



Control Number: 50944



Item Number: 357

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:

Filing Clerk 2020 AUG 18 AM 9:35
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: Noelle McDonald Last Name: McDonald
Phone Number: 214-289-2209 Fax Number: none
Email Address: noelle.mcd@gmail.com
Address, City, State: 290 Hacienda Dr., Pottsboro, TX 75076
Location where service is received: same as mailing address
(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.

We ~~do~~ feel unsafe drinking the water and therefore purchase water elsewhere (see separate page).

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

Signature of Protestor:

Noelle McDonald Date: 8/11/2020

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

McDonald Family
296 Hacienda Dr
Pottsboro, TX 75076
214-289-2209
noellecmcd@gmail.com

August 11, 2020

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

Dear Public Utility Commission of Texas,

We believe the water is unsafe to consume and our family has chosen not to drink it. We purchase drinking water for us and our pets elsewhere.

The water is brownish yellow and has particles floating in it.

When we first moved to the area and smelt a strong chlorine odor which made our eyes water, we were informed by the water company that they put chlorine in the water after repairing a leak. We were told the odor should disappear in 24-48 hours which it did, but we have concerns about this addition to our water supply.

We use the water to shower, do laundry, wash dishes, water the lawn and wash vehicles. Laundered clothes have to be washed and rewashed for them to come clean and our washer contains rust stains along with the toilets, tubs, and sinks in our home.

The cost of water via Monarch is high already and we don't use it 100% of the time. Having to buy water outside of our home increases our water costs, so we strongly protest a rate increase.

Thank you for allowing us an opportunity to voice our water concerns.