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PUBLIC UTILITY COMMISSION  
FILING CLERK

COMPLAINT OF J. HINKEN § BEFORE THE STATE OFFICE  
§  
AGAINST § OF  
§  
BASTROP WEST WATER AND §  
PAUL KLAUS § ADMINISTRATIVE HEARINGS

**BASTROP WEST WATER AND PAUL KLAUS' DIRECT TESTIMONY**

My name is Paul Klaus and I swear that the following testimony is within my personal knowledge and is factually true.

I obtained a C Ground Water license in 1997. I held a D Ground water license from 1984 through 1997. I held a Waste Water license from 2003 through 2007. I have owned and operated K & K Water, which services 75 customers since 1984. My work experience includes 12 years with the City of Austin and 9 ½ years with Bastrop County Water Control and Improvement District #2. I purchased Bastrop West Water system, which services 110 customers, in January 2012.

**Water Service for 168 Edmondson Lane**

According to Texas Water Commission records (Exhibit 1), Bastrop West Water (BWW) system began operating on March 1, 1986. At that time, BWW system was owned and operated by Clyde E. Clardy. Beginning in November 1986 and continuing through April 1987, BWW and Aqua Water Supply appeared before the Texas Water Commission to determine which water system should provide service to the Bastrop County West and Bastrop County West Oaks

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1 subdivisions. The Executive Director recommended that BWW should be issued a Certificate of  
2 Convenience and Necessity (CNN) to serve the Bastrop County West Oaks subdivision, the  
3 Edmondson Lane area in a 40 acre tract adjacent to Bastrop County West subdivision (with four  
4 connections), and for the 14 customers currently being served by BWW in the Bastrop County  
5 West subdivision. CNN 12050 was issued to BWW in October 1987 (Exhibit 2).

6 When I purchased the BWW system from Clyde E. Clardy in January 2012, BWW was  
7 supplying water service to 168 Edmondson Lane. At that time, 168 Edmondson Lane was owned  
8 and occupied by Jade Hinken. In approximately April 2014, Ms. Hinken contacted me because  
9 she intended to sell part of her property and needed to know what would be required to obtain  
10 water service for that portion. I told her she would need to have a second water meter set and  
11 the tap fee is \$450 (Exhibit 3).

12 After Ms. Hinken filed an application to subdivide her property, the issue of which water  
13 system had the CNN to service 168 Edmondson Lane came up. Throughout May 2014, BWW  
14 provided the Texas Commission on Environmental Quality (TCEQ) with maps and other  
15 historical documentation to prove BWW held a CNN for 168 Edmondson Lane, one of the four  
16 original service meters on Edmondson Lane (Exhibit 4). Even Ms. Hinken asked the TCEQ to  
17 conclude BWW's CNN covered 168 Edmondson Lane in her May 27, 2014, email. Ms. Hinken  
18 specifically referenced the 1986 service agreement and an easement agreement between the  
19 previous owners of 168 Edmondson Lane and BWW as proof that the property was part of the  
20 1987 CNN (Exhibit 5).

1 TCEQ was unable to locate the official maps that were referenced in the CNN. So,  
2 instead of basing its decisions on information that had been relied upon since at least 1986,  
3 TCEQ staff informally concluded that BWW would need to submit a CNN Amendment  
4 Application in order to provide service to 168 Edmondson Lane (Exhibit 4 June 16, 2014 email).

5 168 Edmondson Lane Account Transfer

6 Sometime between April and July 2014, I received a verbal request from Ms. Hinken to  
7 change the name on the 168 Edmondson Lane account from her name to Jeff Hill's name  
8 (Exhibit 6). No other issues were raised regarding the water service at 168 Edmondson Lane  
9 until December 2014 when Ms. Hinken complained because Mr. Hill was receiving water service  
10 through the only meter located on 168 Edmondson Lane.

11 I was not a party to the land sale. In December 2014, I did not know when or if the sale  
12 between Ms. Hinken and Mr. Hill had finalized, what the terms and conditions of the sale were,  
13 or whether the request to subdivide the property was ever approved. What I did know at that  
14 time is that months earlier the water service account had been transferred into Mr. Hill's name  
15 at Ms. Hinken's request due to the pending land sale and Mr. Hill was the only individual living  
16 at 168 Edmondson Lane (See Hinken's direct testimony @ Page 1 paragraph 1 lines 4 -5; page 5  
17 paragraph 1 lines 6 -7; and page 7 paragraph 1 lines 6 -7). Therefore, I did not change the water  
18 service.

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1 main water line on January 29, 2015. She does not deny Mr. Vaughn was working on her behalf  
2 or question the legitimacy of BWW's invoice or damages in her complaint against Mr.  
3 Stevenson. Both Ms. Hinken's and Mr. Stevenson's details regarding the break to the water line  
4 show that negligence was a definite factor in the water line break and ensuing damages.

5 On January 29, 2015, my wife received a call around 1:30 p.m. from Mr. Stevenson who  
6 said he was hired by Ms. Hinken and had broken the water line. He asked how to shut off the  
7 water at the meter. However, he did not explain how serious the water line break was. When I  
8 arrived around 4:30 p.m., I realized this was an emergency situation that would require  
9 extensive work because water was flooding the whole property. Mr. Stevenson had broken the  
10 water company's cut-off valve. This is a t-connection with valves on the water system's side and  
11 the property owner's side. When Mr. Stevenson tried to turn the curb stop on BWW's cut-off  
12 valve, he broke the cut-off valve, which caused a ¾ hole in the 1 ½ inch main water line.

13 I called for an emergency one-call line location because I needed to know the location of  
14 any phone, cable, or electrical lines. I could not begin any work to repair the broken water line  
15 until I knew where it was safe to dig. I also had to go home to get a valve key in order to shut  
16 off the main valve in the West Oaks subdivision. Going home required me to travel  
17 approximately 20 miles each way from 168 Edmondson Lane to 231 Mandy Lane in Red Rock.  
18 Due to the seriousness of the damage, I had to load a tractor onto a trailer and locate the  
19 supplies I needed to repair the damaged water line.

20 By the time I was able to shut off the water, it had been running uncontrolled for about  
21 7 hours. In order to repair the damage to the water line, I had to dig a hole approximately 2

1 foot wide, 2 foot long, and 2 foot deep. It took me approximately an hour to finish the hole.  
2 Once I uncovered the water line, I had to go to the main water line and install a T and put a new  
3 curb stop on the owner's side. I used a saw to remove the damaged areas of pipe and glue and  
4 clamps to install the new fixtures. After the water main was repaired, I had to flush the water  
5 lines to prevent excess dirty water from the break. Before I could consider the job complete, I  
6 had add a layer of sand under the new water meter box to cover up the repair and fill hole. I did  
7 not cover the open area on Ms. Hinken's side of the water meter because I did not know what  
8 her plans were.

9 I have years of experience with installing, maintaining, and repairing water lines and  
10 meters. It is much more cost-effective for me to install, maintain, and make repairs myself  
11 instead of hiring a contractor. I buy the parts I use to install, maintain, and repair water lines  
12 and meters in bulk and keep them in stock. I have included a list of the parts I used to repair the  
13 damage caused by Ms. Hinken's hired person (Exhibit 10). This list shows their individual prices  
14 at Home Depot. If I had gone to a store to buy parts on January 29, 2015, I would have needed  
15 to charge Ms. Hinken \$99.56 plus tax for parts. Instead, I charged for Ms. Hinken \$50 for parts  
16 (Exhibit 14).

17 Unlike a private contractor, I did not invoice Ms. Hinken separately for labor and  
18 equipment. I billed her \$275 in labor for the 7+ hours that I spent from the time I arrived to  
19 assess the damage Ms. Hinken's hired person had done until I completed the repair. That's  
20 approximately \$39.29 an hour. A private contractor would have charged \$180 an hour for a



1 back hoe and operator (see Exhibit 10). In an after-hours situation, a private contractor would  
2 charge even more to perform a repair.

3 In the water business, when a water leak or break occurs, a mathematical water loss  
4 calculation is used to determine the amount of water loss. This calculation is based off the type  
5 and size of the break or hole. I have attached a worksheet from that program showing the total  
6 water loss in gallons (Exhibit 11). I did not add any additional gallons for flushing the water line.  
7 As this worksheet shows, I accurately billed \$105 for water loss/usage.

8 Water Meter Installation

9 Before I had to repair the damage caused by Ms. Hinken's repair person, I had explained  
10 to Ms. Hinken that any issues regarding Mr. Hill's right to receive water service through the  
11 existing meter was an issue that had to be resolved between the two of them. But I also  
12 explained a simple solution – install a second meter at a cost of \$450 (See tariff).

13 On January 30, 2015, Ms. Hinken sent a letter to Jeff Hill stating she would pay one half  
14 of the \$450 tap fee to resolve the water easement issue (Exhibit 12). Mr. Hill contacted me that  
15 day to confirm that he and Ms. Hinken has reached an agreement to split the cost to install a  
16 second meter. By the end of that day, I had told both Ms. Hinken and Mr. Hill that the tap fee  
17 was \$450. I also told both of them I would install the new meter as soon as possible after they  
18 let me know it was okay to proceed. Ms. Hinken forwarded their January 30, 2015, email  
19 exchange to me at 10:00 a.m. the next day so I would know to begin to install the new meter.

1 In the original emails, Ms. Hinken did not mention she would only agree to pay Mr. Hill  
2 one-half of the tap fee. At 3:29 p.m. on Sunday, February 1, 2015, Ms. Hinken forwarded  
3 another email to me reaffirming she would pay \$225 toward the water service. Ms. Hinken also  
4 confirmed that Mr. Hill could continue to use the water service until completion of the water  
5 service transfer.

6 Based on the information I received from Ms. Hinken and Mr. Hill, I installed a second  
7 water meter during the day on Monday, February 2, 2015. This water meter was located on  
8 what was represented to be the portion of 168 Edmondson Lane that Mr. Hill had purchased. At  
9 9:40 p.m. on Monday, February 2, 2015, Ms. Hinken retracted her offer to pay for one-half of  
10 the tap fee (Exhibit 13).

11 Termination of Water Service

12 On or about February 3, 2015, I sent Ms. Hinken an invoice for \$655, which represented  
13 \$430 for cost of the water damage repair and \$225 for the one-half she agreed to pay toward  
14 the tap fee (Exhibit 14). Although Ms. Hinken did not pay the February 3, 2105, invoice within  
15 15 days, that was not the sole reason I terminated her water service.

16 Ms. Hinken had not been living at 168 Edmondson Lane for a very long time (Hinken  
17 direct testimony Page 1 paragraph 1 lines 4 -5; page 5 paragraph 1 lines 6 -7; and page 7  
18 paragraph 1 lines 6 -7). When I realized she was so upset over the charges for the damage to  
19 the water line and the water meter installation, I immediately acted when she told me in the  
20 February 2, 2015, email that she did not need water service at that time (See Exhibit 9). She

1 stressed again in her March 13, 2015, email/letter that she "did NOT want or need water  
2 service for the month of February 2015." (See Exhibit 8). So, I did not charge her for service in  
3 February 2015. Ms. Hinken also told me in that same communication to "[a]ssume that you  
4 should shut it off [after the month of March], unless you hear directly from me before the first  
5 of April." Since the water was already shut-off and Ms. Hinken was not on-site, no charges were  
6 assessed for March 2015.

#### 7 Sale of Remainder of 168 Edmondson Lane

8 I was contacted by Kelley Harris, a real estate agent, regarding water service for the  
9 remaining portion of 168 Edmondson Lane because Ms. Hinken was selling the property. The  
10 buyers became aware Ms. Hinken owed BWW money and wanted the issue resolved before the  
11 closing. As Ms. Harris' May 9, 2015, email confirms (Provided by Ms. Hinken as an attachment  
12 to her List of Issues), BWW told the real estate agent that Ms. Hinken owed BWW money.  
13 Consequently, the real estate agent asked Ms. Hinken if she would pay the outstanding amount  
14 she owed to BWW before closing on the sale of. On August 11, 2015, my wife confirmed that  
15 to begin service for the buyers, Ms. Hinken needed to pay the outstanding \$655 invoice and a  
16 \$50 reconnection fee.

17 Ms. Hinken's August 12, 2015, letter, included as an attachment to her List of Issues; her  
18 complaint against real estate agent Kelley Harris (Exhibit 15); and her complaint against Austin  
19 Title Company (Exhibit 16) describe exactly what happened – to finalize the sale of the  
20 remaining portion of 168 Edmondson Lane, Ms. Hinken agreed to pay \$655 at closing to BWW,

1 which is the amount of the February 3, 2015. At no time did BWW send an invoice to the future  
2 owners of 168 Edmondson Lane (Exhibit 17).

3 In an Escrow Agreement, Ms. Hinken and the buyers included terms regarding the  
4 restoration of water service. However, BWW is not a party to the Escrow Agreement between  
5 Ms. Hinken and the buyers of 168 Edmondson Lane. BWW does not have any control over the  
6 parties' agreement or failure to agree on the final amount to be paid to BWW. On its own, the  
7 real estate company paid BWW. However, BWW is not a party to any dispute regarding the  
8 ownership of the money held in escrow. BWW has no authority to instruct the title company or  
9 the escrow officer to release those funds to anyone.

10 Conclusion

11 Issues regarding the CNN should be handled pursuant to PUC Chapter 24, Subchapter G  
12 – and separately and distinctly from a consumer complaint. A TCEQ staff person should not be  
13 able to decide in 2014 based on maps generated by new technology that a property, which had  
14 been served by BWW since 1986, is no longer in BWW's CNN. The parties are owed substantive  
15 and procedural rights before it can be determined that years of good faith reliance on the  
16 historical findings of the Texas Water Commission are invalid. It is a further disservice to the  
17 customers of BWW that the State cannot locate the maps it relied upon when making its  
18 findings in 1986.

19 PUC rules do not require me to provide the amount of detail in the damage invoice that  
20 Ms. Hinken now suggests is required. I complied with all legal requirements regarding the

1 charges to Ms. Hinken for damages caused by her contractor's negligence. She was happy with  
2 the invoice detail when she filed a complaint with the Better Business Bureau against her  
3 contractor. Ms. Hinken was also satisfied with the amount of detail I provided when she signed  
4 a contract to sell the remaining portion of 168 Edmondson Lane and agreed to place \$655 in  
5 escrow.

6 I tried to help Ms. Hinken get herself out of a dispute with Mr. Hill, who bought property  
7 from her, because he clearly believed he purchased the water meter with the property. Ms.  
8 Hinken told me repeatedly that she would pay one-half of the water tap installation fee. At no  
9 time, did she request written documentation of any type concerning installation of water meter  
10 or sharing the tap fee cost.

11 Based on my experiences with Ms. Hinken, I responded right away when Ms. Hinken  
12 told me she did not want water service at 168 Edmondson Lane. I tried to avoid upsetting her  
13 any further by waiving water service fees, even though she did not request disconnection  
14 sufficiently in advance.

15 I cannot help Ms. Hinken with her dispute over escrow money with the buyers of 168  
16 Edmondson Lane. I have no legal rights and no ability to instruct anyone on how the money in  
17 escrow should be handled.

18 Thank you for your attention. Please let me know if you need any additional  
19 information.

20

1 *Karen Klaus for*

2 Bastrop Water West through its authorized representative Paul Klaus.

3 Date July 7, 2016.

# Exhibit

## 1

regulations whether equal fees apply to children. (Transcript, p. 330.)

These examples of Mr. Clardy's failure to accept agency interpretation of agency regulations belie the assertion that Bastrop West Water System will continue to provide adequate service and will be an improvement over Aqua's system.

#### VII.

##### Position of the Executive Director

Aqua agrees with the recommendations of the Executive Director and would encourage the Examiner to adopt those recommendations. Aqua should only be certified in Bastrop County West Oaks, the Edmundson Lane area, in a 40 acre tract adjacent to the Bastrop County West subdivision, and for those 14 customers which are presently connected to the Bastrop West Water System in the Bastrop County West subdivision. Aqua also agrees with the recommendation of the Executive Director that Bastrop West Water System be ordered to charge all customers equal rates, as required by Section 13.190 of the Texas Water Code, and that Bastrop West Water System be ordered to maintain separate books and records for the water system which are in conformance with the requirements of 31 TAC §291.72.

WHEREFORE, PREMISES CONSIDERED, Aqua Water Supply Corporation requests that the Hearings Examiner adopt the recommendation of the Executive Director and certify Bastrop West Water System for those areas described by the Executive Director. Bastrop West



I, Karen A. Phillips, Chief Clerk of the Texas Water Commission, do hereby certify that the following is a true and correct copy of Minutes of the Texas Water Commission of the meeting conducted on August 25, 1987, at 2:00 p.m. concerning the Examiner's Proposal for Decision on an Application by Bastrop West Water Systems.

"The Texas Water Commission convened at 2:00 p.m., Tuesday, August 25, 1987, for consideration of the Agenda. Chairman Hopkins, Commissioner Roming and certain Commission personnel and other persons as listed below were in attendance. By operation of law, the Executive Director and the Public Interest Advocate of the Texas Water Commission were made parties to all proceedings. Commissioner Houchins was absent and excused.

"Considered was Examiner's Proposal for Decision on an Application by Bastrop West Water Systems for a Certificate of Convenience and Necessity to provide water utility service in Bastrop County (Docket No. 7047-C).

"This matter was first heard before a Commission hearings examiner at an adjudicative public hearing in Austin, Texas on November 25, 1986; February 18 and April 20, 21, and 22, 1987. The following were designated as parties to the proceeding: Bastrop West Water Systems, represented by John D. Stover, Attorney; Aqua Water Supply Corporation, represented by Robert H. Lloyd, Attorney; the Executive Director of the Commission, represented by Christopher Gee, Staff Attorney; and the Commission's Public Interest Advocate, Jack Cox, Attorney.

"Appearing on behalf of Bastrop West Water Systems were: John D. Stover, lawyer, Austin, Texas; and Clyde E. Clardy, Bastrop, Texas.

"Appearing on behalf of Aqua Water Supply were: Robin Lloyd, attorney, Austin, Texas; and John Burke, engineer. Austin, Texas.

"Marcella Sellers, Commission hearings examiner, briefed the Commission on this matter. She reported that the contested area during the public hearing was the area of Bastrop County West Subdivision. She further discussed the issues of the hearing regarding this CCN. It was recommended that the Commission issue the CCN to Mr. Clardy for the present 14 connections in Bastrop County West plus the uncontested areas. She also recommended that all exceptions be overruled.

"John Stover discussed the contested area, Bastrop County West Subdivision using a map of the area. He gave some background information on Aqua Water Supply and Bastrop West. He urged the Commission to grant his motion to re-open the evidence in order to include the information on the number of connections approved by the Department of Health.

"Robin Lloyd, attorney, representing Aqua Water Supply, noted that they were willing to support the recommendations of the examiner.

He also noted that there was no objection for Mr. Clardy to continue to serve the 14 customers he was already serving. Mr. Lloyd also discussed the improvements and capacity of the Aqua Water Supply facility. It was noted that Aqua Water Supply would be applying to amend their CCN so there would not be dual certification.


"Christopher Gee, staff attorney, noted agreement with examiner's proposal and requested adoption as proposed. Mr. Gee noted, however, concerns of well capacity if more than 14 connections were approved in the Bastrop West Subdivision.

"Mr. Gee responded to questions by Mr. Roming and noted that he believed that dual certification would not be appropriate in this proceeding.

"Mr. Stover discussed the matter regarding limitations of the 14 connections. He requested that the Commission allow future connections as approved by the Department of Health.

"After further discussion, Commissioner Roming moved that the Examiner's Proposal for Decision be adopted as recommended and all exceptions overruled. The motion was seconded by Chairman Hopkins and carried with two "ayes" and no "noes." A formal order was adopted to become effective when signed and is on file in the office of the Commission.

GIVEN UNDER MY HAND AND THE SEAL of the Texas Water Commission,  
this the 12th day of January, 1988.

  
Karen A. Phillips, Chief Clerk  
Texas Water Commission

# Exhibit

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TEXAS WATER COMMISSION



AN ORDER issuing Certificate of Convenience  
and Necessity No. 12050 to Bastrop  
West Water Systems

On August 25, 1987, the Texas Water Commission (Commission) considered the application of Bastrop West Water Systems for Certificate of Convenience and Necessity No. 12050 under TEX. WATER CODE ANN. §13.241 et seq. (Vernon Supp. 1987), and the Rules of the Texas Water Commission. The application was presented to the Commission with a Proposal for Decision by Marcella Sellers, Attorney, a Commission Hearings Examiner, who conducted an adjudicative public hearing concerning the application on November 25, 1986; February 18, 1987; and on April 20, 21, and 22, 1987.

The Hearings Examiner designated the following as parties to the proceeding: the applicant, Bastrop West Water Systems; the Executive Director and the Public Interest Advocate of the Commission; and Aqua Water Supply Corporation.

After considering the Hearings Examiner's Proposal for Decision, exceptions thereto, and the evidence and arguments presented, the Commission makes the following Findings of Fact and Conclusions of Law:

FINDINGS OF FACT

1. Bastrop West Water Systems has applied to the Commission for Certificate of Convenience and Necessity No. 12050 to

authorize the provision of water utility service to Bastrop County West Subdivision, an adjacent 40-acre tract, Bastrop County West Oaks Subdivision and an adjacent tract bordering Edmonson Lane in Bastrop County, Texas.

2. Proper notice of the application and the public hearing was given pursuant to Texas Water Code §13.246 and 31 TAC §291.109.
  - a. Notice of the application was published on September 22 and 29, 1986 in the Bastrop Advertiser, a newspaper generally circulated in Bastrop County, Texas, which is the location in which the certification is sought.
  - b. Notice of the public hearing was mailed on October 14, 1986 by the Chief Clerk of the Commission to all parties and to any person requesting a hearing.
  - c. Notice of the application was mailed to Aqua Water Supply Corporation, a neighboring utility, according to 31 TAC §291.109(b).
3. A public hearing on the application for Certificate of Convenience and Necessity No. 12050 was held on November 25, 1986; February 18, 1987; and on April 20, 21, and 22, 1987 in Austin, Texas.

4. Bastrop West Water Systems presently provides water utility service to 14 customers in Bastrop County West Subdivision.
5. No other water utility provides service to Bastrop County West Oaks Subdivision, the 40-acre tract adjacent to Bastrop County West Subdivision, or the tract adjacent to Bastrop County West Oaks Subdivision bordering Edmonson Lane.
6. Bastrop West Water Systems serves approximately four customers in the Edmonson Lane area.
7. The service provided by Bastrop West Water Systems to customers in Bastrop County West Subdivision has been adequate.
8. The service provided by Aqua Water Supply Corporation to customers in Bastrop County West Subdivision has been inadequate.
  - a. Homeowners living in Bastrop County West Subdivision have experienced low water pressure or no water pressure during the summers of the 1980s.
  - b. Customers have not received prompt responses to complaints made to Aqua Water Supply Corporation.
  - c. Customers have had problems with mineral salts in the water provided by Aqua Water Supply Corporation.
  - d. Customers experienced problems using appliances with water supplied by Aqua Water Supply Corporation.

- e. Homeowners in Bastrop County West Subdivision could not obtain connections to Aqua Water Supply Corporation in 1985 due to a moratorium on connections by the Texas Department of Health.
- 9. There is a need for additional water service to Bastrop County West Oaks, the 40-acre tract adjacent to Bastrop County West Subdivision, and the tract adjacent to Bastrop County West Oaks bordering Edmonson Lane.
  - a. There is no other utility certificated for water service in these areas.
  - b. Clyde Clardy is in the process of developing Bastrop West Oaks Subdivision.
  - c. Bastrop West Water Systems currently serves approximately four customers in the Edmonson Lane area.
  - d. Population projections reflect a need for additional service.
    - (1) The areas named should have approximately the following populations by the years listed: 1987-10; 1990-125; 1995-245; 2000-315.
    - (2) The population figures in Subfinding 9d.(1) support the following numbers of connections: 1987-2.8; 1990-35.7; 1995-70; 2000-90.
    - (3) All areas requested for certification should have the following populations by the years

listed: 1987-115; 1990-335; 1995-245;  
2000-315.

(4) The population figures in subfinding 9d.(3) support the following number of connections:  
1987-33; 1990-96; 1995-140; and 2000-165.

10. There is a need for continued service by Bastrop West Water Systems for customers in Bastrop County West Subdivision currently connected to the system for the reasons listed in Findings of Fact Nos. 8.a.-8.e.
11. Granting the certificate to Bastrop West Water Systems will have a positive effect on Bastrop West Water Systems.
  - a. Granting the certificate will enable the Company to continue to provide service to its customers in Bastrop County West Subdivision and in the Edmonson Lane area.
  - b. Granting the certificate for the areas included in the attached certificate will give the Company more time to develop another water source.
    - (1) Groundwater resources are scarce in Bastrop County.
    - (2) The Company's investigation of new water sources has not gone beyond preliminary contacts.



- c. Granting the certificate in the form attached will avoid a duplication of services as Aqua Water System Corporation is lawfully extended into Bastrop County West Subdivision.
  - d. Considering the population and connection figures in Subfindings 9d.(1) and 9d.(2) plus the 14 connections currently served by the Company in Bastrop County West Subdivision, the Company would serve 104 connections by the year 2000.
12. The Company's current well capacity will not allow the Company to serve all the areas requested considering the year and connection figures in Subfinding 9d.(4).
13. Granting the certificate will have no adverse effect on Aqua Water Supply Corporation.
- a. Granting the certificate will not cause a need for disconnection from Aqua Water Supply Corporation by any customer.
  - b. The loss of 14 connections in Bastrop County West Subdivision will not have a significant effect on Aqua Water Supply Corporation, which serves almost all of Bastrop County and also serves customers in Lee, Travis, Williamson, Caldwell, and Fayette Counties.
  - c. Aqua Water Supply Corporation will be able to serve future customers in Bastrop County West Subdivision;

Aqua Water Supply Corporation's distribution lines already run down all the streets in Bastrop County West Subdivision.

- d. The granting of the certificate will not require Bastrop West Water Systems to place any significant extension lines in Bastrop County West Subdivision.
  - e. Customers in Bastrop County West Subdivision currently served by Bastrop West Water Systems prefer the service provided by Bastrop West Water Systems.
14. Granting the certificate to the Company will result in a lowering of costs to the consumer.
- a. Bastrop West Water Systems charges approximately \$15.00 for the first 3000 gallons and \$1.40 per thousand gallons thereafter.
  - b. Aqua Water Supply Corporation charges \$15.00 per month for the first 3000 gallons and \$1.40 per thousand gallons for the next 3000 gallons; it charges \$1.10 per thousand gallons for the next 4000 gallons, \$1.00 per thousand gallons for the next 4000 gallons and \$0.90 per thousand gallons in excess of 14,000 gallons.
  - c. The tap fee charged by Bastrop West Water Systems, \$400, is less than the tap fee charged by Aqua Water Supply Corporation, \$600.

15. Granting the certificate will result in a slight improvement of service.

- a. Customers who have been provided service by both companies prefer the service provided by Bastrop West Water Systems.
- b. Bastrop West Water Systems has fewer miles of lines to service.
- c. Customers in Bastrop County West Subdivision were unable to obtain water service from Aqua Water Supply Corporation; Bastrop West Water Systems provided needed water service.

16. There will be no adverse impact on community values, recreational and park areas, historical and aesthetic values, or environmental integrity.

#### CONCLUSIONS OF LAW

1. The public hearing regarding this application was held under the authority of and in accordance with Chapter 13 of the Texas Water Code and 31 TAC Chapter 291.
2. The Texas Water Commission has jurisdiction to consider the application and is authorized to issue a certificate of convenience and necessity for the provision of water utility service.
3. Bastrop West Water Systems is a public utility as defined by Texas Water Code §13.002(3).

4. Certification of Bastrop West Water Systems is necessary for the service, accommodation, convenience, or safety of the public; therefore, issuance of the certificate is appropriate under Texas Water Code §13.246(b).
5. The Commission has considered the factors set forth in Texas Water Code §13.246(c), has made Findings of Fact thereon, and concludes that the application should be granted and the certificate should be issued in order to implement the policies of this State as set forth in Chapter 13 of the Texas Water Code and to administer all powers therein.

NOW, THEREFORE, BE IT ORDERED BY THE TEXAS WATER COMMISSION THAT:

1. The application of Bastrop West Water Systems for Certificate of Convenience and Necessity No. 12056 be approved as herein provided.
2. All exceptions submitted are hereby overruled.
3. The Chief Clerk of the Texas Water Commission forward a certified copy of this Order to all parties and, subject to the filing of motions for rehearing, issue the certificate.
4. If any provision, sentence, clause or phrase of this Order is for any reason held to be invalid, the invalidity of any portion shall not effect the validity of the remaining portions of the Order.

Signed this 26th day of August , 1987.

TEXAS WATER COMMISSION

*Paul Hopkins*

Paul Hopkins, Chairman

*Ralph Reming*

Ralph Reming, Commissioner

ATTEST:

*Mary Ann Hafner*

Mary Ann Hafner, Chief Clerk

TEXAS WATER COMMISSION



CERTIFICATE OF CONVENIENCE AND NECESSITY

To Provide Water Service Under Chapter 13, Texas Water Code  
and the Rules of the Texas Water Commission

Certificate Number 12050

I. Certificate Holder:

Name: Mr. Clyde E. Clardy d/b/a Bastrop West Water  
Systems

Address: Route 3, Box 12

Bastrop, Texas 78602

II. General Description and Location of Service Area:

Mr. Clyde E. Clardy d/b/a Bastrop West Water Systems serves Bastrop County West Oaks Subdivision and an adjacent area bordering Bastrop County West Oaks Subdivision to the southwest. Additionally, Mr. Clardy is certificated to lots numbered 27, 28, 29, 32, 33, 35, 43, 47, 49, 55, 68, 69 and 75 in Bastrop County West Subdivision.

The certificated area is located approximately ten miles west of the City of Bastrop and one mile south of State Highway 71. The area is bounded by Edmonson Lane on the southwest and by a county road on the southeast in Bastrop County, Texas.

III. Certificate Maps:

The certificate holder is authorized to provide water service in the area identified on map numbers 7047(A), 7047(B), 7047(C) and on the Commission's official service area map, WRS-11, maintained in the offices of the Texas Water Commission, 1700 North Congress, Austin, Texas with all attendant privileges and obligations.

This certificate is issued subject to the rules and orders of the Commission, the laws of the State of Texas, conditions contained herein and may be revoked for violations thereof. The certificate is valid until amended or revoked by the Commission.

ISSUED this 12th day of October, 1987.

ATTEST:

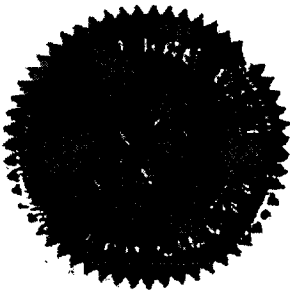
*Karen A. Phillips* *Paul Hopkins*  
For the Commission

STATE OF TEXAS  
COUNTY OF TRAVIS

I  
I  
I

As official custodian of the files and records of the Texas Water Commission, I hereby certify that the enclosed documents are true, accurate and complete copies or originals of the proceedings of the Texas Water Commission relating to the Application of Bastrop West Water Systems for Certificate of Convenience and Necessity No. 12050 (Docket No. 7047-C), as this record is reflected in the official files in the offices of the Commission.

Witness my hand and the seal of the Texas Water Commission, this the 25th day of February, 1966.



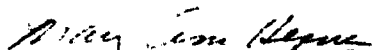
*Karen A. Phillips*

Karen A. Phillips, Chief Clerk  
Texas Water Commission

STATE OF TEXAS     I  
                          I  
COUNTY OF TRAVIS   I

I, Mary Ann Hefner, Chief Clerk of the Texas Water Commission, do hereby certify that the attached and foregoing is a true and correct copy of an Order of the Commission dated August 26, 1987, issuing Certificate of Convenience and Necessity No. 12050 to Bastrop West Water Systems, the original of which is on file in the office of the Commission.

Given under my hand and the seal of the Texas Water Commission, this the 28th day of August, 1987.

  
Mary Ann Hefner, Chief Clerk  
Texas Water Commission



# **Exhibit**

# **3**

**CLYDE E. CLARDY, dba  
Bastrop West Water Company  
379 Highway 95 North  
Bastrop, Texas 78602**

January 10, 2005

Texas Commission on Environmental Quality  
P.O. Box 13087 – MC153  
Austin, Texas 78711-3087

ATTN: Ms. Michelle Abrams, Team Leader  
Utilities & District, Water Supply Division

RE: Water Rate/Tariff Change Application of  
Clyde E. Clardy dba Bastrop West Water Company,  
Bastrop County, Application 34803-G  
CN: 600634745; RN 101188175

Dear Ms. Abrams:

Enclosed please accept the enclosed Water Rate/Tariff Change Application  
for Bastrop West Water Company.

The recommendations contained in your letter have been made as follows:

1. The Notice of Proposed Rate Change has been provided to our customers on January 14, 2005 containing the following revisions:
  - a. Company name is shown as Clyde E. Clardy dba Bastrop West Water Company;
  - b. The estimated annual revenue increase is disclosed;
  - c. The date of last rate change is shown as October 10, 1986;
  - d. Existing 30,000 gallons is shown as \$52.80 per month;
  - e. Proposed 10,000 gallons is shown as \$43.50 per month.
2. Customer's form of payment accepted is cash (U.S. dollar), check, money order or cashiers check.

Texas Commission on Environmental Quality

Page 2

January 10, 2005

3. Enclosed is a copy of the most recent inspection report for the system and our response indicating action taken to resolve the deficiency listed.

If additional information is needed, please contact me at (512) 303-1718. I appreciate the information provided to our accountant, Mr. J.D. Mican, CPA who assisted in preparing the application. We hope that the revisions will allow you to process the application.

Sincerely,

Clyde E. Clardy, dba  
Bastrop West Water Company

# NOTICE OF PROPOSED RATE CHANGE

Clyde E. Clardy d/b/a/ Bastrop West Water Company

12050

Company Name

CCN Number

has submitted a rate change application to the Texas Commission on Environmental Quality (Commission). The proposed rates listed on the next page will apply to service received after the effective date provided below. If the Commission receives protests to the proposed increase from 10 percent of the ratepayers or from any affected municipality before the 91st day after the proposed effective date, a public hearing will be scheduled to determine if the proposed rates are reasonable. Protests should be mailed to:

**Texas Commission on Environmental Quality  
Water Supply Division  
Utilities & Districts Section, MC 153  
P. O. Box 13087  
Austin, Texas 78711-3087**

Unless protests are received from 10 percent of the ratepayers or the Commission staff requests a hearing, no hearing will be held and rates will be effective as proposed. Please read the following information carefully:

Bastrop County West Oaks

Subdivisions or Systems Affected by Rate Change

<u>379 Highway 95 North</u>	<u>Bastrop</u>	<u>Texas</u>	<u>78602</u>	<u>(512) 303-1718</u>
Company Address	City	State	Zip	Telephone
<u>\$ 26,698.00</u>			<u>30th/31st (end of month)</u>	
Annual Revenue Increase			Date Customer Notice Mailed	
<u>10-10-86</u>			<u>First of Month</u>	
Date of Last Rate Change			Date Meters Typically Read	

EFFECTIVE DATE OF PROPOSED INCREASE: May 1, 2005

## BILLING COMPARISON

Water:	Existing	10,000 gallons:	<u>\$ 24.80 /mo</u>	Existing	30,000 gallons:	<u>\$ 52.80 /mo</u>
	Proposed	10,000 gallons:	<u>\$ 43.50 /mo</u>	Proposed	30,000 gallons:	<u>\$106.00/mo</u>
Sewer:	Existing	10,000 gallons:	<u>\$ N/A /mo</u>	Proposed	30,000 gallons:	<u>\$ N/A /mo</u>

The proposed rates will apply to all service rendered after the effective date and will be reflected on the bill you receive approximately 30 to 45 days after the effective date.

In the event that the application is set for hearing, the specific rates requested by the utility may be decreased or increased by order of the Commission. If the Commission orders a lower rate to be set, the utility may be ordered to refund or credit against future bills all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered plus interest. You may inspect a copy of the rate change application at your utility's office or at the Commission's office at Park 35 - Building F, 12015 Park 35 Circle, Suite 3101, Austin, Texas, west side of IH-35, south of Yager Lane. Additional information about the application can be obtained by contacting the Utilities and Districts Section at 512/239-4691. Information about how you can participate in the rate setting process can be obtained by contacting the Public Interest Counsel at 512/239-6363.

## NOTICE OF PROPOSED RATE CHANGE -WATER (Cont.)

Page 2

<u>CURRENT RATES</u>		<u>PROPOSED RATES</u>	
Monthly base rate including <u>3,000</u> gallons		Monthly base rate including _____ gallons	
Meter Size:		Meter Size:	
Residential		Residential	
e" or ¾"	\$ 15.00	e" or ¾"	\$ 16.50
1"	\$ 15.00	1"	\$ 19.00
1½"	\$	1½"	\$
2"	\$	2"	\$
3"	\$	3"	\$
Other: _____"	\$	Other: _____"	\$
Gallonage Charge:		Gallonage Charge:	
\$ <u>1.40</u> for each additional 1000 gallons over the minimum		\$ _____ for each additional 1000 gallons over the minimum	

<u>Miscellaneous Fees</u>		<u>Miscellaneous Fees</u>	
Tap fee	\$ 450.00	Tap fee	\$ 500.00
Reconnection fee	\$ 55.00	Reconnection fee	\$ 55.00
Non-payment (Maximum - \$25.00)	\$ 25.00	Non-payment (Maximum - \$25.00)	\$ 25.00
Customer's request	\$ 15.00	Customer's request	\$ 25.00
Transfer fee	\$ 15.00	Transfer fee	\$ 15.00
Late charge	\$ 5.00	Late charge (Indicate either \$5.00 or 10%)	\$ 5.00
Returned check charge	\$ 25.00	Returned check charge	\$ 25.00
Deposit	\$ 50.00	Deposit (Maximum \$50.00)	\$ 50.00
Meter test fee	\$ 25.00	Meter test fee	\$ 25.00

Regulatory Assessment of 1% is added to base rate and gallonage charges

CLYDE CLARDY

EXISTING AND PROPOSED WATER RATES

EXISTING	10,000 GALLONS	30,000 GALLONS
Base Rate including 3,000 gallons	15.00	15.00
7,000 @ 1.40/1,000	9.80	
27,000 @ 1.40/1,000		37.80
	24.80	52.80

PROPOSED	10,000 GALLONS	30,000 GALLONS
Base Rate	16.50	16.50
10,000 @ 2.70/1,000	27.00	27.00
10,000 @ 3.00/1,000		30.00
10,000 @ 3.25/1,000		32.50
	43.50	106.00

# **Exhibit**

**4**

**TCEQ Confirmation of Water Service Provider**

Thursday, May 8, 2014 8:19 PM

From: "Tracy Harbour" <tracy.harbour@tceq.texas.gov>  
To: "p\_m\_klaus@yahoo.com" <p\_m\_klaus@yahoo.com>  
Cc: "Ms. Hinken" <real0est@hotmail.com>

1 Files 69KB Download All  
PDF 59KB

CCNNo\_1  
12050.pdf  
Save

Mr Klaus,

I was able to locate a copy of the Certificate of Convenience and Necessity (CCN) No 12050 belonging to Clyde E. Clardy dba Bastrop West Water Company (BWWC) in our staff files. Please see the attached file (CCNNo\_12050.pdf) for this certificate and review the text highlighted in yellow. It is highly unusual that a certificate provides the lot numbers (property) included in a water CCN service area. Since the lot numbers are on the certificate, I only need to verify the lot number(s) belonging to Ms. Hinken's property. At your earliest convenience, please send me the metes and bounds description and any map you have showing the exact location of Ms. Hinken's property (or lot number(s)).

Since there is a dispute over the exact location of the official water CCN service areas belonging to both Clyde E. Clardy dba BWWC's CCN No 12050 and Aqua WSC's CCN No 10294, I requested TCEQ's official CCN file from Record Services. The official CCN file should include all the maps referenced in the certificate. This should provide Ms. Hinken all the necessary documentation she needs to prove her water service provider is CCN No 12050. Furthermore, this will provide you all the necessary documentation you need to accurately transfer the existing CCN No 12050 into its new name.

I look forward to resolving these matters with you and Ms. Hinken.

Sincerely,  
Tracy

**Tracy M. Harbour**  
**CCN and District Mapping**  
TCEQ/ Utilities and Districts Section/ Water Supply Division  
Mail: Mail Code 153 P.O. Box 13087, Austin, TX 78711-3087  
Phone: (512) 239-6952 Fax: (512) 239-6972  
Email: [Tracy.Harbour@tceq.texas.gov](mailto:Tracy.Harbour@tceq.texas.gov)

*Water is a precious resource – all Texans are encouraged to conserve, especially during times of drought*



# TEXAS NATURAL RESOURCE CONSERVATION COMMISSION



## CERTIFICATE OF CONVENIENCE AND NECESSITY

To Provide Water Service Under V.T.C.A., Water Code  
and Texas Natural Resource Conservation Commission Substantive Rules

Certificate No. 12050

### I. Certificate Holder:

Name: Clyde E. Clardy dba Bastrop West Water Company

Address: Route 3, Box 12  
Bastrop, Texas 78602

### II. General Description and Location of Service Area:

The area covered by this certificate is located approximately 10 miles west of downtown Bastrop, Texas on State Highway 71. The service area consists of two subdivisions, the Bastrop County West Oaks Subdivision and the West Wood Subdivision, lots in the Bastrop County West Subdivision numbered 27, 28, 29, 32, 33, 35, 43, 47, 49, 55, 69 and 75, and one 5 acre tract along County Road 242 in Bastrop County in Bastrop County, Texas.

Dual certification for a portion of the service area exists with Aqua Water Supply Corporation, CCN No. 10294.

### III. Certificate Maps:

The certificate holder is authorized to provide water service in the area identified on maps 7047(A), 7047(B) and 7047(C) maintained in the permanent certificate file in the Commission's Central Records and on the Commission's official water service area map, WRS-11, maintained in the offices of the Texas Natural Resource Conservation Commission, 12015 Park 35 Circle, Austin, Texas with all attendant privileges and obligations.

This certificate is issued under Application No. 31428-T and subject to the rules and orders of the Commission, the laws of the State of Texas, conditions contained herein and may be revoked for violations thereof. The certificate is valid until amended or revoked by the Commission.

Issued Date: JAN 24 1997

ATTEST: Mamie M. Black

[Signature]  
For the Commission

 PublicRecordsNow.com/Tr...

We Found Tracy Harbour | publicrecordsnow.com • Get Tracy Harbour/b...

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**Re: Fwd: TCEQ Confirmation of Water Service Provider**

Friday, May 9, 2014 9:43 AM

From: "Karen Klaus" <karenklaus@rocketmail.com>

To: "Paul Klaus" <p\_m\_klaus@yahoo.com> "Tracy Harbour@tceq.texas.gov" <Tracy.Harbour@tceq.texas.gov>

1 Files 276KB Download All  
PDF 276KB

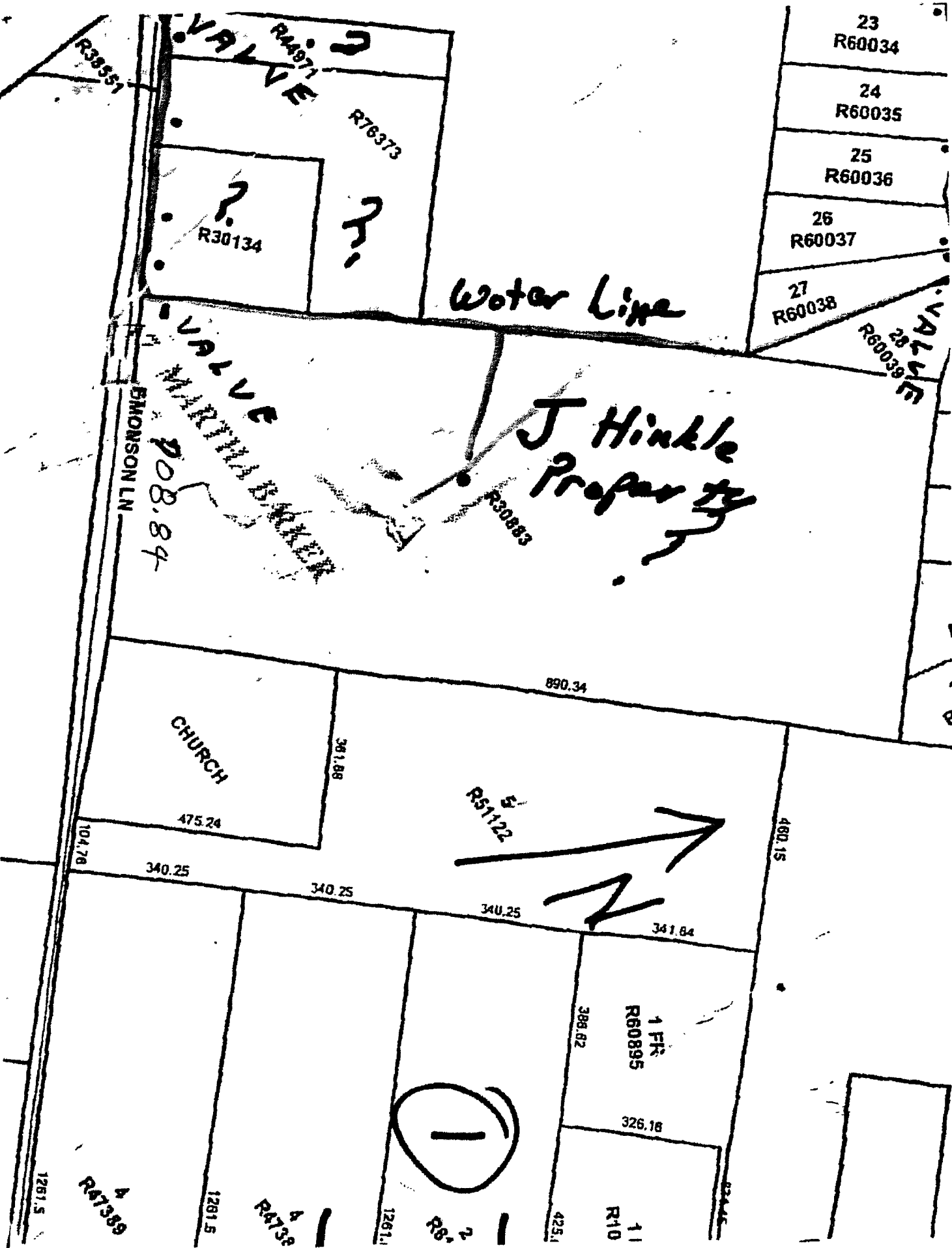
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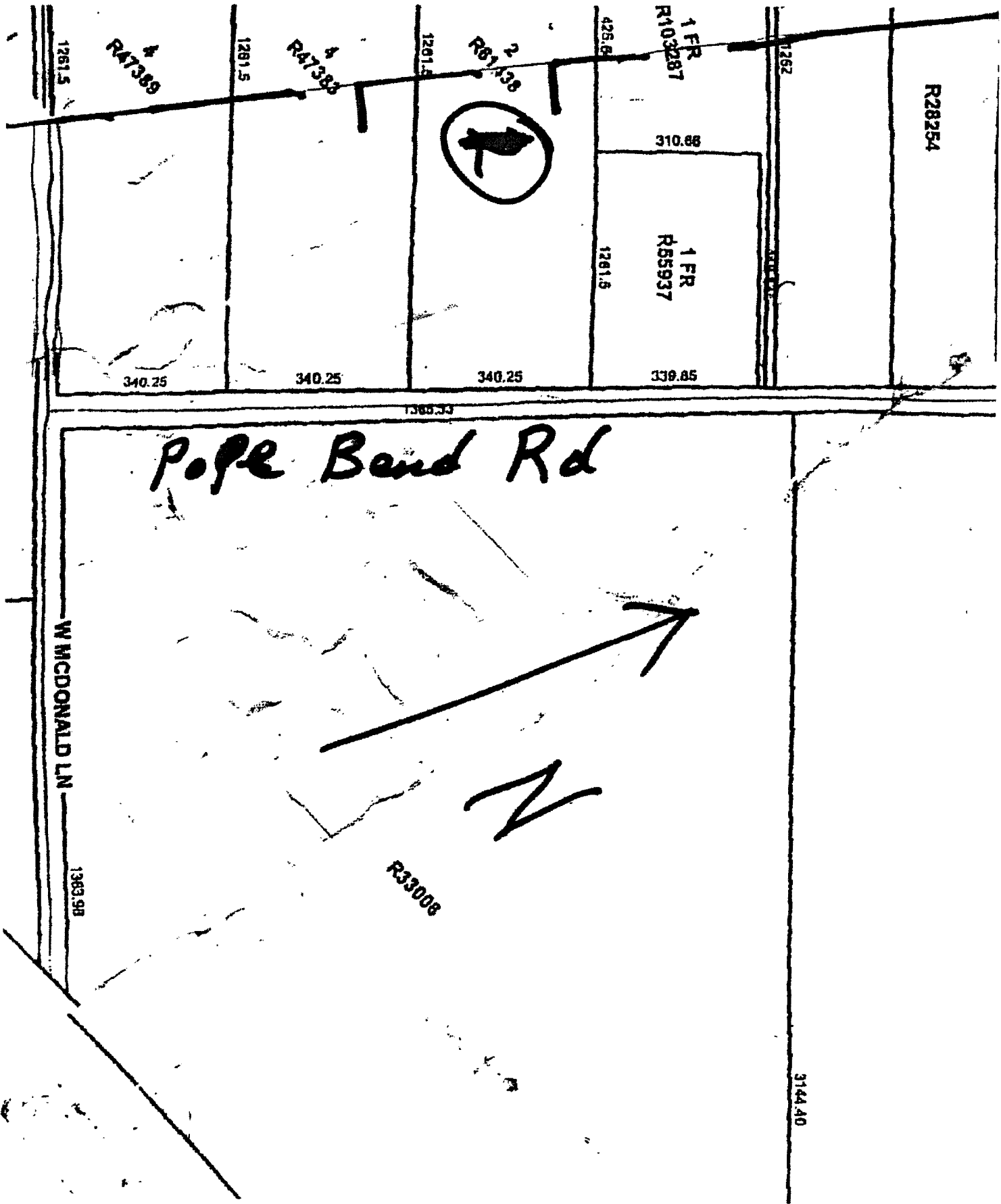
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Tracy,

Please review the attached maps and survey info that Paul located. Give him a call to discuss if you have any questions.

Thanks,  
Karen Klaus







**FIELD NOTE DESCRIPTION FOR A 10.478 ACRE TRACT OF LAND:**

Being a Tract or Parcel containing 10.478 acres of land situated in Bastrop County, Texas, and being a part of the Martha Barker League, Abstract No. 7, and being out of that certain tract said to contain 114.8 acres of land described as Tract 2 in a partition between Fulton Edmondson and George Edmondson, dated January 15, 1930, and recorded in Volume 87, Page 406, Bastrop County Deed Records, and being more particularly described by metes and bounds as follows:

COMMENCING at an iron rod found in the southwest line of Lot No. 24 of the Bastrop County West Subdivision, recorded in Plat Cabinet 1, Pages 174-A, 174-B, and 175-A, Bastrop County Plat Records for the East corner of said 114.8 acre tract;

THENCE with the southeast line of said 114.8 acre tract, S44°36'34"W, a distance of 1,258.97 feet to an iron rod set for the easterly most South corner of a 89.832 acre tract surveyed this day by the undersigned, the East corner and POINT OF BEGINNING of the herein described tract;

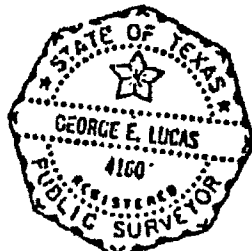
THENCE continuing with the southeast line of said 114.8 acre tract, S44°36'34"W, a distance of 224.09 feet to an iron rod found for an angle point;

THENCE continuing with the southeast line of said 114.8 acre tract, S44°43'02"W, a distance of 411.98 feet to an iron rod found for the East corner of a 15.600 acre tract of land as recorded in a correction deed to Cornelius Lane and wife, Olean Lane, and recorded in Volume 212, Page 220, Bastrop County Deed Records, and being the South corner of this tract;

THENCE with the northeast line of said 15.600 acre tract, N46°00'43"W, a distance of 721.30 feet to an iron rod found for the North corner of said 15.600 acre tract, the West corner of this tract;

THENCE with the easterly most northwest line of said 114.8 acre tract, N45°22'17"E, at a distance of 257.75 feet pass an iron rod found for an interior corner of said 114.8 acre tract, the westerly most South corner of said 89.832 acre tract, a total distance of 636.20 feet to an iron rod set for the North corner of this tract;

THENCE S46°00'43"E, a distance of 713.61 feet to the POINT OF BEGINNING, containing 10.478 acres of land, more or less.



George E. Lucas  
Registered Public Surveyor  
No. 4160 State of Texas  
January 22, 1985  
W.O. 84-58

**FIELD NOTE DESCRIPTION FOR A 15.601 ACRE TRACT OF LAND:**

Being a Tract or Parcel containing 15.601 acres of land situated in Bastrop County, Texas, and being a part of the Martha Barker League, Abstract No. 7, and being all of that certain tract said to contain 15.600 acres of land as described in a deed to Cornelius Lane and wife, Olean Lane, dated August 11, 1971, and recorded in Volume 204, Page 824, Bastrop County Deed Records, and being the same 15.600 acre tract as described in a correction deed to Cornelius Lane and wife, Olean Lane, and recorded in Volume 212, Page 220, Bastrop County Deed Records, and being more particularly described by metes and bounds as follows:

COMMENCING at an iron rod found in the northeast line of a Gravel Road at the South corner of said 15.600 acre tract, the original South corner of that certain tract said to contain 114.8 acres of land described as Tract 2 in a partition between Fulton Edmondson and George Edmondson, dated January 15, 1930, and recorded in Volume 87, Page 406, Bastrop County Deed Records, for the South corner and POINT OF BEGINNING of the herein described tract;

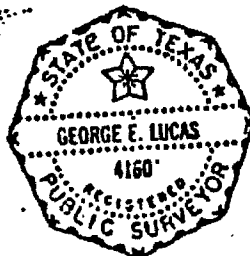
THENCE with the northeast line of said 15.600 acre tract, the southwest line of said 15.600 acre tract, N45°56'49"W, a distance of 706.84 feet to an iron rod found for the West corner of said 15.600 acre tract, the West corner of this tract;

THENCE with the northwest line of said 15.600 acre tract, N44°53'08"E, a distance of 944.60 feet to an iron rod found for the West corner of a 10.478 acre tract out of said 114.8 acre tract surveyed this day by the undersigned, the North corner of this tract;

THENCE with the northeast line of said 15.600 acre tract, the southwest line of said 10.478 acre tract, S46°00'43"E, a distance of 721.30 feet to an iron rod found in the southeast line of said 114.8 acre tract for the East corner of said 15.600 acre tract, the South corner of said 10.478 acre tract, the East corner of this tract;

THENCE with the southeast line of said 114.8 acre tract, the southeast line of said 15.600 acre tract, S44°31'24"W, a distance of 477.69 feet to an angle point;

THENCE continuing with the southeast line of said 114.8 acre tract, the southeast line of said 15.600 acre tract, S47°01'24"W, a distance of 468.27 feet to the POINT OF BEGINNING, containing 15.601 acre of land, more or less.



*George E. Lucas*  
George E. Lucas  
Registered Public Surveyor  
No. 4160 State of Texas  
January 22, 1985  
W.O. 84-38

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**RE: TCEQ Confirmation of Water Service Provider**

Thursday, May 15, 2014 5:38 PM

From: "Tracy Harbour" &lt;tracy.harbour@tceq.texas.gov&gt;

To: "Karen" &lt;karenklaus@rocketmail.com&gt; "Paul Klaus" &lt;p\_m\_klaus@yahoo.com&gt;

Cc: "real0est@hotmail.com" &lt;real0est@hotmail.com&gt;

2 Files 3 MB Download All

BMP 3 MB PDF 65KB

CCN No. 1  
12050.pdf

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Save

Mr. &amp; Mrs. Klaus,

After reviewing the certificate and CCN maps further, I determined BWWS (CCN 12050) only has dual certification with Aqua WSC's (CCN No. 10294) for some portions of CCN No. 12050. Please see the attached CCN map showing those portions of BWWS's water CCN, which are dually certified with Aqua WSC and those BWWS's CCN service areas with single certification. Please note the dually certificated CCN service areas between 12050 and 10294 are not close to the location of 168 Edmonson Lane address/property.

Unfortunately, the viewer does not show areas of dual certification clearly. Therefore, I obtained this information using our GIS and reviewing the WRS-11 map referenced in the certificate. I can see how using the viewer, it looks like all of BWWS is dually certified with Aqua WSC. However, this is not the case.

Regarding the documents you provided, please let me know what lot number or lot numbers are associated with the J. Hinkle's property. Also, confirm whether or not Exhibit B and C of the metes and bounds are both part of the J. Hinkle property.

Tomorrow I will be able to finish review the official CCN file, which should include the CCN maps [7047(A), 7047(B), and 7047 (C)] referenced in the certificate and issued to BWWS with Application No. 7047 C. Since this matter involves a property to be sold and Ms. Hinkle needs TCEQ's validation of the authorized water CCN service provider to the property, I must finish my research of the official CCN file to make my final determination.

Sincerely,  
Tracy

**Tracy M. Harbour****CCN and District Mapping**

TCEQ/ Utilities and Districts Section/ Water Supply Division

Mail: Mail Code 153, P.O. Box 13087, Austin, TX 78711-3087

Phone: (512) 239-6952, Fax: (512) 239-6972

Email: [Tracy.Harbour@tceq.texas.gov](mailto:Tracy.Harbour@tceq.texas.gov)*Water is a precious resource -- all Texans are encouraged to conserve, especially during times of drought.*

From: Karen [mailto:karenklaus@rocketmail.com]

Sent: Thursday, May 15, 2014 12:49 PM

To: Tracy Harbour

Cc: real0est@hotmail.com; Paul Klaus

Subject: Re: TCEQ Confirmation of Water Service Provider

Thank you Tracy. He now has additional info regarding the dual CCN that he would also like to discuss. I think that will resolve all issues. You may want to check into that before you waste time reviewing the paperwork. According to the dual CCN, either Bastrop West or Aqua can serve and the customer can choose which one.

Karen

Sent from my iPhone

On May 15, 2014, at 12:42 PM, Tracy Harbour <[tracy.harbour@tceq.texas.gov](mailto:tracy.harbour@tceq.texas.gov)> wrote:

Ms. Klaus,

I've been out sick a few days and just not returned to work today. So, I'm just now reviewing the information you provided me last week. I do have a few questions to clarify a few items. I will contact Paul with my questions later this afternoon.

Sincerely,  
Tracy

**Tracy M. Harbour****CCN and District Mapping**



TCEQ/ Utilities and Districts Section/ Water Supply Division  
Mail: Mail Code 153, P.O. Box 13087, Austin, TX 78711-3087  
Phone: (512) 239-6952, Fax: (512) 239-6972  
Email: [Tracy.Harbour@tceq.texas.gov](mailto:Tracy.Harbour@tceq.texas.gov)

*Water is a precious resource – all Texans are encouraged to conserve, especially during times of drought.*

**From:** Karen Klaus (<mailto:karenklaus@rocketmail.com>)  
**Sent:** Friday, May 09, 2014 9:44 AM  
**To:** Paul Klaus; Tracy Harbour  
**Subject:** Re: Fwd: TCEQ Confirmation of Water Service Provider

Tracy,

Please review the attached maps and survey info that Paul located. Give him a call to discuss if you have any questions.

Thanks,  
Karen Klaus

