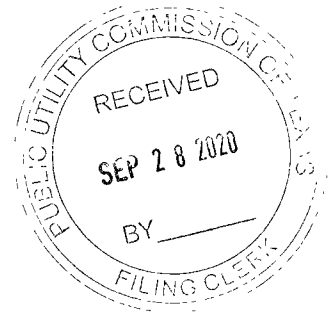


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SOAH DOCKET NO. 473-20-4709.WS  
PUC DOCKET NO. 50944

September 28, 2020

ALJ: Meitra Farhadi  
Administrative Law Judge  
State of the Office of Administrative Hearings

300 W 15<sup>th</sup> St.  
Austin, TX 78701

TO ALJ Farhadi:

My name is Kathy Nielsen. I live in Denton Creek Estates, Denton County, Texas 76262. I filed to be an Intervener in the above cited case and Order No. 4 in this case granted me status as an Intervener.

However, much as I know what I think about the water service provided to me by Monarch, that much I do not know about computers. It took a while before I understood how to actually get to the Interchange. But now, with the help of two PUC secretaries, I think I now have the idea now about the overall picture of how this all works. I know nothing about Zoom and videoconferencing and I also did not know how to file anything at the time of your Order No. 1. Doing something totally foreign on a computer is disconcerting, at best.

I accept that I was in error in not getting done what you requested in timely fashion, but I **would greatly appreciate** it if you could Please see your way clear to letting me be re-instated as an Intervenor in this Rate Increase Request Cause. I did not err because I wanted to or was lazy, but I simply could not find out what to do fast enough to comply.

4576

I go to the Interchange daily now. And now I have some phone numbers this time, in case I find myself bewildered by the computer interactions. My son has promised to visit to show me video conferencing.

Thank you for your consideration of this request. I realize I erred. I hope it is not irreversible. You can see by Monarch's past Request Files, that I have been an active participant each time they have filed before you. But back then, we used pencil and paper.

A handwritten signature in black ink that reads "K. Nielsen". The letters are cursive and fluid, with a prominent loop on the "N".

Kathy Nielsen

817.491.9788

12094 Joyce Lane

Roanoke, TX 76262