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SOAH Docket No. 473-16-1108.WS
PUC Docket No. 45207

RECEIVED

COMPLAINT of J HINKEN
Vs
BASTROP WEST WATER &
PAUL KLAUS

Before the State Office of
Of PUBLIC UTILITY COMMISSION
FILING CLERK
ADMINISTRATIVE HEARINGS

2016 AUG 26 AM 9:00

Plaintiff's Response to SOAH Order No. 10
DATED August 22 2016

COMES NOW J. Hinken and files this response to SOAH's Order No. 10.

The claim upon which relief can be granted are the following:

1. For Bastrop West's Water failure to provide Jeff Hill with his own water meter when notified about the sale in November 2015, and for his failure to remove Jeff Hill from my water meter service at that time, TX Stat 13.24, 24.86, 24.87 and 24.89, I am requesting \$225.00.
2. For Bastrop West Water's failure to prove meter tampering, bypass or diversion by the Plaintiff (Stats 24.89), for their connection into my service line for Jeff Hill, an adjacent customer, for negligence in not being available during business hours (Stats 24.88) and negligence in making reasonable provisions to meet emergencies (Stat 24.90), I am requesting \$430.00.
3. For Bastrop's violations in proper disconnection notices & practices, for their refusing to start service for the new buyers (both violations of 24.88), I am requesting \$75 in punitive damages. I am also requesting a signed notarized statement that BWW is relinquishing any & all claims against the Plaintiff, for the alleged invoice of \$655.00.
4. **That PUC take appropriate disciplinary actions against Bastrop West Water.**
5. That I receive a copy of any verifiable proof that Kelley Harris paid Bastrop West Water for the water service on Edmonson Lane.

Respectfully submitted,

J Hinken

Certificate of Service: I certify that a copy of was served electronically on all