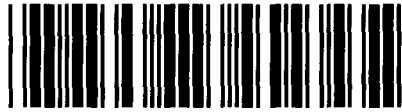




Control Number: 45645



Item Number: 1

Addendum StartPage: 0

45645

1

FORMAL COMPLAINT

Ms. Monica Brieger
P.O. Box 143343
Austin, TX 78714-3343

RECEIVED

2016 FEB 22 PM 2:16

PUBLIC UTILITY COMMISSION
FILING CLERK

SERVICE Address: [REDACTED]

[REDACTED] Account No. [REDACTED]
512-203-1164

Hornsby Bend Utility Company
A South West Company, P.O. Box 4657
Houston, TX 77210-4657

RE: INFORMAL Complaint #CP2016010653
CLOSED ON 2-12-2016; due to NO RESPONSE
FROM HORNSBY BEND WATER COMPANY.

I am a disabled person on SSDI income
a fixed income, I've been a customer
with Hornsby Bend Water Company for 14 years.
My bills due dates or normally due on the
29th of each month, because I received
my social security checks on the "3rd" of each
month, I have had to all ways pay late fees
and Hornsby Bend all ways generates a
disconnect notice. I've asked the company
back in the year 2009, "if they could change
my billing cycle date so my bills could be due
on the "3rd" of each month? They said NO.
Hornsby Bend requires you to pay 10% late
fee of your bill amount, I've have payed
late fees for 14 yrs now every month. ON
November 4, 2015. I went to University Avenue
Church of Christ to get financial assistance with
my bill of \$139.39 due on October 29, 2015

I NORMALLY WOULD HAVE PAID ON NOV 3, 2015
 BECAUSE I GET MY CHECK ON THE 3RD OF EACH MONTH.
 THE CHURCH'S CHECK WAS DEPOSITED TO MY
 ACCOUNT ON 11-6-2015, LEAVING A \emptyset BALANCE
 AND A \$12.67 DOLLAR CREDIT ON MY ACCOUNT.
 NOW ON DECEMBER 9, 2015 I WENT TO ST MARY'S
 CHURCH TO GET FINANCIAL ASSISTANCE ON MY BILL
 OF \$132.27 DOLLARS DUE DATE NOV 29, 2015-SUNDAY
 AT THIS TIME I AM 11 DAYS LATE ON MY PAYMENT.
 ST MARY'S MAILED THE CHECK ON DECEMBER 10, 2015
 AND EMAILED HORNSBY BEND A NOTICE TO PAY
 A "PLEDGE LETTER" ON DEC. 10, 2015. THIS CHECK
 MAILED FOR MY ACCOUNT WAS PUT ON SOMEONE
 ELSE'S ACCOUNT "LOST" BY HORNSBY BEND. I
 CALLED HORNSBY BEND AND ST MARY'S TO FIND-12-28-15
 OUT WHAT HAS HAPPENED TO THE CHECK? ST MARY
 SAID THEY SENT PROOF TO HORNSBY BEND THAT
 THEY DID CASH MY CHECK ON 12-16-15, HORNSBY
 BEND TOLD ME ON ~~12-16-15~~ 01-8-16 THEY WOULD
 WAIVE ALL LATE FEE'S BECAUSE OF THIS ISSUE
 AND THAT ALL IS DUE ON MY ACCOUNT IS \$118.33
 DOLLARS DUE 1-29-16. BUT THE BILL STATEMENT I
 RECEIVED SAYS I OWE \$118.33 AND \$126.72 DOLLARS
 BOTH DUE ON 1-29-16?? AND THE LOST CHECK
 AMOUNT ~~OF~~ \$131.56 WAS TRANSFERRED TO MY
 ACCOUNT ON 1-13-2016, AND MY CREDIT OF \$12.67
 GONE AND LATE FEE'S ADDED. ON 1-20-16 I
 CALLED HORNSBY BEND WATER COMPANY CORPORATE
 OFFICE AFTER CALLING ALABAMA ^{STATE OF} LOCATION TO GET
 A CORPORATE NUMBER OF 281-207-5807 EXT 207
 I SPOKE TO DORIS HUNTINGCUT AND JOAN GLOVER
 AND LEFT MESSAGE FOR JULIA CARMEN, ALL SAID
 THEY DO ONLY THE CORPORATE BILLING NOT CUSTOMER
 BILLING. THEY GAVE ME THE NUMBER TO

Ms. Ronica Tysler at 832-209-5255 3
said her Assistant was Marlawn and that
Ronica Tysler is OVER Cust SERVICE & Billing
for customers. I LEFT SEVERAL MESSAGES
for them Both on voice mail. AS of Today
I HAVE NOT RECEIVED A RETURN CALL FROM
EITHER PERSON. THE ONLY PERSON that called
ME was a FLOOR SUPERVISOR By the name of
Debra I. D. # 5269 from phone number 1-866-654-7992
telling me that I owe \$245.05 dollars and
I should go to a church to get help to pay
it for me, AND she is giving a extension
to pay by Feb, 3, 2016. I told her do NOT
put the extension to pay until I can speak
to Corporate office about all of this.
I continued to call Ronica + leave messages
still NO RESPONSE. Debra put the extension
to pay on my account even after I asked
her not to do this. This was NOT my request,
Hornsby BEND NEVER OFFERED me a deferred payment
plan, NEVER OFFERED A Application for their
One time a year "CATASTROPHIC ASSISTANCE"
that does NOT require any Income guidelines,
to qualify. I called on 1-21-2016 and
asked them to Email me the Application
to Apply for "CATASTROPHIC ASSISTANCE".
I mailed in my Application to Hornsby BEND
ON 1-21-16 with delivery date of 1-23-16
I HAVE NOT RECEIVED a RESPONSE from them
AS OF TODAY. DURING all of this when speaking
to customer service I continually ASK to speak
to a SUPERVISOR, I was continually told, there
was NO SUPERVISOR Available, One will have to
call me BACK. I do NOT LIKE giving out my.

4

PRIVATE NUMBER TO BUSSINESS FOR PRIVACY REASONS, NONE OF MY UTILITY COMPANYS HAVE A PHONE NUMBER ON RECORD FOR ME, SO LEAVING A NUMBER FOR A SUPERVISOR TO CALL BACK WAS NOT AN OPTION FOR ME. BUT EVIDENTLY THEY HAVE PHONE EQUIPMENT THAT SHOWS MY PRIVATE NUMBER; THATS HOW THE FLOOR SUPERVISOR DEBRA #5269 WAS ABLE TO CALL ME. BACK ON MARCH 4, 2015 I APPLIED FOR THE CATASTROPHIC ASSISTANCE AND WAS DENIED ^{CUST SERVICE} TOLD ME. WITH NO EXPLANATION AS TO WHY? THIS H2O CATASTROPHIC ASSISTANCE IS AVAILBLE ONE TIME A YEAR. I WOULD LIKE TO HAVE A RESPONSE TO MY REQUEST FOR ASSISTANCE MADE BACK ON MARCH 4, 2015 AND MY CURRENT REQUEST MADE ON JANUARY 21, 2016. AND I WOULD LIKE FOR HORNSBY BEND TO BE MORE TRANSPARENT ON NUMBERS FOR COMPANY EMPLOYEE'S AND DEPARTMENTS FOR CUSTOMER'S TO CONTACT IN THE EVENT OF DISPUTES OTHER THAN CUSTOMER SERVICE; I HAD TO CALL THE STATE OF ALABAMA TO GET A CORPORATE NUMBER. AND FOR HORNSBY BEND TO HAVE A CUST SERVICE SUPERVISOR OR MANAGER AVAILBLE FOR CUSTOMERS TO SPEAK TO AT REQUEST AND NOT BE TOLD "ONE" WILL CALL THE CUSTOMER BACK IN 24 HRS. I WOULD LIKE TO SEE IN THE FUTURE "RULEINGS" THAT REQUIRE HORNSBY BEND HAVE A CUSTOMER RESOLUTION DEPT AND HAVE BILLING CYCLE DATES CONSISTENT TO THE PUBLIC'S PAY PERIODS SO WE DONT HAVE ALWAYS BE LATE + PAY LATE FEE'S OF 10% OF THE BILL AMOUNT, AND LOWER THE LATE FEE TO MAYBE \$500 DOLLARS, CURRENTLY CUSTOMERS PAY A BASE RATE OF \$45.00 DOLLARS FOR WATER

And \$43.47 for sewer = \$8.47 just to have water and then my actual use is only \$20.61 dollars or \$15.85 for sewer base on my winter average This is very expensive to have water. I would like for Hornsby Bend to respond to the public utility commission of Texas and to comply with substantive rule 24.81 customer relations(b)(3), regarding complaint-responses. and substantive rule 24.87 billing(e)(2)(g). Hornsby Bend water company appears to not have any respect or concern for customers or the public utility commission of Texas. I still have not received a disconnect notice. Thank you for reviewing my formal complaint

Sincerely,
Ms. Monica Bringer

P.S. The water assistance program is a separate program that is based on household income that Hornsby Bend offers. The catastrophic assistance is NOT based on household income.

SEE ATTACHED 15 pages



CATASTROPHIC ASSISTANCE FORM:
FORMULARIO DE AYUDA POR CATÁSTROFE:

Customer / Cliente: Ms. Monica Brieger

Address / Dirección: [REDACTED]

City, State, Zip / Ciudad, Estado, Código Postal: [REDACTED]

Telephone # / Telefono: N/A

Account Number: [REDACTED]

Amt. requested: \$ 245.05
OR 118.33 OR 130.29

Número de Cuenta: _____

Monto solicitado: \$ _____

Please describe in detail the nature of your emergency/catastrophic situation and why you are requesting payment assistance from Monarch Utilities I, L.P.

Por favor describa detalladamente la naturaleza de la emergencia o la situación catastrófica, y por qué le solicita ayuda para el pago a Monarch Utilities I, L.P.

I am requesting help with the amount of
\$118.33 OR the amount of \$130.29. I AM
UNSURE OF THE AMOUNTS BECAUSE CUSTOMER
SERVICE HAS GIVEN ME A LOT OF INCORRECT INFO
REGARDING ~~MY~~ WHAT I ACTUALLY OWE ON MY
ACCOUNT, BUT I NEED HELP TO PAY THE
\$245.05. THEY TOLD ME THAT I AM 2 MONTHS
BEHIND. I DON'T HAVE 2 MONTHS OF MONEY
TO PAY ALL OF THIS. I AM ON A FIXED
INCOME, SOCIAL SECURITY INCOME.
YOUR HELP IS GREATLY APPRECIATED
ON WHATEVER AMOUNT YOU CAN HELP
ME WITH.

All information received herein shall be treated as confidential information and shall not be disclosed to any third party, other than as may be required by law, including but not limited to, the Texas Public Information Act, Chapter 552 of the Texas Government Code.

Toda la información que se reciba aquí se tratará en forma confidencial y no se le divulgará a ningún tercero, excepto en la forma que lo exija la ley, lo cual incluye, mas no se limita a la legislación sobre información pública de Texas, capítulo 552 del código del gobierno de Texas

Customer certifies that he/she understands H2O Catastrophic Assistance is only available to customer one-time within a 12 month period. Customer also certifies that he/she understands this request is not guaranteed to be funded, in whole or in part, and that certain factors such as prior payment history, length of time with utility company, etc., will be used in making the final decision.

El cliente certifica que entiende que la Ayuda Catastrófica H2O sólo está a su disposición una vez durante un período de 12 meses. El cliente también certifica que entiende que esta petición no garantiza el subsidio parcial o total, y que se tendrán en cuenta ciertos factores como el historial de pagos, el tiempo que lleva con la empresa de servicios, etc., para tomar la decisión.

Monica Brueger
Customer Signature / Firma del cliente

1-21-2016
Date / Fecha

Representative Signature
Firma del representante

Agency Name
Nombre de la agencia

=====
EAST AUSTIN STATION
AUSTIN, Texas
787029998
4879830134-0098
01/21/2016 (800)275-8777 03:50:28 PM
=====

===== Sales Receipt =====
Product Sale Unit Final
Description Qty Price Price
SUGAR LAND TX 77478 Zone-2 \$0.49
First-Class Mail Letter
0.30 oz.
Expected Delivery: Sat 01/23/16
Issue Postage: \$0.49
=====

Total: \$0.49
Paid by:
Cash \$1.00
Change Due: -\$0.51

Order stamps at usps.com/shop or
call 1-800-Stamp24. Go to
usps.com/clicknship to print
shipping labels with postage. For
other information call
1-800-ASK-USPS.

Get your mail when and where you
want it with a secure Post Office
Box. Sign up for a box online at
usps.com/poboxes.

Bill#:1000201945762
Clerk:09

All sales final on stamps and postage
Refunds for guaranteed services only
Thank you for your business

=====
HELP US SERVE YOU BETTER
TELL US ABOUT YOUR RECENT
POSTAL EXPERIENCE

Go to:
https://postalexperience.com/Pos
or scan this code with your mobile
device:





Hornsby Bend Utility Company

A SouthWest Water Company

Customer Service 866-654-7992
Emergencies 866-654-7992

Account Number: [REDACTED]
Invoice Number: 180050683501
Billing Date: 10/13/2015
Total Amount Due By: 10/29/2015

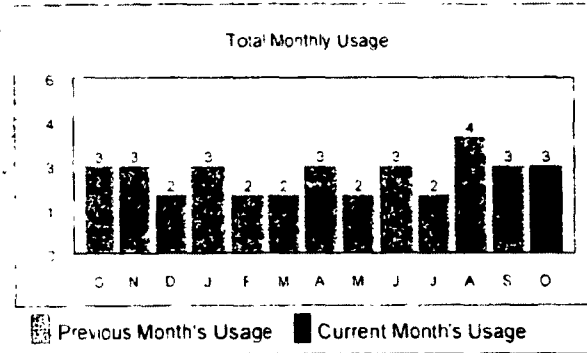
Service Address: [REDACTED]

Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5.8 - R	09/08/15	10/06/15	29	175.0	178.0	3.0	7861761

*KGal (1000 Gallons) Average Consumption = 2.7

Water Usage History - 13 Month Usage in KGal*



Account Summary

Previous Bill Amount \$138.91
 Payment Received 10/02/15 - Thank You *University Avenue - Fund No 4* -\$138.91
 Balance \$0.00 ✓

Current Billing and Other Basic Charges

Water Base \$45.00
 Sewer Base \$43.47
 Water Usage \$20.61
 Sewer Usage (Based on Winter Average 2.3) \$15.85
 TX Comm Environ Quality \$1.25
 Hornsby Bend Purchased Water Pass-through \$0.54
 Total Current Charges \$126.72

Total Amount Due By 10/29/15 \$126.72

Total Amount Due After 10/29/15 \$139.39

Message Center

Saving water saves money – another way to reduce your water cost is to install products that are EPA certified Bathroom fixtures, toilets and showerheads with the WaterSense label are more efficient and make saving water easy

Project Wishbone registration is underway for registered H2O customers. See enclosed insert for additional information.

Please detach and return the bottom portion with your payment

HORNSBY BEND UTILITY

SOUTHWEST WATER COMPANY
P O Box 4657
Houston, TX 77210-4657

Please check here and see reverse for address and phone corrections

MONICA BRIEGER

Account Number: [REDACTED]
 Total Amount Due By 10/29/15: \$126.72
 Total Amount Due After 10/29/15: \$139.39

Please make check payable to HORNSBY BEND UTILITY

Amount Enclosed

139.39

HORNSBY BEND UTILITY
P O Box 4657
Houston, TX 77210-4657

Late Paid NOV 6, 2015 By University Avenue

UNIVERSITY AVENUE CHURCH OF CHRIST

CHRISTIAN SERVICE CENTER

AUSTIN, TEXAS

Date 11-4-15

TO WHOM IT MAY CONCERN:

The Christian Service Center has pledged assistance in the amount of \$ 139.39

toward the: Rent - Mortgage (Utilities) Other _____ for:

First name MONICA Last name BRIEGER

Address P.O. Box 143343

Apt # _____ Account # _____

Questions may be addressed to:
Christian Service Center
1903 University Ave.
Austin, TX 78705

476-9584 or 476-6088

Ext 300

Payee Address.

Name: H.B. UTILITY CO.

Attn: _____

Address: PO BOX 4657

CITY: HOUSTON 77210

Austin Energy: Faxed ___ Called ___

Plus One \$ _____ Voucher # _____

CSC \$ _____ Chk # _____

Thank you,

James Bradfute
James Bradfute, CSC Administrator

Checks will be mailed by 11-6-15

UNIVERSITY AVENUE
CHURCH OF CHRIST
CHRISTIAN SERVICE CENTER
1903 UNIVERSITY AVENUE
AUSTIN, TEXAS 78705
(512) 476-9584



Hornsby Bend Utility Company

A SouthWest Water Company

Customer Service 866-654-7992
Emergencies 866-654-7992

Account Number: [Redacted]
Invoice Number: 180010999509
Billing Date: 11/13/2015
Total Amount Due By: 11/29/2015

Service Address: [Redacted]

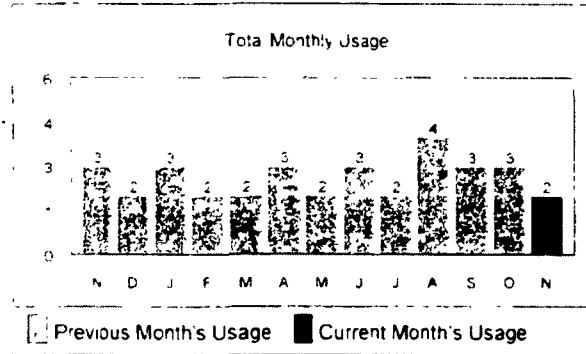
Make check early on 11/6/2015

Current Reading Based on Actual

Rate Type	Meter Read Dates From To	Number Of Days	Meter Reading Previous	Meter Reading Current	Usage KGAL	Meter Number
5'8" - R	10/07/15 11/06/15	31	178.0	180.0	2.0	7861761

*KGal (1000 Gallons) Average Consumption = 2.6

Water Usage History - 13 Month Usage in KGal*



Account Summary

Previous Bill Amount	\$126.72
Payment Received 11/06/15 - Thank You <i>UNIVERSITY</i>	\$139.39
Balance	\$12.67
Current Billing and Other Basic Charges	
Late Fee Charged	\$12.67
Water Base	\$45.00
Sewer Base	\$43.47
Water Usage	\$13.74
Sewer Usage (Based on Winter Average 2.3)	\$15.85
TX Comm Environ Quality	\$1.18
Hornsby Bend Purchased Water Pass-through	\$0.36
Total Current Charges	\$132.27
Total Amount Due By 11/29/15	\$119.60
Total Amount Due After 11/29/15	\$131.56

Over Paid at 12.67

139.39 on 11-6-15

marked before due date of 11-29-15

paid at you lost payment on 1-4-15

Message Center

Happy Thanksgiving! Our offices will be closed on Thursday, November 26th and Friday November 27th for the Thanksgiving holidays. We will resume business on Monday, November 30 at 8:00am. Please have a Safe and Happy Holiday!

Help2Others (H2O) Water Assistance benefits expire December 31, 2015.

Please detach and return the bottom portion with your payment.

HORNSBY BEND UTILITY

SOUTHWEST WATER COMPANY
P O Box 4657
Houston TX 77210-4657

Account Number: [Redacted]
Total Amount Due By 11/29/15: \$119.60
Total Amount Due After 11/29/15: \$131.56

Please make check payable to
HORNSBY BEND UTILITY

Please check here and see reverse for address and phone corrections

Amount Enclosed



MONICA BRIEGER

HORNSBY BEND UTILITY
P O Box 4657
Houston, TX 77210-4657

Bills Paid Dec 3, 2015

11/8/33 Paid

139.39 Rec'd 11-6-2015

12-9-15 marked

12-10-15 you cashed

12-16-15 That's why you show a transfer fee?

#131.56 on my current statement



Hornsby Bend Utility Company

A SouthWest Water Company

Customer Service 866-654-7992
Emergencies 866-654-7992

Account Number: [REDACTED]
Invoice Number: 180010999609

Billing Date: 11/13/2015
Total Amount Due By: 11/29/2015

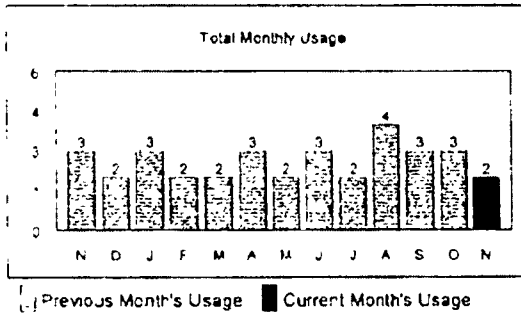
Service Address: [REDACTED]

Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	10/07/15	11/06/15	31	178.0	180.0	2.0	7861761

*KGal (1000 Gallons) Average Consumption = 2.6

Water Usage History - 13 Month Usage in KGal*



Account Summary

Previous Bill Amount	\$126.72
Payment Received 11/06/15 - Thank You	-\$139.39
Balance	-\$12.67

Current Billing and Other Basic Charges

Late Fee Charged	\$12.67
Water Base	\$45.00
Sewer Base	\$43.47
Water Usage	\$13.74
Sewer Usage (Based on Winter Average 2.3)	\$15.85
TX Comm Environ Quality	\$1.18
Hornsby Bend Purchased Water Pass-through	\$0.36
Total Current Charges	\$132.27

Total Amount Due By 11/29/15 \$119.60

Total Amount Due After 11/29/15 \$131.66

Message Center

Happy Thanksgiving! Our offices will be closed on Thursday, November 26th and Friday, November 27th for the Thanksgiving holidays. We will resume business on Monday, November 30 at 8:00am. Please have a Safe and Happy Holiday!

Help2Others (H2O) Water Assistance benefits expire December 31, 2015.

*I would
pay
DEC 3, 2015*

Please detach and return the bottom portion with your payment

HORNSBY BEND UTILITY
SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210 4657

Account Number: [REDACTED]
Total Amount Due By 11/29/15: **\$119.60**
Total Amount Due After 11/29/15: **\$131.66**

Please make check payable to
HORNSBY BEND UTILITY

Please check here and see reverse for address and phone corrections

Amount Enclosed

\$																			
----	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--



MONICA BRIEGER

HORNSBY BEND UTILITY
P.O. Box 4657
Houston, TX 77210-4657



Hornsby Bend Utility Company

A SouthWest Water Company

Customer Service 866-654-7992
Emergencies 866-654-7992

Account Number: [Redacted]
Invoice Number: 180011015770
Billing Date: 12/14/2015
Total Amount Due By: 12/30/2015
Service Address: [Redacted]

9-8-15 thru - 10-6-15 Nov 14 - paid in full
due 10-30-15
B-1 University
139.39
Due 10-29-15

Still collecting
T. Creek

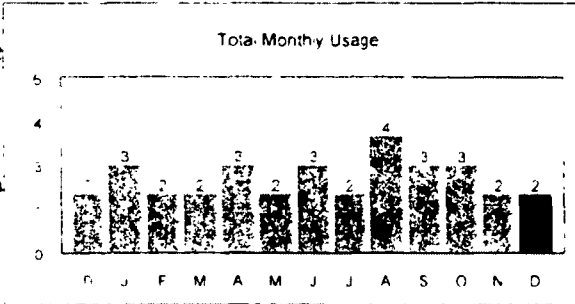
Current Reading Based on Actual

Page 1 of 2

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	11/07/15	12/06/15	30	180.0	182.0	2.0	7861761

*KGal (1000 Gallons) Average Consumption = 2.6

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage (light bar) Current Month's Usage (dark bar)

Message Center

Happy Holidays!! Wishing you and your family a Joyous Holiday Season! To commemorate the holiday, our business office will be closed on December 24th and 25th. Additionally, our business office will be closed on January 1st in observance of the New Year's holiday.

Account Summary

Previous Bill Amount \$119.60
 Payment(s) Received through 12/14/15 - \$10.69
 (Payments after 5:00pm will NOT reflect on this invoice) \$0.00
 Balance *St Mary's over paid \$131.56* \$119.60
 Current Billing and Other Basic Charges
 Late Fee Charged \$10.69
 Water Base \$45.00
 Sewer Base \$43.47
 Water Usage \$13.74
 Sewer Usage (Based on Winter Average 2.3) \$15.85
 TX Comm Environ Quality \$1.18
 Hornsby Bend Purchased Water Pass-through \$0.36
 Total Current Charges \$130.29

Total Amount Due By 12/30/15: \$249.89

Total Amount Due After 12/30/15 \$261.85

The "Due Date" listed on this bill applies to current charges only. Past due accounts are subject to service termination and will be sent to collections.

Due \$119.83
paid 12-17-15

St Mary Volunteer
512-476-6182

HORNSBY BEND UTILITY
SOUTHWEST WATER COMPANY
P O Box 4657
Houston, TX 77210-4657

Appt Dec 9, 14

Account Number: [Redacted]
Total Amount Due By 12/30/15: \$249.89
Total Amount Due After 12/30/15: \$261.85

Please make check payable to
HORNSBY BEND UTILITY

Please check here and see reverse for address and phone corrections

Amount Enclosed



MONICA BRIEGER

I called 12-28-15

HORNSBY BEND UTILITY
P O Box 4657
Houston, TX 77210-4657

Due on 12-30-15
St Mary mailed check on 12-10-15
Hornsby Bend cashed check on 12-16-15

000000000000 03 00635 00001000003936 6 00 00024989 00026185 0



Hornsby Bend Utility Company

A SouthWest Water Company

Customer Service 866-554-7992
Emergencies 866-654-7992

Account Number [Redacted]
Invoice Number: 180050717621
Billing Date: 01/13/2016
Total Amount Due By: 01/29/2016
Service Address: [Redacted]

\$

I have a credit of \$12.67

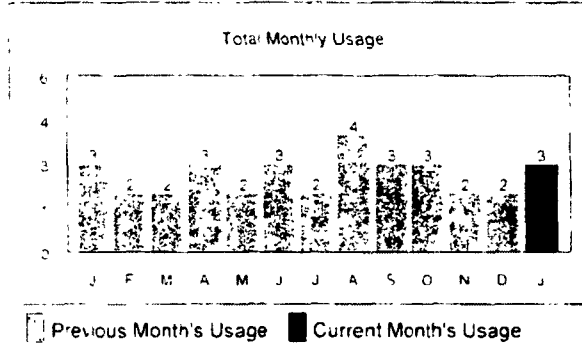
Current Reading Based on Actual

Page 1 of 1

Rate Type	Meter Read Dates From To	Number Of Days	Meter Reading Previous	Meter Reading Current	Usage KGAL	Meter Number
5.8 - R	12/07/15 01/06/16	31	182.0	185.0	3.0	7861761

*KGal (1000 Gallons) Average Consumption = 2.6

Water Usage History - 13 Month Usage in KGal*



Account Summary *where is credit? \$12.67*

Previous Bill Amount \$249.89
 Payment(s) Received through 01/13/16 \$0.00
 Transfer Fee \$131.56
 (Payments after 5:00pm will NOT reflect on this invoice)

Balance \$118.33

Current Billing and Other Basic Charges

Water Base \$45.00
 Sewer Base \$43.47
 Water Usage \$20.61
 Sewer Usage (Based on Winter Average 2.3) \$15.85
 TX. Comm Environ Quality \$1.25
 Hornsby Bend Purchased Water Pass-through \$0.54

Total Current Charges paid 139.31 *LAV. 2 mo credit DE 12.67* \$126.72

Total Amount Due By 01/29/16: \$8,397 \$245.05

Total Amount Due After 01/29/16 \$257.72

The "Due Date" listed on this bill applies to current charges only. Past due accounts are subject to service termination and will be sent to collections.

Need assistance paying your water bill? Registration for Help2Others is underway.

Please detach and return the bottom portion with your payment.

HORNSBY BEND UTILITY

SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

Account Number:

Total Amount Due By 01/29/16: \$245.05

Total Amount Due After 01/29/16: \$257.72

Please make check payable to
HORNSBY BEND UTILITY

Please check here and see reverse for address and phone corrections

Amount Enclosed



ONICA BRIEGER

HORNSBY BEND UTILITY
P.O. Box 4657
Houston, TX 77210-4657



**Hornsby Bend
Utility Company**

A SouthWest Water Company

Customer Service 866-654-7992
Emergencies 866-654-7992

#5

Account Number: [REDACTED]
Invoice Number: 180050729954
Billing Date: 02/12/2016
Total Amount Due By: 02/28/2016

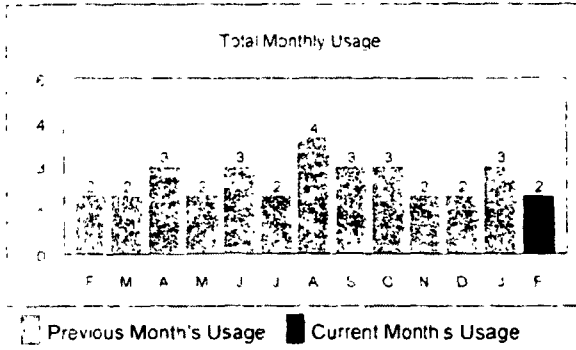
Service Address: [REDACTED]

Current Reading Based on Actual Page 1 of 1

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/E - R	01/07/16	02/05/16	30	185.0	187.0	2.0	7861761

*KGal (1000 Gallons) Average Consumption = 2.6

Water Usage History - 13 Month Usage in KGal*



Account Summary

Previous Bill Amount	\$245.05
Payment Received 02/03/16 - Thank You	-\$126.72
(Payments after 5:00pm will NOT reflect on this invoice)	
Balance	\$118.33
Current Billing and Other Basic Charges	
Late Fee Charged	\$11.83
Water Base	\$45.00
Sewer Base	\$43.47
Water Usage	\$13.74
Sewer Usage (Based on Winter Average 2.3)	\$15.85
TX Comm Environ Quality	\$1.18
Hornsby Bend Purchased Water Pass-through	\$0.36
Total Current Charges	\$131.43
Total Amount Due By 02/28/16	\$249.76
Total Amount Due After 02/28/16	\$261.72

Message Center

Repair leaky spigots, sprinkler heads and hoses. One leaky drip per second can waste up to 6,000 gallons of water per year.

The "Due Date" listed on this bill applies to current charges only. Past due accounts are subject to service termination and will be sent to collections.

Need assistance paying your water bill? Registration for Help2Others is underway.

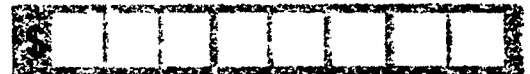
Please detach and return the bottom portion with your payment.

HORNSBY BEND UTILITY
SOUTHWEST WATER COMPANY
P O Box 4657
Houston TX 77210-4657

Account Number: [REDACTED]
Total Amount Due By 02/28/16: \$249.76
Total Amount Due After 02/28/16: \$261.72
Please make check payable to
HORNSBY BEND UTILITY

Please check here and see reverse for address and phone corrections

Amount Enclosed



MONICA BRIEGER

HORNSBY BEND UTILITY
P O Box 4657
Houston, TX 77210-4657



WATER ASSISTANCE PROGRAM

Help2Others (H2O) is a water assistance program designed to assist qualifying customers pay their monthly water utility bill. Customers who qualify for the H2O program will receive a monthly \$40 credit (\$20 for water and \$20 for sewer) through the duration of their enrollment as long as they continue to pay their bill and remain current. The program is designed to assist customers whose total combined household income does not exceed 125% of the current Federal Poverty Guidelines (see table below).

Household Size	Gross Monthly Income	Household Size	Gross Monthly Income
1	\$1,226	5	\$2,959
2	\$1,659	6	\$3,393
3	\$2,093	7	\$3,826
4	\$2,526	8	\$4,259

HOW TO REGISTER:

For program consideration, the required documents listed below must be submitted with the signed application form and returned to us for processing. Please note to be considered, application must be completed in its entirety. All applicants will start receiving credits once all information is provided and approved.

- **Proof of Income for all members in the household 18 years of age or older.**
 - Acceptable forms of income include:
 - **REQUIRED: 2015 IRS income tax statement** (Please note that this is required for all applicants. In the event that taxes are not filed a statement must be provided along with another acceptable form of income)
 - 2015 - W-2 form (must cover full year or gaps in time must be explained)
 - 2016 - Social Security or Disability Awards letter
 - Form 1099 - for self-employed or independent contractor (from client)
 - 2016 IRS form 1040
- **Current photo ID for account holder with address matching one on file. (Must be primary residence to qualify).**
- **Proof of residency for all other household members may be required.**
- **Account must be active and in good standing with an established payment history of at least three months with no delinquencies or disconnects.**

Please include your account number on each document and submit to us via:

Email:
h2o@swwg.com

Fax:
832-200-5395

Mail:
SouthWest Water Company
Help2Others Program
12538 Reed Road
Sugar Land, TX 77478

THIS IS APPLICATION
I downloaded FOR
WRING FORM FOR
CATASTROPHIC ASSISTANCE



SouthWest
Water Company



PLEASE CONTACT YOUR LOCAL AGENCY OR RETURN COMPLETED APPLICATION TO
h2o@swwc.com or FAX to 832-209-5395

NAME: * Ms Monica BRIEGER ACCOUNT#: [REDACTED]

ADDRESS: * P.O Box 143343 Austin, Tx 78714 - Mailing Address
[REDACTED]

EMAIL: N/A TELEPHONE #: N/A

~~I AM APPLYING FOR EMERGENCY CATASTROPHIC ASSISTANCE~~

OF PEOPLE LIVING IN YOUR HOUSEHOLD: * 2 # OVER AGE 18: * 1

* Required information for processing. Failure to provide email address and/or phone number may delay our ability to contact you if a call is required to expedite processing of your request.*

In addition to providing you with safe and reliable water service, we are committed to providing support to customers who may need assistance with their water related costs. Please note, once qualified, the following requirements must be met by you in order to receive credits through the Help2Others (H2O) program (the "Program").

- You must pay the balance of your water bill **in full** on or before the due date each month. Random internal audits will be conducted throughout the year to ensure compliance; failure to maintain a current account may result in Program termination.
- Program credits will appear on your account **AFTER** payments are received from our partner agencies. For some of our agencies payments are made monthly and others are quarterly. Your credit will be applied as soon as it is received.
- As long as you remain a customer, your account remains current and the Program remains in effect, your credits will continue until December 31, 2016.

PLEASE NOTE: APPLICATIONS WILL NOT BE PROCESSED UNLESS RECEIVED IN ITS ENTIRETY. TO EXPEDITE PROCESSING OF YOUR REQUEST PLEASE CHECK OFF THAT YOU HAVE ATTACHED THE FOLLOWING:

- Required Information Above Filled Out In Its Entirety.
- Signature of Account Holder.
- Acceptable Proof Of Income With No Gaps In Coverage (If Applicable).
- Copy of Valid Driver's License With Address of Record Listed.

I hereby certify that I have read and understand the information provided to me regarding the requirements of the Program. I also hereby certify that I have submitted the following information completely and accurately as failure to do so may delay the application process and/or cause me to be removed from the application process.

Name (Print) _____ Signature _____
Date _____



CATASTROPHIC ASSISTANCE FORM:
FORMULARIO DE AYUDA POR CATASTROFE:

Hornsby BEND
CUSTOMER SERVICE
SAID I WAS DENIED ON MARCH 4 2015
NO EXPLANATION
DEPT of HEALTH & HUMAN SERVICES
PAID FOR ME

Customer / Cliente: Mrs. Marissa Briege

Address / Direccion: P.O. Box 143543 Austin TX 78714

City, State, Zip: / Ciudad, Estado, Código Postal:

Telephone # / Telefono:

Account Number: [Redacted]

Amt requested. \$ 149.63

Número de Cuenta:

Monto solicitado: \$

Please describe in detail the nature of your emergency/catastrophic situation and why you are requesting payment assistance from Windermere Utility Company.

Por favor describa detalladamente la naturaleza de la emergencia o la situación catastrófica, y por qué le solicita ayuda para el pago a Windermere Utility Company

I RECEIVED my SSDI check on the 3rd of EACH month. I am on a FIXED INCOME. My water bill is ALWAYS due before I get my check and I continually occur late fees. My mortgage payment has increased due to property value starting March 2015. I am behind on my GAS Bill and need to pay IN Full to continue to have Hot water and to be able to cook, and NOT LIVE under Substandard Conditions. I do NOT HAVE enough left to pay my water bill. I have been a customer for 12 years with Hornsby BEND and I do have a good pay history. Thank you for your consideration SEE attached Bill Due 3-1-15

VIA FAXED TO: 832-209-5395
2-18-2015 at 8:20 A.M.

O.. H323. FAX

[Handwritten signature]

All information received herein shall be treated as confidential information and shall not be disclosed to any third party, other than as may be required by law, including but not limited to, the Texas Public Information Act, Chapter 552 of the Texas Government Code

Toda la información que se reciba aquí se tratará en forma confidencial y no se le divulgará a ningún tercero, excepto en la forma que lo exija la ley. lo cual incluye, mas no se limita a la legislación sobre información pública de Texas, capítulo 552 del código del gobierno de Texas.

Customer certifies that he/she understands H2O Catastrophic Assistance is only available to customer one-time within a 12 month period. Customer also certifies that he/she understands this request is not guaranteed to be funded, in whole or in part, and that certain factors such as prior payment history, length of time with utility company, etc., will be used in making the final decision.

El cliente certifica que entiende que la Ayuda Catastrófica H2O sólo está a su disposición una vez durante un período de 12 meses. El cliente también certifica que entiende que esta petición no garantiza el subsidio parcial o total, y que se tendrán en cuenta ciertos factores como el historial de pagos, el tiempo que lleva con la empresa de servicios, etc., para tomar la decisión

Ms. Monica Brizaj
Customer Signature / Firma del cliente

2-18-2015
Date / Fecha

Representative Signature
Firma del representante

Agency Name
Nombre de la agencia

I CAME IN PERSON to PUBLIC UTILITY COMMISSION OF TEXAS
on 1-21-2016

CUSTOMER PROTECTION DIVISION

Complaint

Normal

ON-LINE COMPLAINT FORM

Thursday, January 21 2016

Investigator: **Unknown** (JASON DRWISON)

Date Pending:

Complaint No: **CP2016010653**

Company: **HORNSBY BEND UTILITY**

Complaint: **Rates & Charges**

Service No:

Customer:

Last Name: **Brieger**

First Name: **Monica**

Business

Date Closed

Date Received: **1/21/2016**

Account No

Spanish No

Service Address.

Mail Address

PO Box 143343

TX

Austin

TX

78714-3343

Alt Last:

Day.

Alt First:

Alt

Email

Complaint Note

Entered: **1/21/2016 12:47:00 PM**

Entered By **Ford, Isabel**