



Control Number: 43134



Item Number: 307

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# WATER AND WASTEWATER UTILITIES ANNUAL REPORT

Docket No. 43134

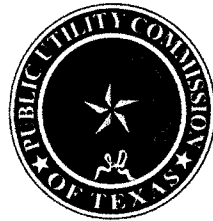
(this number will be assigned by the Public Utility Commission after your document is filed)

of

Southwest Garden Water  
Exact Legal Name of Utility/Respondent

1520217  
Certificate of Convenience and Necessity (CCN) No.

Submitted to the



for the

Calendar Year Ended

2014

RECEIVED  
2015 NOV 18 AM 9:21  
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307

## Section 1: Utility Information

Utility Name Southwest Garden Water

Address 4601 - 66th Ste. C  
Lubbock, Tx. 79414

Please check this box if your Official Address, which is noted on the enclosed letter, has changed.

Telephone Number 806-787-2296 Fax Number 806-797-2843

E-mail Address No E-Mail

Contact Person Charles C. Quisenberry Title Owner/Operator

Check the business ownership entity of the utility as filed with the Internal Revenue Service

☐ Individual ☐ Partnership ☒ Corporation ☐ Nonprofit Association

## Section 2: Utility Background

Water CCN No. 12891

Number of PWSs ONE

TCEQ PWS ID No. 1. 1520217

TCEQ PWS ID No. \_\_\_\_\_

(if the utility has more PWS ID Nos., please indicate in Section 10)

Number of Wastewater Systems NONE

Sewer CCN No. NONE

TCEQ Sewer Discharge Permit No. \_\_\_\_\_

TCEQ Sewer Discharge Permit No. \_\_\_\_\_

(if the utility has more Discharge Permit Nos., please indicate in Section 10)

### Section 3: Revenues

	Water	Wastewater	Total Water + Wastewater
OPERATING REVENUES:			
Utility Service/Sales	41 443	NA	\$ 0.00
Fees (Tap, Reconnection, etc.)			\$ 0.00
OTHER REVENUES:			
Please Identify: *'	44534		\$ 0.00
<b>TOTAL REVENUES</b>	\$ 0.00	\$ 0.00	\$ 0.00

\*' 118 3 yard Dumpsters Income 39648  
Expense 33664  
Profit 6184

Late Fees Monthly Bills  
\$10.00 if not paid by 18th, \$4886.  
39648 + 4886 = 44534

### Section 4: Expenses

	Water	Wastewater	Total Water + Wastewater
Salaries & Wages	NA		\$ 0.00
Contract Labor	25686		\$ 0.00
Purchased Water (R.O. Customers)	1033		\$ 0.00
Chemicals for Treatment	520		\$ 0.00
Utilities (electricity)	10707		\$ 0.00
Repairs/Maintenance/Supplies	1946		\$ 0.00
Office Expenses	321		\$ 0.00
Professional Fees (Accounting, Legal)	1295		\$ 0.00
Insurance	NA		\$ 0.00
Depreciation & Amortization	8592		\$ 0.00
Miscellaneous (describe in remarks below)	1570		\$ 0.00
Subtotal	\$ 0.00	\$ 0.00	\$ 0.00
Taxes:			
Federal Income Taxes			\$ 0.00
Property and Other Taxes (Payroll, etc.)			\$ 0.00
Regulatory Expenses (Rate Case, Permits)			\$ 0.00
Other (describe in remarks below)			\$ 0.00
<b>TOTAL EXPENSES</b>	\$ 0.00	\$ 0.00	\$ 0.00

Remarks: Bank Service Charge \$ 89.

Mileage

344

L26 Fees

668

Phone

399

Meals

70

1570

Dumpster income \$ 39648

✓ Cost 33664

## Section 5: Operating Items

### Debt Information:

Annual interest expense on long and/or short term debt? \$ NA  
 Annual principal payment on debt? \$ NA  
 Annual interest rate on debt? NA %  
 Annual debt principal and interest? \$ NA  
 Principal balance on outstanding debt at end of this reporting period? \$ NA

### Regulatory Assessment Fee:

What was the Regulatory Assessment fee amount submitted to TCEQ for the applicable Calendar Year  
 \$ 368.15

### Rate Change:

What was the effective date of the last Rate Change?

11-27-1999

## Section 6: Customer Information

Connection Type <b>Water</b>	Number of Connections at	
	Beginning of the Calendar Year	End of the Calendar Year
Total	<u>118</u>	<u>118</u>

Connection Type <b>Wastewater</b>	Number of Connections at	
	Beginning of the Calendar Year	End of the Calendar Year
Total		

## Section 7: Water Production & Consumption

A What is the total amount of water produced/pumped?

B What is the total amount of water sold/billed?

C How much water was lost?

What is the total percent of water loss?

est.  $\frac{10,012,000}{9,400,000} = 1.065$  gallons  
 $\frac{612,000}{6} = 102,000$  gallons  
 6%

To calculate the above, please reference the attached document Water and Wastewater Utilities Annual Report Instructions. Comments?

We had 2 leaks in 2014 seldom lose any water. I think majority of loss is well meters are lot more accurate than home meters.

## Section 8: Wastewater Treated

What is the total amount of wastewater treated?

Comments?

\_\_\_\_\_ gallons

## Section 9: Utility Management & Operations Assessment

### Utility Policy and Procedures

Do you have an Application Form or Formal Process for New Customers?

☒ Yes ☐ No

Do you have a copy of your approved tariff and drought contingency plan for customers to review?

☒ Yes ☐ No

Do you have Written Operating Procedures for Routine Operations?

☒ Yes ☐ No

Do you have Written Emergency Actions Plan(s)?

☒ Yes ☐ No

Do you have Written Personnel Procedures? No. Use Contract Labor

☒ Yes ☐ No

Do you have Risk Management & Safety Policies? 24000, Annual on call 24 hrs.

☒ Yes ☐ No

Do you have Customer Service Policies (including billing & collection)? He has business of his own.

☒ Yes ☐ No

Do you have a Written Budget (normally updated annually)? renovation Contractor.

☒ Yes ☐ No

Lives 2 Southwest Gardens  
 work 10 years for RBTQ

Did you or any utility staff attend any other utility/business related conferences?  
this year? If so, please list them in Section 10.

Do you record complaints or keep a complaint log?

*Seldom have complaint. None 2014, 2015*

Is a customer service representative, water system employee, or  
answering service accessible by phone at all times to all customers?

*24 Hrs day*

☒ Yes ☐ No

☒ Yes ☐ No

### Rules and Regulations

If you own/operate a public water system, do you have a copy of  
or have access to 30 Texas Administrative Code (TAC) Chapter 290?

☒ Yes ☐ No

If you own/operate a sewer system, do you have a copy of or have access  
to 30 TAC 30 Subchapter J, 30 TAC 217, 30 TAC 308, and 30 TAC 309?

*NA*

☐ Yes ☐ No

Do you have a copy of or have access to the TAC 16?

*NA*

☐ Yes ☐ No

Do you have a copy of or have access to Texas Water Code Chapter 13?

*NA*

☐ Yes ☐ No

### Administrative Information

Do you notify customers prior to shutting down the system for repairs?

☒ Yes

☐ No

☐ Sometimes

☐ Only if greater than 2 hours

*If possible, in 2014 2 leaks notified customer*

How do you keep your customers informed?

☐ Billing Statements

*with*

☒ Newsletter

☐ Meetings

Other

*Door to Door Def.*

Are water records kept separate from other business and personal records?

☒ Yes ☐ No

Are records kept for additions to fixed assets?

☒ Yes ☐ No

Is the financial position of the system reviewed at least quarterly?

☒ Yes ☐ No

Are accounting records for water and wastewater kept separately?

*NA*

☐ Yes ☐ No

**Section 10: Remarks (please feel free to attach additional pages if necessary)**

RBTQ dba Southwest Garden Water  
4601 - 66th Suite C  
Lubbock, TX 79414

copies of water bill sent to customers.

We plan to send rate increase application  
soon

**Section 11: Sworn Statement**

I HEREBY CERTIFY THAT THE INFORMATION PROVIDED IN THIS  
REPORT IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE  
AND BELIEF. (This document MUST be signed by the President or Owner of the  
Utility)

This 13 day of Nov., 2015.

President or Owner:

Charles C. Quisenberry  
(Signature)

CHARLES C. QUISENBERRY  
(Printed name)



11/10/16

## Tax Revenue 2014

Worksheet

Total Income	85977.
Dumpster Income	-39648
Late Fees	-4886. Bradley
Total Water Income	41443

Computation  
014 Dumpster

Aug Monthly Ser 2014:

$827.97 \times 12 \text{ Months} = \$335.60$

$336 \times 118 \text{ Customers} = \$39,648$

I will be happy to share my 11205  
tax return with you.

I would appreciate call from  
at your earliest convenience.

Thank you

Quiz Quisenberry

806-787-2296

RBTQ WATER SERVICE  
4601 66TH STREET SUITE C  
LUBBOCK, TEXAS 79414

CELL: 787-2296

Phone Numbr 806-777-6053

PREMISE NUMBER SWG 2

ISABEL & RAYMOND GRANADO  
5750 147TH STREET  
LUBBOCK, TEXAS 79424

IF PAID BY:	02/18/15	\$505.37
DATE TO:	01/31/15	
DATE FROM:	01/01/15	

PLEASE REMIT PAYMENT  
IN ENCLOSED ENVELOPE TO:

RBTQ, CORPORATION  
4601 66TH STREET, SUITE C  
LUBBOCK, TX 79414-4898

TEAR ALONG EDGE

SEND TOP HALF WITH PAYMENT TO INSURE PROPER CREDIT

KEEP FOR YOUR RECORDS 5750 147TH STREET  
ISABEL & RAYMOND GRANADO SWG 2

Amount paid toward \$90.00 deposit: \$90.00

Contract on file: Yes

DATE	CURRENT READING	GALLONS USED	MINIMUM 3000 GALLONS	GALLONS OVER 3000	RATE \$2 PERIODS	TNEQ FEE 1%	DUMPSTER	TOTAL	DATE PAID	PAID	CHECK #	LATE FEE	BALANCE DUE
Bal Fwd	1291000											PREVIOUS LATE FEES	PREVIOUS BALANCE DUE
													\$ 344.73
1/1/14	1301000	10000	\$ 24.50	7000	\$ 14.00	\$ 0.39	\$ 27.11	\$ 66.00	1/31/14	\$ -		\$ 10.00	\$ 76.00
2/1/14	1308000	7000	\$ 24.50	4000	\$ 8.00	\$ 0.33	\$ 27.37	\$ 60.20	2/14/14	\$ 200.00	2497	\$ -	\$ (139.80)
3/1/14	1318000	10000	\$ 24.50	7000	\$ 14.00	\$ 0.39	\$ 28.17	\$ 67.06	3/27/14	\$ 100.00	2558	\$ 35.00	\$ 2.06
4/1/14	1327000	9000	\$ 24.50	6000	\$ 12.00	\$ 0.37	\$ 28.21	\$ 65.08	4/1/31	\$ -		\$ 10.00	\$ 75.08
5/1/14	1341000	14000	\$ 24.50	11000	\$ 22.00	\$ 0.47	\$ 28.00	\$ 74.97	5/9/14	\$ 100.00		\$ -	\$ (25.03)
6/1/14	1356000	15000	\$ 24.50	12000	\$ 24.00	\$ 0.49	\$ 28.09	\$ 77.08	6/20/14	\$ 100.00	2563&2564	\$ -	\$ (22.92)
7/1/14	1371000	15000	\$ 24.50	12000	\$ 24.00	\$ 0.49	\$ 29.01	\$ 78.00	7/30/14	\$ 50.00	2573	\$ 10.00	\$ 38.00
8/1/14	1393000	22000	\$ 24.50	19000	\$ 38.00	\$ 0.63	\$ 28.85	\$ 91.98	8/25/14	\$ 50.00	2577	\$ 10.00	\$ 51.98
9/1/14	1413000	20000	\$ 24.50	17000	\$ 34.00	\$ 0.59	\$ 29.00	\$ 88.09	9/25/14	\$ 100.00	2527	\$ 10.00	\$ (1.91)
10/1/14	1421000	8000	\$ 24.50	5000	\$ 10.00	\$ 0.35	\$ 28.77	\$ 63.62	10/22/14	\$ 75.00	2591	\$ 10.00	\$ (1.38)
11/1/14	1433000	12000	\$ 24.50	9000	\$ 18.00	\$ 0.43	\$ 26.69	\$ 69.62	11/21/14	\$ -	ISF: 2597,2598	\$ 20.00	\$ 89.62
12/1/14	1445000	12000	\$ 24.50	9000	\$ 18.00	\$ 0.43	\$ 26.01	\$ 68.94	12/23/14	\$ 60.00	cash	\$ 10.00	\$ 18.94
Total Gallons YTD		154000											
												Total Due	\$505.37

A \$10.00 LATE CHARGE WILL BE ASSESSED AFTER THE 18TH

FOR ASSISTANCE OR QUESTIONS CALL 806-787-2296 AND LEAVE A MESSAGE

\* WATER IS BILLED IN 1,000 INCREMENTS

Customer's Rights  
You have the right to dispute any portion of your utility bill

Call 806-787-2296 if you need information about your water bill

If you object to the actions, policies, or decisions of the bill  
a formal hearing will held

The formal hearing will be scheduled within 5 days of your  
request and your utilities will not be discontinued  
during this period

No formal hearing may be held where your sole complaint  
is that you are financially unable to pay the billing and there  
is no dispute as to the accuracy of the billing or your liability

THERE WILL BE A \$25.00 FEE IF WATER HAS TO BE TURNED OFF FOR NON PAYMENT  
IT IS A CRIME FOR YOU TO TURN WATER ON AT THE METER UNLESS AUTHORIZED

RBTQ WATER SERVICE  
4601 66TH STREET SUITE C  
LUBBOCK, TEXAS 79414

CELL: 787-2296

Phone Number 806-549-7824

PREMISE NUMBER SWG 16

BEATRICE JEREZ  
5737 147TH  
LUBBOCK, TX 79424

IF PAID BY:	02/18/15	(\$1 26)
DATE TO:	01/31/15	
DATE FROM:	01/01/15	

PLEASE REMIT PAYMENT  
IN ENCLOSED ENVELOPE TO:

TEAR ALONG EDGE  
SEND TOP HALF WITH PAYMENT TO INSURE PROPER CREDIT

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Bal Fwd	944000											PREVIOUS LATE FEES	PREVIOUS BALANCE DUE
													\$ -
1/1/14	951000	7000	\$ 24.50	4000	\$ 8.00	\$ 0.33	\$ 27.11	\$ 59.94	1/13/14	\$ 59.94	1435	\$ -	\$ -
2/1/14	956000	5000	\$ 24.50	2000	\$ 4.00	\$ 0.29	\$ 27.37	\$ 56.16	2/17/14	\$ 56.16	CASH	\$ -	\$ -
3/1/14	963000	7000	\$ 24.50	4000	\$ 8.00	\$ 0.33	\$ 28.17	\$ 61.00	3/17/14	\$ 61.00	CASH	\$ -	\$ -
4/1/14	970000	7000	\$ 24.50	4000	\$ 8.00	\$ 0.33	\$ 28.21	\$ 61.04	4/17/14	\$ 61.04	1446	\$ -	\$ -
5/1/14	984000	14000	\$ 24.50	11000	\$ 22.00	\$ 0.47	\$ 28.00	\$ 74.97	5/16/14	\$ 46.97		\$ -	\$ 28.00
6/1/14	1013000	29000	\$ 24.50	26000	\$ 52.00	\$ 0.77	\$ 28.09	\$ 105.36	6/18/14	\$ 60.00	CASH	\$ -	\$ 45.36
7/1/14	1025000	12000	\$ 24.50	9000	\$ 18.00	\$ 0.43	\$ 29.01	\$ 71.94	7/31/14	\$ -		\$ 10.00	\$ 81.94
8/1/14	1036000	11000	\$ 24.50	8000	\$ 16.00	\$ 0.41	\$ 28.85	\$ 69.76	8/18/14	\$ 62.00	CASH	\$ -	\$ 7.76
9/1/14	1047000	11000	\$ 24.50	8000	\$ 16.00	\$ 0.41	\$ 29.00	\$ 69.91	9/18/14	\$ 196.00	1615	\$ -	\$ (126.09)
10/1/14	1057000	10000	\$ 24.50	7000	\$ 14.00	\$ 0.39	\$ 28.77	\$ 67.66	10/17/14	\$ 94.63	1618	\$ -	\$ (26.97)
11/1/14	1067000	10000	\$ 24.50	7000	\$ 14.00	\$ 0.39	\$ 26.69	\$ 65.58	11/12/14	\$ 75.58	1621	\$ -	\$ (10.00)
12/1/14	1073000	6000	\$ 24.50	3000	\$ 6.00	\$ 0.31	\$ 26.01	\$ 56.82	12/17/14	\$ 58.08		\$ -	\$ (1.26)
Total Gallons YTD		129000											Total Due
												\$	(1.26)

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