



Control Number: 45207



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9/21/15

I would like to file a formal complaint against Bastrop West Water, & Paul Klaus, owner. I have already filed an informal complaint.

J Hinken

Service address was R30883, 23+ acres of land (rural Cedar Creek TX 78612)
No new account number was set up for this meter, previously #134

Bastrop West Water (Paul Klaus)
231 Mandy Lane
Red Rock. TX 78662
512-629-5717

2015 SEP 30 AM 9:11
FILED
CLERK

I. Utilities may not refuse service for the following reasons:

A. Previous occupant's failure to pay utility bill

In January 2007, Bastrop West Water (BWW) tried extorting money from J. Hinken, the new owner, allegedly owed by the previous owner (Olean Lane). A complaint was lodged with Curtis Fisher, at TREQ & BWW was forced to remove the charge.

In May, BWW (Paul Klaus) attempted the same illegal tactics on the new buyers, Anastacio & Laura Reyna. In May 2015, he attempted charging them 655-\$705 for a bill allegedly owed by the previous owner.

See **May 8 & August 13 & 19 emails** from Paul Klaus to Kelley Harris, the realtor for the new buyers.

B. Failure to pay for the restoration of a tap removed by the utility at its option or removed as the result of tampering or delinquency in payment by a previous customer

In February & March 2007, BWW tried extorting \$500 from me to apply for "new service" for a meter that I had been paying for service the previous 5 months. I again complained to TREQ & BWW was not allowed to make that charge.

Now, BWW (Paul Klaus) is repeating those tactics by threatening to charge the new buyers \$1000 for 'new service' (although he only charged Jeff Hill \$450 in February for new meter, new pipe & installation) for replacing the meter Paul Klaus simply removed from the line last March.

See **May 9, & August 13 & August 19th** emails from Paul Klaus to the realtor.

II. Proper Disconnection of Water Service

A. This service **should** have been disconnected on on **July 21, 2014** when the house was sold after being subdivided from the rest of the land. The new owner, Jeff Hill, was required to put in a well, or obtain service from Aqua water on his own land, as required by Bastrop County, since Tracey Harbour (TREC) determined that it was not in the BWW CCN area. BWW was required to apply for a CCN Amendment application, which they failed to do, before being allowed to put in a new meter.

B. My last service period was **March 2014**, a year earlier. I sent 2-3 emails in February 2013 specifically stating I did not want to start service (it's bare land; I'm not living there, nothing on the property requiring water). My first request for service was on March 13th, via

email. Paul Klaus responded by removing the meter & stuffing an unsigned hand written note in the ground where the meter had been.

See **survey, Feb 2 email**.

C. BWW failed to provide a separate written statement mailed or hand delivered. There was no proper 10 days from the date the notice is issued. The scribbled note did not include the intended date of disconnection, the total past due charges, all reconnect fees, and the company's office work hours and contact information. According to the PUC website, BWW had no valid reason for disconnecting a service (for the new owners) that wasn't even started.

III. The Alleged Invoice

To date, I have not received a legitimate invoice.

- 1) The invoice is not in my name, in any name I have ever used, nor the name on the 168 Edmonson account, which was sold over a year ago, last July 2014.
- 2) The invoice is made out to an address which is not that of the account, nor of any address at which I have ever lived. .
- 3) There is no account number associated with this invoice
- 4) There is no meter number associated with this invoice
- 5) There is no service address associated with this invoice
- 6) His bills are normally little postcards sent via mail; I've never seen a hard copy of this 'invoice'.

A. The \$225 meter charge is invalid & unauthorized.

1. Apparently Paul Klaus lied about having authorization by TREC to put a meter in the Aqua Water CCN territory on February 2.
2. Paul Klaus neither talked to me, nor received any written authorization to put a meter that I would not own, on property that I did not own, nor for my benefit.
3. The **January 30** certified letter that I mailed to Jeff Hill & I' Paul Klaus was specifically with Jeff Hill, NOT BWW, & required Jeff Hill's signature, which I never received. I was not going to pay BWW for an illegal meter.
4. My **February 1** email specifically denied any agreement to pay BWW & my **February 2** email specifically negated the January 30 agreement.
5. There were 2 shut offs on MY property; one for the house & one for the mobile home formerly on the property.
6. Contrary to BWW's story, BWW was notified about replacing the spigot to the mobile home location; emails & certified letters on January 17, January 30 & 31.

See pictures of **meter shutoffs, January & February emails**

B. There is no proof, nor any evidence of any any damage done to the BWW equipment. I am being charged for the supplies & installation that BWW did to put in a NEW meter for Jeff Hill, NOT a repair.

- 1) There is no hourly rate, no time period, nor number of hours associated with the labor charge, which I have previously requested.
- 2) There is no evidence of any damage done by a nameless contractor, nor is there any evidence of any relationship between me & an un-named contractor.

- 3) There is no meter number, nor address associated with the new meter service.
- 4) The alleged repair was done the same day that the new meter was installed for Jeff Hill.
- 5) There was no need for a repair. There already was a shutoff valve, a septic tank, & water line set up for the mobile home location.
- 6) There is no receipt for any parts, as previously requested.
- 7) Since it's a totally fabricated bill, Paul Klaus is not consistent with his figures. At various times, it's been \$655, \$676.67, \$780, back to \$655 and then \$705.
- 8) According to Substantive Rule 24.87, BWW can only charge for negligence, meter tampering or bypassing, service diversion or waste discharge, of which there was none done by me. I'm not sure the same can be said of BWW.

I am requesting a removal of the various charges (\$655, 676.76, \$705, \$780, \$1000) from both me, and the new owners.

J. Hinken

(in process of moving back to TX)

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608-298-3995