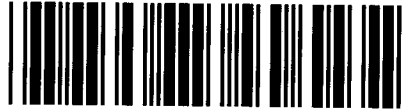




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DOCKET NO. 45032

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COMPLAINT OF MARILYN
BONIABY AGAINST THE
REMINGTON APARTMENTS

§
§
§

PUBLIC UTILITY COMMISSION

PUBLIC UTILITY COMMISSION
FILING CLERK

OF TEXAS

ORDER NO. 2
GRANTING COMMISSION STAFF'S REQUEST,
ADDING RESPONDENT, AND REQUIRING RESPONSES

I. Background

On August 10, 2015, Marilyn Boniaby (Complainant) filed a complaint against the Remington Apartments (Remington) regarding the failure of Remington to make water utility allocation records available for inspection consistent with Tex. Water Code § 13.5031(5) and 16 Tex. Admin. Code § 24.122(e) (TAC) and related charges.

On August 11, 2015, Order No. 1 was issued requiring responses by Remington and Public Utility Commission of Texas (Commission) Staff.

A response from Remington was not received; however, on September 8, 2015, Commission Staff filed a position. Commission Staff verified that Complainant complied with the Commission's requirements for informal resolution, under 16 TAC § 22.242, by first presenting her informal complaint to the Commission's Customer Protection Division, which concluded its investigation on July 23, 2015. Commission Staff further stated that its attempt to contact Remington was without success. Commission Staff subsequently identified that Remington has been purchased by Resilient Assets, LLC (Resilient) and provided contact information for that company. Commission Staff requested that the Resilient be added to the Commission's notice list so that a response to this complaint can be received from Remington. Commission Staff stated, without a response to this complaint from Remington, it is unable to provide further comment regarding this dispute.

Commission Staff's request to add Resilient to the service list in this proceeding is granted. As Remington's owner, Resilient is hereby added to the Commission's official service list for this proceeding and a second deadline for Remington to respond to this complaint is provided as set out below.

4

II. Resilient

Pursuant to 16 TAC § 22.78, Remington shall file a response to the complaint no later than **October 2, 2015**, addressing the following:

1. the Commission's jurisdiction over this proceeding;
2. allegations raised in the complaint;
3. applicable statutes, rules, orders and/or tariff provisions;
4. copies of any rates/tariffs that are the subject of this complaint; and
5. any other matters relevant to the complaint.

III. Supplemental Statement of Position from Commission Staff

Commission Staff shall file a supplemental statement of position by **October 9, 2015**.

IV. Filings

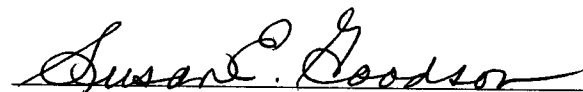
To ensure the efficient processing of this proceeding, all pleadings and other filings shall be deemed filed when the proper number of copies are presented to the PUC Filing Clerk for filing pursuant to 16 TAC § 22.71(c). All filings related to this docket can be accessed on the PUC Interchange.

V. Ex Parte Communications

Ex parte communications with the administrative law judge are prohibited. Parties should communicate with the administrative law judge only through written documents filed with the Commission's Filing Clerk and served on all parties.

SIGNED AT AUSTIN, TEXAS the 9th day of September 2015.

PUBLIC UTILITY COMMISSION OF TEXAS


SUSAN E. GOODSON
ADMINISTRATIVE LAW JUDGE