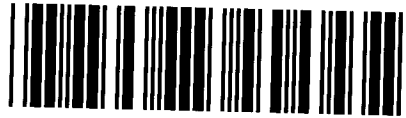


Control Number: 45645



Item Number: 2

Addendum StartPage: 0

DOCKET NO. 45645

RECEIVED

COMPLAINT OF MONICA BRIEGER §
AGAINST SWWC UTILITIES, INC. §
D/B/A HORNSBY BEND UTILITY §

2016 FEB 24 AM 11:44
PUBLIC UTILITY COMMISSION
PUBLIC UTILITY COMMISSION
FILING CLERK
OF TEXAS

**ORDER NO. 1
REQUIRING RESPONSES**

I. Background

On February 22, 2016, Monica Brieger (Complainant) filed a complaint against SWWC Utilities, Inc. d/b/a Hornsby Bend Utility (Hornsby) regarding water billing practices and related charges. This complaint is filed under 16 Tex. Admin. Code § 22.242 (TAC) and is available on the Public Utility Commission of Texas' Interchange.¹

II. Requiring Response

Pursuant to 16 TAC § 22.78, Hornsby shall file a response to the complaint no later than **March 16, 2016**, addressing the following:

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

III. Statement of Position from Commission Staff

Commission Staff shall file a statement of position by **March 23, 2016**. As part of the statement of position, Commission Staff shall address whether Complainant complied with the requirements for informal resolution under 16 TAC § 22.242.

IV. Filings

Unless otherwise specified, an original and 10 copies of documents relating to this proceeding must be filed with the Commission filing clerk according to 16 TAC § 22.71. A copy

¹ <http://interchange.puc.texas.gov>

of each document filed with the Commission must also be served on all parties as provided in 16 TAC § 22.74. All filings can be accessed on the Commission's Interchange.

V. Ex Parte Communications

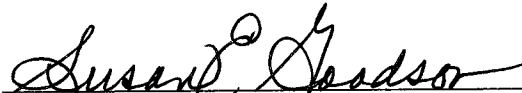
Pursuant to 16 TAC § 22.3(b)(2) *ex parte* communications with the administrative law judge (ALJ) are prohibited. Parties shall communicate with the ALJ only through written documents filed with the Commission's Filing Clerk and served on all parties. Questions concerning this Order or any other order must be submitted in writing, filed with the Commission, and served on all parties of record.

VI. Notifying Office of Public Utility Counsel

The Office of Public Utility Counsel is notified of this proceeding by copy of this Order.

SIGNED AT AUSTIN, TEXAS the 24th day of February 2016.

PUBLIC UTILITY COMMISSION OF TEXAS



SUSAN E. GOODSON
ADMINISTRATIVE LAW JUDGE