



Control Number: 50944



Item Number: 392

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 24 AM 9:29

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: Glen & Debbie Last Name: Murley
Phone Number: 903-821-2134 Fax Number: _____
Email Address: glenmurley@qol.com
Address, City, State: 77 Harlan Rd., Pottsboro Tx 75076
Location where service is received: Same
(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.

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:

Glen & Debbie Murley Date: 8-8-2020

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

9-4 PM
M-F

PUCT DOCKET NO. 50944

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

Monarch Utilities I L.P.
Company Name

10983 and 20899
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.

\$M profits?

BILLING COMPARISON

Water

why 5K gal.?

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

Date Current Rate Change Notice Delivered

See Attached

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.

08 Aug., 2020

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

We are protesting the Monarch Utilities proposed water rate increase effective 19 August 2020.

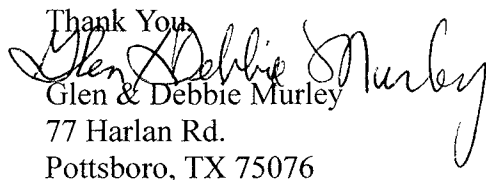
The requested water rate increase is totally ridiculous. The rate increase document I received from Monarch is suppose to clearly define the increase is not clear what the rate increase really is. The document doesn't define what the actual percentage rate is. The proposed 3.92 % increase does not compute as shown on their documents. We are retired with no increase in our Social Security but Monarch or Southwest Water Company is a large Company that is in 6 states.

Monarch or Southwest Water Company or Ridgecrest (Grayson Co.) Water System has had substantial increases over the past 15 years. The quality of water is not up to EPA requirements. We receive notices every few months that it still does not meet EPA requirements.

Now they are going to start charging us the new **REQUESTED – NOT APPROVED RATE ON AUGUST 19 2020.** The document stated that big improvements (\$35.1 M) had been made to the water supplied me. That may be so. But every 3 to 6 months We receive a letter from Monarch advising that the water supplied does not meet requirements of the EPA.

Monarch is headquartered in California with operations in 6 states no doubt making very good profits. How many millions or billions of \$\$\$\$\$\$ are they presently making ??? Please do not let them rape us again just because they are a big company. Put on Your Big Boy and Big Girl panties and tell them NO!
This should go before a Judge immediately and tell Monarch "NO"!
Don't allow an increase.

Thank You


Glen & Debbie Murley
77 Harlan Rd.
Pottsboro, TX 75076

Monarch Utilities Account Number 001000012260