket 45770 Asset Life Adj. (i)	Water (l)			Wastewater (m)	
1	301	Organization	II-B-3(SH)	-	-	-	-	-	-	-	WTR-WW	-	-	
2	304	Structures and Improvements	II-B-3(SH)	-	2,016	-	-	-	2,851	4,867	WTR-WW	4,283	584	
3	307	Wells and Springs	II-B-3(SH)	-	-	297,751	-	-	37,356	335,107	WTR-WW	294,894	40,213	
4	310	Power Generation Equipment	II-B-3(SH)	-	-	-	-	-	-	-	WTR-WW	-	-	
5	311	Pumping Equipment	II-B-3(SH)	-	-	-	-	-	12,212	12,212	WTR-WW	10,747	1,465	
6	320	Water Treatment Equipment	II-B-3(SH)	-	-	-	-	-	-	-	WTR-WW	-	-	
7	330	Distribution Reservoirs and Standpipes	II-B-3(SH)	-	-	-	-	-	70,051	70,051	WTR-WW	61,645	8,406	
8	331	Transmission and Distribution Mains	II-B-3(SH)	-	2,128	-	-	-	(20)	2,108	WTR-WW	1,855	253	
9	334	Meters and Meter Installations	II-B-3(SH)	-	-	-	-	-	3,420	3,420	WTR-WW	3,010	410	
10	335	Hydrants	II-B-3(SH)	-	-	-	-	-	27,822	27,822	WTR-WW	24,483	3,339	
11	340	Office Furniture and Equipment	II-B-3(SH)	-	35	-	370,587	-	4,188	374,810	WTR-WW	329,833	44,977	
12	341	Transportation Equipment	II-B-3(SH)	-	-	-	-	-	12	12	WTR-WW	11	1	
13	343	Tools, Shop and Garage Equipment	II-B-3(SH)	-	-	-	-	-	584	584	WTR-WW	514	70	
14	344	Laboratory Equipment	II-B-3(SH)	-	-	-	-	-	-	-	WTR-WW	-	-	
15	345	Power Operated Equipment	II-B-3(SH)	-	-	-	-	-	-	-	WTR-WW	-	-	
16	346	Communication Equipment	II-B-3(SH)	-	-	-	-	-	-	-	WTR-WW	-	-	
17	347	Miscellaneous Equipment	II-B-3(SH)	-	-	-	-	-	-	-	WTR-WW	-	-	
18	348	Other Tangible Plant	II-B-3(SH)	(5,066,243)	-	-	-	64,691	-	(5,001,552)	WTR-WW	(4,401,366)	(600,186)	
19	354	Structures and Improvements	II-B-3(SH)	-	-	-	-	-	(936)	(936)	WTR-WW	(824)	(112)	
20	361	Collection Sewers - Gravity	II-B-3(SH)	-	662	-	-	-	33,634	34,296	WTR-WW	30,181	4,116	
21	371	Pumping Equipment	II-B-3(SH)	-	900	-	-	-	(33)	866	WTR-WW	762	104	
22	390	Office Furniture and Equipment	II-B-3(SH)	-	-	-	-	-	83	83	WTR-WW	73	10	
23	395	Power Operated Equipment	II-B-3(SH)	-	-	-	-	-	5,077	5,077	WTR-WW	4,468	609	
24		Cost of Removal	II-B-3(SH)	-	-	-	-	-	-	-	WTR-WW	-	-	
25														
26		Total Accumulated Depreciation - Shared Operations	II-B-3(SH)	(5,066,243)	5,741	297,751	370,587	64,691	196,302	(4,131,171)	WTR-WW	(3,635,430)	(495,741)	

Note. The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records

Monarch Utilities I L.P
Docket No 50944
Test Year Ending 12/31/2019
W/P 11-B-6 Materials and Supplies - 13-Month Average
Witness Brian Bahr

Table with columns: Line No, Material Description, Material No (h), and monthly columns from January 2019 to April 2020. Rows include items like COMP COUPLING, level control float, brass ball valve, brass gate valve, brass swing check valve, HOUR METER, BRASS CHECK VALVE, FIPT X METER ANGLE VALVE, FLARE X METER ANGLE VALVE, FIPT X FIPT STOP, THREADED BRONZE GATE VALVE, METER COUP, CF X CF COUP FOR PE, FIPT X 3/4 MIPT X COMP CORP STOP, CIS X 3/4 METER ANGLE STOP, CIS X 3/4 METER ANGLE STOP, FIPT X MTR ADAPTER, MIPT X CIS CORP STOP, COLLAR LEAK CLAMP, CIS X FIPT RO, COMP X MTR ANGLE VALVE, CIS TEE, X 7 5' DRESSER, CIS X 3/4 MIPT U-BRANCH, PLASTIC VALVE BOX, CF X CF COUPLING, COMP COUP INSERTS, COMP COUP INSERTS, 1/2" BRASS TAP SADDLE, METER RISER 3/4, X 12" METER RISER, STEEL DRESSER, CIS COUPLING, COIL HAR LEAK CLAMP, X3/4" QUICK TAP SADDLE C/P GLEUE OULET, CIS COUPLING FOR POLY, X3/4" QUICK TAP SADDLE C/P GLEUE OULET, FIPT X CIS STRAIGHT STOP, CIS RO, THREADED BRONZE GATE VALVE, THREADED BRONZE BALL VALVE, SCH 80 PVC MALE ADAPT, BRASS BALL VALVE, X 7" FULL CIRCLF, DUAL GRIND PUMP-KG2-21C, ABS GRINDER SUMP PUMP, GRINDER PUMP UNIT-COMLETE, FIPT X METER STRAIGHT STOP, X 3/4" METER ADAPTER, FLARE X 3/4" METER ANGLE VALVE, HYMAX DRESSER, MIPT X 3/4" FIPT BUSHING, STEEL DRESSER COUPLING, COMP X 3/4" METER ANGLE VALVE, FIPT X 1" METER ANGLE STOP, METER COUPLING, X 6" FULL CIRCLF CLAMP, X 3" FULL CIRCLF CLAMP, X 1" BRASS BUSHING, SCH 40 PIPE, X 7-1/2" FULL CIRCLF CLAMP, X 12-1/2" FULL CIRCLF CLAMP, X 1" TAP SADDLE, X 2" TAP SADDLE, X 12 1/2" METER CLAMP, SINGLE PLASTIC METER BOXES W/LID, SINGLE PLASTIC METER BOX LIDS, 1 1/2" FULL CIRCLF CLAMP, X 3" FULL CIRCLF CLAMP, X 3/4 FLARE X COMPRESS ADPT, CORO FULL CIRCLF CLAMP, C900 FULL CIRCLF CLAMP, X 2" (FIPT) BRASS STOP, FIPTX3/4 MTR STRGHT STOP, MIPT X CIS COUPLING, X 12" CIS RO.

001255

Monarch Utilities I L P
Docket No 50944
Test Year Ending 12/31/2019
W/P 11-8-6 Materials and Supplies - 13-Month Average
Witness Brian Bah

Table with columns: Line No, Material Description, Material No, and monthly totals from January 2019 to April 2020. The table lists various materials like valves, saddles, and dressers with their respective quantities and costs for each month.

001257

Monarch Utilities I L.P
Docket No 50944
Test Year Ending 12/31/2019
W/P II-B-6 Materials and Supplies - 13-Month Average
Witness Brian Bahr

Table with columns for Line No, Material Description, and months from January 2019 to April 2020. Includes a summary section for Total Monarch and Known & Measurable Adjustments.

Note The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records

001258

Monarch Utilities I L.P.
Docket No 50944
Test Year Ending 12/31/2019
WP/11-B-7 h (W) (S) & (SH) ACCOUNT RECEIVABLE LEDGER
Witness Brian Bahr

Table with columns: Line No, Date, Water, A/R Balance (\$), Wastewater, A/R Balance (\$), Shared, A/R Balance (\$), Total before Adjustments, Normalization (Water, A/R Balance (\$)), and K&M (Water, A/R Balance (\$)). Rows list monthly data from 3/25/2019 to 6/16/2019.

001260

Monarch Utilities I L P.
Docket No 50944
Test Year Ending 12/31/2019
WP/1-B-7 h (W) (S) & (SH) ACCOUNT RECEIVABLE LEDGER
Witness Brian Bahr

Table with columns: Line No, Date, Water (a), A/R Balance (\$) (b), Wastewater (c), A/R Balance (\$) (d), Shared (e), A/R Balance (\$) (f), Total before Adjustments (g), Normalization (h), and K&M (i). Rows 169-757.

001261

Monarch Utilities I L P
Docket No 50944
Test Year Ending 12/31/2019
WP/II-B-7 h (W) (S) & (SH) ACCOUNT RECEIVABLE LEDGER
Witness Brian Bahr

Table with columns: Line No, Date, Water, A/R Balance (\$), Wastewater, A/R Balance (\$), Shared, A/R Balance (\$), Total Before Adjustments, Normalization (Water, A/R Balance (\$)), and K&M (Water, A/R Balance (\$)).

001282

Monarch Utilities I L.P.
 Docket No 50944
 Test Year Ending 12/31/2019
 WP/II-B-7 h (W) (S) & (SH) ACCOUNT RECEIVABLE LEDGER
 Witness Brian Bahr

Line No	Date (a)	Per Book											Normalization		K&H		
		Water (b)	A/R Balance (\$) (c)	(d)	Wastewater (e)	A/R Balance (\$) (f)	(g)	Shared (h)	A/R Balance (\$) (i)	(j)	Total before Adjustments (k)	(l)	Water (m)	A/R Balance (\$) (n)	(o)	Water (p)	A/R Balance (\$) (q)
337	12/2/2019	(88,276 01)	1,209,571 79		(12,178 65)	178,659 45		7,504 69	(789 94)		(97,949 97)		(22 19)	31,910 20		(15,461 35)	196,282 94
338	12/3/2019	640,989 79	1,850,561 58		115,585 16	294,244 61		808 17	18 23		757,383 17		(75 05)	31,835 15		11,726 90	208,009 84
339	12/4/2019	(58,411 40)	1,792,150 18		8,209 34	302,453 95		(614 55)	(596 32)		(50,816 61)		(185 49)	31,649 66		(27,784 88)	180,224 96
340	12/5/2019	42,827 95	1,834,978 13		(6,176 16)	296,277 79		(1,279 83)	(1,876 15)		35,371 96		(30 53)	31,619 13		22,717 47	202,942 43
341	12/6/2019	(113,060 61)	1,721,917 52		(10,551 33)	285,726 46		7,779 35	903 20		(120,832 59)		1,657 66	33,776 79		(11,088 26)	191,854 17
342	12/7/2019	(26,072 95)	1,695,844 57		(3,297 14)	282,429 32		(392 38)	510 87		(29,767 47)		(13 74)	33,263 05		(7,744 04)	189,110 13
343	12/8/2019	(44,420 88)	1,651,423 69		(23,123 33)	275,305 99		938 76	1,449 58		(66,605 45)		-	31,263 05		(1,757 44)	187,352 69
344	12/9/2019	55,522 87	1,706,946 56		3,419 59	262,725 58		7,972 80	4,422 38		61,915 26		-	31,263 05		33,874 57	221,227 26
345	12/10/2019	(62,933 68)	1,644,012 88		(4,332 47)	258,393 11		(660 41)	3,761 97		(67,926 56)		-	33,263 05		139,028 65	360,255 91
346	12/11/2019	(67,609 91)	1,576,402 97		(7,173 80)	251,219 31		(1,432 50)	2,329 47		(76,216 21)		(696 20)	32,566 85		(7,650 70)	352,605 71
347	12/12/2019	(115,285 84)	1,461,117 13		(73,174 41)	228,044 90		942 09	3,271 56		(137,518 16)		-	32,566 85		(16,997 73)	335,607 98
348	12/13/2019	752,263 63	1,713,380 76		(11,574 97)	216,519 93		(7,627 24)	644 32		238,111 42		-	32,566 85		77,503 58	413,111 56
349	12/14/2019	(24,875 17)	1,688,505 59		(3,815 55)	212,704 38		(1,148 47)	(504 13)		(29,839 19)		-	32,566 85		(7,230 74)	405,881 37
350	12/15/2019	(18,795 09)	1,670,210 50		(3,219 30)	209,485 08		(346 59)	(850 74)		(21,860 98)		-	32,566 85		(5,011 92)	400,869 40
351	12/16/2019	139,357 89	1,809,568 39		51,617 03	261,102 11		3,504 97	2,654 23		194,479 89		-	32,566 85		(10,601 27)	390,268 13
352	12/17/2019	79,077 57	1,888,645 96		(10,201 50)	250,900 61		(753 61)	1,900 62		68,122 46		-	32,566 85		(13,744 66)	376,523 47
353	12/18/2019	(43,183 60)	1,845,462 36		21,372 99	272,223 60		(7,050 64)	(150 02)		(23,911 25)		-	32,566 85		(14,277 67)	362,245 80
354	12/19/2019	(19,105 62)	1,826,356 74		(10,001 46)	262,222 14		1,635 91	1,485 89		(27,471 17)		-	32,566 85		(16,769 93)	345,475 87
355	12/20/2019	(12,207 03)	1,814,149 71		(10,493 26)	251,728 88		(1,214 30)	271 59		(23,914 59)		(70 00)	32,566 85		3,452 36	348,228 23
356	12/21/2019	(22,115 71)	1,792,034 00		(3,906 40)	247,822 48		(525 12)	(253 53)		(26,547 23)		-	32,566 85		(5,272 00)	343,656 23
357	12/22/2019	(119,682 10)	1,672,351 90		(26,691 61)	221,130 87		(711 05)	(964 58)		(147,084 76)		-	32,566 85		(9,180 07)	334,476 16
358	12/23/2019	235,133 90	1,907,485 80		61,638 57	282,769 44		10,547 00	9,582 42		307,319 47		91 91	32,638 76		16,154 94	350,631 10
359	12/24/2019	(80,762 56)	1,826,723 24		(14,527 99)	268,241 45		(7,533 12)	7,049 30		(27,823 67)		-	32,638 76		(19,499 60)	331,131 50
360	12/25/2019	(15,113 26)	1,811,609 98		(6,392 72)	261,848 73		(292 11)	6,757 19		(21,798 09)		-	32,638 76		(2,019 79)	329,111 71
361	12/26/2019	26,855 91	1,838,465 89		(14,815 03)	247,033 70		(835 41)	5,971 78		11,205 47		-	32,638 76		(23,196 25)	305,915 46
362	12/27/2019	(38,539 78)	1,799,926 11		(7,782 32)	235,251 38		(1,780 62)	4,141 16		(48,109 72)		-	32,638 76		(19,597 70)	286,317 76
363	12/28/2019	(53,682 46)	1,746,243 65		(5,737 57)	233,513 81		(952 79)	3,188 37		(60,372 82)		-	32,638 76		(20,899 64)	265,418 17
364	12/29/2019	(19,258 33)	1,726,985 32		(1,861 12)	231,652 69		(493 93)	2,694 44		(21,613 38)		-	32,638 76		(35,117 01)	230,301 11
365	12/30/2019	95,340 27	1,822,325 59		18,896 83	250,549 57		4,759 94	7,454 38		118,997 04		-	32,638 76		(14,377 69)	215,973 42
366	12/31/2019	(51,026 40)	1,771,299 19		(7,908 48)	242,641 04		(1,647 41)	5,806 97		(60,582 29)		-	32,638 76		(15,148 03)	200,825 39
365																	
Sum of A/R Balance			590,567,372 46			91,131,925 26			(2,917,459 13)					8,268,975 47 (a)			96,711,458 43
Average daily AR Balance			1,617,992 80			249,676 51			(7,993 04)					22,654 73 (b)			264,962 90
Average daily billed revenues (Excluding Unbilled Revenues)			74,603 36			12,334 11			1,152 40					1,225 08 (c)			3,335 94
(+ Shared + Normalization + Known and Measurable Total			692,980,442 33 (a)			90,781,830 16											
Average daily AR Balance			1,898,576 55 (b)			248,717 34											
Average daily billed revenues			80,178 49 (c)			12,472 40											
Collection Lag (b/c)		23 68	23.68		19 94	19.94							18 49	18.49		79 43	79.43
Service period lag((a/b)/12)		30 42	15.21		30 42	15.21							30 42	15.21		30 42	15.21
Billing Lag (used sample of invoices)			50.10			46.00								11.20			10.81
Total Revenue Lag Days			89.00	II-B-7 h(W)		81.10	II-B-7 h(S)							44.90			105.40

Note: The source of any amounts included in this worksheet without formulas or other references is from the underlying accounting records

Monarch Utilities I L.P.
Docket No. 50944
Test Year Ending 12/31/2019
WP/II-B-8.1 Prepayments
Witness: Brian Bahr

Line No	Category (a)	Payee (b)	Justification (c)	Start Date (d)	End Date (e)	Monthly Amortization (f)	Balance 12/31/2019 (g)	Normalization (h)	Known & Measurable (i)	Func. Factor (j)	Functionalization	
											Water (k)	Wastewater (l)
1	Common	Pinnacle Petroleum	Vehicle GPS Fee Lease	9/1/2019	8/31/2020	3,223.13	25,785.07	-	-	WW-WWR	22,690.86	3,094.21
2	Wastewater	Allen Plummer	Wastewater Permit	TBD	TBD	-	4,911.68	-	-	WW-DIRECT	-	4,911.68
3	Wastewater	Hearn Engineering	Oak Trail Wastewater Permit	11/1/2018	10/31/2023	2,453.32	12,266.60	-	-	WW-DIRECT	-	12,266.60
4	Wastewater	Kimley Horn	Wastewater Permit	7/1/2017	6/30/2022	9,509.33	47,546.66	-	-	WW-DIRECT	-	47,546.66
5	Wastewater	Koenig's Environmental	Wastewater Permit	TBD	TBD	-	3,300.00	-	-	WW-DIRECT	-	3,300.00
6	Wastewater	ICEQ	Wastewater Assessment	1/1/2019	12/31/2019	1,097.57	13,170.85	-	-	WW-DIRECT	-	13,170.85
7	Water	Barton Springs	Water Transport Fee	9/1/2019	8/31/2020	1,295.83	10,366.67	-	-	WTR-DIRECT	10,366.67	-
8	Water	Barton Springs	Annual Groundwater Fee	TBD	TBD	-	6,845.67	-	-	WTR-DIRECT	6,845.67	-
9	Water	Brazos River Authority Lower Trinity Groundwater Conservation District	Annual Surface Water Fee	9/1/2019	8/31/2020	3,950.00	31,600.00	-	-	WTR-DIRECT	31,600.00	-
10	Water	TCEQ	Annual Groundwater Fee	1/1/2017	12/31/2021	466.67	5,600.00	-	-	WTR-DIRECT	5,600.00	-
11	Water	TCEQ	Water System Fee	1/1/2020	12/31/2020	2,056.86	-	-	11,412.00	WTR-DIRECT	11,412.00	-
12	Water	TCEQ	Annual Water Assessment	1/1/2019	12/31/2019	5,301.48	63,617.73	-	-	WTR-DIRECT	63,617.73	-
13												
14												
15							225,010.93	-	11,412.00		152,132.93	84,290.00

Note: The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records.

Monarch Utilities I L.P.
 Docket No. 50944
 Test Year Ending 12/31/2019
 WP/II-B-8.2 Prepayments Comparison Years
 Witness: Brian Bahr

Line No	Description (a)	Water (b)	Sewer (c)	Shared (d)	Func. Factor (e)	Functionalization		Total (h)
						Water (f)	Wastewater (g)	
1	Comparison 2018	119,212	-	-	WTR-DIRECT	119,212	-	119,212
2	Comparison 2018	-	90,815	-	WTR-WWR	-	90,815	90,815
3	Total Comparison Year 2018					119,212	90,815	210,027
4								
5	Comparison 2017	117,308	-	-	WTR-DIRECT	117,308	-	117,308
6	Comparison 2017	-	98,171	-	WTR-DIRECT	-	98,171	98,171
7	Total Comparison Year 2017					117,308	98,171	215,479

Note: The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records.

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

WP/II C-6 1 Amortization Schedules for all Short and Long-Term Debt

Witness: Brian Bahr

Note: The source of any amounts included in this worksheet without formulas or other references is from the underlying accounting records

Line No	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	
Line No	Period	Entity	Due Date	Month	Prn Pmt	Int Pmt	End Bal	Pmt Due	Rate	Int Calc Base	Int Accr	Cum Int Accr	Issue Full Name	Issue Short Name	Wkday	FOM	Bizday	EOM	Heads	Tails	
1	0	MON	5/1/2002	5			15,400,000.00	0	7.370%	0.083333333			MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)							
2	1	MON	5/20/2002	5	64,166.66		15,335,833.34	1	7.370%	0.083333333	97,576.75	97,576.75	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	2	5/1/2002	5/20/2002	5/31/2002	19	12	
3	2	MON	6/20/2002	6	64,166.66	97,576.75	15,271,666.68	1	7.370%	0.083333333	94,043.08	94,043.08	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	5	6/1/2002	6/20/2002	6/30/2002	19	11	
4	3	MON	7/20/2002	7	64,166.66	94,043.08	15,207,500.02	1	7.370%	0.083333333	96,788.57	96,788.57	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	7	7/1/2002	7/22/2002	7/31/2002	21	10	
5	4	MON	8/20/2002	8	64,166.66	96,788.57	15,143,333.36	1	7.370%	0.083333333	96,355.07	96,355.07	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	3	8/1/2002	8/20/2002	8/31/2002	19	12	
6	5	MON	9/20/2002	9	64,166.66	96,355.07	15,079,166.70	1	7.370%	0.083333333	92,860.81	92,860.81	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	6	9/1/2002	9/20/2002	9/30/2002	19	11	
7	6	MON	10/20/2002	10	64,166.66	92,860.81	15,015,000.04	1	7.370%	0.083333333	95,553.76	95,553.76	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	1	10/1/2002	10/21/2002	10/31/2002	20	11	
8	7	MON	11/20/2002	11	64,166.66	95,553.76	14,950,833.38	1	7.370%	0.083333333	92,072.63	92,072.63	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	4	11/1/2002	11/20/2002	11/30/2002	19	11	
9	8	MON	12/20/2002	12	64,166.66	92,072.63	14,886,666.72	1	7.370%	0.083333333	94,726.17	94,726.17	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	6	12/1/2002	12/20/2002	12/31/2002	19	12	
10	9	MON	1/20/2003	1	64,166.66	94,726.17	14,822,500.06	1	7.370%	0.083333333	94,318.94	94,318.94	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	2	1/1/2003	1/22/2003	1/31/2003	19	12	
11	10	MON	2/20/2003	2	64,166.66	94,318.94	14,758,333.40	1	7.370%	0.083333333	84,847.64	84,847.64	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	5	2/1/2003	2/20/2003	2/28/2003	19	9	
12	11	MON	3/20/2003	3	64,166.66	84,847.64	14,694,166.74	1	7.370%	0.083333333	93,504.49	93,504.49	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	5	3/1/2003	3/20/2003	3/31/2003	19	12	
13	12	MON	4/20/2003	4	64,166.66	93,504.49	14,630,000.08	1	7.370%	0.083333333	90,115.31	90,115.31	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	1	4/1/2003	4/21/2003	4/30/2003	20	10	
14	13	MON	5/20/2003	5	64,166.66	90,115.31	14,565,833.42	1	7.370%	0.083333333	92,690.03	92,690.03	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	3	5/1/2003	5/20/2003	5/31/2003	19	12	
15	14	MON	6/20/2003	6	64,166.66	92,690.03	14,501,666.76	1	7.370%	0.083333333	89,313.99	89,313.99	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	6	6/1/2003	6/20/2003	6/30/2003	19	11	
16	15	MON	7/20/2003	7	64,166.66	89,313.99	14,437,500.10	1	7.370%	0.083333333	91,888.72	91,888.72	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	1	7/1/2003	7/21/2003	7/31/2003	20	11	
17	16	MON	8/20/2003	8	64,166.66	91,888.72	14,373,333.44	1	7.370%	0.083333333	91,468.35	91,468.35	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	4	8/1/2003	8/20/2003	8/31/2003	19	12	
18	17	MON	9/20/2003	9	64,166.66	91,468.35	14,309,166.78	1	7.370%	0.083333333	88,158.00	88,158.00	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	7	9/1/2003	9/22/2003	9/30/2003	21	9	
19	18	MON	10/20/2003	10	64,166.66	88,158.00	14,245,000.12	1	7.370%	0.083333333	90,653.90	90,653.90	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	2	10/1/2003	10/20/2003	10/31/2003	19	12	
20	19	MON	11/20/2003	11	64,166.66	90,653.90	14,180,833.46	1	7.370%	0.083333333	87,343.54	87,343.54	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	5	11/1/2003	11/20/2003	11/30/2003	19	11	
21	20	MON	12/20/2003	12	64,166.66	87,343.54	14,116,666.80	1	7.370%	0.083333333	89,865.72	89,865.72	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	7	12/1/2003	12/22/2003	12/31/2003	21	10	
22	21	MON	1/20/2004	1	64,166.66	89,865.72	14,052,500.14	1	7.370%	0.083333333	89,432.72	89,432.72	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	3	1/1/2004	1/20/2004	1/31/2004	19	12	
23	22	MON	2/20/2004	2	64,166.66	89,432.72	13,988,333.48	1	7.370%	0.083333333	83,297.55	83,297.55	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	6	2/1/2004	2/19/2004	2/29/2004	19	10	
24	23	MON	3/20/2004	3	64,166.66	83,297.55	13,924,166.82	1	7.370%	0.083333333	88,644.04	88,644.04	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	7	3/1/2004	3/22/2004	3/31/2004	21	10	
25	24	MON	4/20/2004	4	64,166.66	88,644.04	13,860,000.16	1	7.370%	0.083333333	85,373.09	85,373.09	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	3	4/1/2004	4/20/2004	4/30/2004	19	11	
26	25	MON	5/20/2004	5	64,166.66	85,373.09	13,795,833.50	1	7.370%	0.083333333	87,803.31	87,803.31	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	5	5/1/2004	5/20/2004	5/31/2004	19	12	
27	26	MON	6/20/2004	6	64,166.66	87,803.31	13,731,666.84	1	7.370%	0.083333333	84,598.05	84,598.05	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	1	6/1/2004	6/21/2004	6/30/2004	20	10	
28	27	MON	7/20/2004	7	64,166.66	84,598.05	13,667,500.18	1	7.370%	0.083333333	86,988.86	86,988.86	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	3	7/1/2004	7/20/2004	7/31/2004	19	12	
29	28	MON	8/20/2004	8	64,166.66	86,988.86	13,603,333.52	1	7.370%	0.083333333	86,581.64	86,581.64	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	6	8/1/2004	8/20/2004	8/31/2004	19	12	
30	29	MON	9/20/2004	9	64,166.66	86,581.64	13,539,166.86	1	7.370%	0.083333333	83,402.64	83,402.64	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	2	9/1/2004	9/20/2004	9/30/2004	19	11	
31	30	MON	10/20/2004	10	64,166.66	83,402.64	13,475,000.20	1	7.370%	0.083333333	85,767.18	85,767.18	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	4	10/1/2004	10/20/2004	10/31/2004	19	12	
32	31	MON	11/20/2004	11	64,166.66	85,767.18	13,410,833.54	1	7.370%	0.083333333	82,640.73	82,640.73	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	7	11/1/2004	11/22/2004	11/30/2004	21	9	
33	32	MON	12/20/2004	12	64,166.66	82,640.73	13,346,666.88	1	7.370%	0.083333333	84,952.73	84,952.73	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	2	12/1/2004	12/20/2004	12/31/2004	19	12	
34	33	MON	1/20/2005	1	64,166.66	84,952.73	13,282,500.22	1	7.370%	0.083333333	84,545.50	84,545.50	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	5	1/1/2005	1/20/2005	1/31/2005	19	12	
35	34	MON	2/20/2005	2	64,166.66	84,545.50	13,218,333.56	1	7.370%	0.083333333	76,033.15	76,033.15	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	1	2/1/2005	2/21/2005	2/28/2005	20	8	
36	35	MON	3/20/2005	3	64,166.66	76,033.15	13,154,166.90	1	7.370%	0.083333333	83,744.19	83,744.19	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	1	3/1/2005	3/21/2005	3/31/2005	20	11	
37	36	MON	4/20/2005	4	64,166.66	83,744.19	13,090,000.24	1	7.370%	0.083333333	80,644.01	80,644.01	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	4	4/1/2005	4/20/2005	4/30/2005	19	11	
38	37	MON	5/20/2005	5	64,166.66	80,644.01	13,025,833.58	1	7.370%	0.083333333	82,916.60	82,916.60	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	6	5/1/2005	5/20/2005	5/31/2005	19	12	
39	38	MON	6/20/2005	6	64,166.66	82,916.60	12,961,666.92	1	7.370%	0.083333333	79,855.83	79,855.83	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	2	6/1/2005	6/20/2005	6/30/2005	19	11	
40	39	MON	7/20/2005	7	64,166.66	79,855.83	12,897,500.26	1	7.370%	0.083333333	82,102.14	82,102.14	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	4	7/1/2005	7/20/2005	7/31/2005	19	12	
41	40	MON	8/20/2005	8	64,166.66	82,102.14	12,833,333.60	1	7.370%	0.083333333	81,721.19	81,721.19	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	7	8/1/2005	8/22/2005	8/31/2005	21	10	
42	41	MON	9/20/2005	9	64,166.66	81,721.19	12,769,166.94	1	7.370%	0.083333333	78,673.56	78,673.56	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	3	9/1/2005	9/20/2005	9/30/2005	19	11	
43	42	MON	10/20/2005	10	64,166.66	78,673.56	12,705,000.28	1	7.370%	0.083333333	80,880.46	80,880.46	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	5	10/1/2005	10/20/2005	10/31/2005	19	12	
44	43	MON	11/20/2005	11	64,166.66	80,880.46	12,640,833.62	1	7.370%	0.083333333	77,898.51	77,898.51	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	1	11/1/2005	11/21/2005	11/30/2005	20	10	
45	44	MON	12/20/2005	12	64,166.66	77,898.51	12,576,666.96	1	7.370%	0.083333333	80,066.01	80,066.01	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)	3	12/1/2005	12/20/2005	12/31/2005	19	12	
46	45	MON	1/20/2006	1	64,166.66	80,066.01	12,512,500.30	1	7.370%	0.083333333	79,658.78	79,658.78	MON 7.37% Term Loan (ML093611) due 2022	MON 7.37 Term Loan (T1)							

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

WP/II C-6.1 Amortization Schedules for all Short and Long-Term Debt

Witness: Brian Bahr

Note: The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records

Line No	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)
Line No	Period	Entity	Due Date	Month	Pnn Pmt	Int Pmt	End Bal	Pmt Due	Rate	Int Calc Base	Int Accr	Cum Int Accr	Issue Full Name	Issue Short Name	Wkday	FOM	Bizday	EOM	Heads	Tails
66	65	MCN	9/20/2007	9	64,166.66	71,921.48	11,229,167.10	1	7.370%	0.083333333	69,215.39	69,215.39	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	9/1/2007	9/20/2007	9/30/2007	19	11
67	66	MCN	10/20/2007	10	64,166.66	69,215.39	11,165,000.44	1	7.370%	0.083333333	71,133.30	71,133.30	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	10/1/2007	10/22/2007	10/31/2007	21	10
68	67	MCN	11/20/2007	11	64,166.66	71,133.30	11,100,833.78	1	7.370%	0.083333333	68,427.21	68,427.21	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	3	11/1/2007	11/20/2007	11/30/2007	19	11
69	68	MCN	12/20/2007	12	64,166.66	68,427.21	11,036,667.12	1	7.370%	0.083333333	70,292.57	70,292.57	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	12/1/2007	12/20/2007	12/31/2007	19	12
70	69	MCN	1/20/2008	1	64,166.66	70,292.57	10,972,500.46	1	7.370%	0.083333333	69,898.48	69,898.48	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	1/1/2008	1/21/2008	1/31/2008	20	11
71	70	MCN	2/20/2008	2	64,166.66	69,898.48	10,908,333.80	1	7.370%	0.083333333	65,011.76	65,011.76	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	2/1/2008	2/20/2008	2/29/2008	19	10
72	71	MCN	3/20/2008	3	64,166.66	65,011.76	10,844,167.14	1	7.370%	0.083333333	69,070.89	69,070.89	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	3/1/2008	3/20/2008	3/31/2008	19	12
73	72	MCN	4/20/2008	4	64,166.66	69,070.89	10,780,000.48	1	7.370%	0.083333333	66,469.90	66,469.90	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	4/1/2008	4/21/2008	4/30/2008	20	10
74	73	MCN	5/20/2008	5	64,166.66	66,469.90	10,715,833.82	1	7.370%	0.083333333	68,256.44	68,256.44	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	3	5/1/2008	5/20/2008	5/31/2008	19	12
75	74	MCN	6/20/2008	6	64,166.66	68,256.44	10,651,667.16	1	7.370%	0.083333333	65,668.58	65,668.58	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	6/1/2008	6/20/2008	6/30/2008	19	11
76	75	MCN	7/20/2008	7	64,166.66	65,668.58	10,587,500.50	1	7.370%	0.083333333	67,455.12	67,455.12	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	7/1/2008	7/21/2008	7/31/2008	20	11
77	76	MCN	8/20/2008	8	64,166.66	67,455.12	10,523,333.84	1	7.370%	0.083333333	67,034.76	67,034.76	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	8/1/2008	8/20/2008	8/31/2008	19	12
78	77	MCN	9/20/2008	9	64,166.66	67,034.76	10,459,167.18	1	7.370%	0.083333333	64,512.58	64,512.58	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	9/1/2008	9/22/2008	9/30/2008	21	9
79	78	MCN	10/20/2008	10	64,166.66	64,512.58	10,395,000.52	1	7.370%	0.083333333	66,220.31	66,220.31	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	2	10/1/2008	10/20/2008	10/31/2008	19	12
80	79	MCN	11/20/2008	11	64,166.66	66,220.31	10,330,833.86	1	7.370%	0.083333333	63,698.13	63,698.13	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	11/1/2008	11/20/2008	11/30/2008	19	11
81	80	MCN	12/20/2008	12	64,166.66	63,698.13	10,266,667.20	1	7.370%	0.083333333	65,432.13	65,432.13	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	12/1/2008	12/22/2008	12/31/2008	21	10
82	81	MCN	1/20/2009	1	64,166.66	65,432.13	10,202,500.54	1	7.370%	0.083333333	64,996.63	64,996.63	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	3	1/1/2009	1/20/2009	1/31/2009	19	12
83	82	MCN	2/20/2009	2	64,166.66	64,996.63	10,138,333.88	1	7.370%	0.083333333	56,364.77	56,364.77	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	2/1/2009	2/20/2009	2/28/2009	19	9
84	83	MCN	3/20/2009	3	64,166.66	56,364.77	10,074,167.22	1	7.370%	0.083333333	64,184.17	64,184.17	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	3/1/2009	3/20/2009	3/31/2009	19	12
85	84	MCN	4/20/2009	4	64,166.66	64,184.17	10,010,000.56	1	7.370%	0.083333333	61,727.68	61,727.68	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	2	4/1/2009	4/20/2009	4/30/2009	19	11
86	85	MCN	5/20/2009	5	64,166.66	61,727.68	9,945,833.90	1	7.370%	0.083333333	63,369.72	63,369.72	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	5/1/2009	5/20/2009	5/31/2009	19	12
87	86	MCN	6/20/2009	6	64,166.66	63,369.72	9,881,667.24	1	7.370%	0.083333333	60,965.77	60,965.77	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	6/1/2009	6/22/2009	6/30/2009	21	9
88	87	MCN	7/20/2009	7	64,166.66	60,965.77	9,817,500.58	1	7.370%	0.083333333	62,555.27	62,555.27	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	2	7/1/2009	7/20/2009	7/31/2009	19	12
89	88	MCN	8/20/2009	8	64,166.66	62,555.27	9,753,333.92	1	7.370%	0.083333333	62,148.04	62,148.04	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	8/1/2009	8/20/2009	8/31/2009	19	12
90	89	MCN	9/20/2009	9	64,166.66	62,148.04	9,689,167.26	1	7.370%	0.083333333	59,770.36	59,770.36	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	9/1/2009	9/21/2009	9/30/2009	20	10
91	90	MCN	10/20/2009	10	64,166.66	59,770.36	9,625,000.60	1	7.370%	0.083333333	61,333.59	61,333.59	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	3	10/1/2009	10/20/2009	10/31/2009	19	12
92	91	MCN	11/20/2009	11	64,166.66	61,333.59	9,560,833.94	1	7.370%	0.083333333	58,969.05	58,969.05	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	11/1/2009	11/20/2009	11/30/2009	19	11
93	92	MCN	12/20/2009	12	64,166.66	58,969.05	9,496,667.28	1	7.370%	0.083333333	60,532.27	60,532.27	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	12/1/2009	12/21/2009	12/31/2009	20	11
94	93	MCN	1/20/2010	1	64,166.66	60,532.27	9,432,500.62	1	7.370%	0.083333333	60,111.91	60,111.91	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	1/1/2010	1/20/2010	1/31/2010	19	12
95	94	MCN	2/20/2010	2	64,166.66	60,111.91	9,368,333.96	1	7.370%	0.083333333	53,977.24	53,977.24	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	2/1/2010	2/22/2010	2/28/2010	21	7
96	95	MCN	3/20/2010	3	64,166.66	53,977.24	9,304,167.30	1	7.370%	0.083333333	58,323.73	58,323.73	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	3/1/2010	3/22/2010	3/31/2010	21	10
97	96	MCN	4/20/2010	4	64,166.66	58,323.73	9,240,000.64	1	7.370%	0.083333333	56,998.59	56,998.59	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	3	4/1/2010	4/20/2010	4/30/2010	19	11
98	97	MCN	5/20/2010	5	64,166.66	56,998.59	9,175,833.98	1	7.370%	0.083333333	58,483.00	58,483.00	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	5/1/2010	5/20/2010	5/31/2010	19	12
99	98	MCN	6/20/2010	6	64,166.66	58,483.00	9,111,667.32	1	7.370%	0.083333333	56,273.55	56,273.55	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	6/1/2010	6/21/2010	6/30/2010	20	10
100	99	MCN	7/20/2010	7	64,166.66	56,273.55	9,047,500.66	1	7.370%	0.083333333	57,668.55	57,668.55	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	3	7/1/2010	7/20/2010	7/31/2010	19	12
101	100	MCN	8/20/2010	8	64,166.66	57,668.55	8,983,334.00	1	7.370%	0.083333333	57,261.32	57,261.32	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	8/1/2010	8/20/2010	8/31/2010	19	12
102	101	MCN	9/20/2010	9	64,166.66	57,261.32	8,919,167.34	1	7.370%	0.083333333	55,028.14	55,028.14	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	2	9/1/2010	9/20/2010	9/30/2010	19	11
103	102	MCN	10/20/2010	10	64,166.66	55,028.14	8,855,000.68	1	7.370%	0.083333333	56,446.87	56,446.87	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	10/1/2010	10/20/2010	10/31/2010	19	12
104	103	MCN	11/20/2010	11	64,166.66	56,446.87	8,790,834.02	1	7.370%	0.083333333	54,266.24	54,266.24	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	11/1/2010	11/22/2010	11/30/2010	21	9
105	104	MCN	12/20/2010	12	64,166.66	54,266.24	8,726,667.36	1	7.370%	0.083333333	56,632.42	56,632.42	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	2	12/1/2010	12/20/2010	12/31/2010	19	12
106	105	MCN	1/20/2011	1	64,166.66	56,632.42	8,662,500.70	1	7.370%	0.083333333	55,225.19	55,225.19	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	1/1/2011	1/20/2011	1/31/2011	19	12
107	106	MCN	2/20/2011	2	64,166.66	55,225.19	8,598,334.04	1	7.370%	0.083333333	49,550.29	49,550.29	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	2/1/2011	2/21/2011	2/28/2011	20	8
108	107	MCN	3/20/2011	3	64,166.66	49,550.29	8,534,167.38	1	7.370%	0.083333333	54,423.87	54,423.87	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	3/1/2011	3/21/2011	3/31/2011	20	11
109	108	MCN	4/20/2011	4	64,166.66	54,423.87	8,470,000.72	1	7.370%	0.083333333	52,269.51	52,269.51	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	4/1/2011	4/20/2011	4/30/2011	19	11
110	109	MCN	5/20/2011	5	64,166.66	52,269.51	8,405,834.06	1	7.370%	0.083333333	53,596.28	53,596.28	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	5/1/2011	5/20/2011	5/31/2011	19	12
111	110	MCN	6/20/2011	6	64,1															

Monarch Utilities I L.P.

Docket No 50944

Test Year Ending 12/31/2019

WP/II C-6.1 Amortization Schedules for all Short and Long-Term Debt

Witness: Brian Bahr

Note: The source of any amounts included in this paperwork without formulas or other references is from the underlying accounting records

Line No	(a) Period	(b) Entity	(c) Due Date	(d) Month	(e) Pnn Pmt	(f) Int Pmt	(g) End Bal	(h) Pmt Due	(i) Rate	(j) Int Calc Base	(k) Int Accr	(l) Cum Int Accr	(m) Issue Full Name	(n) Issue Short Name	(o) Wkday	(p) FOM	(q) Bizday	(r) EOM	(s) Heads	(t) Tails
131	130	MON	2/20/2013	2	64,166.66	45,478.02	7,058,334.20	1	7.370%	0.083333333	40,709.53	40,709.53	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	2/1/2013	2/20/2013	2/28/2013	19	9
132	131	MON	3/20/2013	3	64,166.66	40,709.53	6,994,167.54	1	7.370%	0.083333333	44,637.30	44,637.30	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	3/1/2013	3/20/2013	3/31/2013	19	12
133	132	MON	4/20/2013	4	64,166.66	44,637.30	6,930,000.88	1	7.370%	0.083333333	42,837.62	42,837.62	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	4/1/2013	4/22/2013	4/30/2013	21	9
134	133	MON	5/20/2013	5	64,166.66	42,837.62	6,865,834.22	1	7.370%	0.083333333	43,822.84	43,822.84	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	2	5/1/2013	5/20/2013	5/31/2013	19	12
135	134	MON	6/20/2013	6	64,166.66	43,822.84	6,801,667.56	1	7.370%	0.083333333	42,023.17	42,023.17	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	6/1/2013	6/20/2013	6/30/2013	19	11
136	135	MON	7/20/2013	7	64,166.66	42,023.17	6,737,500.90	1	7.370%	0.083333333	43,034.66	43,034.66	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	7/1/2013	7/22/2013	7/31/2013	21	10
137	136	MON	8/20/2013	8	64,166.66	43,034.66	6,673,334.24	1	7.370%	0.083333333	42,601.16	42,601.16	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	3	8/1/2013	8/20/2013	8/31/2013	19	12
138	137	MON	9/20/2013	9	64,166.66	42,601.16	6,609,167.58	1	7.370%	0.083333333	40,840.89	40,840.89	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	9/1/2013	9/20/2013	9/30/2013	19	11
139	138	MON	10/20/2013	10	64,166.66	40,840.89	6,545,000.92	1	7.370%	0.083333333	41,799.85	41,799.85	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	10/1/2013	10/21/2013	10/31/2013	20	11
140	139	MON	11/20/2013	11	64,166.66	41,799.85	6,480,834.26	1	7.370%	0.083333333	40,052.71	40,052.71	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	11/1/2013	11/20/2013	11/30/2013	19	11
141	140	MON	12/20/2013	12	64,166.66	40,052.71	6,416,667.60	1	7.370%	0.083333333	40,972.26	40,972.26	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	12/1/2013	12/20/2013	12/31/2013	19	12
142	141	MON	1/20/2014	1	64,166.66	40,972.26	6,352,500.94	1	7.370%	0.083333333	40,585.03	40,585.03	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	2	1/1/2014	1/22/2014	1/31/2014	19	12
143	142	MON	2/20/2014	2	64,166.66	40,585.03	6,288,334.28	1	7.370%	0.083333333	36,295.72	36,295.72	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	2/1/2014	2/20/2014	2/28/2014	19	9
144	143	MON	3/20/2014	3	64,166.66	36,295.72	6,224,167.62	1	7.370%	0.083333333	39,750.58	39,750.58	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	3/1/2014	3/20/2014	3/31/2014	19	12
145	144	MON	4/20/2014	4	64,166.66	39,750.58	6,160,000.96	1	7.370%	0.083333333	38,095.40	38,095.40	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	4/1/2014	4/21/2014	4/30/2014	20	10
146	145	MON	5/20/2014	5	64,166.66	38,095.40	6,095,834.30	1	7.370%	0.083333333	38,936.13	38,936.13	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	3	5/1/2014	5/20/2014	5/31/2014	19	12
147	146	MON	6/20/2014	6	64,166.66	38,936.13	6,031,667.64	1	7.370%	0.083333333	37,294.08	37,294.08	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	6/1/2014	6/20/2014	6/30/2014	19	11
148	147	MON	7/20/2014	7	64,166.66	37,294.08	5,967,500.98	1	7.370%	0.083333333	38,134.81	38,134.81	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	7/1/2014	7/21/2014	7/31/2014	20	11
149	148	MON	8/20/2014	8	64,166.66	38,134.81	5,903,334.32	1	7.370%	0.083333333	37,714.45	37,714.45	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	8/1/2014	8/20/2014	8/31/2014	19	12
150	149	MON	9/20/2014	9	64,166.66	37,714.45	5,839,167.66	1	7.370%	0.083333333	36,138.08	36,138.08	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	9/1/2014	9/22/2014	9/30/2014	21	9
151	150	MON	10/20/2014	10	64,166.66	36,138.08	5,775,001.00	1	7.370%	0.083333333	36,899.99	36,899.99	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	2	10/1/2014	10/20/2014	10/31/2014	19	12
152	151	MON	11/20/2014	11	64,166.66	36,899.99	5,710,834.34	1	7.370%	0.083333333	35,323.63	35,323.63	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	11/1/2014	11/20/2014	11/30/2014	19	11
153	152	MON	12/20/2014	12	64,166.66	35,323.63	5,646,667.68	1	7.370%	0.083333333	36,111.81	36,111.81	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	12/1/2014	1/22/2015	1/31/2015	21	10
154	153	MON	1/20/2015	1	64,166.66	36,111.81	5,582,501.02	1	7.370%	0.083333333	35,678.31	35,678.31	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	3	1/1/2015	1/20/2015	1/31/2015	19	12
155	154	MON	2/20/2015	2	64,166.66	35,678.31	5,518,334.36	1	7.370%	0.083333333	31,881.91	31,881.91	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	2/1/2015	2/20/2015	2/28/2015	19	9
156	155	MON	3/20/2015	3	64,166.66	31,881.91	5,454,167.70	1	7.370%	0.083333333	34,863.86	34,863.86	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	3/1/2015	3/20/2015	3/31/2015	19	12
157	156	MON	4/20/2015	4	64,166.66	34,863.86	5,390,001.04	1	7.370%	0.083333333	33,353.18	33,353.18	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	2	4/1/2015	4/20/2015	4/30/2015	19	11
158	157	MON	5/20/2015	5	64,166.66	33,353.18	5,325,834.38	1	7.370%	0.083333333	34,049.41	34,049.41	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	5/1/2015	5/20/2015	5/31/2015	19	12
159	158	MON	6/20/2015	6	64,166.66	34,049.41	5,261,667.72	1	7.370%	0.083333333	32,591.27	32,591.27	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	6/1/2015	6/22/2015	6/30/2015	21	9
160	159	MON	7/20/2015	7	64,166.66	32,591.27	5,197,501.06	1	7.370%	0.083333333	33,234.95	33,234.95	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	2	7/1/2015	7/20/2015	7/31/2015	19	12
161	160	MON	8/20/2015	8	64,166.66	33,234.95	5,133,334.40	1	7.370%	0.083333333	32,827.73	32,827.73	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	8/1/2015	8/20/2015	8/31/2015	19	12
162	161	MON	9/20/2015	9	64,166.66	32,827.73	5,069,167.74	1	7.370%	0.083333333	31,395.87	31,395.87	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	9/1/2015	9/21/2015	9/30/2015	20	10
163	162	MON	10/20/2015	10	64,166.66	31,395.87	5,005,001.08	1	7.370%	0.083333333	32,013.27	32,013.27	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	3	10/1/2015	10/20/2015	10/31/2015	19	12
164	163	MON	11/20/2015	11	64,166.66	32,013.27	4,940,834.42	1	7.370%	0.083333333	30,594.55	30,594.55	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	11/1/2015	11/20/2015	11/30/2015	19	11
165	164	MON	12/20/2015	12	64,166.66	30,594.55	4,876,667.76	1	7.370%	0.083333333	31,211.96	31,211.96	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	12/1/2015	12/21/2015	12/31/2015	20	11
166	165	MON	1/20/2016	1	64,166.66	31,211.96	4,812,501.10	1	7.370%	0.083333333	30,791.59	30,791.59	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	1/1/2016	1/20/2016	1/31/2016	19	12
167	166	MON	2/20/2016	2	64,166.66	30,791.59	4,748,334.44	1	7.370%	0.083333333	28,466.46	28,466.46	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	2/1/2016	2/22/2016	2/29/2016	21	8
168	167	MON	3/20/2016	3	64,166.66	28,466.46	4,684,167.78	1	7.370%	0.083333333	29,990.28	29,990.28	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	1	3/1/2016	3/21/2016	3/31/2016	20	11
169	168	MON	4/20/2016	4	64,166.66	29,990.28	4,620,001.12	1	7.370%	0.083333333	28,624.10	28,624.10	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	4/1/2016	4/20/2016	4/30/2016	19	11
170	169	MON	5/20/2016	5	64,166.66	28,624.10	4,555,834.46	1	7.370%	0.083333333	29,162.69	29,162.69	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	6	5/1/2016	5/20/2016	5/31/2016	19	12
171	170	MON	6/20/2016	6	64,166.66	29,162.69	4,491,667.80	1	7.370%	0.083333333	27,835.92	27,835.92	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	2	6/1/2016	6/20/2016	6/30/2016	19	11
172	171	MON	7/20/2016	7	64,166.66	27,835.92	4,427,501.14	1	7.370%	0.083333333	28,348.23	28,348.23	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	4	7/1/2016	7/20/2016	7/31/2016	19	12
173	172	MON	8/20/2016	8	64,166.66	28,348.23	4,363,334.48	1	7.370%	0.083333333	27,967.28	27,967.28	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	7	8/1/2016	8/22/2016	8/31/2016	21	10
174	173	MON	9/20/2016	9	64,166.66	27,967.28	4,299,167.82	1	7.370%	0.083333333	26,653.65	26,653.65	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	3	9/1/2016	9/20/2016	9/30/2016	19	11
175	174	MON	10/20/2016	10	64,166.66	26,653.65	4,235,001.16	1	7.370%	0.083333333	27,126.55	27,126.55	MON 7 37% Term Loan (ML0936T1) due 2022	MON 7 37 Term Loan (T1)	5	10/1/2016	10/20/2016	10/31/2016	19	12
176	175	MON	11/20/2016	11	64,166.66	27,126.55	4,170,834.50	1	7.370%	0.083333333	25,878.60	25,878.60	MON 7 37% Term Loan (ML0936T1) due							

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

WP/II C-6 J Amortization Schedules for all Short and Long-Term Debt

Witness Brian Bahr

Note The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records.

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	
Line No	Period	Entity	Due Date	Month	Prin Pmt	Int Pmt	End Bal	Pmt Due	Rate	Int Calc Base	Int Accr	Cum Int Accr	Issue Full Name	Issue Short Name	Wkday	FOM	Bizday	EOM	Heads	Tails
196	195	MON	7/20/2018	7	64,166.66	18,377.75	2,987,501.30	1	7.370%	0.083333333	18,574.80	18,574.80	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	6	7/1/2018	7/20/2018	7/31/2018	19	12
197	196	MON	8/20/2018	8	64,166.66	18,574.80	2,823,334.64	1	7.370%	0.083333333	18,167.57	18,167.57	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	2	8/1/2018	8/20/2018	8/31/2018	19	12
198	197	MON	9/20/2018	9	64,166.66	18,167.57	2,759,167.96	1	7.370%	0.083333333	17,195.48	17,195.48	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	5	9/1/2018	9/20/2018	9/30/2018	19	11
199	198	MON	10/20/2018	10	64,166.66	17,195.48	2,695,001.32	1	7.370%	0.083333333	17,379.39	17,379.39	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	7	10/1/2018	10/22/2018	10/31/2018	21	10
200	199	MON	11/20/2018	11	64,166.66	17,379.39	2,630,834.66	1	7.370%	0.083333333	16,407.30	16,407.30	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	3	11/1/2018	11/20/2018	11/30/2018	19	11
201	200	MON	12/20/2018	12	64,166.66	16,407.30	2,566,668.00	1	7.370%	0.083333333	16,538.66	16,538.66	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	5	12/1/2018	12/20/2018	12/31/2018	19	12
202	201	MON	1/20/2019	1	64,166.66	16,538.66	2,502,501.34	1	7.370%	0.083333333	16,144.57	16,144.57	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	1	1/1/2019	1/21/2019	1/31/2019	20	11
203	202	MON	2/20/2019	2	64,166.66	16,144.57	2,438,334.68	1	7.370%	0.083333333	14,226.67	14,226.67	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	4	2/1/2019	2/20/2019	2/28/2019	19	9
204	203	MON	3/20/2019	3	64,166.66	14,226.67	2,374,168.02	1	7.370%	0.083333333	15,316.98	15,316.98	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	4	3/1/2019	3/20/2019	3/31/2019	19	12
205	204	MON	4/20/2019	4	64,166.66	15,316.98	2,310,001.36	1	7.370%	0.083333333	14,463.12	14,463.12	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	7	4/1/2019	4/22/2019	4/30/2019	21	9
206	205	MON	5/20/2019	5	64,166.66	14,463.12	2,245,834.70	1	7.370%	0.083333333	14,502.53	14,502.53	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	2	5/1/2019	5/20/2019	5/31/2019	19	12
207	206	MON	6/20/2019	6	64,166.66	14,502.53	2,181,668.04	1	7.370%	0.083333333	13,648.67	13,648.67	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	5	6/1/2019	6/20/2019	6/30/2019	19	11
208	207	MON	7/20/2019	7	64,166.66	13,648.67	2,117,501.38	1	7.370%	0.083333333	13,714.35	13,714.35	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	7	7/1/2019	7/22/2019	7/31/2019	21	10
209	208	MON	8/20/2019	8	64,166.66	13,714.35	2,053,334.72	1	7.370%	0.083333333	13,280.85	13,280.85	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	3	8/1/2019	8/20/2019	8/31/2019	19	12
210	209	MON	9/20/2019	9	64,166.66	13,280.85	1,989,168.06	1	7.370%	0.083333333	12,466.40	12,466.40	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	6	9/1/2019	9/20/2019	9/30/2019	19	11
211	210	MON	10/20/2019	10	64,166.66	12,466.40	1,925,001.40	1	7.370%	0.083333333	12,479.53	12,479.53	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	1	10/1/2019	10/21/2019	10/31/2019	20	11
212	211	MON	11/20/2019	11	64,166.66	12,479.53	1,860,834.74	1	7.370%	0.083333333	11,678.22	11,678.22	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	4	11/1/2019	11/20/2019	11/30/2019	19	11
213	212	MON	12/20/2019	12	64,166.66	11,678.22	1,796,668.08	1	7.370%	0.083333333	11,651.94	11,651.94	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	6	12/1/2019	12/20/2019	12/31/2019	19	12
214	213	MON	1/20/2020	1	64,166.66	11,651.94	1,732,501.42	1	7.370%	0.083333333	11,244.72	11,244.72	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	2	1/1/2020	1/20/2020	1/31/2020	19	12
215	214	MON	2/20/2020	2	64,166.66	11,244.72	1,668,334.76	1	7.370%	0.083333333	10,154.40	10,154.40	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	5	2/1/2020	2/20/2020	2/29/2020	19	10
216	215	MON	3/20/2020	3	64,166.66	10,154.40	1,604,168.10	1	7.370%	0.083333333	10,430.27	10,430.27	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	6	3/1/2020	3/20/2020	3/31/2020	19	12
217	216	MON	4/20/2020	4	64,166.66	10,430.27	1,540,001.44	1	7.370%	0.083333333	9,707.77	9,707.77	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	2	4/1/2020	4/20/2020	4/30/2020	19	11
218	217	MON	5/20/2020	5	64,166.66	9,707.77	1,475,834.78	1	7.370%	0.083333333	9,615.81	9,615.81	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	4	5/1/2020	5/20/2020	5/31/2020	19	12
219	218	MON	6/20/2020	6	64,166.66	9,615.81	1,411,668.12	1	7.370%	0.083333333	8,945.86	8,945.86	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	7	6/1/2020	6/22/2020	6/30/2020	21	9
220	219	MON	7/20/2020	7	64,166.66	8,945.86	1,347,501.46	1	7.370%	0.083333333	8,801.36	8,801.36	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	2	7/1/2020	7/20/2020	7/31/2020	19	12
221	220	MON	8/20/2020	8	64,166.66	8,801.36	1,283,334.80	1	7.370%	0.083333333	8,394.13	8,394.13	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	5	8/1/2020	8/20/2020	8/31/2020	19	12
222	221	MON	9/20/2020	9	64,166.66	8,394.13	1,219,168.14	1	7.370%	0.083333333	7,750.45	7,750.45	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	1	9/1/2020	9/21/2020	9/30/2020	20	10
223	222	MON	10/20/2020	10	64,166.66	7,750.45	1,155,001.48	1	7.370%	0.083333333	7,579.68	7,579.68	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	3	10/1/2020	10/20/2020	10/31/2020	19	12
224	223	MON	11/20/2020	11	64,166.66	7,579.68	1,090,834.82	1	7.370%	0.083333333	6,949.13	6,949.13	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	6	11/1/2020	11/20/2020	11/30/2020	19	11
225	224	MON	12/20/2020	12	64,166.66	6,949.13	1,026,668.16	1	7.370%	0.083333333	6,778.36	6,778.36	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	1	12/1/2020	12/21/2020	12/31/2020	20	11
226	225	MON	1/20/2021	1	64,166.66	6,778.36	962,501.50	1	7.370%	0.083333333	6,358.00	6,358.00	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	4	1/1/2021	1/20/2021	1/31/2021	19	12
227	226	MON	2/20/2021	2	64,166.66	6,358.00	898,334.84	1	7.370%	0.083333333	5,425.32	5,425.32	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	7	2/1/2021	2/22/2021	2/28/2021	21	7
228	227	MON	3/20/2021	3	64,166.66	5,425.32	834,168.18	1	7.370%	0.083333333	5,569.82	5,569.82	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	7	3/1/2021	3/22/2021	3/31/2021	21	10
229	228	MON	4/20/2021	4	64,166.66	5,569.82	770,001.52	1	7.370%	0.083333333	4,978.68	4,978.68	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	3	4/1/2021	4/20/2021	4/30/2021	19	11
230	229	MON	5/20/2021	5	64,166.66	4,978.68	705,834.86	1	7.370%	0.083333333	4,729.09	4,729.09	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	5	5/1/2021	5/20/2021	5/31/2021	19	12
231	230	MON	6/20/2021	6	64,166.66	4,729.09	641,668.20	1	7.370%	0.083333333	4,203.64	4,203.64	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	1	6/1/2021	6/21/2021	6/30/2021	20	10
232	231	MON	7/20/2021	7	64,166.66	4,203.64	577,501.54	1	7.370%	0.083333333	3,914.64	3,914.64	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	3	7/1/2021	7/20/2021	7/31/2021	19	12
233	232	MON	8/20/2021	8	64,166.66	3,914.64	513,334.88	1	7.370%	0.083333333	3,507.41	3,507.41	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	6	8/1/2021	8/20/2021	8/31/2021	19	12
234	233	MON	9/20/2021	9	64,166.66	3,507.41	449,168.22	1	7.370%	0.083333333	3,008.23	3,008.23	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	2	9/1/2021	9/20/2021	9/30/2021	19	11
235	234	MON	10/20/2021	10	64,166.66	3,008.23	385,001.56	1	7.370%	0.083333333	2,692.96	2,692.96	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	4	10/1/2021	10/20/2021	10/31/2021	19	12
236	235	MON	11/20/2021	11	64,166.66	2,692.96	320,834.90	1	7.370%	0.083333333	2,246.32	2,246.32	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	7	11/1/2021	11/22/2021	11/30/2021	21	9
237	236	MON	12/20/2021	12	64,166.66	2,246.32	256,668.24	1	7.370%	0.083333333	1,878.51	1,878.51	MON 7.37% Term Loan (ML0936T1) due 2022	MON 7.37 Term Loan (T1)	2	12/1/2021				

Monarch Utilities I L.P.
Docket No 50944
Test Year Ending 12/31/2019
WP/II C-6.2 Amortization Schedules for all Short and Long-Term Debt
Witness: Brian Bahr

Note: The source of any amounts included in this workpaper without formulas or other references is the underlying accounting records and debt records.

Line No	Period	Enby	Date	Month	Sched Prin Pmt	Sched Int Pmt	End Bal	Pmt Due	Rate	Int Calc Base	Int Accr	Cum Int Accr	Issue Full Name	Issue Short Name	Wkday	FOM	Bizday	EOM	Heads	Tails
1	0	MON	5/20/2003	5	(1,000,000.00)		1,000,000.00	0	5.770%	0.083333333			MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)				5/31/2003		
2	1	MON	6/20/2003	6	4,385.96		995,614.04	0	5.770%	0.083333333	4,800.60	4,800.60	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	6	6/1/2003	6/20/2003	6/30/2003	19	11
3	2	MON	7/20/2003	7	4,385.96	4,900.60	991,228.07	1	5.770%	0.083333333	4,939.09	4,939.09	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	1	7/1/2003	7/21/2003	7/31/2003	20	11
4	3	MON	8/20/2003	8	4,385.96	4,939.09	986,842.11	1	5.770%	0.083333333	4,916.59	4,916.59	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	4	8/1/2003	8/20/2003	8/31/2003	19	12
5	4	MON	9/20/2003	9	4,385.96	4,916.59	982,456.14	1	5.770%	0.083333333	4,736.74	4,736.74	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	7	9/1/2003	9/22/2003	9/30/2003	21	9
6	5	MON	10/20/2003	10	4,385.96	4,736.74	978,070.18	1	5.770%	0.083333333	4,873.01	4,873.01	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	2	10/1/2003	10/20/2003	10/31/2003	19	12
7	6	MON	11/20/2003	11	4,385.96	4,873.01	973,684.21	1	5.770%	0.083333333	4,696.15	4,696.15	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	5	11/1/2003	11/20/2003	11/30/2003	19	11
8	7	MON	12/20/2003	12	4,385.96	4,696.15	969,298.25	1	5.770%	0.083333333	4,830.83	4,830.83	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	7	12/1/2003	12/22/2003	12/31/2003	21	10
9	8	MON	1/20/2004	1	4,385.96	4,830.83	964,912.28	1	5.770%	0.083333333	4,807.63	4,807.63	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	3	1/1/2004	1/20/2004	1/31/2004	19	12
10	9	MON	2/20/2004	2	4,385.96	4,807.63	960,526.32	1	5.770%	0.083333333	4,477.94	4,477.94	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	6	2/1/2004	2/20/2004	2/29/2004	19	10
11	10	MON	3/20/2004	3	4,385.96	4,477.94	956,140.35	1	5.770%	0.083333333	4,765.45	4,765.45	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	7	3/1/2004	3/22/2004	3/31/2004	21	10
12	11	MON	4/20/2004	4	4,385.96	4,765.45	951,754.39	1	5.770%	0.083333333	4,589.71	4,589.71	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	3	4/1/2004	4/20/2004	4/30/2004	19	11
13	12	MON	5/20/2004	5	4,385.96	4,589.71	947,368.42	1	5.770%	0.083333333	4,720.46	4,720.46	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	5	5/1/2004	5/20/2004	5/31/2004	19	12
14	13	MON	6/20/2004	6	4,385.96	4,720.46	942,982.46	1	5.770%	0.083333333	4,548.23	4,548.23	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	1	6/1/2004	6/21/2004	6/30/2004	20	10
15	14	MON	7/20/2004	7	4,385.96	4,548.23	938,596.49	1	5.770%	0.083333333	4,676.88	4,676.88	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	3	7/1/2004	7/20/2004	7/31/2004	19	12
16	15	MON	8/20/2004	8	4,385.96	4,676.88	934,210.53	1	5.770%	0.083333333	4,655.09	4,655.09	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	6	8/1/2004	8/20/2004	8/31/2004	19	12
17	16	MON	9/20/2004	9	4,385.96	4,655.09	929,824.56	1	5.770%	0.083333333	4,484.26	4,484.26	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	2	9/1/2004	9/23/2004	9/30/2004	19	11
18	17	MON	10/20/2004	10	4,385.96	4,484.26	925,438.60	1	5.770%	0.083333333	4,611.50	4,611.50	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	4	10/1/2004	10/20/2004	10/31/2004	19	12
19	18	MON	11/20/2004	11	4,385.96	4,611.50	921,052.63	1	5.770%	0.083333333	4,443.49	4,443.49	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	7	11/1/2004	11/22/2004	11/30/2004	21	9
20	19	MON	12/20/2004	12	4,385.96	4,443.49	916,666.67	1	5.770%	0.083333333	4,567.92	4,567.92	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	2	12/1/2004	12/20/2004	12/31/2004	19	12
21	20	MON	1/20/2005	1	4,385.96	4,567.92	912,280.70	1	5.770%	0.083333333	4,546.12	4,546.12	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	5	1/1/2005	1/20/2005	1/31/2005	19	12
22	21	MON	2/20/2005	2	4,385.96	4,546.12	907,894.74	1	5.770%	0.083333333	4,088.49	4,088.49	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	1	2/1/2005	2/21/2005	2/28/2005	20	8
23	22	MON	3/20/2005	3	4,385.96	4,088.49	903,508.77	1	5.770%	0.083333333	4,503.24	4,503.24	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	1	3/1/2005	3/21/2005	3/31/2005	20	11
24	23	MON	4/20/2005	4	4,385.96	4,503.24	899,122.81	1	5.770%	0.083333333	4,336.64	4,336.64	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	4	4/1/2005	4/20/2005	4/30/2005	19	11
25	24	MON	5/20/2005	5	4,385.96	4,336.64	894,736.84	1	5.770%	0.083333333	4,458.96	4,458.96	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	6	5/1/2005	5/20/2005	5/31/2005	19	12
26	25	MON	6/20/2005	6	4,385.96	4,458.96	890,350.88	1	5.770%	0.083333333	4,284.46	4,284.46	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	2	6/1/2005	6/20/2005	6/30/2005	19	11
27	26	MON	7/20/2005	7	4,385.96	4,284.46	885,964.91	1	5.770%	0.083333333	4,415.37	4,415.37	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	4	7/1/2005	7/20/2005	7/31/2005	19	12
28	27	MON	8/20/2005	8	4,385.96	4,415.37	881,578.95	1	5.770%	0.083333333	4,394.99	4,394.99	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	7	8/1/2005	8/22/2005	8/31/2005	21	10
29	28	MON	9/20/2005	9	4,385.96	4,394.99	877,192.98	1	5.770%	0.083333333	4,231.19	4,231.19	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	3	9/1/2005	9/20/2005	9/30/2005	19	11
30	29	MON	10/20/2005	10	4,385.96	4,231.19	872,807.02	1	5.770%	0.083333333	4,350.00	4,350.00	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	5	10/1/2005	10/20/2005	10/31/2005	19	12
31	30	MON	11/20/2005	11	4,385.96	4,350.00	868,421.05	1	5.770%	0.083333333	4,189.72	4,189.72	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	1	11/1/2005	11/21/2005	11/30/2005	20	10
32	31	MON	12/20/2005	12	4,385.96	4,189.72	864,035.08	1	5.770%	0.083333333	4,306.41	4,306.41	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	3	12/1/2005	12/20/2005	12/31/2005	19	12
33	32	MON	1/20/2006	1	4,385.96	4,306.41	859,649.12	1	5.770%	0.083333333	4,284.62	4,284.62	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	6	1/1/2006	1/20/2006	1/31/2006	19	12
34	33	MON	2/20/2006	2	4,385.96	4,284.62	855,263.16	1	5.770%	0.083333333	3,851.59	3,851.59	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	2	2/1/2006	2/20/2006	2/29/2006	19	9
35	34	MON	3/20/2006	3	4,385.96	3,851.59	850,877.19	1	5.770%	0.083333333	4,241.03	4,241.03	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	2	3/1/2006	3/20/2006	3/31/2006	19	12
36	35	MON	4/20/2006	4	4,385.96	4,241.03	846,491.23	1	5.770%	0.083333333	4,083.57	4,083.57	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	5	4/1/2006	4/20/2006	4/30/2006	19	11
37	36	MON	5/20/2006	5	4,385.96	4,083.57	842,105.26	1	5.770%	0.083333333	4,198.86	4,198.86	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	7	5/1/2006	5/22/2006	5/31/2006	21	10
38	37	MON	6/20/2006	6	4,385.96	4,198.86	837,719.30	1	5.770%	0.083333333	4,041.39	4,041.39	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	3	6/1/2006	6/20/2006	6/30/2006	19	11
39	38	MON	7/20/2006	7	4,385.96	4,041.39	833,333.33	1	5.770%	0.083333333	4,153.87	4,153.87	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	5	7/1/2006	7/20/2006	7/31/2006	19	12
40	39	MON	8/20/2006	8	4,385.96	4,153.87	828,947.37	1	5.770%	0.083333333	4,132.78	4,132.78	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	1	8/1/2006	8/21/2006	8/31/2006	20	11
41	40	MON	9/20/2006	9	4,385.96	4,132.78	824,561.40	1	5.770%	0.083333333	3,978.12	3,978.12	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	4	9/1/2006	9/20/2006	9/30/2006	19	11
42	41	MON	10/20/2006	10	4,385.96	3,978.12	820,175.44	1	5.770%	0.083333333	4,088.49	4,088.49	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	6	10/1/2006	10/20/2006	10/31/2006	19	12
43	42	MON	11/20/2006	11	4,385.96	4,088.49	815,789.47	1	5.770%	0.083333333	3,935.94	3,935.94	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	2	11/1/2006	11/20/2006	11/30/2006	19	11
44	43	MON	12/20/2006	12	4,385.96	3,935.94	811,403.51	1	5.770%	0.083333333	4,044.90	4,044.90	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	4	12/1/2006	12/20/2006	12/31/2006	19	12
45	44	MON	1/20/2007	1	4,385.96	4,044.90	807,017.54	1	5.770%	0.083333333	4,024.52	4,024.52	MON 5.77% Term Loan (ML09361) due 2022	MON Term Loan (T2)	7	1/1/2007	1/22/2007	1/31/2007	21	10

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Note. The source of any amounts included in this workpaper without formulas or other references is the underlying accounting records and debt records

Line No	Period	Enity	Date	Month	Sched Prin Pmt	Sched Int Pmt	End Bal	Pmt Due	Rate	Int Calc Base	Int Accr	Cum Int Accr	Issue Full Name	Issue Short Name	Wkday	FOM	Bizday	ETM	Heads	Tails
72	71	MON	4/20/2009	4	4,385.96	3,456.52	698,596.49	1	5.770%	0.06333333	3,324.36	3,324.36	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	2	4/1/2009	4/20/2009	4/30/2009	19	11
73	72	MON	5/20/2009	5	4,385.96	3,324.36	684,210.53	1	5.770%	0.06333333	3,412.93	3,412.93	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	4	5/1/2009	5/20/2009	5/31/2009	19	12
74	73	MON	6/20/2009	6	4,385.96	3,412.93	679,824.56	1	5.770%	0.06333333	3,289.59	3,289.59	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	7	6/1/2009	6/20/2009	6/30/2009	21	9
75	74	MON	7/20/2009	7	4,385.96	3,289.59	675,438.60	1	5.770%	0.06333333	3,369.35	3,369.35	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	2	7/1/2009	7/20/2009	7/31/2009	19	12
76	75	MON	8/20/2009	8	4,385.96	3,369.35	671,052.63	1	5.770%	0.06333333	3,347.56	3,347.56	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	5	8/1/2009	8/20/2009	8/31/2009	19	12
77	76	MON	9/20/2009	9	4,385.96	3,347.56	666,666.67	1	5.770%	0.06333333	3,219.62	3,219.62	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	1	9/1/2009	9/21/2009	9/30/2009	20	10
78	77	MON	10/20/2009	10	4,385.96	3,219.62	662,280.70	1	5.770%	0.06333333	3,303.97	3,303.97	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	3	10/1/2009	10/20/2009	10/31/2009	19	12
79	78	MON	11/20/2009	11	4,385.96	3,303.97	657,894.74	1	5.770%	0.06333333	3,176.73	3,176.73	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	6	11/1/2009	11/20/2009	11/30/2009	19	11
80	79	MON	12/20/2009	12	4,385.96	3,176.73	653,508.77	1	5.770%	0.06333333	3,261.09	3,261.09	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	1	12/1/2009	12/21/2009	12/31/2009	20	11
81	80	MON	1/20/2010	1	4,385.96	3,261.09	649,122.81	1	5.770%	0.06333333	3,238.60	3,238.60	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	4	1/1/2010	1/20/2010	1/31/2010	19	12
82	81	MON	2/20/2010	2	4,385.96	3,238.60	644,736.84	1	5.770%	0.06333333	2,908.20	2,908.20	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	7	2/1/2010	2/22/2010	2/28/2010	21	7
83	82	MON	3/20/2010	3	4,385.96	2,908.20	640,350.88	1	5.770%	0.06333333	3,196.42	3,196.42	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	7	3/1/2010	3/22/2010	3/31/2010	21	10
84	83	MON	4/20/2010	4	4,385.96	3,196.42	635,964.91	1	5.770%	0.06333333	3,071.29	3,071.29	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	3	4/1/2010	4/20/2010	4/30/2010	19	11
85	84	MON	5/20/2010	5	4,385.96	3,071.29	631,578.95	1	5.770%	0.06333333	3,151.43	3,151.43	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	5	5/1/2010	5/20/2010	5/31/2010	19	12
86	85	MON	6/20/2010	6	4,385.96	3,151.43	627,192.98	1	5.770%	0.06333333	3,029.81	3,029.81	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	1	6/1/2010	6/21/2010	6/30/2010	20	10
87	86	MON	7/20/2010	7	4,385.96	3,029.81	622,807.02	1	5.770%	0.06333333	3,107.84	3,107.84	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	3	7/1/2010	7/20/2010	7/31/2010	19	12
88	87	MON	8/20/2010	8	4,385.96	3,107.84	618,421.05	1	5.770%	0.06333333	3,086.05	3,086.05	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	6	8/1/2010	8/20/2010	8/31/2010	19	12
89	88	MON	9/20/2010	9	4,385.96	3,086.05	614,035.09	1	5.770%	0.06333333	2,965.84	2,965.84	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	2	9/1/2010	9/20/2010	9/30/2010	19	11
90	89	MON	10/20/2010	10	4,385.96	2,965.84	609,649.12	1	5.770%	0.06333333	3,042.47	3,042.47	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	4	10/1/2010	10/20/2010	10/31/2010	19	12
91	90	MON	11/20/2010	11	4,385.96	3,042.47	605,263.16	1	5.770%	0.06333333	2,925.07	2,925.07	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	7	11/1/2010	11/22/2010	11/30/2010	21	9
92	91	MON	12/20/2010	12	4,385.96	2,925.07	600,877.19	1	5.770%	0.06333333	2,998.88	2,998.88	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	2	12/1/2010	12/20/2010	12/31/2010	19	12
93	92	MON	1/20/2011	1	4,385.96	2,998.88	596,491.23	1	5.770%	0.06333333	2,977.09	2,977.09	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	5	1/1/2011	1/20/2011	1/31/2011	19	12
94	93	MON	2/20/2011	2	4,385.96	2,977.09	592,105.26	1	5.770%	0.06333333	2,671.30	2,671.30	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	1	2/1/2011	2/21/2011	2/28/2011	20	8
95	94	MON	3/20/2011	3	4,385.96	2,671.30	587,719.30	1	5.770%	0.06333333	2,934.21	2,934.21	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	1	3/1/2011	3/21/2011	3/31/2011	20	11
96	95	MON	4/20/2011	4	4,385.96	2,934.21	583,333.33	1	5.770%	0.06333333	2,818.22	2,818.22	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	4	4/1/2011	4/20/2011	4/30/2011	19	11
97	96	MON	5/20/2011	5	4,385.96	2,818.22	578,947.37	1	5.770%	0.06333333	2,889.92	2,889.92	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	6	5/1/2011	5/20/2011	5/31/2011	19	12
98	97	MON	6/20/2011	6	4,385.96	2,889.92	574,561.40	1	5.770%	0.06333333	2,776.04	2,776.04	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	2	6/1/2011	6/20/2011	6/30/2011	19	11
99	98	MON	7/20/2011	7	4,385.96	2,776.04	570,175.44	1	5.770%	0.06333333	2,846.34	2,846.34	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	4	7/1/2011	7/20/2011	7/31/2011	19	12
100	99	MON	8/20/2011	8	4,385.96	2,846.34	565,789.47	1	5.770%	0.06333333	2,825.95	2,825.95	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	7	8/1/2011	8/22/2011	8/31/2011	21	10
101	100	MON	9/20/2011	9	4,385.96	2,825.95	561,403.51	1	5.770%	0.06333333	2,712.77	2,712.77	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	3	9/1/2011	9/20/2011	9/30/2011	19	11
102	101	MON	10/20/2011	10	4,385.96	2,712.77	557,017.54	1	5.770%	0.06333333	2,780.96	2,780.96	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	5	10/1/2011	10/20/2011	10/31/2011	19	12
103	102	MON	11/20/2011	11	4,385.96	2,780.96	552,631.58	1	5.770%	0.06333333	2,671.30	2,671.30	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	1	11/1/2011	11/21/2011	11/30/2011	20	10
104	103	MON	12/20/2011	12	4,385.96	2,671.30	548,245.61	1	5.770%	0.06333333	2,737.38	2,737.38	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	3	12/1/2011	12/20/2011	12/31/2011	19	12
105	104	MON	1/20/2012	1	4,385.96	2,737.38	543,859.65	1	5.770%	0.06333333	2,715.58	2,715.58	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	6	1/1/2012	1/20/2012	1/31/2012	19	12
106	105	MON	2/20/2012	2	4,385.96	2,715.58	539,473.68	1	5.770%	0.06333333	2,570.86	2,570.86	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	2	2/1/2012	2/20/2012	2/29/2012	19	10
107	106	MON	3/20/2012	3	4,385.96	2,570.86	535,087.72	1	5.770%	0.06333333	2,672.00	2,672.00	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	3	3/1/2012	3/20/2012	3/31/2012	19	12
108	107	MON	4/20/2012	4	4,385.96	2,672.00	530,701.75	1	5.770%	0.06333333	2,565.15	2,565.15	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	6	4/1/2012	4/20/2012	4/30/2012	19	11
109	108	MON	5/20/2012	5	4,385.96	2,565.15	526,315.79	1	5.770%	0.06333333	2,629.12	2,629.12	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	1	5/1/2012	5/21/2012	5/31/2012	20	11
110	109	MON	6/20/2012	6	4,385.96	2,629.12	521,929.82	1	5.770%	0.06333333	2,522.97	2,522.97	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	4	6/1/2012	6/20/2012	6/30/2012	19	11
111	110	MON	7/20/2012	7	4,385.96	2,522.97	517,543.86	1	5.770%	0.06333333	2,584.83	2,584.83	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	6	7/1/2012	7/20/2012	7/31/2012	19	12
112	111	MON	8/20/2012	8	4,385.96	2,584.83	513,157.89	1	5.770%	0.06333333	2,563.04	2,563.04	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	2	8/1/2012	8/20/2012	8/31/2012	19	12
113	112	MON	9/20/2012	9	4,385.96	2,563.04	508,771.93	1	5.770%	0.06333333	2,459.70	2,459.70	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	5	9/1/2012	9/20/2012	9/30/2012	19	11
114	113	MON	10/20/2012	10	4,385.96	2,459.70	504,385.96	1	5.770%	0.06333333	2,520.86	2,520.86	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	7	10/1/2012	10/22/2012	10/31/2012	21	10
115	114	MON	11/20/2012	11	4,385.96	2,520.86	500,000.00	1	5.770%	0.06333333	2,417.52	2,417.52	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	3	11/1/2012	11/20/2012	11/30/2012	19	11
116	115	MON	12/20/2012	12	4,385.96	2,417.52	495,614.04	1	5.770%	0.06333333	2,475.87	2,475.87	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	5	12/1/2012	12/20/2012	12/31/2012	19	12
117	116	MON	1/20/2013	1	4,385.96	2,475.87	491,228.07	1	5.770%	0.06333333	2,455.48	2,455.48	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	1	1/1/2013	1/22/2013	1/31/2013	21	10
118	117	MON	2/20/2013	2	4,385.96	2,455.48	486,842.11	1	5.770%	0.06333333	2,198.20	2,198.20	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	4	2/1/2013	2/20/2013	2/28/2013	19	9
119	118	MON	3/20/2013	3	4,385.96	2,198.20	482,456.14	1	5.770%	0.06333333	2,410.49	2,410.49	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	4	3/1/2013	3/20/2013	3/31/2013	19	12
120	119	MON	4/20/2013	4	4,385.96	2,410.49	478,070.18	1	5.770%	0.06333333	2,313.48	2,313.48	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	7					

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Witness: Brian Bahr

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Line No	Period	Entity	Date	Month	Sched Prin Pmt	Sched Int Pmt	End Bal	Pmt Due	Rate	Int Calc Base	Int Accr	Cum Int Accr	Issue Full Name	Issue Short Name	Wkday	FOM	Bizday	EOM	Head	Tails
143	142	MON	3/20/2015	3	4,385.96	1,725.69	3,771.92	96	5.770%	0.003333333	1,887.48	1,887.48	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	6	3/20/2015	3/31/2015	19	12	
144	143	MON	4/20/2015	4	4,385.96	1,887.48	3,728.07	01	5.770%	0.003333333	1,805.94	1,805.94	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	2	4/20/2015	4/30/2015	19	11	
145	144	MON	5/20/2015	5	4,385.96	1,805.94	3,684.01	05	5.770%	0.003333333	1,843.90	1,843.90	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	4	5/20/2015	5/31/2015	19	12	
146	145	MON	6/20/2015	6	4,385.96	1,843.90	3,640.05	09	5.770%	0.003333333	1,765.16	1,765.16	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	7	6/20/2015	6/30/2015	21	9	
147	146	MON	7/20/2015	7	4,385.96	1,765.16	3,596.49	12	5.770%	0.003333333	1,800.31	1,800.31	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	2	7/20/2015	7/31/2015	19	12	
148	147	MON	8/20/2015	8	4,385.96	1,800.31	3,552.63	16	5.770%	0.003333333	1,778.52	1,778.52	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	5	8/20/2015	8/31/2015	19	12	
149	148	MON	9/20/2015	9	4,385.96	1,778.52	3,508.77	19	5.770%	0.003333333	1,701.19	1,701.19	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	1	9/20/2015	9/30/2015	20	10	
150	149	MON	10/20/2015	10	4,385.96	1,701.19	3,464.91	23	5.770%	0.003333333	1,734.94	1,734.94	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	3	10/20/2015	10/31/2015	19	12	
151	150	MON	11/20/2015	11	4,385.96	1,734.94	3,421.05	26	5.770%	0.003333333	1,658.31	1,658.31	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	6	11/20/2015	11/30/2015	19	11	
152	151	MON	12/20/2015	12	4,385.96	1,658.31	3,377.19	30	5.770%	0.003333333	1,692.06	1,692.06	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	1	12/20/2015	12/31/2015	20	11	
153	152	MON	1/20/2016	1	4,385.96	1,692.06	3,333.33	33	5.770%	0.003333333	1,669.56	1,669.56	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	4	1/20/2016	1/31/2016	19	12	
154	153	MON	2/20/2016	2	4,385.96	1,669.56	3,289.47	37	5.770%	0.003333333	1,543.73	1,543.73	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	7	2/20/2016	2/29/2016	21	8	
155	154	MON	3/20/2016	3	4,385.96	1,543.73	3,245.61	40	5.770%	0.003333333	1,626.68	1,626.68	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	1	3/20/2016	3/31/2016	20	11	
156	155	MON	4/20/2016	4	4,385.96	1,626.68	3,201.75	44	5.770%	0.003333333	1,552.87	1,552.87	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	4	4/20/2016	4/30/2016	19	11	
157	156	MON	5/20/2016	5	4,385.96	1,552.87	3,157.89	47	5.770%	0.003333333	1,582.39	1,582.39	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	6	5/20/2016	5/31/2016	19	12	
158	157	MON	6/20/2016	6	4,385.96	1,582.39	3,113.03	51	5.770%	0.003333333	1,510.69	1,510.69	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	2	6/20/2016	6/30/2016	19	11	
159	158	MON	7/20/2016	7	4,385.96	1,510.69	3,071.07	54	5.770%	0.003333333	1,538.81	1,538.81	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	4	7/20/2016	7/31/2016	19	12	
160	159	MON	8/20/2016	8	4,385.96	1,538.81	3,026.51	58	5.770%	0.003333333	1,518.42	1,518.42	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	7	8/20/2016	8/31/2016	21	10	
161	160	MON	9/20/2016	9	4,385.96	1,518.42	2,981.58	61	5.770%	0.003333333	1,447.42	1,447.42	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	3	9/20/2016	9/30/2016	19	11	
162	161	MON	10/20/2016	10	4,385.96	1,447.42	2,936.65	65	5.770%	0.003333333	1,473.43	1,473.43	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	5	10/20/2016	10/31/2016	19	12	
163	162	MON	11/20/2016	11	4,385.96	1,473.43	2,891.73	68	5.770%	0.003333333	1,405.95	1,405.95	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	1	11/20/2016	11/30/2016	20	10	
164	163	MON	12/20/2016	12	4,385.96	1,405.95	2,848.72	71	5.770%	0.003333333	1,429.85	1,429.85	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	3	12/20/2016	12/31/2016	19	12	
165	164	MON	1/20/2017	1	4,385.96	1,429.85	2,805.71	75	5.770%	0.003333333	1,408.05	1,408.05	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	6	1/20/2017	1/31/2017	19	12	
166	165	MON	2/20/2017	2	4,385.96	1,408.05	2,762.70	79	5.770%	0.003333333	1,253.40	1,253.40	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	2	2/20/2017	2/29/2017	19	9	
167	166	MON	3/20/2017	3	4,385.96	1,253.40	2,719.69	83	5.770%	0.003333333	1,384.47	1,384.47	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	2	3/20/2017	3/31/2017	19	12	
168	167	MON	4/20/2017	4	4,385.96	1,384.47	2,676.68	87	5.770%	0.003333333	1,299.80	1,299.80	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	5	4/20/2017	4/30/2017	19	11	
169	168	MON	5/20/2017	5	4,385.96	1,299.80	2,633.67	91	5.770%	0.003333333	1,322.29	1,322.29	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	7	5/20/2017	5/31/2017	21	10	
170	169	MON	6/20/2017	6	4,385.96	1,322.29	2,588.71	95	5.770%	0.003333333	1,257.62	1,257.62	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	3	6/20/2017	6/30/2017	19	11	
171	170	MON	7/20/2017	7	4,385.96	1,257.62	2,543.75	99	5.770%	0.003333333	1,277.30	1,277.30	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	5	7/20/2017	7/31/2017	19	12	
172	171	MON	8/20/2017	8	4,385.96	1,277.30	2,500.00	103	5.770%	0.003333333	1,256.21	1,256.21	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	1	8/20/2017	8/31/2017	20	11	
173	172	MON	9/20/2017	9	4,385.96	1,256.21	2,455.04	107	5.770%	0.003333333	1,194.35	1,194.35	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	4	9/20/2017	9/30/2017	19	11	
174	173	MON	10/20/2017	10	4,385.96	1,194.35	2,412.28	111	5.770%	0.003333333	1,211.92	1,211.92	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	6	10/20/2017	10/31/2017	19	12	
175	174	MON	11/20/2017	11	4,385.96	1,211.92	2,368.41	115	5.770%	0.003333333	1,152.17	1,152.17	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	2	11/20/2017	11/30/2017	19	11	
176	175	MON	12/20/2017	12	4,385.96	1,152.17	2,324.54	119	5.770%	0.003333333	1,168.34	1,168.34	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	4	12/20/2017	12/31/2017	19	12	
177	176	MON	1/20/2018	1	4,385.96	1,168.34	2,280.67	123	5.770%	0.003333333	1,147.95	1,147.95	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	7	1/20/2018	1/31/2018	21	10	
178	177	MON	2/20/2018	2	4,385.96	1,147.95	2,236.80	127	5.770%	0.003333333	1,017.20	1,017.20	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	3	2/20/2018	2/29/2018	19	9	
179	178	MON	3/20/2018	3	4,385.96	1,017.20	2,192.93	131	5.770%	0.003333333	1,102.96	1,102.96	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	3	3/20/2018	3/31/2018	19	12	
180	179	MON	4/20/2018	4	4,385.96	1,102.96	2,149.06	135	5.770%	0.003333333	1,046.73	1,046.73	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	6	4/20/2018	4/30/2018	19	11	
181	180	MON	5/20/2018	5	4,385.96	1,046.73	2,105.19	139	5.770%	0.003333333	1,060.08	1,060.08	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	1	5/20/2018	5/31/2018	20	11	
182	181	MON	6/20/2018	6	4,385.96	1,060.08	2,061.32	143	5.770%	0.003333333	1,004.55	1,004.55	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	4	6/20/2018	6/30/2018	19	11	
183	182	MON	7/20/2018	7	4,385.96	1,004.55	2,017.45	147	5.770%	0.003333333	1,015.80	1,015.80	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	6	7/20/2018	7/31/2018	19	12	
184	183	MON	8/20/2018	8	4,385.96	1,015.80	1,973.58	151	5.770%	0.003333333	994.00	994.00	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	2	8/20/2018	8/31/2018	19	12	
185	184	MON	9/20/2018	9	4,385.96	994.00	1,929.71	155	5.770%	0.003333333	941.28	941.28	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	5	9/20/2018	9/30/2018	19	11	
186	185	MON	10/20/2018	10	4,385.96	941.28	1,885.84	159	5.770%	0.003333333	951.83	951.83	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	7	10/20/2018	10/31/2018	21	10	
187	186	MON	11/20/2018	11	4,385.96	951.83	1,841.97	163	5.770%	0.003333333	899.10	899.10	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	3	11/20/2018	11/30/2018	19	11	
188	187	MON	12/20/2018	12	4,385.96	899.10	1,798.10	167	5.770%	0.003333333	906.83	906.83	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	5	12/20/2018	12/31/2018	19	12	
189	188	MON	1/20/2019	1	4,385.96	906.83	1,754.23	171	5.770%	0.003333333	885.75	885.75	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	1	1/20/2019	1/31/2019	20	11	
190	189	MON	2/20/2019	2	4,385.96	885.75	1,710.36	175	5.770%	0.003333333	781.00	781.00	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	4	2/20/2019	2/29/2019	19	9	
191	190	MON	3/20/2019	3	4,385.96	781.00	1,666.49	179	5.770%	0.003333333	841.46	841.46	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	4	3/20/2019	3/31/2019	19	12	
192	191	MON	4/20/2019	4	4,385.96	841.46	1,622.62	183	5.770%	0.003333333	795.06	795.06	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	7	4/20/2019	4/30/2019	21	9	
193	192	MON	5/20/2019	5	4,385.96	795.06	1,578.75	187	5.770%	0.003333333	797.87	797.87	MON 5.77% Term Loan (ML093611) due 2022	MON Term Loan (T2)	2	5/20/2019	5/31/2019	19	12	
194	193	MON	6/20/2019	6	4,385.96	797.87	1,534.88	191	5.770%	0.0033										

Monarch Utilities I L.P
Docket No 50944
Test Year Ending 12/31/2019
WP/IJ C-6 2 Amortization Schedules for all Short and Long-Term Debt
Witness: Brian Bahr

Note: The source of any amounts included in this workpaper without formulas or other references is the underlying accounting records and debt records

Line No	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)
	Period	Entity	Date	Month	Sched Prin Pmt	Sched Int Pmt	End Bal	Pmt Due	Rate	Int Calc Base	Int Accr	Cum Int Accr	Issue Full Name	Issue Short Name	Wkday	FOM	Bizday	EOM	Heads	Tails
214	213	MON	2/20/2021	2	4,385.96	362.03	65,789.47	1	5.770%	0.083333333	310.01	310.01	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	7	2/1/2021	2/22/2021	2/26/2021	21	7
215	214	MON	3/20/2021	3	4,385.96	310.01	61,403.51	1	5.770%	0.083333333	319.85	319.85	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	7	3/1/2021	3/22/2021	3/31/2021	21	10
216	215	MON	4/20/2021	4	4,385.96	319.85	57,017.54	1	5.770%	0.083333333	287.52	287.52	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	3	4/1/2021	4/20/2021	4/30/2021	19	11
217	216	MON	5/20/2021	5	4,385.96	287.52	52,631.58	1	5.770%	0.083333333	274.86	274.86	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	5	5/1/2021	5/20/2021	5/31/2021	19	12
218	217	MON	6/20/2021	6	4,385.96	274.86	48,245.61	1	5.770%	0.083333333	246.04	246.04	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	1	6/1/2021	6/21/2021	6/30/2021	20	10
219	218	MON	7/20/2021	7	4,385.96	246.04	43,859.65	1	5.770%	0.083333333	231.28	231.28	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	3	7/1/2021	7/20/2021	7/31/2021	19	17
220	219	MON	8/20/2021	8	4,385.96	231.28	39,473.68	1	5.770%	0.083333333	209.49	209.49	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	6	8/1/2021	8/20/2021	8/31/2021	19	12
221	220	MON	9/20/2021	9	4,385.96	209.49	35,087.72	1	5.770%	0.083333333	182.07	182.07	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	2	9/1/2021	9/20/2021	9/30/2021	19	11
222	221	MON	10/20/2021	10	4,385.96	182.07	30,701.75	1	5.770%	0.083333333	165.90	165.90	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	4	10/1/2021	10/20/2021	10/31/2021	19	12
223	222	MON	11/20/2021	11	4,385.96	165.90	26,315.79	1	5.770%	0.083333333	141.30	141.30	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	7	11/1/2021	11/20/2021	11/30/2021	21	9
224	223	MON	12/20/2021	12	4,385.96	141.30	21,929.82	1	5.770%	0.083333333	122.32	122.32	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	2	12/1/2021	12/20/2021	12/31/2021	19	12
225	224	MON	1/20/2022	1	4,385.96	122.32	17,543.86	1	5.770%	0.083333333	100.53	100.53	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	5	1/1/2022	1/20/2022	1/31/2022	19	12
226	225	MON	2/20/2022	2	4,385.96	100.53	13,157.89	1	5.770%	0.083333333	73.11	73.11	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	1	2/1/2022	2/21/2022	2/28/2022	20	8
227	226	MON	3/20/2022	3	4,385.96	73.11	8,771.93	1	5.770%	0.083333333	57.64	57.64	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	1	3/1/2022	3/21/2022	3/31/2022	20	11
228	227	MON	4/20/2022	4	4,385.96	57.64	4,385.96	1	5.770%	0.083333333	34.45	34.45	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	4	4/1/2022	4/20/2022	4/30/2022	19	11
229	228	MON	5/20/2022	5	4,385.96	34.45	0.00	1	5.770%	0.083333333	13.36	13.36	MON 5.77% Term Loan (ML0936T1) due 2022	MON Term Loan (T2)	6	5/1/2022	5/20/2022	5/31/2022	19	12
230						109,360.76	502,159.98													
231							0.0022													

Monarch Utilities I L.P.
Docket No 50944
Test Year Ending 12/31/2019
WP/II C-6.3 Amortization Schedules for all Short and Long-Term Debt
Witness: Brian Bahr

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Line No	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	
	Period	Entity	Date	Month	Sched Prin Pmt	Sched Int Pmt	End Bal	Pmt Due	Rate	Int Calc Base	Int Accr	Cum Int Accr	Issue Full Name	Issue Short Name	Wkday	FOM	Bizday	EOM	Heads	Tails	
285	284	MON	4/20/2029	4	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
286	285	MON	5/20/2029	5	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
287	286	MON	6/20/2029	6	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
288	287	MON	7/20/2029	7	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
289	288	MON	8/20/2029	8	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
290	289	MON	9/20/2029	9	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
291	290	MON	10/20/2029	10	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
292	291	MON	11/20/2029	11	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
293	292	MON	12/20/2029	12	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
294	293	MON	1/20/2030	1	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
295	294	MON	2/20/2030	2	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
296	295	MON	3/20/2030	3	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
297	296	MON	4/20/2030	4	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
298	297	MON	5/20/2030	5	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
299	298	MON	6/20/2030	6	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
300	299	MON	7/20/2030	7	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
301	300	MON	8/20/2030	8	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
302	301	MON	9/20/2030	9	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
303	302	MON	10/20/2030	10	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
304	303	MON	11/20/2030	11	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
305	304	MON	12/20/2030	12	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
306	305	MON	1/20/2031	1	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
307	306	MON	2/20/2031	2	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
308	307	MON	3/20/2031	3	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
309	308	MON	4/20/2031	4	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
310	309	MON	5/20/2031	5	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
311	310	MON	6/20/2031	6	-	101,666.67	20,000,000.00	1	6.100%	0.083333333	101,666.67	101,666.67	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0
312	311	MON	6/30/2031	6	20,000,000.00	101,666.67	-	1	6.100%	0.083333333	-	33,888.89	MON 6 10% Term Loan (ML0936T3) due 2031	MON Term Loan (T3)		0	0	0	0	0	0

**WP/II-C-8 is Confidential and
being provided under seal.**

Monarch Utilities I L P
 Docket No 50944
 Test Year Ending 12/31/2019
 WP/ II-D-1 I Historical and Per Book Test Year O&M Expense
 Witness Brian Bahl

Line No	Account No (a)	Description (b)	Reference (c)	Reference (d)	TY Ending December 31, 2019 per Book					Normalizations and Known & Measurable		Total Adjusted O&M			1/1/2018 - 12/31/2018 (p)	1/1/2017 - 12/31/2017 (q)	
					Water (e)	Wastewater (f)	Shared (g)	Total Water (h)	Total Wastewater (i)	Total per Book (j)	Water (k)	Wastewater (l)	Total Water (m)	Total Wastewater (n)			Total Book (o)
1	601	Salaries and Wages - Employees	II-D-1, II-D-1	WP/II-D 1a	364,989	-	8,706,891	8,027,053	1,044,827	9,071,880	595,086	-	8,622,139	1,044,827	9,666,966	3,399,738	3,318,931
2	604	Employee Pensions and Benefits	II-D-1, II-D-1	WP/II-D 1a	-	-	2,617,529	2,305,414	314,103	2,619,518	179,641	-	2,485,055	314,103	2,799,159	959,114	1,336,875
3	610	Purchased Water	II-D-1, II-D-1	WP/II-D 1a	2,846,036	4,824	-	3,400	2,849,204	5,256	2,854,460	267,956	-	3,117,159	5,256	3,007,145	2,220,059
4	615	Purchased Power	II-D-1, II-D-1	WP/II-D 1a	845,739	-	2,892	848,284	347	848,631	269,139	-	1,117,422	347	1,117,769	818,773	774,534
5	618	Chemicals	II-D-1, II-D-1	WP/II-D 1a	442,457	-	100,273	530,553	12,027	542,680	65,498	-	596,151	12,027	608,178	468,638	505,281
6	620	Materials and Supplies	II-D-1, II-D-1	WP/II-D 1a	1,272,649	-	718,403	1,905,020	86,232	1,991,252	346,036	-	2,251,055	86,232	2,337,288	1,142,474	1,205,995
7	631	Contractual Services - Engineering	II-D-1, II-D-1	WP/II-D 1a	-	-	-	-	-	-	-	-	-	-	-	-	-
8	633	Contractual Services - Legal	II-D-1, II-D-1	WP/II-D 1a	33,846	-	61,082	67,599	7,330	74,928	16,881	-	84,480	7,330	91,809	35,765	(1,007)
9	635	Contractual Services - Testing	II-D-1, II-D-1	WP/II-D 1a	303,240	-	15,807	317,150	1,897	319,047	71,222	-	388,372	1,897	390,269	209,016	214,555
10	636	Contractual Services - Other	II-D-1, II-D-1	WP/II-D 1a	313,586	-	1,531,392	1,661,211	183,767	1,844,978	146,363	-	1,807,574	183,767	1,991,341	954,360	921,137
11	641/741	Rental of Building/Real Property	II-D-1, II-D-1	WP/II-D 1a	-	-	306,500	269,720	36,780	306,500	-	-	269,720	36,780	306,500	30,752	25,499
12	642/742	Rental of Equipment	II-D-1, II-D-1	WP/II-D 1a	751	495	65,408	58,486	8,368	66,854	1,379	-	59,864	8,368	68,232	26,762	23,396
13	650	Transportation Expenses	II-D-1, II-D-1	WP/II-D 1a	2,578	-	794,978	702,114	95,391	797,506	(55,012)	-	647,102	95,391	742,494	472,575	478,266
14	656/756	Insurance - Vehicle	II-D-1, II-D-1	WP/II-D 1a	-	-	88,441	77,828	10,613	88,441	15,566	-	93,394	12,736	106,129	40,713	23,308
15	657/757	Insurance - General Liability	II-D-1, II-D-1	WP/II-D 1a	-	-	56,742	49,933	6,809	56,742	9,987	-	59,920	8,171	68,090	-	-
16	658/758	Insurance - Workman's Compensation	II-D-1, II-D-1	WP/II-D 1a	-	-	20,155	17,736	2,419	20,155	3,547	-	21,284	2,902	24,186	(62,895)	5,467
17	659	Insurance - Other	II-D-1, II-D-1	WP/II-D 1a	748	-	359,684	317,270	43,162	360,432	63,413	-	380,683	43,162	423,845	29,180	9,074
18	660/760	Advertising Expenses	II-D-1, II-D-1	WP/II-D 1a	-	-	-	-	-	-	-	-	-	-	-	-	1,400
19	667	Regulatory Commission Expenses - Other	II-D-1, II-D-1	WP/II-D 1a	-	-	-	2,410	-	2,410	-	-	-	2,410	2,410	11,589	71,378
20	670	Bad Debt Expense	II-D-1, II-D-1	WP/II-D 1a	-	-	281,186	247,620	33,766	281,386	-	-	273,679	33,766	307,445	356,124	475,046
21	675	Miscellaneous Expenses	II-D-1, II-D-1	WP/II-D 1a	-	-	-	-	-	-	-	-	-	-	-	-	-
22	701	Salaries and Wages - Employees	II-D-1, II-D-1	WP/II-D 1a	8,943,966	-	(17,534,072)	(2,086,018)	(1,504,089)	(1,504,089)	1,514,549	95	(571,468)	(1,504,089)	(2,025,556)	6,095,447	6,279,712
23	704	Employee Pensions and Benefits	II-D-1, II-D-1	WP/II-D 1a	-	10,591	-	-	10,591	10,591	-	77,972	88,563	88,563	7,636	9,489	
24	710	Purchased Wastewater Treatment	II-D-1, II-D-1	WP/II-D 1a	-	416	-	-	416	416	-	24,497	24,913	24,913	790	790	
25	711	Sludge Removal Expense	II-D-1, II-D-1	WP/II-D 1a	240,404	-	-	-	240,404	240,404	-	-	240,404	240,404	201,954	188,893	
26	715	Purchased Power	II-D-1, II-D-1	WP/II-D 1a	-	-	-	-	-	-	-	-	-	-	105,371	88,427	
27	718	Chemicals	II-D-1, II-D-1	WP/II-D 1a	-	-	-	-	-	-	-	-	-	-	166,975	147,288	
28	720	Materials and Supplies	II-D-1, II-D-1	WP/II-D 1a	66,941	-	-	-	66,941	66,941	-	-	66,941	66,941	53,496	64,047	
29	731	Contractual Services - Engineering	II-D-1, II-D-1	WP/II-D 1a	132,674	-	-	-	132,674	132,674	-	16,089	148,763	148,763	247,561	137,838	
30	733	Contractual Services - Legal	II-D-1, II-D-1	WP/II-D 1a	-	-	-	-	-	-	-	-	-	-	-	-	
31	735	Contractual Services - Testing	II-D-1, II-D-1	WP/II-D 1a	-	56,836	-	-	56,836	56,836	-	-	56,836	56,836	66,047	67,437	
32	736	Contractual Services - Other	II-D-1, II-D-1	WP/II-D 1a	-	33,534	-	-	33,534	33,534	-	(6,138)	27,396	27,396	33,168	25,059	
33	750	Transportation Expenses	II-D-1, II-D-1	WP/II-D 1a	-	-	-	-	-	-	-	-	-	-	-	-	
34	759	Insurance - Other	II-D-1, II-D-1	WP/II-D 1a	-	-	-	-	-	-	-	-	8,632	8,632	26,215	-	
35	767	Regulatory Commission Expenses - Other	II-D-1, II-D-1	WP/II-D 1a	-	-	-	-	-	-	-	-	-	-	-	6,347	
36	770	Bad Debt Expense	II-D-1, II-D-1	WP/II-D 1a	-	-	-	-	-	-	-	-	-	-	-	-	
37	775	Miscellaneous Expenses	II-D-1, II-D-1	WP/II-D 1a	-	1,742,932	-	-	1,742,932	1,742,932	-	(144,701,48)	1,598,231	1,598,231	1,588,731	1,610,493	
38					15,352,573	2,565,377	3,189,801	18,168,398	2,849,353	21,117,751	3,537,309	(19,682)	21,705,707	2,828,671	24,635,378	20,490,994	20,215,512

Note: The source of any amounts included in this worksheet without formulas or other references is from the underlying accounting records.

Monarch Utilities I L.P
Docket No. 50944
Test Year Ending 12/31/2019
WP/II-D-1.1a Adjustments to per Book Expense
Witness: Brian Bahr

Line No. (a)	Account No (b)	Description (c)	Reference (c)	Normalizations						Known & Measurable						Total Adjustments		
				Water (d)	Wastewater (e)	Shared (F)	Total Water (g)	Total Wastewater (h)	Total Normalizations (i)	Water (j)	Wastewater (k)	Shared (l)	Total Water (m)	Total Wastewater (n)	Total K&M (o)	Total Water (p)	Total Sewer (q)	Total (r)
1	601	Salaries and Wages - Employees	WP/II-D-1.1	13,198			13,198	-	13,198	10,090		649,770	581,888	-	581,888	595,086	-	595,086
2	604	Employee Pensions and Benefits	WP/II-D-1.1	-			-	-	-		204,138	179,641	-	179,641	179,641	-	179,641	
3	610	Purchased Water	WP/II-D-1.1	16,327			16,327	-	16,327	251,628			251,628	-	251,628	267,956	-	267,956
4	615	Purchased Power	WP/II-D-1.1	20,469			20,469	-	20,469	248,669			248,669	-	248,669	269,139	-	269,139
5	618	Chemicals	WP/II-D-1.1	8,837			8,837	-	8,837	56,661			56,661	-	56,661	65,498	-	65,498
6	620	Materials and Supplies	WP/II-D-1.1	52,656		134,072	170,639	-	170,639	175,396			175,396	-	175,396	346,036	-	346,036
7	631	Contractual Services - Engineering	WP/II-D-1.1	-			-	-	-	-			-	-	-	-	-	-
8	633	Contractual Services - Legal	WP/II-D-1.1	2,013			2,013	-	2,013	14,868			14,868	-	14,868	16,881	-	16,881
9	635	Contractual Services - Testing	WP/II-D-1.1	4,977			4,977	-	4,977	66,245			66,245	-	66,245	71,222	-	71,222
10	636	Contractual Services - Other	WP/II-D-1.1	13,396			13,396	-	13,396	177,982	(51,154)	132,967	-	132,967	146,363	-	146,363	
11	641/741	Rental of Building/Real Property	WP/II-D-1.1	-			-	-	-	-			-	-	-	-	-	-
12	642/742	Rental of Equipment	WP/II-D-1.1	1,052			1,052	-	1,052	327			327	-	327	1,379	-	1,379
13	650	Transportation Expenses	WP/II-D-1.1	-			-	-	-	(55,012)			(55,012)	-	(55,012)	-	(55,012)	
14	656/756	Insurance - Vehicle	WP/II-D-1.1	-			-	-	-	-	17,688	15,566	2,123	17,688	15,566	2,123	17,688	
15	657/757	Insurance - General Liability	WP/II-D-1.1	-			-	-	-	-	11,348	9,987	1,362	11,348	9,987	1,362	11,348	
16	658/758	Insurance - Workman's Compensation	WP/II-D-1.1	-			-	-	-	-	4,031	3,547	484	4,031	3,547	484	4,031	
17	659	Insurance - Other	WP/II-D-1.1	-			-	-	-	109	71,937	63,413	-	63,413	63,413	-	63,413	
18	660/760	Advertising Expenses	WP/II-D-1.1	-			-	-	-	-	-	-	-	-	-	-	-	-
19	667	Regulatory Commission Expenses - Other	WP/II-D-1.1	-			-	-	-	-	-	-	-	-	-	-	-	-
20	670/770	Bad Debt Expense	WP/II-D-1.1	(411)			(411)	-	(411)	26,470			26,470	-	26,470	26,059	-	26,059
21	675	Miscellaneous Expenses	WP/II-D-1.1	(41,431)		(926,927)	(857,127)	-	(857,127)	2,478,148	(120,990)	2,371,677	-	2,371,677	1,514,550	-	1,514,550	
22	701	Salaries and Wages - Employees	WP/II-D-1.1	-			-	-	-	-			77,972	-	77,972	-	77,972	
23	704	Employee Pensions and Benefits	WP/II-D-1.1	-			-	-	-	-			24,497	-	24,497	-	24,497	
24	710	Purchased Wastewater Treatment	WP/II-D-1.1	-			-	-	-	-			-	-	-	-	-	-
25	711	Sludge Removal Expense	WP/II-D-1.1	-			-	-	-	-			-	-	-	-	-	-
26	715	Purchased Power	WP/II-D-1.1	-			-	-	-	-			-	-	-	-	-	-
27	718	Chemicals	WP/II-D-1.1	-			-	-	-	-			-	-	-	-	-	-
28	720	Materials and Supplies	WP/II-D-1.1	-			-	16,089	16,089	-			-	-	-	16,089	-	16,089
29	731	Contractual Services - Engineering	WP/II-D-1.1	-			-	-	-	-			-	-	-	-	-	-
30	733	Contractual Services - Legal	WP/II-D-1.1	-			-	-	-	-			-	-	-	-	-	-
31	735	Contractual Services - Testing	WP/II-D-1.1	-			-	-	-	-			-	-	-	-	-	-
32	736	Contractual Services - Other	WP/II-D-1.1	-			-	-	-	-			-	(6,138)	(6,138)	-	(6,138)	
33	750	Transportation Expenses	WP/II-D-1.1	-			-	-	-	-			-	-	-	-	-	-
34	759	Insurance - Other	WP/II-D-1.1	-			-	-	-	-			-	8,632	8,632	-	8,632	
35	767	Regulatory Commission Expenses - Other	WP/II-D-1.1	-			-	-	-	-			-	-	-	-	-	-
36	775	Miscellaneous Expenses	WP/II-D-1.1	-	(18,951)		(130,183)	-	(130,183)	-			(14,519)	(14,519)	-	(144,701)	-	(144,701)
37		Total		91,084	(18,951)	(792,855)	(606,629)	(114,094)	(720,723)	3,451,582	-	786,768	4,143,938	94,412	4,238,350	3,537,309	(19,682)	3,517,627

Note: The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records

Monarch Utilities L.P.
Docket No. 50984
Test Year Ending 12/31/2019
WP/II-D-4 (M) Summary of Outside Services Employed
Witness Brian Bahr

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	
Line No	Account No	Vendor	Purpose	Recurring (Y/N)	Per Book	Allocated From Shared	Normalization	MM	Adj Total	Functionalization Factor	Water Direct + Alloc	Wastewater	Total
1	633	GRAVES DOUGHERTY HEARD & MOODY PC	Legal	Y	11,628	-	-	9,934	11,628	WTR-DIR	11,628	-	11,628
2	633	LLOYD GOSSELINK	Legal	Y	614	-	-	10,548	10,548	WTR-DIR	10,548	-	10,548
3	633	LLOYD GOSSELINK	Legal	Y	-	-	2,013	3,627	3,627	WTR-DIR	3,627	-	3,627
4	633	CSC CORP SERVICE CO	Legal	Y	-	-	-	3,320	3,320	WTR-DIR	3,320	-	3,320
5	633	HUNTON ANDREWS KURTH LLP	Legal	Y	1,185	-	-	420	1,185	WTR-DIR	1,185	-	1,185
6	633	BRANSCOM LAW (DBA)	Legal	Y	91,420	-	-	92,128	92,128	WTR-DIR	92,128	-	92,128
7	635	ANA-LAB CORP - RGV	Laboratory Services	Y	72,926	-	-	73,106	73,106	WTR-DIR	73,106	-	73,106
8	635	NORTH WATER DISTRICT LAB INC	Laboratory Services	Y	59,278	-	180	69,916	69,916	WTR-DIR	69,916	-	69,916
9	635	LOKER COLORADO RIVER AUTHORITY	Laboratory Services	Y	32,348	-	1,697	28,325	62,370	WTR-DIR	62,370	-	62,370
10	635	ISISUS CENTRAL LAB MZ004	Laboratory Services	Y	3,038	-	-	29,480	28,538	WTR-DIR	28,538	-	28,538
11	635	POLLUTION CONTROL SERV INC (DBA)	Laboratory Services	Y	11,063	-	-	-	11,063	WTR-DIR	11,063	-	11,063
12	635	TRINITY RIVER AUTHORITY OF TEXAS	Laboratory Services	Y	10,314	-	-	360	10,674	WTR-DIR	10,674	-	10,674
13	635	CITY OF FORT WORTH	Laboratory Services	Y	5,460	-	-	780	5,460	WTR-DIR	5,460	-	5,460
14	635	CITY OF DENTON WATER UTILITIES	Laboratory Services	Y	4,349	-	-	5,128	5,128	WTR-DIR	5,128	-	5,128
15	635	SGS NORTH AMERICA INC	Laboratory Services	Y	3,040	-	(620)	2,280	4,700	WTR-DIR	4,700	-	4,700
16	635	CITY OF DENTON	Laboratory Services	Y	3,725	-	-	275	4,000	WTR-DIR	4,000	-	4,000
17	635	WALMART COM	Laboratory Services	Y	1,485	-	725	270	2,480	WTR-DIR	2,480	-	2,480
18	635	CITY OF RUMBO ROCK	Laboratory Services	Y	1,605	-	-	200	1,605	WTR-DIR	1,605	-	1,605
19	635	S & S SUPPLIES & SOLUTIONS DBA	Laboratory Services	Y	860	-	(62)	1,060	1,060	WTR-DIR	1,060	-	1,060
20	635	TEXAS STATE UNIVERSITY	Laboratory Services	Y	67	-	(62)	588	588	WTR-DIR	588	-	588
21	635	TEXAS COMMISSION ON ENVIR QUALITY	Laboratory Services	Y	-	-	-	479	479	WTR-DIR	479	-	479
22	635	A & B ENVIRONMENTAL SERVICES INC	Laboratory Services	Y	463	-	-	463	463	WTR-DIR	463	-	463
23	635	WASTE CONNECTIONS LONG STAR INC	Laboratory Services	Y	400	-	-	400	400	WTR-DIR	400	-	400
24	635	HOME DEPOT	Laboratory Services	Y	336	-	-	336	336	WTR-DIR	336	-	336
25	635	ENVIRONMENTAL MONITORING	Laboratory Services	Y	315	-	-	315	315	WTR-DIR	315	-	315
26	635	PACE ANALYTICAL SERVICES	Laboratory Services	Y	-	-	-	760	260	WTR-DIR	760	-	260
27	635	CRISP ANALYTICAL LABORATORIES LLC	Laboratory Services	Y	250	-	-	-	250	WTR-DIR	250	-	250
28	635	PRAIRIELANDS GROUNDWATER CONSERVATI	Laboratory Services	Y	192	-	-	-	192	WTR-DIR	192	-	192
29	635	PRO STAR WASTE LLC	Laboratory Services	Y	18	-	-	-	18	WTR-DIR	18	-	18
30	635	DONALD HERRIDGE	Laboratory Services	Y	(602)	-	(300)	-	(1,652)	WTR-DIR	(1,052)	-	(1,052)
31	635	TEXAS COMPTROLLER OF PUBL	Laboratory Services	Y	-	-	2,673	40,541	43,213	WTR-DIR	43,213	-	43,213
32	636	VANTIV	Bank Charges	Y	-	-	-	4,017	4,017	WTR-DIR	4,017	-	4,017
33	636	WELLS FARGO	Bank Charges	Y	-	-	-	1,273	1,910	WTR-DIR	3,184	-	3,184
34	636	PAYMETRIC INC	Bank Charges	Y	-	-	-	-	1,914	WTR-DIR	1,914	-	1,914
35	636	AMEY	Bank Charges	Y	-	-	2,160	67,815	91,245	WTR-DIR	91,245	-	91,245
36	636	DAD'S LAWN SERVICE	Contract Services Expense	Y	21,270	-	-	3,120	88,395	WTR-DIR	88,395	-	88,395
37	636	MARK CROY	Contract Services Expense	Y	85,275	-	910	-	43,504	WTR-DIR	43,504	-	43,504
38	636	RICHEY'S LAWN SERVICE	Contract Services Expense	Y	42,594	-	(150)	17,100	33,570	WTR-DIR	33,570	-	33,570
39	636	SCENIC TRACTOR SERVICE (DBA)	Contract Services Expense	Y	16,670	-	-	28,384	28,384	WTR-DIR	28,384	-	28,384
40	636	GARY D HERRISON	Contract Services Expense	Y	28,384	-	-	-	5,939	WTR-DIR	5,939	-	5,939
41	636	HILLTOP LANDSCAPING	Contract Services Expense	Y	4,224	-	-	1,715	5,939	WTR-DIR	5,939	-	5,939
42	636	TERRA RENEWAL SERVICES INC	Hauling & Disposal	Y	16,192	-	-	-	16,192	WTR-DIR	16,192	-	16,192
43	636	AAA SANITATION INC	Hauling & Disposal	Y	15,350	-	-	-	15,350	WTR-DIR	15,350	-	15,350
44	636	SOUTHWASTIC DISPOSAL, LLC	Hauling & Disposal	Y	3,215	-	7,194	10,509	10,509	WTR-DIR	10,509	-	10,509
45	636	L H CHANEY MATERIALS INC	Hauling & Disposal	Y	6,934	-	-	6,934	6,934	WTR-DIR	6,934	-	6,934
46	636	JEFFI'S SEPTIC SERVICE (DBA)	Hauling & Disposal	Y	200	-	-	700	700	WTR-DIR	700	-	700
47	636	CENTURYLINK	Network Data Circuitry	Y	227	-	-	15,931	16,157	WTR-DIR	16,157	-	16,157
48	636	GRANITE TELECOMMUNICATIONS LLC	Network Data Circuitry	Y	1,608	-	-	-	1,608	WTR-DIR	1,608	-	1,608
49	636	CHARTER COMMUNICATIONS	Network Data Circuitry	Y	1,164	-	-	-	1,164	WTR-DIR	1,164	-	1,164
50	636	CVIC	Network Data Circuitry	Y	-	-	-	563	2,000	WTR-DIR	2,000	-	2,000
51	636	DUNHAM ENGINEERING INC	Professional Fees - Consulting	Y	2,000	-	-	-	3,640	WTR-DIR	3,640	-	3,640
52	636	CONTINENTAL MESSAGE SOLUTION INC	Professional Fees - Other	Y	3,640	-	-	-	2,500	WTR-DIR	2,500	-	2,500
53	636	HAROLD ROBERTSON JR	Professional Fees - Other	Y	2,500	-	-	-	1,730	WTR-DIR	1,730	-	1,730
54	636	HEARN ENGINEERING INC	Professional Fees - Other	Y	1,730	-	-	-	900	WTR-DIR	900	-	900
55	636	JONES-HEROY & ASSOCIATES INC	Professional Fees - Other	Y	900	-	-	-	4,005	WTR-DIR	4,005	-	4,005
56	636	DELIA SAVINGS FEE ACCRUAL	Professional Fees - Tax Consulting	Y	3,314	-	-	691	4,005	WTR-DIR	4,005	-	4,005
57	636	JOHNSON CONTROLS	Security Alarm Services	Y	858	-	-	858	858	WTR-DIR	858	-	858
58	636	GRANITE TELECOMMUNICATIONS LLC	Telecom - Voice Lines	Y	51,175	-	3,342	13,113	67,610	WTR-DIR	67,610	-	67,610
59	636	ATET	Telecom - Voice Lines	Y	2,549	-	3,188	-	5,736	WTR-DIR	5,736	-	5,736
60	636	BULLSEYE TELECOM INC	Telecom - Voice Lines	Y	-	-	-	1,858	1,858	WTR-DIR	1,858	-	1,858
61	636	CENTURYLINK	Telecom - Voice Lines	Y	824	-	-	-	824	WTR-DIR	824	-	824
62	636	PEOPLES	Telecom - Voice Lines	Y	740	-	-	-	740	WTR-DIR	740	-	740
63	636	HILL COUNTRY TELECOMMUNICATIONS LLC	Telecom - Voice Lines	Y	-	-	-	501	501	WTR-DIR	501	-	501
64	633/733	LLOYD GOSSELINK	Prof Fees - Legal	Y	-	-	37,757	-	37,757	WTR-WAR	37,757	-	37,757
65	633/733	BRANSCOM LAW (DBA)	Prof Fees - Legal	Y	-	-	10,397	-	10,397	WTR-WAR	10,397	-	10,397
66	633/733	THE TERRILL FIRM PC	Prof Fees - Legal	Y	-	-	6,224	-	6,224	WTR-WAR	6,224	-	6,224
67	633/733	HUNTON ANDREWS KURTH LLP	Prof Fees - Legal	Y	-	-	2,489	-	2,489	WTR-WAR	2,489	-	2,489
68	633/733	ZUBER LAWYER & DEL DUCA LLP	Prof Fees - Legal	Y	-	-	708	-	708	WTR-WAR	708	-	708
69	633/733	JOSEPH H PARK	Prof Fees - Legal	Y	-	-	163	-	163	WTR-WAR	163	-	163
70	633/733	CHAMBERS COUNTY	Prof Fees - Legal	Y	-	-	(1,960)	-	(1,960)	WTR-WAR	(1,960)	-	(1,960)
71	633/733	TERRILL FIRM PC	Prof Fees - Legal	Y	-	-	(2,464)	-	(2,464)	WTR-WAR	(2,464)	-	(2,464)
72	635/735	LOKER COLORADO RIVER AUTHORITY	Laboratory Services	Y	-	-	4,567	-	4,567	WTR-WAR	4,567	-	4,567
73	635/735	NORTH WATER DISTRICT LAB INC	Laboratory Services	Y	-	-	2,158	-	2,158	WTR-WAR	2,158	-	2,158
74	635/735	HOME DEPOT	Laboratory Services	Y	-	-	1,650	-	1,650	WTR-WAR	1,650	-	1,650
75	635/735	ENVIRONMENTAL MONITORING	Laboratory Services	Y	-	-	921	-	921	WTR-WAR	921	-	921
76	635/735	CITY OF DENTON WATER UTILITIES	Laboratory Services	Y	-	-	776	-	776	WTR-WAR	776	-	776
77	635/735	NAPCO CHEMICAL CO INC	Laboratory Services	Y	-	-	687	-	687	WTR-WAR	687	-	687
78	635/735	NORTHEAST TEXAS PUBLIC HEALTH DIST	Laboratory Services	Y	-	-	634	-	634	WTR-WAR	634	-	634
79	635/735	TEXAS STATE UNIVERSITY	Laboratory Services	Y	-	-	264	-	264	WTR-WAR	264	-	264
80	635/735	ATLAS UTILITY SUPPLY CO	Laboratory Services	Y	-	-	53	-	53	WTR-WAR	53	-	53
81	636/736	VANTIV	Bank Charges	Y	-	-	126,653	-	126,653	WTR-WAR	126,653	-	126,653
82	636/736	AMEY	Bank Charges	Y	-	-	61,163	-	61,163	WTR-WAR	61,163	-	61,163
83	636/736	PAYMETRIC INC	Bank Charges	Y	-	-	11,685	-	11,685	WTR-WAR	11,685	-	11,685
84	636/736	FIDELITY EXPRESS	Bank Charges	Y	-	-	7,568	-	7,568	WTR-WAR	7,568	-	7,568
85	636/736	FISERV INC	Bank Charges	Y	-	-	5,948	-	5,948	WTR-WAR	5,948	-	5,948
86	636/736	WELLS FARGO	Bank Charges	Y	-	-	440	-	440	WTR-WAR	440	-	440
87	636/736	Charles Profflet Jr	Conference Services	Y	-	-	435	-	435	WTR-WAR	435	-	435
88	636/736	THE CONFERENCE GROUP LLC	Conference Services	Y	-	-	25,892	-	25,892	WTR-WAR	25,892	-	25,892
89	636/736	LEXISNEXIS RISK SOLUTIONS	Contract Services Expense	Y	-	-	14,491	-	14,491	WTR-WAR	14,491	-	14,491
90	636/736	DAD'S LAWN SERVICE	Contract Services Expense	Y	-	-	10,608	-	10,608	WTR-WAR	10,608	-	10,608
91	636/736	RICHEY'S LAWN SERVICE	Contract Services Expense	Y	-	-	-	-	-	WTR-WAR	-	-	-

001282

Monnich Utilities I.L.P.
 Docket No 5054
 Test Year Ending 12/31/2019
 WP/II-D-4 (W) Summary of Outside Services Employed
 Witness Brian Bahr

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	
Line No	Account No	Vendor	Purpose	Recurring (Y/N)	Per Book	Allocated From Shared	Normalization	R&M	Adj. Total	Functionalizat Non Factor	Water Direc + Alloc	Wastewater	Total
92	636/736	MARK CROY	Contract Services Expense	Y	-	3,196	-	-	3,196	WTR-WWR	3,196	-	3,196
93	636/736	SCENTR TRACTOR SERVICE (DBA)	Contract Services Expense	Y	-	3,639	-	-	3,639	WTR-WWR	3,639	-	3,639
94	636/736	HANVILLE WATER	Contract Services Expense	Y	-	3,247	-	-	3,247	WTR-WWR	3,247	-	3,247
95	636/736	MAGNA FLOW ENVIRONMENTAL, INC	Hauling & Disposal	Y	-	13,970	-	-	13,970	WTR-WWR	13,970	-	13,970
96	636/736	JEFF'S SEPTIC SERVICE (DBA)	Hauling & Disposal	Y	-	9,526	-	-	9,526	WTR-WWR	9,526	-	9,526
97	636/736	CLINT BARRETT-FORD SEPTIC SERVICE	Hauling & Disposal	Y	-	4,950	-	-	4,950	WTR-WWR	4,950	-	4,950
98	636/736	TERRA RENEWAL SERVICES INC	Hauling & Disposal	Y	-	3,923	-	-	3,923	WTR-WWR	3,923	-	3,923
99	636/736	VERIZON	Mobile Device Expense	Y	-	86,278	-	-	86,278	WTR-WWR	86,278	-	86,278
100	636/736	AT&T MOBILITY	Mobile Device Expense	Y	-	21,689	-	-	21,689	WTR-WWR	21,689	-	21,689
101	636/736	SPRINT	Mobile Device Expense	Y	-	4,119	-	-	4,119	WTR-WWR	4,119	-	4,119
102	636/736	VERIZON WIRELESS	Mobile Device Expense	Y	-	2,882	-	-	2,882	WTR-WWR	2,882	-	2,882
103	636/736	AT&T	Mobile Device Expense	Y	-	731	-	-	731	WTR-WWR	731	-	731
104	636/736	CATHERYN HUSAK	Mobile Device Expense	Y	-	176	-	-	176	WTR-WWR	176	-	176
105	636/736	Charles Proffler Jr	Mobile Device Expense	Y	-	176	-	-	176	WTR-WWR	176	-	176
106	636/736	MELISA ZALDIVAR	Mobile Device Expense	Y	-	176	-	-	176	WTR-WWR	176	-	176
107	636/736	CENTURYLINK	Network Data Circuitry	Y	-	128,032	-	-	128,032	WTR-WWR	128,032	-	128,032
108	636/736	FRONTIER CALIFORNIA INC	Network Data Circuitry	Y	-	903	-	-	903	WTR-WWR	903	-	903
109	636/736	WENDSTREAM	Network Data Circuitry	Y	-	617	-	-	617	WTR-WWR	617	-	617
110	636/736	TDS Cable	Network Data Circuitry	Y	-	433	-	-	433	WTR-WWR	433	-	433
111	636/736	SOCIETY OF HUMAN RESOURCE	Pre-employment Medical	Y	-	1,645	-	-	1,645	WTR-WWR	1,645	-	1,645
112	636/736	NOVA HEALTHCARE, PA	Pre-employment Medical	Y	-	1,447	-	-	1,447	WTR-WWR	1,447	-	1,447
113	636/736	DISA GLOBAL SOLUTIONS INC	Pre-employment Medical	Y	-	1,070	-	-	1,070	WTR-WWR	1,070	-	1,070
114	636/736	CHRISTUS TRINITY CLINIC DBA	Pre-employment Medical	Y	-	781	-	-	781	WTR-WWR	781	-	781
115	636/736	OCCUPATIONAL HEALTH CENTERS-SOUTHW	Pre-employment Medical	Y	-	587	-	-	587	WTR-WWR	587	-	587
116	636/736	AVALON URGENT CARE	Pre-employment Medical	Y	-	563	-	-	563	WTR-WWR	563	-	563
117	636/736	HEIDROW URGENT CARE CENTER DBA	Pre-employment Medical	Y	-	452	-	-	452	WTR-WWR	452	-	452
118	636/736	HOLMSTEN MEDICAL MANAGEM	Pre-employment Medical	Y	-	343	-	-	343	WTR-WWR	343	-	343
119	636/736	PROSCREENING LLC	Pre-employment Medical	Y	-	285	-	-	285	WTR-WWR	285	-	285
120	636/736	TEXAS MEDCLINIC (DBA)	Pre-employment Medical	Y	-	238	-	-	238	WTR-WWR	238	-	238
121	636/736	ELACKHARK NETWORK GIFT CARDS	Pre-employment Medical	Y	-	201	-	-	201	WTR-WWR	201	-	201
122	636/736	URGENT DOC DBA	Pre-employment Medical	Y	-	18	-	-	18	WTR-WWR	18	-	18
123	636/736	PENN CREDIT CORP	Professional Fees - Collection	Y	-	13,929	-	-	13,929	WTR-WWR	13,929	-	13,929
124	636/736	QUALIA COLLECTION SVCS	Professional Fees - Collection	Y	-	3,846	-	-	3,846	WTR-WWR	3,846	-	3,846
125	636/736	PRICEWATERHOUSE COOPERS L	Professional Fees - Consulting	Y	-	128,480	-	-	128,480	WTR-WWR	128,480	-	128,480
126	636/736	CHARLES PATRICK OLIS, JR	Professional Fees - Consulting	Y	-	48,400	-	-	48,400	WTR-WWR	48,400	-	48,400
127	636/736	ELIZABETH CHRISTIAN PUBLIC	Professional Fees - Other	Y	-	180,927	-	-	180,927	WTR-WWR	180,927	-	180,927
128	636/736	CONTINENTAL MESSAGE SOLUTION INC	Professional Fees - Other	Y	-	41,915	-	-	41,915	WTR-WWR	41,915	-	41,915
129	636/736	3COAST DBA	Professional Fees - Other	Y	-	16,060	-	-	16,060	WTR-WWR	16,060	-	16,060
130	636/736	LEE HECHT HARRISON LLC	Professional Fees - Other	Y	-	4,048	-	-	4,048	WTR-WWR	4,048	-	4,048
131	636/736	AMERICAN WATER WORKS ASSO	Professional Fees - Other	Y	-	559	-	-	559	WTR-WWR	559	-	559
132	636/736	George Freitag	Professional Fees - Other	Y	-	96	-	-	96	WTR-WWR	96	-	96
133	636/736	EAST CEDAR CREEK FRESH	Professional Fees - Other	Y	-	40	-	-	40	WTR-WWR	40	-	40
134	636/736	DELTA SAVINGS FEE ACCRUAL	Professional Fees - Tax Consulting	Y	-	66	-	-	66	WTR-WWR	66	-	66
135	636/736	3COAST DBA	Recruiting Expenses	Y	-	45,100	-	-	45,100	WTR-WWR	45,100	-	45,100
136	636/736	ZIP RECRUITER	Recruiting Expenses	Y	-	2,954	-	-	2,954	WTR-WWR	2,954	-	2,954
137	636/736	PROSCREENING LLC	Recruiting Expenses	Y	-	1,908	-	-	1,908	WTR-WWR	1,908	-	1,908
138	636/736	ApplicationPRO (DBA)	Recruiting Expenses	Y	-	1,771	-	-	1,771	WTR-WWR	1,771	-	1,771
139	636/736	YOUR MEMBERSHIP CAREERS	Recruiting Expenses	Y	-	396	-	-	396	WTR-WWR	396	-	396
140	636/736	LINKEDIN	Recruiting Expenses	Y	-	317	-	-	317	WTR-WWR	317	-	317
141	636/736	ADT SECURITY SERVICES INC	Security Alarm Services	Y	-	1,030	-	-	1,030	WTR-WWR	1,030	-	1,030
142	636/736	JOHNSON CONTROLS	Security Alarm Services	Y	-	545	-	-	545	WTR-WWR	545	-	545
143	636/736	ORKIN	Security Alarm Services	Y	-	89	-	-	89	WTR-WWR	89	-	89
144	636/736	CENTURYLINK	Telecom - Voice Lines	Y	-	71,884	-	-	71,884	WTR-WWR	71,884	-	71,884
145	636/736	LEVEL 3 COMMUNICATIONS	Telecom - Voice Lines	Y	-	63,458	-	-	63,458	WTR-WWR	63,458	-	63,458
146	636/736	GRANITE TELECOMMUNICATIONS LLC	Telecom - Voice Lines	Y	-	11,248	-	-	11,248	WTR-WWR	11,248	-	11,248
147	636/736	OTIC	Telecom - Voice Lines	Y	-	6,104	-	-	6,104	WTR-WWR	6,104	-	6,104
148	636/736	EASTEX TELEPHONE COOPERATIVE	Telecom - Voice Lines	Y	-	2,572	-	-	2,572	WTR-WWR	2,572	-	2,572
149	636/736	BULLSEYE TELECOM INC	Telecom - Voice Lines	Y	-	1,939	-	-	1,939	WTR-WWR	1,939	-	1,939
150	636/736	HILL COUNTRY TELECOMMUNICATIONS LLC	Telecom - Voice Lines	Y	-	618	-	-	618	WTR-WWR	618	-	618
151	636/736	FRONTIER CALIFORNIA INC	Telecom - Voice Lines	Y	-	295	-	-	295	WTR-WWR	295	-	295
152	636/736	EASTEX TELEPHONE COOPERATIVE	Telephone Systems Maintenance	Y	-	193	-	-	193	WTR-WWR	193	-	193
153	636/736	BURNETT STAFFING SPECIALISTS	Temporary Labor	Y	-	82,481	-	(24,817)	57,664	WTR-WWR	57,664	-	57,664
154	636/736	RESOURCE STAFFING HOUSTON INC	Temporary Labor	Y	-	16,003	-	(16,003)	-	WTR-WWR	-	-	-
155	636/736	HORN SOLUTIONS, INC	Temporary Labor	Y	-	4,195	-	(4,195)	-	WTR-WWR	-	-	-
156													
157													
158		Total Water				630,672	1,415,288	20,386	214,080	2,280,426	2,280,426	-	2,280,426

11-D-4 11-D-4

Note The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records

Monarch Utilities I L.P.
Docket No. 50944
Test Year Ending 12/31/2019
WP/II-D-4 (5) Summary of Outside Services Employed
Witness Brian Bahr

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	
Line No	Account No	Vendor	Purpose	Recurring (Y/N)	Per Book	Allocated from Shared	Normalization	K&M	Adj Total	Functionalization Factor	Water	Wastewater Direc + Alloc.	Total
1	735	ANA-LAB CORP - RGV	Laboratory Services	Y	11,609				11,609	WW-DIR		11,609	11,609
2	735	NORTH WATER DISTRICT LAB INC	Laboratory Services	Y	2,971				2,971	WW-DIR		2,971	2,971
3	735	POLLUTION CONTROL SERV INC (DBA)	Laboratory Services	Y	7,482				7,482	WW-DIR		7,482	7,482
4	735	SGS NORTH AMERICA INC	Laboratory Services	Y	24,260				24,260	WW-DIR		24,260	24,260
5	735	TRINITY RIVER AUTHORITY OF TEXAS	Laboratory Services	Y	10,514				10,514	WW-DIR		10,514	10,514
6	736	RICHEY'S LAWN SERVICE	Contract Svcs Exp	Y	10,610				10,610	WW-DIR		10,610	10,610
7	736	Allen Plummer and Associates, Inc	Network Data Circuit	Y	7,593				7,593	WW-DIR		7,593	7,593
8	736	HILTOP LANDSCAPING	Prof Fees - Tax	Y	5,700				5,700	WW-DIR		5,700	5,700
9	736	WASTELINE ENGINEERING, INC	Prof Fees -Other	Y	3,660				3,660	WW-DIR		3,660	3,660
10	736	GARY D MORRISON	Security Alarm Svcs	Y	2,056				2,056	WW-DIR		2,056	2,056
11	736	GRANITE TELECOMMUNICATIONS LLC	Contract Svcs Exp	Y	1,582				1,582	WW-DIR		1,582	1,582
12	736	DAD'S LAWN SERVICE	Network Data Circuit	Y	1,200				1,200	WW-DIR		1,200	1,200
13	736	HEARN ENGINEERING INC	Prof Fees - Tax	Y	500				500	WW-DIR		500	500
14	736	HAROLD ROBERTSON JR	Prof Fees -Other	Y	400				400	WW-DIR		400	400
15	736	DELTA SAVINGS FEE ACCRUAL	Security Alarm Svcs	Y	133				133	WW-DIR		133	133
16	736	ADT SECURITY SERVICES INC	Telecom - Voice Line	Y	100				100	WW-DIR		100	100
17	633/733	LLOYD GOSSELINK	Prof Fees - Legal	Y		5,149			5,149	WTR-WWR		5,149	5,149
18	633/733	BRANSCOMB LAW (DBA)	Prof Fees - Legal	Y		1,418			1,418	WTR-WWR		1,418	1,418
19	633/733	THE TERRILL FIRM PC	Prof Fees - Legal	Y		849			849	WTR-WWR		849	849
20	633/733	HUNTON ANDREWS KURTH LLP	Prof Fees - Legal	Y		339			339	WTR-WWR		339	339
21	633/733	ZUBER LAWLER & DEL DUCA LLP	Prof Fees - Legal	Y		96			96	WTR-WWR		96	96
22	633/733	JOSEPH H PARK	Prof Fees - Legal	Y		27			27	WTR-WWR		27	27
23	633/733	CHAMBERS COUNTY	Prof Fees - Legal	Y		(267)			(267)	WTR-WWR		(267)	(267)
24	633/733	TERRENI LAW FIRM	Prof Fees - Legal	Y		(336)			(336)	WTR-WWR		(336)	(336)
25	635/735	LOWER COLORADO RIVER AUTHORITY	Laboratory Services	Y	623				623	WTR-WWR		623	623
26	635/735	NORTH WATER DISTRICT LAB INC	Laboratory Services	Y	294				294	WTR-WWR		294	294
27	635/735	HOME DEPOT	Laboratory Services	Y	225				225	WTR-WWR		225	225
28	635/735	ENVIRONMENTAL MONITORING	Laboratory Services	Y	126				126	WTR-WWR		126	126
29	635/735	CITY OF DENISON WATER UTILITIES	Laboratory Services	Y	106				106	WTR-WWR		106	106
30	635/735	NAPCO CHEMICAL CO INC	Laboratory Services	Y	94				94	WTR-WWR		94	94
31	635/735	NORTHEAST TEXAS PUBLIC HEALTH DIST	Laboratory Services	Y	86				86	WTR-WWR		86	86
32	635/735	TEXAS STATE UNIVERSITY	Laboratory Services	Y	36				36	WTR-WWR		36	36
33	635/735	ATLAS UTILITY SUPPLY CO	Laboratory Services	Y	7				7	WTR-WWR		7	7
34	636/736	VANTIV	Bank Charges	Y		17,271			17,271	WTR-WWR		17,271	17,271
35	636/736	AMCGY	Bank Charges	Y		8,340			8,340	WTR-WWR		8,340	8,340
36	636/736	PAYMETRIC INC	Bank Charges	Y		4,585			4,585	WTR-WWR		4,585	4,585
37	636/736	FIDELITY EXPRESS	Bank Charges	Y		1,593			1,593	WTR-WWR		1,593	1,593
38	636/736	FISERV INC	Bank Charges	Y		1,032			1,032	WTR-WWR		1,032	1,032
39	636/736	WELLS FARGO	Bank Charges	Y		811			811	WTR-WWR		811	811
40	636/736	Charles Profilet Jr	Conference Services	Y		60			60	WTR-WWR		60	60
41	636/736	THE CONFERENCE GROUP LLC	Conference Services	Y		59			59	WTR-WWR		59	59
42	636/736	LEXISNEXIS RISK SOLUTIONS	Contract Services Expense	Y		3,531			3,531	WTR-WWR		3,531	3,531
43	636/736	DAD'S LAWN SERVICE	Contract Services Expense	Y		1,976			1,976	WTR-WWR		1,976	1,976
44	636/736	RICHEY'S LAWN SERVICE	Contract Services Expense	Y		1,447			1,447	WTR-WWR		1,447	1,447
45	636/736	MARK CROY	Contract Services Expense	Y		709			709	WTR-WWR		709	709
46	636/736	SCENIC TRACTOR SERVICE (DBA)	Contract Services Expense	Y		496			496	WTR-WWR		496	496
47	636/736	MANVILLE WATER	Contract Services Expense	Y		443			443	WTR-WWR		443	443
48	636/736	MAGNA FLOW ENVIRONMENTAL, INC	Hauling & Disposal	Y		1,905			1,905	WTR-WWR		1,905	1,905
49	636/736	JEFF'S SEPTIC SERVICE (DBA)	Hauling & Disposal	Y		1,299			1,299	WTR-WWR		1,299	1,299
50	636/736	CLINT BARRETT-FORD SEPTIC SERVICE	Hauling & Disposal	Y		675			675	WTR-WWR		675	675
51	636/736	TERRA RENEWAL SERVICES INC	Hauling & Disposal	Y		535			535	WTR-WWR		535	535
52	636/736	VERIZON	Mobile Device Expense	Y		11,765			11,765	WTR-WWR		11,765	11,765
53	636/736	AT&T MOBILITY	Mobile Device Expense	Y		2,958			2,958	WTR-WWR		2,958	2,958
54	636/736	SPRINT	Mobile Device Expense	Y		562			562	WTR-WWR		562	562
55	636/736	VERIZON WIRELESS	Mobile Device Expense	Y		393			393	WTR-WWR		393	393
56	636/736	AT&T	Mobile Device Expense	Y		100			100	WTR-WWR		100	100
57	636/736	CATHRYN HUSAK	Mobile Device Expense	Y		24			24	WTR-WWR		24	24
58	636/736	Charles Profilet Jr	Mobile Device Expense	Y		24			24	WTR-WWR		24	24
59	636/736	MELISA ZAI DIVAR	Mobile Device Expense	Y		24			24	WTR-WWR		24	24
60	636/736	CENTURYLINK	Network Data Circuitry	Y		17,459			17,459	WTR-WWR		17,459	17,459
61	636/736	FRONTIER CALIFORNIA INC	Network Data Circuitry	Y		123			123	WTR-WWR		123	123
62	636/736	WINDSTREAM	Network Data Circuitry	Y		84			84	WTR-WWR		84	84
63	636/736	TDS Cable	Network Data Circuitry	Y		59			59	WTR-WWR		59	59
64	636/736	SOCIETY OF HUMAN RESOURCE	Pre-employment Medical	Y		224			224	WTR-WWR		224	224
65	636/736	NOVA HEALTHCARE PA	Pre-employment Medical	Y		197			197	WTR-WWR		197	197
66	636/736	DISA GLOBAL SOLUTIONS INC	Pre-employment Medical	Y		146			146	WTR-WWR		146	146
67	636/736	CHRISTUS TRINITY CLINIC DBA	Pre-employment Medical	Y		106			106	WTR-WWR		106	106
68	636/736	OCCUPATIONAL HEALTH CENTERS-SOUTHW	Pre-employment Medical	Y		80			80	WTR-WWR		80	80
69	636/736	AVAI ON URGENT CARE	Pre-employment Medical	Y		77			77	WTR-WWR		77	77
70	636/736	MEDNOW URGENT CARE CENTER DBA	Pre-employment Medical	Y		62			62	WTR-WWR		62	62

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Docket No 50944
Test Year Ending 12/31/2019
WP/II-D-4 (S) Summary of Outside Services Employed
Witness Brian Bahr

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	
Line No	Account No	Vendor	Purpose	Recurring (Y/N)	Per Book	Allocated from Shared	Normalization	K&M	Adj Total	Functionalization Factor	Water	Wastewater Direc + Alloc.	Total
71	636/736	HOLMSTEN MEDICAL MANAGEME	Pre-employment Medical	Y	-	47	-	-	47	WTR-WWR	-	47	47
72	636/736	PROSCREENING LLC	Pre-employment Medical	Y	-	39	-	-	39	WTR-WWR	-	39	39
73	636/736	TEXAS MEDCLINIC (DBA)	Pre-employment Medical	Y	-	32	-	-	32	WTR-WWR	-	32	32
74	636/736	BLACKHAWK NETWORK GIFT CARDS	Pre-employment Medical	Y	-	27	-	-	27	WTR-WWR	-	27	27
75	636/736	URGENT DOC DBA	Pre-employment Medical	Y	-	2	-	-	2	WTR-WWR	-	2	2
76	636/736	PENN CREDIT CORP	Professional Fees - Collection	Y	-	1,899	-	-	1,899	WTR-WWR	-	1,899	1,899
77	636/736	QUALIA COLLECTION SVCS	Professional Fees - Collection	Y	-	524	-	-	524	WTR-WWR	-	524	524
78	636/736	PRICewaterHOUSE COOPERS L	Professional Fees - Consulting	Y	-	17,520	-	-	17,520	WTR-WWR	-	17,520	17,520
79	636/736	CHARLES PATRICK OLES JR	Professional Fees - Other	Y	-	6,600	-	-	6,600	WTR-WWR	-	6,600	6,600
80	636/736	ELIZABETH CHRISTIAN PUBLIC	Professional Fees - Other	Y	-	24,672	-	-	24,672	WTR-WWR	-	24,672	24,672
81	636/736	CONTINENTAL MESSAGE SOLUTION INC	Professional Fees - Other	Y	-	5,716	-	-	5,716	WTR-WWR	-	5,716	5,716
82	636/736	3COAST DBA	Professional Fees - Other	Y	-	2,190	-	-	2,190	WTR-WWR	-	2,190	2,190
83	636/736	LEE HECHT HARRISON LLC	Professional Fees - Other	Y	-	552	-	-	552	WTR-WWR	-	552	552
84	636/736	AMERICAN WATER WORKS ASSO	Professional Fees - Other	Y	-	76	-	-	76	WTR-WWR	-	76	76
85	636/736	George Freitag	Professional Fees - Other	Y	-	13	-	-	13	WTR-WWR	-	13	13
86	636/736	EAST CEDAR CREEK FRESH	Professional Fees - Other	Y	-	5	-	-	5	WTR-WWR	-	5	5
87	636/736	DELTA SAVINGS FEE ACCRUAL	Professional Fees - Tax Consulting	Y	-	9	-	-	9	WTR-WWR	-	9	9
88	636/736	3COAST DBA	Recruiting Expenses	Y	-	6,150	-	-	6,150	WTR-WWR	-	6,150	6,150
89	636/736	ZIP RECRUITER	Recruiting Expenses	Y	-	403	-	-	403	WTR-WWR	-	403	403
90	636/736	PROSCREENING LLC	Recruiting Expenses	Y	-	260	-	-	260	WTR-WWR	-	260	260
91	636/736	ApplicantPRO (DBA)	Recruiting Expenses	Y	-	242	-	-	242	WTR-WWR	-	242	242
92	636/736	YOUR MEMBERSHIP CAREERS	Recruiting Expenses	Y	-	54	-	-	54	WTR-WWR	-	54	54
93	636/736	LINKEDIN	Recruiting Expenses	Y	-	43	-	-	43	WTR-WWR	-	43	43
94	636/736	ADT SECURITY SERVICES INC	Security Alarm Services	Y	-	140	-	-	140	WTR-WWR	-	140	140
95	636/736	JOHNSON CONTROLS	Security Alarm Services	Y	-	74	-	-	74	WTR-WWR	-	74	74
96	636/736	ORKIN	Security Alarm Services	Y	-	12	-	-	12	WTR-WWR	-	12	12
97	636/736	CENTURYLINK	Telecom - Voice Lines	Y	-	9,802	-	-	9,802	WTR-WWR	-	9,802	9,802
98	636/736	LEVEL 3 COMMUNICATIONS	Telecom - Voice Lines	Y	-	8,653	-	-	8,653	WTR-WWR	-	8,653	8,653
99	636/736	GRANITE TELECOMMUNICATIONS LLC	Telecom - Voice Lines	Y	-	1,534	-	-	1,534	WTR-WWR	-	1,534	1,534
100	636/736	GVTG	Telecom - Voice Lines	Y	-	832	-	-	832	WTR-WWR	-	832	832
101	636/736	EASTEX TELEPHONE COOPERATIVE	Telecom - Voice Lines	Y	-	351	-	-	351	WTR-WWR	-	351	351
102	636/736	BULLSEYE TELECOM INC	Telecom - Voice Lines	Y	-	264	-	-	264	WTR-WWR	-	264	264
103	636/736	HILL COUNTRY TELECOMMUNICATIONS LLC	Telecom - Voice Lines	Y	-	84	-	-	84	WTR-WWR	-	84	84
104	636/736	FRONTIER CALIFORNIA INC	Telecom - Voice Lines	Y	-	40	-	-	40	WTR-WWR	-	40	40
105	636/736	EASTEX TELEPHONE COOPERATIVE	Telephone Systems Maintenance	Y	-	26	-	-	26	WTR-WWR	-	26	26
106	636/736	BURNETT STAFFING SPECIALISTS	Temporary Labor	Y	-	11,247	-	(3,384)	7,863	WTR-WWR	-	7,863	7,863
107	636/736	RESOURCE STAFFING HOUSTON INC	Temporary Labor	Y	-	2,182	-	(2,182)	-	WTR-WWR	-	-	-
108	636/736	HORN SOLUTIONS, INC	Temporary Labor	Y	-	572	-	(572)	-	WTR-WWR	-	-	-
109													
110		Total Waste Water			90,370	192,994	-	(6,138)	277,225		-	277,225	277,225

Note: The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records.

Monarch Utilities I L P
Docket No 50944
Test Year Ending 12/31/2019
WP/II-D-4(SH) Summary of Outside Services Employed - Functional Allocation
Witness Brian Bahr

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	
Line No	Account No	Vendor	Purpose	Recurring (Y/N)	Per Book	Normalization	K&M	Adj Total	Functionalization Factor	Water	Wastewater	Total
1	633/733	BRANSCOMB LAW (DBA)	Prof Fees - Legal	Y	3,015	-	-	3,015	WTR-WWR	2,653	362	3,015
2	633/733	HEARN ENGINEERING INC	Prof Fees - Legal	Y	500	-	-	500	WTR-WWR	440	60	500
3	633/733	HUNTON ANDREWS KURTH LLP	Prof Fees - Legal	Y	2,650	-	-	2,650	WTR-WWR	2,332	318	2,650
4	633/733	JOSEPH H PARK	Prof Fees - Legal	Y	185	-	-	185	WTR-WWR	163	22	185
5	633/733	LLOYD GOSSELINK	Prof Fees - Legal	Y	40,839	-	-	40,839	WTR-WWR	35,938	4,901	40,839
6	633/733	Not assigned - Accruals and other	Prof Fees - Legal	Y	6,423	-	-	6,423	WTR-WWR	5,672	771	6,473
7	633/733	THE TERRILL FIRM PC	Prof Fees - Legal	Y	6,804	-	-	6,804	WTR-WWR	5,987	816	6,804
8	633/733	ZUBER IAWLER & DEL DUCA LLP	Prof Fees - Legal	Y	666	-	-	666	WTR-WWR	586	80	666
9	635/735	ATLAS UTILITY SUPPLY CO	Laboratory Services	Y	(15)	-	-	(15)	WTR-WWR	(13)	(2)	(15)
10	635/735	CITY OF DENISON WATER UTILITIES	Laboratory Services	Y	882	-	-	882	WTR-WWR	776	106	882
11	635/735	ENVIRONMENTAL MONITORING	Laboratory Services	Y	420	-	-	420	WTR-WWR	370	50	420
12	635/735	MAPCO CHEMICAL CO INC	Laboratory Services	Y	781	-	-	781	WTR-WWR	687	94	781
13	635/735	NORTH WATER DISTRICT LAB INC	Laboratory Services	Y	580	-	-	580	WTR-WWR	510	70	580
14	635/735	NORTHEAST TEXAS PUBLIC HEALTH DISI	Laboratory Services	Y	720	-	-	720	WTR-WWR	634	86	720
15	635/735	Not assigned - Accruals and other	Laboratory Services	Y	9,940	-	-	9,940	WTR-WWR	8,747	1,193	9,940
16	635/735	RICHEY'S LAWN SERVICE	Laboratory Services	Y	2,500	-	-	2,500	WTR-WWR	2,200	300	2,500
17	636/736	FIDELITY EXPRESS	Bank Charges	Y	1,607	-	-	1,607	WTR-WWR	1,414	193	1,607
18	636/736	FISERV INC	Bank Charges	Y	3,662	-	-	3,662	WTR-WWR	3,223	439	3,662
19	636/736	Not assigned - Accruals and other	Bank Charges	Y	238,040	-	-	238,040	WTR-WWR	209,475	28,565	238,040
20	636/736	PAYMETRIC INC	Bank Charges	Y	36,960	-	-	36,960	WTR-WWR	32,525	4,435	36,960
21	636/736	Charles Profilet Jr	Conference Services	Y	500	-	-	500	WTR-WWR	440	60	500
22	636/736	Not assigned - Accruals and other	Conference Services	Y	(244)	-	-	(244)	WTR-WWR	(215)	(29)	(244)
23	636/736	THE CONFERENCE GROUP LLC	Conference Services	Y	739	-	-	739	WTR-WWR	650	89	739
24	636/736	DAD'S LAWN SERVICE	Contract Svcs Exp	Y	16,468	-	-	16,468	WTR-WWR	14,491	1,976	16,468
25	636/736	LEXISNEXIS RISK SOLUTIONS	Contract Svcs Exp	Y	19,367	-	-	19,367	WTR-WWR	17,038	2,329	19,367
26	636/736	MARK CROY	Contract Svcs Exp	Y	5,905	-	-	5,905	WTR-WWR	5,196	709	5,905
27	636/736	Not assigned - Accruals and other	Contract Svcs Exp	Y	13,751	-	-	13,751	WTR-WWR	12,101	1,650	13,751
28	636/736	RICHEY'S LAWN SERVICE	Contract Svcs Exp	Y	9,555	-	-	9,555	WTR-WWR	8,408	1,147	9,555
29	636/736	SCENIC TRACTOR SERVICE (DBA)	Contract Svcs Exp	Y	4,135	-	-	4,135	WTR-WWR	3,639	496	4,135
30	636/736	CLINT BARRETT-FORD SEPTIC SERVICE	Hauling & Disposal	Y	6,075	-	-	6,075	WTR-WWR	5,346	729	6,075
31	636/736	JEFF'S SEPTIC SERVICE (DBA)	Hauling & Disposal	Y	7,760	-	-	7,760	WTR-WWR	6,829	931	7,760
32	636/736	MAGNA FLOW ENVIRONMENTAL, INC	Hauling & Disposal	Y	11,115	-	-	11,115	WTR-WWR	9,781	1,334	11,115
33	636/736	Not assigned - Accruals and other	Hauling & Disposal	Y	8,375	-	-	8,375	WTR-WWR	7,370	1,005	8,375
34	636/736	TERRA RENEWAL SERVICES INC	Hauling & Disposal	Y	4,458	-	-	4,458	WTR-WWR	3,923	535	4,458
35	636/736	AT&T MOBILITY	Mobile Device Exp	Y	24,647	-	-	24,647	WTR-WWR	21,689	2,958	24,647
36	636/736	Charles Profilet Jr	Mobile Device Exp	Y	200	-	-	200	WTR-WWR	176	24	200
37	636/736	MELISA ZALDIVAR	Mobile Device Exp	Y	200	-	-	200	WTR-WWR	176	24	200
38	636/736	Monarch Utilities I, LP	Mobile Device Exp	Y	(3,151)	-	-	(3,151)	WTR-WWR	(2,773)	(378)	(3,151)
39	636/736	Not assigned - Accruals and other	Mobile Device Exp	Y	(4,426)	-	-	(4,426)	WTR-WWR	(3,895)	(531)	(4,426)
40	636/736	SPRINT	Mobile Device Exp	Y	7,083	-	-	7,083	WTR-WWR	6,233	850	7,083
41	636/736	VERIZON	Mobile Device Exp	Y	98,043	-	-	98,043	WTR-WWR	86,278	11,765	98,043
42	636/736	VERIZON WIRELESS	Mobile Device Exp	Y	9,480	-	-	9,480	WTR-WWR	8,343	1,138	9,480
43	636/736	CENTURYLINK	Network Data Circuit	Y	109,210	-	-	109,210	WTR-WWR	96,105	13,105	109,210
44	636/736	FRONTIER CALIFORNIA INC	Network Data Circuit	Y	1,024	-	-	1,024	WTR-WWR	902	123	1,024
45	636/736	GRANITE TELECOMMUNICATIONS LLC	Network Data Circuit	Y	68	-	-	68	WTR-WWR	60	8	68
46	636/736	Not assigned - Accruals and other	Network Data Circuit	Y	36,775	-	-	36,775	WTR-WWR	32,362	4,413	36,775
47	636/736	WINDSTREAM	Network Data Circuit	Y	701	-	-	701	WTR-WWR	617	84	701
48	636/736	AVALON URGENT CARE	Pre-employment Med	Y	640	-	-	640	WTR-WWR	563	77	640
49	636/736	CHRISTUS TRINITY CLINIC DBA	Pre-employment Med	Y	887	-	-	887	WTR-WWR	781	106	887
50	636/736	DISA GLOBAL SOLUTIONS INC	Pre-employment Med	Y	953	-	-	953	WTR-WWR	839	114	953
51	636/736	Not assigned - Accruals and other	Pre-employment Med	Y	3,264	-	-	3,264	WTR-WWR	2,872	392	3,264
52	636/736	NOVA HEALTHCARE PA	Pre-employment Med	Y	1,644	-	-	1,644	WTR-WWR	1,447	197	1,644
53	636/736	OCCUPATIONAL HEALTH CENTERS-SOUTHWE	Pre-employment Med	Y	667	-	-	667	WTR-WWR	587	80	667
54	636/736	PROSCREENING LLC	Pre-employment Med	Y	324	-	-	324	WTR-WWR	285	39	324
55	636/736	TEXAS MEDCLINIC (DBA)	Pre-employment Med	Y	270	-	-	270	WTR-WWR	238	32	270
56	636/736	URGENT DOC DBA	Pre-employment Med	Y	20	-	-	20	WTR-WWR	18	2	20
57	636/736	Delta Savings Accrual	Prof Fees - Tax	Y	75	-	-	75	WTR-WWR	66	9	75
58	636/736	Not assigned - Accruals and other	Prof Fees Collection	Y	14,935	-	-	14,935	WTR-WWR	13,143	1,792	14,935
59	636/736	PENN CREDIT CORP	Prof Fees Collection	Y	5,264	-	-	5,264	WTR-WWR	4,632	632	5,264
60	636/736	3COAST DBA	Prof Fees -Other	Y	18,250	-	-	18,250	WTR-WWR	16,060	2,190	18,250
61	636/736	CONTINENTAL MESSAGE SOLUTION INC	Prof Fees -Other	Y	23,038	-	-	23,038	WTR-WWR	20,274	2,765	23,038
62	636/736	ELIZABETH CHRISTIAN PUBLIC	Prof Fees -Other	Y	16,631	-	-	16,631	WTR-WWR	14,635	1,996	16,631
63	636/736	George Freitag	Prof Fees -Other	Y	109	-	-	109	WTR-WWR	96	13	109
64	636/736	LEE HECHT HARRISON LLC	Prof Fees -Other	Y	4,600	-	-	4,600	WTR-WWR	4,048	552	4,600
65	636/736	Not assigned - Accruals and other	Prof Fees -Other	Y	214,241	-	-	214,241	WTR-WWR	188,532	25,709	214,241
66	636/736	CHARLES PATRICK OLES JR	Prof Fees -Consulting	Y	5,000	-	-	5,000	WTR-WWR	4,400	600	5,000
67	636/736	Not assigned - Accruals and other	Prof Fees -Consulting	Y	196,000	-	-	196,000	WTR-WWR	172,480	23,520	196,000
68	636/736	3COAST DBA	Recruiting Expenses	Y	16,250	-	-	16,250	WTR-WWR	14,300	1,950	16,250
69	636/736	ApplicantPRO (DBA)	Recruiting Expenses	Y	554	-	-	554	WTR-WWR	488	67	554
70	636/736	Not assigned - Accruals and other	Recruiting Expenses	Y	40,708	-	-	40,708	WTR-WWR	35,873	4,885	40,708
71	636/736	PROSCREENING LLC	Recruiting Expenses	Y	2,086	-	-	2,086	WTR-WWR	1,836	250	2,086
72	636/736	ADT SECURITY SERVICES INC	Security Alarm Svcs	Y	1,170	-	-	1,170	WTR-WWR	1,030	140	1,170

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Witness Brian Bahr

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	
Line No	Account No	Vendor	Purpose	Recurring (Y/N)	Per Book	Normalization	K&M	Adj Total	Functionalization Factor	Water	Wastewater	Total
73	636/736	JOHNSON CONTROLS	Security Alarm Svcs	Y	542	-	-	542	WTR-WWR	477	65	542
74	636/736	Accruals and Reversals	Security Alarm Svcs	Y	78	-	-	78	WTR-WWR	69	9	78
75	636/736	ORKIN	Security Alarm Svcs	Y	101	-	-	101	WTR-WWR	89	12	101
76	636/736	BULLSEYE TELECOM INC	Telecom - Voice Line	Y	2,204	-	-	2,204	WTR-WWR	1,939	264	2,204
77	636/736	CENTURYLINK	Telecom - Voice Line	Y	4,104	-	-	4,104	WTR-WWR	3,612	493	4,104
78	636/736	EASTEX TELEPHONE COOPERATIVE	Telecom - Voice Line	Y	2,922	-	-	2,922	WTR-WWR	2,572	351	2,922
79	636/736	FRONTIER CALIFORNIA INC	Telecom - Voice Line	Y	336	-	-	336	WTR-WWR	295	40	336
80	636/736	GRANITE TELECOMMUNICATIONS LLC	Telecom - Voice Line	Y	11,098	-	-	11,098	WTR-WWR	9,766	1,332	11,098
81	636/736	GUTC	Telecom - Voice Line	Y	9,304	-	-	9,304	WTR-WWR	8,187	1,116	9,304
82	636/736	HILL COUNTRY TELECOMMUNICATIONS LLC	Telecom - Voice Line	Y	702	-	-	702	WTR-WWR	618	84	702
83	636/736	LEVEL 3 COMMUNICATIONS	Telecom - Voice Line	Y	4,807	-	-	4,807	WTR-WWR	4,230	577	4,807
84	636/736	Not assigned - Accruals and other	Telecom - Voice Line	Y	144,136	-	-	144,136	WTR-WWR	126,840	17,296	144,136
85	636/736	EASTEX TELEPHONE COOPERATIVE	Telephone Systems Maintenance	Y	219	-	-	219	WTR-WWR	193	26	219
86	636/736	3COAST DBA	3COAST DBA	Y	35,000	-	-	35,000	WTR-WWR	30,800	4,200	35,000
87	636/736	BURNETT STAFFING SPECIALISTS	BURNETT STAFFING SPECIALISTS	Y	71,935	-	-	71,935	WTR-WWR	63,303	8,632	71,935
88	636/736	HORN SOLUTIONS, INC	HORN SOLUTIONS, INC	Y	3,360	-	-	3,360	WTR-WWR	2,957	403	3,360
89	636/736	Not assigned - Accruals and other	Not assigned	Y	(11,799)	-	-	(11,799)	WTR-WWR	(10,383)	(1,416)	(11,799)
90	636/736	RESOURCL STAFFING HOUSTON INC	RESOURCE STAFFING HOUSTON INC	Y	18,185	-	-	18,185	WTR-WWR	16,003	2,182	18,185
91												
92		Total Shared			1,609,781	-	-	1,609,781		1,416,608	193,174	1,609,781
										II-D-4	II-D-4	II-D-4

Note The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records

**WP/II-D-7(W) is Voluminous
and being provided on CD.**

**WP/II-D-7(S) is Voluminous
and being provided on CD.**

Monarch Utilities I L P
Docket No 50944
Test Year Ending 12/31/2019
WP/II-D-9 a Gross Payroll Expensed
Witness Edward Taussig

Line No	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
1	Note 1 Excluded NARUC Acct 675 and 775 since these are "shared" allocated costs.										
2	Note 2: Test Year increase versus prior years is mainly due to shared headcount now in Monarch and costs allocated to affiliates through Acct 675 and 775 which are included in the Section IV schedules										
3	Values										
4	Rate Case	Summary NARUC	Summary NARUC Title	NARUC	NARUC Account Description	Sum of Balance Per Book	Sum of Normalization	Sum of Normalized Balance	Sum of Known & Measurable	Sum of Balance for Rate Case	Reference
5	January - April 2020	401 Operating Expenses		601	Salaries and Wages - Employees	92,089	-	92,089	-	92,089	
6				604	Employee Pensions and Benefits	186	-	186	-	186	
7				620	Materials and Supplies	-	-	-	-	-	
8				701	Salaries and Wages - Employees	(3,233)	-	(3,233)	-	(3,233)	
9				704	Employee Pensions and Benefits	-	-	-	-	-	
10				601 S	Salaries and Wages - Employees	3,691,769	-	3,691,769	-	3,691,769	
11				604 S	Employee Pensions and Benefits	884,418	-	884,418	-	884,418	
12				620 S	Materials and Supplies	-	-	-	-	-	
13				636 S	Contractual Services - Other	180,492	-	180,492	-	180,492	
14				658 S	Insurance - Workman's Compensation	35,032	-	35,032	-	35,032	
15	Test Year Total					4,880,753	-	4,880,753	-	4,880,753	II-D-9
16	Test Year	401 Operating Expenses		601	Salaries and Wages - Employees	364,989	13,198	378,187	10,090	388,278	
17				604	Employee Pensions and Benefits	1,989	-	1,989	-	1,989	
18				620	Materials and Supplies	-	-	-	-	-	
19				701	Salaries and Wages - Employees	10,591	-	10,591	-	10,591	
20				704	Employee Pensions and Benefits	416	-	416	-	416	
21				601 S	Salaries and Wages - Employees	8,706,891	-	8,706,891	649,770	9,356,661	
22				604 S	Employee Pensions and Benefits	2,617,529	-	2,617,529	204,138	2,821,667	
23				620 S	Materials and Supplies	-	-	-	-	-	
24				636 S	Contractual Services - Other	184,948	-	184,948	(51,154)	133,794	
25				658 S	Insurance - Workman's Compensation	20,155	-	20,155	-	20,155	
26	Test Year Total					11,907,507	13,198	11,920,705	812,844	12,733,549	II-D-9
27	Comparison Year - 2018	401 Operating Expenses		601	Salaries and Wages - Employees	352,967	-	352,967	-	352,967	
28				604	Employee Pensions and Benefits	695	-	695	-	695	
29				620	Materials and Supplies	-	-	-	-	-	
30				701	Salaries and Wages - Employees	7,636	-	7,636	-	7,636	
31				601 S	Salaries and Wages - Employees	3,046,771	-	3,046,771	-	3,046,771	
32				604 S	Employee Pensions and Benefits	958,419	-	958,419	-	958,419	
33				620 S	Materials and Supplies	-	-	-	-	-	
34				636 S	Contractual Services - Other	34,977	-	34,977	-	34,977	
35				658 S	Insurance - Workman's Compensation	(62,895)	-	(62,895)	-	(62,895)	
36	Comparison Year - 2018 Total					4,338,571	-	4,338,571	-	4,338,571	II-D-9
37	Comparison Year - 2017	401 Operating Expenses		601	Salaries and Wages - Employees	286,286	-	286,286	-	286,286	
38				604	Employee Pensions and Benefits	1,894	-	1,894	-	1,894	
39				620	Materials and Supplies	863	-	863	-	863	
40				636	Contractual Services - Other	-	-	-	-	-	
41				701	Salaries and Wages - Employees	9,489	-	9,489	-	9,489	
42				704	Employee Pensions and Benefits	790	-	790	-	790	
43				720	Materials and Supplies	18	-	18	-	18	
44				601 S	Salaries and Wages - Employees	3,032,688	-	3,032,688	-	3,032,688	
45				604 S	Employee Pensions and Benefits	1,334,980	-	1,334,980	-	1,334,980	
46				620 S	Materials and Supplies	(881)	-	(881)	-	(881)	
47				636 S	Contractual Services - Other	19,353	-	19,353	-	19,353	
48				658 S	Insurance - Workman's Compensation	5,467	-	5,467	-	5,467	
49	Comparison Year - 2017 total					4,690,947	-	4,690,947	-	4,690,947	II-D-9

Note The source of any amounts included in this workbook without formulas or other references is from the underlying accounting records

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

WP/II-D-9.b 2020 January-April Payroll Capitalized by Month

Witness: Edward Taussig

Line

No

(a)

(b)

(c)

1

2

Comparison Year 2020	Fiscal year/period	Wages Capitalized
----------------------	--------------------	-------------------

3

Apr-20 145,488

4

Mar-20 185,906

5

Feb-20 109,497

6

Jan-20 118,562

7

Comparison Year 2020	Grand Total	559,453
----------------------	-------------	---------

8

Reference II-D-9.1.a

9

10

Note: The source of any amounts included in this workbook without formulas or other references is from the underlying accounting records.

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

WP/II-D-9.c Test Year Payroll Capitalized by Month

Witness: Edward Taussig

Line

No	(a)	(b)	(c)
1			
2	Test Year	Fiscal year/period	Wages Capitalized
3		Dec	407,916
4		Nov	117,770
5		Oct	176,740
6		Sep	70,581
7		Aug	122,403
8		Jul	103,702
9		Jun	85,446
10		May	81,712
11		Apr	84,405
12		Mar	46,041
13		Feb	37,520
14		Jan	52,739
15	Test Year Total		1,386,974
16		Reference	II-D-9

Note: The source of any amounts included in this workbook without formulas or other references is from the underlying accounting records.

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

WP/II-D-9.d 2018 Payroll Capitalized by Month

Witness: Edward Taussig

Line No	(a)	(b)	(c)
1			
2	Comparison Year 2018	Fiscal year/period	Wages Capitalized
3		Dec	98,186
4		Nov	79,246
5		Oct	69,584
6		Sep	72,823
7		Aug	103,862
8		Jul	76,271
9		Jun	88,860
10		May	68,704
11		Apr	95,175
12		Mar	84,013
13		Feb	57,635
14		Jan	21,551
15	Comparison Year 2018 Total		915,910
16		Reference	II-D-9

Note: The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records.

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

WP/II-D-9.e 2017 Payroll Capitalized by Month

Witness: Edward Taussig

Line No	(a)	(b)	(c)
1			
2	Comparison Year 2017	Fiscal year/period	Wages Capitalized
3		Dec	64,873
4		Nov	69,742
5		Oct	66,346
6		Sep	56,249
7		Aug	86,914
8		Jul	29,141
9		Jun	55,597
10		May	57,117
11		Apr	32,248
12		Mar	34,531
13		Feb	39,574
14		Jan	12,889
15	Comparison Year 2017 Total		605,222
16		Reference	II-D-9

Note: The source of any amounts included in this workpaper without formulas or other references is from the underlying accounting records.

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

WP/II-D-9.f 2020 January-April Payroll Capitalized by NARUC Account

Witness: Edward Taussig

Line

No	(a)	(b)	(c)	(d)
1				
2	Jan-Apr 2020	Cost Element	Cost Element Description	Wages Capitalized
3		611000	Salaries & Wages	5,939
4		613600	ATR Employee Costs	7,617
		661020	Capitalized Labor	455,435
5		690510	Allocated Salaries & Wage	(3,595)
6		690540	Allocated Other Employee	26,188
7		690900	Direct Labor Charged	67,869
8	Jan-Apr 2020	Grand Total		559,453
9			Reference	II-D-9
10				

Note: The source of any amounts included in this workbook without formulas or other references is from the underlying accounting records.

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

WP/II-D-9.g Test Year Payroll Capitalized by NARUC Account

Witness: Edward Taussig

Line

No	(a)	(b)	(c)	(d)
1				
2	Test Year	Cost Element	Cost Element Description	Wages Capitalized
3		613600	ATR Employee Costs	13,681
4		661020	Capitalized Labor	1,151,892
5		690510	Allocated Salaries	10,300
6		690540	Allocated Other Emp	56,108
7		690900	Direct Labor Charged	154,993
8	Test Year	Grand Total		1,386,974
9			Reference	II-D-9
10				

Note: The source of any amounts included in this workbook without formulas or other references is from the underlying accounting records.

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

WP/II-D-9.h 2018 Payroll Capitalized by NARUC Account

Witness: Edward Taussig

Line
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(a)	(b)	(c)	(d)
Comparison Year 2018	Cost Element	Cost Element Description	Wages Capitalized
	661020	Capitalized Labor	606,281
	690510	Allocated Salaries	4,654
	690540	Allocated Other Emp	9,306
	690900	Direct Labor Charged	295,669
Comparison Year 2018	Grand Total		915,910
		Reference	II-D-9

Note: The source of any amounts included in this workbook without formulas or other references is from the underlying accounting records.

Monarch Utilities I L.P.

Docket No. 50944

Test Year Ending 12/31/2019

WP/II-D-9.i 2017 Payroll Capitalized by NARUC Account

Witness: Edward Taussig

Line
No
1
2
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5
6
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8
9
10

(a)	(b)	(c)	(d)
Comparison Year 2017	Cost Element	Cost Element Description	Wages Capitalized
	613500	Temporary Labor	21,930
	661020	Capitalized Labor	523,296
	690510	Allocated Salaries	(1,292)
	690900	Direct Labor Charged	61,287
Comparison Year 2017	Grand Total		605,222
		Reference	II-D-9

Note: The source of any amounts included in this workbook without formulas or other references is from the underlying accounting records.

Monarch Utilities I L.P
Docket No 50944
Test Year Ending 12/31/2019
WP/II-D-9 1 a 1 Payroll Detail - Actual Payroll Expense - Water
Witness: Edward Taussig

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
Line No	Account No	Account Description	Reference Schedule	Per Book	Normalization	K&M	Adj Total
1		<u>Payroll - Comparison Year Jan - Apr 2020</u>					
2	601	Salaries and Wages - Employees	II-D-9 1 a	92,089	-	-	92,089
3	604	Employee Pensions and Benefits	II-D-9 1 a	186	-	-	186
4	620	Materials and Supplies	II-D-9 1 a	-	-	-	-
5	701	Salaries and Wages - Employees	II-D-9 1 a	-	-	-	-
6	704	Employee Pensions and Benefits	II-D-9 1 a	-	-	-	-
7	720	Materials and Supplies	II-D-9 1 a	-	-	-	-
8	601 S	Salaries and Wages - Employees	II-D-9 1 a	-	-	-	-
9	604 S	Employee Pensions and Benefits	II-D-9 1 a	-	-	-	-
10	620 S	Materials and Supplies	II-D-9 1 a	-	-	-	-
11	636 S	Contractual Services - Other	II-D-9 1 a	-	-	-	-
12	658 S	Insurance - Workman's Compensation	II-D-9 1 a	-	-	-	-
13							
14							
15		Regular	II-D-9 1 a	92,089	-	-	92,089
16		Overtime	II-D-9 1 a	-	-	-	-
17		Other	II-D-9 1 a	186	-	-	186
18							Percent
19		Capital	II-D-9 1 a	476,295	-	-	476,295
20		Expense	II-D-9 1 a	92,275	-	-	92,275
21							83.77%
22							16.23%
23		<u>Total Water</u>		<u>568,570</u>	-	-	<u>568,570</u>
24		<u>Payroll - Test Year</u>					
25	601	Salaries and Wages - Employees	II-D-9 1 a	364,989	13,198	10,090	388,277
26	604	Employee Pensions and Benefits	II-D-9 1 a	1,989	-	-	1,989
27	620	Materials and Supplies	II-D-9 1 a	-	-	-	-
28	701	Salaries and Wages - Employees	II-D-9 1 a	-	-	-	-
29	704	Employee Pensions and Benefits	II-D-9 1 a	-	-	-	-
30	720	Materials and Supplies	II-D-9 1 a	-	-	-	-
31	601 S	Salaries and Wages - Employees	II-D-9 1 a	-	-	-	-
32	604 S	Employee Pensions and Benefits	II-D-9 1 a	-	-	-	-
33	620 S	Materials and Supplies	II-D-9 1 a	-	-	-	-
34	636 S	Contractual Services - Other	II-D-9 1 a	-	-	-	-
35	658 S	Insurance - Workman's Compensation	II-D-9 1 a	-	-	-	-
36							
37		Regular	II-D-9 1 a	364,989	13,198	10,090	388,277
38		Overtime	II-D-9 1 a	-	-	-	-
39		Other	II-D-9 1 a	1,989	-	-	1,989
40							Percent
41		Capital	II-D-9 1 a	-	-	-	-
42		Expense	II-D-9 1 a	366,978	13,198	10,090	390,266
43							0.00%
44							100.00%
45		<u>Total Water</u>		<u>366,978</u>	<u>13,198</u>	<u>10,090</u>	<u>390,266</u>
46		<u>Payroll - Comparison Year 2018</u>					
47	601	Salaries and Wages - Employees	II-D-9 1 a	352,967	-	-	352,967
48	604	Employee Pensions and Benefits	II-D-9 1 a	695	-	-	695
49	620	Materials and Supplies	II-D-9 1 a	1,195	-	-	1,195
50	701	Salaries and Wages - Employees	II-D-9 1 a	-	-	-	-
51	704	Employee Pensions and Benefits	II-D-9 1 a	-	-	-	-
52	720	Materials and Supplies	II-D-9 1 a	-	-	-	-
53	601 S	Salaries and Wages - Employees	II-D-9 1 a	-	-	-	-
54	604 S	Employee Pensions and Benefits	II-D-9 1 a	-	-	-	-
55	620 S	Materials and Supplies	II-D-9 1 a	-	-	-	-
56	636 S	Contractual Services - Other	II-D-9 1 a	-	-	-	-
57	658 S	Insurance - Workman's Compensation	II-D-9 1 a	-	-	-	-
58							
59		Regular	II-D-9 1 a	352,967	-	-	352,967
60		Overtime	II-D-9 1 a	-	-	-	-
61		Other	II-D-9 1 a	1,890	-	-	1,890
62							Percent
63		Capital	II-D-9 1 a	-	-	-	-
64		Expense	II-D-9 1 a	354,857	-	-	354,857
65							0.00%
66							100.00%
		<u>Total Water</u>		<u>354,857</u>	-	-	<u>354,857</u>

Note: The source of any amounts included in this schedule without formulas or other references is from the underlying accounting records

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