

Control Number: 50944



Item Number: 353

Addendum StartPage: 0

RATEPAYER COMMENTS/REQUESTS TO INTERVENE

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

2020 AUG 18 AM 9:27

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

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

CUSTOMER INFORMATION (to be completed by customers submitting protests)

First Name: Emily Last Name: Baldree
Phone Number: 817 269 3065 Fax Number: - - - -
Email Address: sbaldree04@gmail.com
Address, City, State: 911 Thelma Dr Granbury, TX 76049-5355
Location where service is received: _____
(if different from the mailing address)

Please fill out the following:

Fuzzy math. First page 81% to increase 3.92%. Per page 8 every meter shows 9% increase.

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

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

I hope + PUC does their job. No Rubber stamp.

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

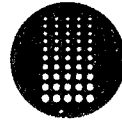
Signature of Protester:

Emily N. Baldree Date: 8-6-20

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

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

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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.

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.

NOTICE OF PROPOSED RATE CHANGE –WATER

Monarch Utilities I L.P.

Aurora Vista, Arrowhead Shores, Beachwood Estates, Briarwood Harbor, Benbrook Hills, Blue Water Cove, Callendar Lake, Cherokee Shores, Coldspring Terrace, Comanche Harbor/Ports O Call, Crystal Springs, Carolyn Estates, Comanche Cove, Crowley, Cedar Valley, Champions Glenn, Chesswood, Camelot Forest, Countrywood, Denton Creek Estates, Decker Hills, Falcon Crest Addition, Garden Acres, Green Acres, Governor's Point, Granbury Acres, Highsaw Water, Hideaway Bay Estates, Hidden Cove, Hulon Lakes, Harbor Point, Holiday Villages of Folk, Holiday Villages of Livingston, Holiday Villages of Medina, Holiday Shores, Indian Hills Harbor, Ivanhoe, Lake Medina Shores, Longhorn Valley, Lollipop, Lakeway Harbor, Montego Bay Estates, Markum Ranch Estates, Michaels Cove, Metroplex Homesteads, Nolan River Estates, Oak Wood, Oak Trail Shores, Ponderosa Addition, Pinwah Pines, Pine Harbor, Pinnacle Club WW only, Plum Creek, Phillips Acres, Pine Trail Shores, Ridgecrest Estates – Johnson, Rancho Brazos, Acton (Royal Oaks), River Oaks Ranch, Rocky Point A, Rocky Point B, Ridgecrest Grayson County, Raywood, Sundance, Sherwood Shores, Shepherd Hills Estates, Southern Acres, Spanish Park Estates, Silver Saddle, Stonecrest Estates, Serenity Woods/Pine Loch, Twin Creeks Addition, Tanglewood, Triple H Estates, Tex-Rides Fifth Tower Terrace, Westwood Beach, Wynnwood Haven, Western Hills Harbor, Western Lake Estates, West Meadows, West Park Village, Westside, Woodcreek Valley, Westview - Parker County

Date of Last Rate Change: 10/01/2016

CURRENT RATES			PROPOSED RATES eff. 08-19-2020		
Monthly base rate including 0 gallons		Tax Cuts & Jobs Act Credit	Monthly base rate including 0 gallons		Tax Cuts & Jobs Act Credit
Meter Size			Meter Size		
5/8"	\$49.30	(\$2.76)	5/8"	\$54.15	\$0.00
5/8"x3/4"			5/8" x 3/4"	\$54.15	\$0.00
3/4"	\$73.95	(\$4.14)	3/4"	\$81.23	\$0.00
1"	\$123.25	(\$6.90)	1"	\$135.38	\$0.00
1 1/2"	\$246.49	(\$13.80)	1 1/2"	\$270.75	\$0.00
2"	\$394.38	(\$22.08)	2"	\$433.20	\$0.00
3"	\$739.47	(\$41.40)	3"	\$812.25	\$0.00
4"	\$1,232.44	(\$69.00)	4"	\$1,353.75	\$0.00
6"	\$2,464.89	(\$138.00)	6"	\$2,707.50	\$0.00
8"	\$3,943.82	(\$220.80)	8"	\$4,332.00	\$0.00
10"			10"	\$6,227.25	\$0.00
12"			12"	\$11,642.25	\$0.00

GALLONAGE CHARGE:			GALLONAGE CHARGE: eff. 08-19-20		
TIER	VOLUME	CHARGE per 1000 gals.	TIER	VOLUME	CHARGE per 1000 gals.
Tier 1	0 to 2,000 gals	\$7.47	Tier 1	0 to 2,000 gals.	\$7.25
Tier 2	2,001 to 10,000 gals	\$9.20	Tier 2	2,001 to 10,000 gals.	\$8.93
Tier 3	10,001 to 20,000 gals	\$10.41	Tier 3	10,001 to 20,000 gals.	\$10.12
Tier 4	over 20,000 gals	\$11.11	Tier 4	over 20,000 gals	\$10.78
Purchased Water Pass-through - all gallons		\$0.69	Purchased Water Pass-through - all gallons		\$0.00

MISCELLANEOUS FEES		MISCELLANEOUS FEES	
Tap Fee- Residential	\$700.00	Tap Fee- Residential	\$1,470.00
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- Customer's Request	\$50.00	Reconnect Fee- Customer's Request	\$50.00
Meter Tampering or Diversion Fee		Meter Tampering or Diversion Fee	\$100.00
Meter Relocation Fee	actual costs	Meter Relocation Fee	actual costs
Meter Conversion Fee	actual costs	Meter Conversion Fee	actual costs
Transfer Fee	\$45.00	Transfer Fee	\$45.00
Late Charge	10% of delinquent bill	Late Charge	10% of delinquent bill
Returned Check Charge	\$25.00	Returned Check Charge	\$25.00
Deposit- Residential	\$50.00	Deposit- Residential	\$50.00
Deposit- Non-residential	1/6 estimated annual bill	Deposit- Non-residential	1/6 estimated annual bill
Meter Test Fee	\$25.00	Meter Test Fee	\$25.00
Seasonal Reconnect Fee	6 x mo rate when leave and return	Seasonal Reconnect Fee	6 x mo rate when leave and return
Supplemental Emergency Service	\$14.64/in dia	Supplemental Emergency Service	\$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.