



Control Number: 44852



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LANGLEY & BANACK  
INCORPORATED

Attorneys and Counselors at Law

2015 JUL 16 PM 3:53

PAUL A. FLETCHER  
SENDER'S E-MAIL ADDRESS:  
pfletcher@langleybanack.com

July 7, 2015

Public Utility Commission of Texas  
Central Records  
1701 N Congress, PO Box 13326  
Austin, Texas 78711-3326

Re: Control Number 44852

Subject: CCN 21026 Bolivar Service Utility LLC

Public Utility Commission:

Enclosed are ten copies (one being numbered) of the letter dated June 17, 2015 from the Public Utility Commission of Texas which was electronically filed with the PUC June 30, 2015.

Feel free to contact me with any questions, comments, or concerns at the number below.

Sincerely,

**Langley & Banack, Inc.**  
745 East Mulberry, Suite 900  
San Antonio, TX 78212-3166  
Telephone: (210) 736-6600  
Facsimile: (210) 735-6889

By: Paul A. Fletcher  
Paul A. Fletcher (with permission)  
State Bar No. 00795980

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**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy D. Marty**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

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June 17, 2015

Mr. Paul Fletcher  
Langley & Banack, Incorporated  
745 E. Mulberry Avenue  
Suite 900  
San Antonio, TX 78212

RE: Informal Complaint #CP2015060534  
Bolivar Utility Services

Dear Mr. Fletcher:

Under P.U.C. PROC. R. 22.242(c)(2), Commission Staff may grant a request for waiver of informal resolution for good cause. This rule recognizes that, because Staff conducts the informal resolution process, it is in the best position to determine whether use of that process should be waived for a particular complaint. Staff hereby waives for good cause the requirement that this complaint be presented for informal resolution.

Enclosed is a copy of the Formal Complaint Procedures Brochure. This information is necessary for filing a formal complaint and will assist you with completing this process. When you file your formal complaint, please include a copy of this letter. If you have any questions about this procedure, please contact Ms. Rosie Medina in Central Records at 512-936-7185.

Sincerely,

A handwritten signature in cursive script that reads "Chris Burch".

Chris Burch, Director  
Customer Protection Division

Enclosure



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