



Filing Receipt

Received - 2022-02-16 02:15:22 PM

Control Number - 53120

ItemNumber - 2

AFFIDAVIT OF DEAN VAN HORNE

STATE OF TEXAS)
)
COUNTY OF TRAVIS)

BEFORE ME, the undersigned authority, on this day personally appeared Dean Van Horne, who being by me first duly sworn, on oath deposed and said the following:

1. My name is Dean Van Horne. I am over the age of 18 and am otherwise competent to make this affidavit. I am employed by Monarch Utilities I L.P. as a Director of Customer Care. I have personal knowledge of the facts stated herein and those facts are true and correct.
2. I further represent that on February 21, 2021, in response to the ongoing recovery from emergency conditions and under the authority granted by 16 Tex. Administrative Code (TAC) § 22.5(a), the Public Utility Commission (Commission) issued an Order Directing Certain Actions and Granting Exceptions to Certain Rules in Project No. 51812 (Order).
3. I further represent that among the rules suspended by the Order was 16 TAC § 24.165(c), which states that a water utility may charge customers a one-time penalty of either \$5.00 or 10% of a delinquent bill, unless otherwise provided. Under the Order, water utilities were prohibited from charging late fees to customers until the suspension period was over.
4. I further represent that during the suspension period from February 21, 2021 through March 5, 2021, Monarch issued 2,810 customer bills that included late fees that were incurred by customers before the start of the suspension period on

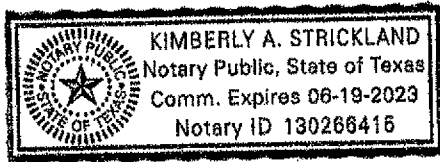
February 21, 2021. The total amount of late fees charged during the suspension period was \$26,736.14.

5. I further represent that on or about November 8, 2021, Monarch provided \$26,721.58 in refunds to 2,810 accounts. Attached as Exhibit A to my affidavit is a reconciliation providing refunded amounts for each identified account number.
6. I further represent that because Monarch refunded all late fees collected from bills issued during the suspension period, Monarch has not realized any economic benefit as a result of the late fees being charged during the suspension period.

FURTHER AFFIANT SAYETH NOT

Dean Van Horne
DEAN VAN HORNE

SUBSCRIBED AND SWORN TO before me this 15TH day of FEBRUARY, 2021.



Kim Strickland
Notary Public, State of Texas
KIM STRICKLAND

Exhibit A

Refund Results by Account Number

CONFIDENTIAL and being filed under seal