



Control Number: 50944



Item Number: 432

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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 SEP 14 AM 9:13
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: JULIE & CASEY Last Name: STAPLES

Phone Number: 325-370-4538 Fax Number: N/A

Email Address: 11035 SEAHAWK DR.

Address, City, State: FRISCO, TX 75036 (WYNNWOOD HAVEN ESTATES)

Location where service is received: SAME DENTON COUNTY
(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 attachment

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 Protestants: Julie and Casey Staples Date: 09/09/2020
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**

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To Whom It May Concern,

We have been at our residence in Wynnwood Haven Estates in Denton County since 2012. The quality of our water has been extremely poor since this time and remains the same year after year. The water is cloudy and the taste is very poor and unacceptable. We have to purchase ALL of the water we need for consumption and cooking, so on top of having to pay this high monthly water utility bill, we also have to purchase water each month. Several years ago, one of the main water pipes for our neighborhood busted because it was so old, which happened to be running through our front ^{yard}. Monarch Utilities (Southwest Water Company) had to use a backhoe to dig up the pipes in our front yard which resulted in an undesirable large hole and grass will no longer grow in this area. A few of our sprinkler heads were also damaged from the use of this backhoe. I filed a complaint because we were told that someone would be bringing more dirt to fill in this sunken area and fix our sprinkler heads, but of course this never took place. The rates have gone up several times since 2012. There are only 2 adults living at my residence. We take 2 showers per day, run the dishwasher once a week and wash approximately 2-3 loads of laundry per week. We DO NOT even water our yard because of the current rates over the past several years. We do not engage in any outside water activities, nor do we have a pool to maintain. It is extremely difficult to understand why our monthly water utility is so high already. We have called numerous times over the years since moving to this residence, even questioned how the meter was read because we covered it with mud and it was obviously not removed to be read for several months. Also, there have been many occasions in which we are without water due to issues on Monarch Utilities' end.

To conclude, we are asking that you please evaluate this rate increase proposal because the rates we are already paying each month are higher than most of the cities' rates in our area, as we have compared them to others that live nearby. Also, the service provided by Monarch Utilities (Southwest Water Company) is severely lacking and we do not have a choice to be on the city's water utility service. We have been taking precautions year after year to use minimal water to be able to pay this bill each month because of how high it is on a limited household income.

Thank You,

Julie and Casey Staples