



Control Number: 50944



Item Number: 324

Addendum StartPage: 0

PUCT DOCKET NO. 50944

RATEPAYER COMMENTS/REQUESTS TO INTERVENE

If you wish to PROTEST the proposed rate change, you must submit this form and 10 copies to:

Filing Clerk
Public Utility Commission of Texas
1701 North Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326

2020 AUG 13 PM 12:13
PUBLIC UTILITY COMMISSION
FILING CLERK

Unless protests are received from at least 10% of ratepayers or from any affected municipality, or the Commission Staff requests a hearing, no hearing will be held, and the rates will be effective as proposed.

CUSTOMER INFORMATION (to be completed by customers submitting protests)

First Name: John Last Name: Moore
Phone Number: 210 621 7842 Fax Number: 210 855 9970
Email Address: MSMoore131@gmail.com
Address, City, State: 663 Windmill Ranch Rd, Spring Branch, TX 78070
Location where service is received: _____
(if different from the mailing address)

Please fill out the following:

I wish to PROTEST the following proposed rate action/s:

I wish to be a COMMENTER. I understand that: I am NOT a party to this case; my comments are not considered evidence in this case; and I have no further obligation to participate in the proceeding. Public comments may help inform the PUCT of the public concerns and identify issues to be explored. Please provide comments below. Attach a separate page, if necessary.

Southwest water claims they have not raised rates in past 4 years see
However in Dec 2017 they implemented a rate increase for 2017-2019. Attached

I am requesting to INTERVENE in this proceeding. As an INTERVENOR, I understand that: I am a party to the case; I am required to respond to all discovery requests from other parties; I may be required to attend hearings, and if I file testimony, I may be cross-examined in the hearing; if I file any documents in the case, I must provide a copy to every other party in the case; and I acknowledge that I am bound by the Procedural Rules of the PUCT and the State Office of Administrative Hearings (SOAH).

Signature of Protestor:

[Signature] Date: 08/01/2020

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

Hearing- and speech-impaired individuals with text telephones may contact the PUCT's Customer Assistance Hotline
at
512-936-7136

324

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

Monarch Utilities I L.P.

10983 and 20899

Company Name

CCN Number(s)

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

EFFECTIVE DATE OF PROPOSED INCREASE: August 19, 2020

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

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

Reason(s) for Proposed Rate Change:

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

BILLING COMPARISON

Water

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

Water – Pass Through Charges

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

Sewer

Existing	5,000 gallons: \$	<u>See Attached</u>	/mo	Proposed	5,000 gallons: \$	<u>See Attached</u>	/mo
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Please see attached list of subdivisions and systems affected.

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

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

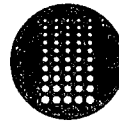
(866) 654-7992
Company Phone Number

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

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

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

Southwest Water claims they have not raised rates in the past four years. However, in December 2017 they implemented a rate increase. The rate increase from 2017 was an estimated 50% increase implemented incrementally over 2017 through 2019. Now Southwest water is wanting to raise rates again. I have not seen anything done in our neighborhood to justify increasing our charges an additional time. I also find it insulting that they lied in their request by saying they haven't proposed a rate change in the past four years. Please see attached which shows our base rate for a 5/8" line has gone from \$40.95 in 2017 to the current \$74.44 and now they propose raising it to \$91.31 in September of 2021. That is an approximately 123% increase in a 4 year time frame. In addition, the price per 1000 gallons of water has gone from \$2.50 in 2017 to \$4.52 and now they propose raising it to \$7.25 by August of 2022. That is an approximately 190% increase in a 5 year time frame. I am unclear how they are justifying that degree of increase and object to this unacceptable highway robbery.



Monarch Utilities I L.P.

A SouthWest Water Company

12535 Reed Road
Sugar Land, TX 77478
TXCustomerCare@swwc.com
www.swwc.com

July 15, 2020

Dear Valued Customer:

I have been astounded by the resiliency of Texans during this extraordinary time. On behalf of all our employees, I want to thank you for doing your part—and for your words of support for our workers. We appreciate you very much. Today, I have some important information for you.

On July 15, 2020, Monarch Utilities I L.P. filed a request with the Public Utility Commission (PUC) for a rate review. You are receiving notice of this rate filing because you are a current Monarch Utilities customer, and we want to explain the need to adjust your rates from time to time—and answer questions you may have.

Staying safe and operational

As an essential service, water and wastewater utilities are vital to our lives. They are also the most expensive utilities to build and maintain. At home or in your place of business, you expect clean and safe water to always be available. But the process is far from simple. The resources that go into this often-unseen infrastructure and intensive water processing work are substantial. Over the past four years, Monarch Utilities has invested over \$35.1 million on system upgrades across the state to keep your water and wastewater systems safe.

This is how we act as stewards of safe water. We maintain and upgrade the infrastructure needed to keep water safe and flowing. Periodically, we must recoup those costs of capital improvements already made with rate adjustments. This keeps us in business to serve you.

How this affects your household

Spending more money on running your household is *never easy*. As many of us are at home more amidst the pandemic, expenses such as utilities and groceries have increased. We all understand that clean, readily available water is a big part of staying healthy, and we want that to be as cost-efficient as possible. Here is how you can expect your rates to change:

How much will my rates change?

For 81% of our water customers with a 5/8" meter, we are proposing a 3.92% increase to their monthly water bill for 5,000 gallons. Other customers will see their bills change by different percentages, and some changes will be phased in over a period of years.

For 98% of our wastewater customers with a 5/8" meter, we are proposing a 6.59% increase to their monthly wastewater bill for 5,000 gallons. Other customers will see their bills change by different percentages, and some changes will be phased in over a period of years.

Note that the rate adjustments will be different across Texas. Please review the attached tables to see the proposed rates and rate change comparisons for your service district.

When will my rates change?

As a result of legislation passed in the 2013 Texas legislative session, water and wastewater rate change requests go through a rigorous review process by the PUC. The Office of Public Utility Counsel (OPUC) represents customers like yourself in rate cases. A utility requests rates and those rates are ultimately set by the PUC. The review process could take up to 185 days.

We understand this will be an adjustment for you

We know this comes at a difficult time amidst a public health crisis and strained economic circumstances for many. I want you to know we have weighed these decisions carefully against the need to keep safe water coming to you via a system that is sustainable over the coming decades.

wrong
↙

You should also know Monarch has not proposed a rate change in the past four years while still maintaining and upgrading your systems. When COVID-19 came to Texas, we suspended disconnections and late charges for nonpayment to ensure our customers had access to water and wastewater services. This was just one of the ways we worked to keep you safe.

I invite you to learn more about what it takes to protect and deliver water, as well as our community partnerships, as we move through this rate adjustment process at www.swwc.com.

Monarch will continue to maintain and improve your water and wastewater system to deliver to you, and the environment, the best possible water quality while remaining mindful of costs under our control.

Thank you for the opportunity to be your water and wastewater services provider.

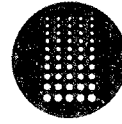
Sincerely,



Jeffrey L. McIntyre
President
Monarch Utilities I L.P.

Enc: Notice of Proposed Rate Change

Attached is a copy of the Notice of Proposed Rate Change as required by the PUC. Please review this notice carefully, as it provides additional information about Monarch's request and the processing of our application by the PUC.



Monarch Utilities I L.P.

A SouthWest Water Company

12535 Reed Road
Sugar Land, TX 77478
TXCustomerCare@swwc.com
www.swwc.com

July 15, 2020

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Staying safe and operational

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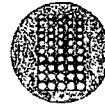
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IMPORTANT CORRECTIONS TO NOTICE

Please replace page 14 of the Notice you recently received with this page, which corrects a typographical error on the original. A full and correct copy of the Notice can be found at the following online address. <http://files.swwc.com/tx/tariff/notices/2020-Monarch-Rate-Notice-Docket-50944.pdf>

NOTICE OF PROPOSED RATE CHANGE –WATER					
Monarch Utilities I L P					
Enchanted River, Oakview, Rim Rock, River Bend, Windmill/Kestrel					
Date of Last Rate Change 09/24/2019					
CURRENT RATES			Phase 1 and 2 Per PUC Docket 47736		Phase 3
Monthly base rate			eff 09-24-2020	eff 09-24-2021	eff 08-19-2022
Meter Size					
5/8"		\$50.70 \$74.44	\$54.12 \$82.88	\$57.54 \$91.31	\$54.15
5/8"x3/4"					\$54.15
3/4"		\$76.05 \$111.66	\$81.18 \$124.32	\$86.32 \$136.97	\$81.23
1"		\$126.75 \$186.10	\$135.30 \$207.20	\$143.86 \$228.28	\$135.38
1 1/2"		\$253.50 \$372.20	\$270.60 \$414.40	\$287.72 \$456.55	\$270.75
2"		\$405.60 \$595.52	\$432.96 \$663.04	\$460.35 \$730.48	\$433.20
3"		\$760.50 \$1,116.60	\$811.80 \$1,243.20	\$863.15 \$1,369.65	\$812.25
4"		\$1,267.50 \$1,861.00	\$1,353.00 \$2,072.00	\$1,438.58 \$2,282.75	\$1,353.75
6"		\$2,535.00 \$3,722.00	\$2,706.00 \$4,144.00	\$2,877.16 \$4,565.50	\$2,707.50
8"		\$4,056.00 \$5,955.00	\$4,329.60 \$6,630.40	\$4,603.45 \$7,304.80	\$4,332.00
10"					\$6,227.25
12"					\$11,642.25
GALLONAGE CHARGE			eff 09-24-2020	eff 09-24-2021	eff 08-19-2022
TIER	VOLUME	CHARGE per 1000 gals	CHARGE per 1000 gals	CHARGE per 1000 gals	CHARGE per 1000 gals
Tier 1	0 to 2,000 gals	\$4.52	5.03	5.53	\$7.25
Tier 2	2,001 to 10,000 gals	\$7.51	8.35	9.19	\$8.93
Tier 3	10,001 to 20,000 gals	\$9.04	10.05	11.06	\$10.12
Tier 4	over 20,000 gals	\$12.08	13.43	14.78	\$10.78
Canyon Lake WSC Purchased Water Pass-Through Monthly base charge all Meter Sizes	Effective in Enchanted River, Oakview, Rim Rock Ranch, River Bend, Windmill/Kestrel	\$10.6670	\$10.6670	\$10.6670	\$0.00
Comal Trinity GCD Purchased Water Pass-Through Charge per 1000 gal all usage	Effective in Rim Rock Ranch and Windmill/Kestrel	\$0.0722	\$0.0722	\$0.0722	\$0.00
MISCELLANEOUS FEES					
Tap Fee Residential		\$700.00	\$1,470.00	\$1,470.00	\$1,470.00
Tap Fee Large Meter		actual costs	actual costs	actual costs	actual costs
Reconnect Fee Non-Payment		\$25.00	\$25.00	\$25.00	\$25.00
Reconnect Fee Customer's Request		\$50.00	\$25.00	\$25.00	\$25.00
Meter Relocation Fee		actual costs	actual costs	actual costs	actual costs
Meter Conversion Fee		actual costs	actual costs	actual costs	actual costs
Meter Tampering or Diversion Fee		\$100.00	\$100.00	\$100.00	\$100.00
Transfer Fee		\$45.00	\$45.00	\$45.00	\$45.00
Late Charge		10% of delinquent bill	10% of delinquent bill	10% of delinquent bill	10% of delinquent bill
Returned Check Charge		\$25.00	\$25.00	\$25.00	\$25.00
Deposit Residential		\$50.00	\$50.00	\$50.00	\$50.00
Deposit Non-residential		1/6 estimated annual bill	1/6 estimated annual bill	1/6 estimated annual bill	1/6 estimated annual bill
Meter Test Fee		\$25.00	\$25.00	\$25.00	\$25.00
Seasonal Reconnect		6 x mo rate when leave and return	6 x mo rate when leave and return	6 x mo rate when leave and return	6 x mo rate when leave and return
Supplemental Emergency Service		\$13.43/in dia	\$14.64/in dia	\$14.64/in dia	\$14.64/in dia
A Regulatory Assessment of 1% is added to base rate and gallonage charges					
Water Assist (previously Help2Others) is a payment assistance program for qualifying low-income customers. Water Assist, through its partner agencies, provides eligible customers a recurring monthly pledge of \$20 for water or \$40 for both water and sewer bills. Another component of Water Assist is emergency or catastrophic assistance to customers (one time per year) regardless of their income level.					

JOHN MOORE
663 WINDMILL RANCH RD
SPRING BRANCH, TX 78070-6135



**Water
Services, Inc.**

A SouthWest Water Company

Customer Service
866.654.SWWC (7992)

November 10, 2017

Dear Valued Customer,

On November 10, Water Services, Inc. filed a request with the City of Bulverde ("City") for a rate increase. This notice is to provide you with an explanation for the rate increase and its overall effect.

When will rates change?

Water Services requested new rates to be effective on December 15, 2017.

Why is there a rate change?

SouthWest Water Company acquired Water Services, Diamond and Huntington water utilities in 2006 and 2007. In 2016, these companies merged with the newly acquired Wiedenfeld Water Works which formed SWWC Utilities, Inc. doing business as Water Services, Inc. In total, we have made needed improvements to each of the water systems totaling around \$8.5 million. We are now proposing to increase rates in phases over time in order to offset the amount we have spent improving the water systems, and to recover increased operating costs.

What improvements have we made?

Over the years, we made substantial improvements to all Water Services, Inc. systems. A few of the improvements we have made include:

Automatic Meter Reading (AMR): This system allows your meter to send signals to our technicians driving by, which is captured and used for your monthly billing. With this system, we can ensure quick, accurate reads, eliminate human error, and alert you faster about high usage.

Water facilities: This encompasses production, treatment, storage and pumping to provide adequate water supply and pressure at state and federal drinking water standards. Plant and related components installed at various locations include new electrical controls and wiring, new storage tanks, and production wells. We also upgraded or repaired pumps, disinfection system upgrades, and key components in our entire Water Services, Inc. system.

Electronic processes: Customers now have the option to instantly access their account online, receive paperless billing, or make payments online.

How much are we asking rates to increase?

We propose rates be phased in over three years for all of our customers within the City with the first phase taking effect later this year. On average after the new rates are fully phased in, water revenue would increase by about 50% and all Water Services, Diamond, Huntington and Wiedenfeld customers will have the same rates.

Overall, the rate increase is necessary to cover the cost of important upgrades to facilities and equipment needed to provide Water Service, Inc. customers with excellent water and services. We hope you understand the proposed rate increases are essential in order to continue to provide quality service that meets the PUC and the Texas Commission on Environmental Quality standards.

For those who meet certain income requirements, we provide a water assistance program called Help2Others (H2O). This water assistance program is entirely shareholder funded – customers don't bear any of the costs. Those who qualify will receive monthly credit towards their bill. Find out more on how to enroll by calling 866.654.7992 or emailing h2o@swwc.com.

Enclosed in this letter is a copy of the Notice of Proposed Rate Change as required by the PUC. Please review this carefully as it provides more information about our request.

We value you as a customer and strive each day to maintain and constantly improve your water quality and service. Thank you for the opportunity to be your water and sewer services provider.

Sincerely,

Charles W. Profilet, Jr., P.E.
Managing Director, Texas Utilities

**NOTICE OF PROPOSED RATE CHANGE
PURSUANT TO TEX. WATER CODE § 13.1871**

SWWC Utilities, Inc. dba Water Services, Inc.	11106
Company Name	CCN Number

has filed a rate change application with the City of Bulverde (city). You may inspect a copy of the rate change application at the city's offices. The proposed rates will apply to service received after the effective date provided below, unless modified or suspended by the city.

EFFECTIVE DATE OF PROPOSED INCREASE: December 15, 2017

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

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

Reasons for Proposed Rate change: SWWC Utilities, Inc. has invested over \$8.5 million since acquisition to bring the water systems up to state and federal regulatory standards and improve customer service. This is the first system wide rate change filing since the merger of companies to improve operating efficiencies.

Oak Village North, Windmill Ranch

Subdivision(s) or Systems(s) Affected by Rate Change			
12525 Reed Road	Sugar Land	TX	77478
Company Address	City	State	Zip
(281) 207-5700			
Company Phone Number			

Phase 1: \$421,381; Phase 2: \$483,108 Phase 3: \$554,261	11/10/2017
Annual Revenue Increase	Date Notice Delivered

Water Services 01/01/2015 Diamond 03/01/2015	various dates throughout month
Date of Last Rate Change	Date Meters Typically read

NOTICE OF PROPOSED RATE CHANGE - WATER

Formerly Diamond (Windmill)

CURRENT RATES			PROPOSED RATES PHASE 1 eff: 12-15-2017				PROPOSED RATES PHASE 2 eff: 12-15-2018				PROPOSED RATES PHASE 3 eff: 12-15-2019			
Monthly base rate including 0 gallons			Monthly base rate including 0 gallons				Monthly base rate including 0 gallons				Monthly base rate including 0 gallons			
Meter Size:		Formerly Diamond	Meter Size:			Meter Size:			Meter Size:			Meter Size:		
5/8"		\$40.95	5/8"		\$53.20	5/8"		\$57.91	5/8"		\$63.03	5/8"		\$63.03
3/4"		\$40.95	3/4"		\$79.80	3/4"		\$86.57	3/4"		\$94.55	3/4"		\$94.55
1"		\$102.38	1"		\$133.00	1"		\$144.78	1"		\$157.58	1"		\$157.58
1 1/2"		\$204.75	1 1/2"		\$266.00	1 1/2"		\$289.55	1 1/2"		\$315.15	1 1/2"		\$315.15
2"		\$327.60	2"		\$425.60	2"		\$463.28	2"		\$504.24	2"		\$504.24
3"		\$614.25	3"		\$798.00	3"		\$868.65	3"		\$945.45	3"		\$945.45
4"		\$1,023.75	4"		\$1,330.00	4"		\$1,447.75	4"		\$1,575.75	4"		\$1,575.75
6"		\$2,047.50	6"		\$2,660.00	6"		\$2,895.50	6"		\$3,151.50	6"		\$3,151.50
8"		\$3,276.00	8"		\$4,256.00	8"		\$4,632.80	8"		\$5,042.40	8"		\$5,042.40
GALLONAGE CHARGE:			GALLONAGE CHARGE eff: 12-15-2017				GALLONAGE CHARGE eff: 12-15-2018				GALLONAGE CHARGE eff: 12-15-2019			
TIER	VOLUME	CHARGE per 1000 gals.	TIER	VOLUME	CHARGE per 1000 gals.	TIER	VOLUME	CHARGE per 1000 gals.	TIER	VOLUME	CHARGE per 1000 gals.	TIER	VOLUME	CHARGE per 1000 gals.
	all gallons													
Tier 1	0 to 2,000 gals.	\$2.50	Tier 1	0 to 2,000 gals.	\$3.25	Tier 1	0 to 2,000 gals.	\$3.54	Tier 1	0 to 2,000 gals.	\$3.85	Tier 1	0 to 2,000 gals.	\$3.85
Tier 2	2,001 to 10,000 gals.	\$1.15	Tier 2	2,001 to 10,000 gals.	\$4.74	Tier 2	2,001 to 10,000 gals.	\$5.16	Tier 2	2,001 to 10,000 gals.	\$5.62	Tier 2	2,001 to 10,000 gals.	\$5.62
Tier 3	10,000 to 20,000 gals.	\$5.00	Tier 3	10,000 to 20,000 gals.	\$6.50	Tier 3	10,000 to 20,000 gals.	\$7.07	Tier 3	10,000 to 20,000 gals.	\$7.70	Tier 3	10,000 to 20,000 gals.	\$7.70
Tier 4	over 20,000 gals.	\$8.00	Tier 4	over 20,000 gals.	\$10.39	Tier 4	over 20,000 gals.	\$11.31	Tier 4	over 20,000 gals.	\$12.31	Tier 4	over 20,000 gals.	\$12.31
Purchased Water Pass Through	all gallons	\$1.89	PW Pass Through			PW Pass Through			PW Pass Through			PW Pass Through		
MISCELLANEOUS FEES			MISCELLANEOUS FEES (no change)				MISCELLANEOUS FEES (no change)				MISCELLANEOUS FEES (no change)			
Tap Fee: Residential		\$700.00	Tap Fee: Residential		\$700.00	Tap Fee: Residential		\$700.00	Tap Fee: Residential		\$700.00	Tap Fee: Residential		\$700.00
Tap Fee: Large Meter		actual costs	Tap Fee: Large Meter		actual costs	Tap Fee: Large Meter		actual costs	Tap Fee: Large Meter		actual costs	Tap Fee: Large Meter		actual costs
Reconnect Fee: Non-Payment		\$25.00	Reconnect Fee: Non-Payment		\$25.00	Reconnect Fee: Non-Payment		\$25.00	Reconnect Fee: Non-Payment		\$25.00	Reconnect Fee: Non-Payment		\$25.00
Reconnect Fee: Customer's Request		\$50.00	Reconnect Fee: Customer's Request		\$50.00	Reconnect Fee: Customer's Request		\$50.00	Reconnect Fee: Customer's Request		\$50.00	Reconnect Fee: Customer's Request		\$50.00
Transfer Fee		\$45.00	Transfer Fee		\$45.00	Transfer Fee		\$45.00	Transfer Fee		\$45.00	Transfer Fee		\$45.00
Late Charge		10% of delinquent bill	Late Charge		10% of delinquent bill	Late Charge		10% of delinquent bill	Late Charge		10% of delinquent bill	Late Charge		10% of delinquent bill
Returned Check Charge		\$25.00	Returned Check Charge		\$25.00	Returned Check Charge		\$25.00	Returned Check Charge		\$25.00	Returned Check Charge		\$25.00
Deposit: Residential		\$50.00	Deposit: Residential		\$50.00	Deposit: Residential		\$50.00	Deposit: Residential		\$50.00	Deposit: Residential		\$50.00
Deposit: Non-residential		1/6 estimated annual bill	Deposit: Non-residential		1/6 estimated annual bill	Deposit: Non-residential		1/6 estimated annual bill	Deposit: Non-residential		1/6 estimated annual bill	Deposit: Non-residential		1/6 estimated annual bill
Meter Test Fee		\$25.00	Meter Test Fee		\$25.00	Meter Test Fee		\$25.00	Meter Test Fee		\$25.00	Meter Test Fee		\$25.00
Customer Service Inspection			Customer Service Inspection			Customer Service Inspection			Customer Service Inspection			Customer Service Inspection		
Other: Suppl. Emergency Service		\$13.43/m dia	Other: Suppl. Emergency Service		\$13.43/m dia	Other: Suppl. Emergency Service		\$13.43/m dia	Other: Suppl. Emergency Service		\$13.43/m dia	Other: Suppl. Emergency Service		\$13.43/m dia

Regulatory Assessment of 1% is added to base rate and gallonage charges. Additional fees and meter sizes may be shown on a separate page.

If applicable, list any bill payment assistance programs to low-income ratepayers.

Help2Others (H2O) is a company funded assistance program designed to assist qualifying customers pay their monthly water utility bill. Customers who qualify for the H2O program will receive a monthly \$40 credit (\$20 for water and \$20 for sewer) through the duration of their enrollment as long as they continue to pay their bill and remain current. The program is designed to assist customers whose total combined household income does not exceed 125% of the current Federal Poverty Guidelines.