



Control Number: 50944



Item Number: 356

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 2020 AUG 18 AM 9:33
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: Lori Last Name: RAY

Phone Number: 214-543-2522 Fax Number: _____

Email Address: lray05@yahoo.com

Address, City, State: 12 Willow Tree Lane Pottsboro, TX 75076

Location where service is received: _____
(if different from the mailing address)

Please fill out the following:

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

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

See attached

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:

Lori Leigh Ray Date: 08/13/2020

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

3576

PUCT DOCKET NO. 50944

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

Monarch Utilities I L.P.

10983 and 20899

Company Name

CCN Number(s)

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

EFFECTIVE DATE OF PROPOSED INCREASE: August 19, 2020

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

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

Reason(s) for Proposed Rate Change:

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

BILLING COMPARISON

Water

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

Water – Pass Through Charges

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

Sewer

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

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

12535 Reed Rd.

Sugar Land

TX

77478

Company Address

City

State

Zip

(866) 654-7992

Company Phone Number

\$3,329,311

(\$816,717)

\$653,549

Water Annual Revenue Increase

Water Pass-Through Annual Revenue Increase

Sewer Annual Revenue Increase

July 15, 2020

See Attached

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.

PUC of Texas
1701 North Congress Avenue
PO Box 13326
Austin, TX 78711-3326

Re: Proposed rate increase – Monarch Utilities

I am strongly protesting the proposed water rate increases. It is a crime that it cost \$129.95 per month before we even flush a toilet or turn on the water faucet. Furthermore, the "water" provided is so dirty coming out of the source, that I had to install a water filtration system. Additionally, I feel they are charging sewer usage fees for the lawn sprinkler usage, which is wrong. I have called (received two different answers when asked) and emailed Southwest Utilities/Monarch water and have not received a response from my email.

The management of this company needs to be investigated.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink that reads "Lori Leigh Ray". The signature is written in a cursive, flowing style.

Lori Leigh Ray
12 Willow Tree Lane
Pottsboro, TX 75076