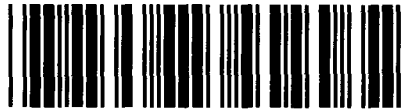




Control Number: 45645



Item Number: 5

Addendum StartPage: 0

SUPPLEMENT  
FORMAL COMPLAINT NO. 45645  
DOCKET NO. 44839

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

SERVICE address. [REDACTED]

2016 MAR 23 AM 11:48  
PUBLIC UTILITY COMMISSION  
FILING CLERK

Hornsby BEND Utility Company a Southwest  
Company P.O. Box 4657 Houston, TX 77210

RE: SUPPLEMENT: Complaint NO. 45645

ON February 24, 2016 at 10 A.M. HORNSBY  
BEND Utility Disconnected my water, while  
fully AWARE I was disputing my charges  
VIOLATION OF PUC RULE: SUBSTANTIVE RULE  
24.87-5 SUBCHAPTER (E) AND SECTION 2.0-  
SERVICE RULES and REGULATIONS SECTION 2.04-  
Billing and SECTION 2.09 SERVICE Interruptions  
AND Subchapter ~~14~~ SUBSTANTIVE RULE 24 sub E (L) (1) (3)  
Disputed bills: SERVICE MAY NOT BE SUBJECT TO  
discontinuance FOR NONPAYMENT OF THAT PORTION OF A  
bill UNDER DISPUTE pending the completion of the  
determination of the dispute, RULE 24.88 of this title.  
I IMMEDIATELY CONTACTED PUC TO INFORM THEM  
that my water was disconnected, I WAS GIVEN A  
A NEW INFORMAL CASE NO. CP2016020804, and NAME  
and contact info to the PUC's Attorney assigned to  
my case <sup>1-21-2016</sup> PRIOR. Left A message ON Mr. Alexander  
PETAK at 512-936-7377 VOICE MAIL asked for him to  
CALL ME and that my SERVICE HAD BEEN disconnected  
I THEN CALLED HORNSBY BEND Utility Corporate OFFICE

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2  
AT 832-209-5255, I LEFT TWO VOICE MAIL MESSAGES ON RONNIEA TYCER VOICE MAIL LEAVING MY PHONE NUMBER AND THAT MY SERVICE WAS DISCONNECTED, I HAVE NEVER RECEIVED A RETURN CALL BACK FROM RONNIEA TYCER, WHO IS THE MANAGER FOR CUSTOMER SERVICE AND CUSTOMER BILLING. SO AGAIN I CALLED FOR PUC ATTORNEY AT 3 P.M. I EXPLAINED TO HIM MY SERVICE HAD BEEN DISCONNECTED AND THAT HORNSBY BEND HAS NOT RESPONDED TO PUC'S REQUEST REGARDING MY COMPLAINT - VIOLATION OF SUBSTANTIVE RULES 24.82(B)(3) EACH UTILITY SHALL MAKE AN INITIAL RESPONSE TO THE COMMISSION WITHIN 15 DAYS OF RECEIPT OF A COMPLAINT FROM THE COMMISSION ON BEHALF OF A CUSTOMER OR SERVICE APPLICANT, HORNSBY BEND BLAMED PUC FOR THE MIX-UP ON THE CORRECT EMAIL ADDRESS TO SEND FOR COMPLAINTS. MR. PETAK IMMEDIATELY CONTACT DEBORAH WITH HORNSBY BEND UTILITY AND EXPLAINED TO HER ABOUT PUC'S RULES: SUBSTANTIVE RULES 24.81-1 SUBCHAPTER E AND 24.87-1 AND 24.87(2) AND 24.87(3) AND 24.87(4) AND 24.88. ONLY AFTER SPEAKING WITH PUC'S ATTORNEY MR. PETAK DID DEBORAH AGREE TO OFFER ME A DEFERRED PAYMENT PLAN ARRANGEMENT - VIOLATION OF SUBSTANTIVE RULES 24-87 SUBCHAPTER E (M) NOTIFICATION OF ALTERNATIVE PAYMENT PROGRAM OR PAYMENT ASSISTANCE: ANY TIME CUSTOMER CONTACTS A UTILITY TO DISCUSS THEIR INABILITY TO PAY A BILL OR INDICATE THAT THEY NEED ASSISTANCE WITH THEIR BILL PAYMENT, THE UTILITY REPRESENTATIVE SHALL PROVIDE INFORMATION TO CUSTOMER OF PAYMENT PLANS AND PAYMENT ASSISTANCE. DEBORAH AGGREGED TO WAIVE

RECONNECT FEES BASED ON CHAPT 24.87-5  
 SUBCHAPTER E (P): EXCEPT FOR AN AFFECTED COUNTY,  
 UTILITIES MAY NOT CHARGE DISCONNECT FEE, SERVICE  
 CALL FEES, FIELD COLLECTION FEES, OR STANDBY FEE  
 FOR A CUSTOMER REFUSING TO PAY. DEBORAH STILL  
did NOT OFFER ME PAYMENT ASSISTANCE  
IN WHICH THEY DO OFFER THE CATASTROPHIC  
ASSISTANCE PROGRAM, MR. PETAK INSTRUCTED  
ME TO CALL DEBORAH AFTER SPEAKING  
WITH HER ON FEB 24, 2016 TO SET UP  
A DEFERRED PAYMENT PLAN; I FOLLOWED  
HIS INSTRUCTIONS, SHE HAD AGREED WITH  
MR. PETAK TO RESTORE MY SERVICE WITHIN  
24 HRS. ON THE 24TH, 2016, DEBORAH INFORMED  
ME THAT I WAS DENIED ONCE AGAIN FOR  
THE CATASTROPHIC ASSISTANCE PROGRAM  
THAT I INITIALLY REQUEST THE APPLICATION,  
NEVER OFFER BY HORNSBY BEND UTILITY.  
I WAS AWARE OF THE PROGRAM BECAUSE  
OF MS. JANICE HAYS WHO ONCE WORKED  
OVER THE PROGRAM IN AUGUST 1, 2013  
SHE QUALIFIED ME AT THAT TIME AND I DID  
NOT HAVE TO PROVE A DEVASTATING LIFE EVENT IN  
MY "LIFE" THAT SEVERELY AFFECTED MY CATASTROPHIC  
ABILITY TO PAY. (LOOK) AT APPLICATION FOR ~~APPLICATION~~  
PROVIDED IN INITIAL FORMAL COMPLAINT- DATED  
AUGUST 1, 2013 " I STATED I GET MY DISABILITY  
CHECK ON THE 3RD OF THE MONTH." MS. HAYES  
CELL NO. 832-474-2431. DURING MY CONVERSATION  
WITH DEBORAH ON 2-24-2016, SHE ADVISED ME  
TO MAKE MY NORMAL PAYMENT OF \$131.43 AND WOULD  
SET UP A 6 MONTH DEFERRED PAYMENT PLAN FOR THE  
\$118.33 DOLLARS, IN HORNSBY BEND EXHIBIT E  
I STILL DO NOT SEE A DISCONNECT FOR THE AMOUNT

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OF \$118.33? AS I STATED PREVIOUSLY, HORNBY  
BEND GENERATES EVERY MONTH A TERMINATION  
NOTICE FOR ME BECAUSE OF MY CHECK ARRIVING  
ON THE 3RD OF THE MONTH, THEY HAVE NOT  
PROVIDED NOR PRODUCED EVIDENCE OF THIS  
\$118.33 DOLLARS IN QUESTION. DEBORAH ALSO  
INSTRUCTED ME ON 2-24-16 TO CALL HER  
ON MARCH 3, 2016 AFTER MAKING MY NORMAL  
PAYMENT AT THAT TIME WE COULD COMPLETE  
A CONTRACT FOR DEFERRED PAYMENT PLAN, AND  
SHE WOULD PUT A BLOCK ON MY ACCOUNT TO  
NOT RECEIVE TERMINATION NOTICES AND  
SHE WOULD ALLOW ME TO PAY ON THE 3RD OF  
EACH MONTH DURING THE 6 MONTH PAYMENT  
PLAN CONTRACT (SEE ATTACHED ONE PAGE  
CONTRACT AND ONE PAGE OF BILL FOR DUE  
DATE APRIL 1, 2016 - NOT DISCUSS FOR ME TO  
PAY ON APRIL 3, 2016 - PER OUR CONVERSATION.  
THE \$118.33 % 6 PAYMENTS PLUS THE EXTRA  
AMOUNT OF \$23.00 DOLLARS ADDED TO MY NORMAL  
MONTHLY BILL DOES AND CONTINUE TO CAUSE HARDSHIP  
FOR ME, I AM ON A FIXED INCOME AND THIS IS  
STILL A CATASTROPHIC EVENT FOR ME. MY NORMAL  
BILL DUE ~~MARCH 3, 2016~~ OR APRIL 1, 2016?? IS  
\$119.93 WITH \$23.00 DOLLARS FOR PAYMENT PLAN  
MAKES MY BILL \$142.93 DUE APRIL 3RD OR APRIL 1ST  
ON MARCH 17, 2016 THE WESTOVER CHURCH OF MARCH 22 16  
CHRIST MADE A PAYMENT OF \$100.00 DOLLARS  
MY ACCOUNT: \$118.33 + 119.93 = \$238.26 - MINUS -  
\$100.00 WESTOVER CHURCH <sup>MAILED 3-22-16</sup> PAID LEAVES BALANCE  
OF \$138.26 DUE ON APRIL 3, 2016 AND 10%  
LATE CHARGES ARE STILL ADDED TO MY PAYMENT  
PLAN, ACCORDING TO SUBSTANTIVE RULE 24.81 (5)  
EACH UTILITY SHALL MAINTAIN A CURRENT COPY OF THE

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Commission's Substantive Rules of this chapter  
at each office location and make them available  
for customers inspection during normal working  
hours. THERE IS NO LOCAL OFFICE FOR  
HORNSBY BEND IN AUSTIN, TX VIOLATION OF  
SECTION 2.0 - SERVICE RULES AND REGULATIONS  
SECTION 2.01 - RULES. THE RULES AND TARIFF  
SHALL BE AVAILABLE FOR PUBLIC INSPECTION AND  
REPRODUCTION AT REASONABLE COST. I HAVE TO  
PAY MY BILLS AT A CONVENIENCE STORE A PAY STATION.  
AND VIOLATION OF SUBSTANTIVE RULE 24.88  
LOCAL OFFICE, ITS MORE THAN 20 MILES  
FOR ME TO DRIVE.

### PENALTY TEXAS WATER CODE 13.414

ANY RETAIL PUBLIC UTILITY OR AFFILIATED  
INTEREST THAT VIOLATES THIS CHAPTER,  
FAILS, NEGLECTS, OR REFUSES TO OBEY ORDER,  
RULE, DIRECTION OR REQUIREMENT OF THE  
UTILITY COMMISSION OR COMMISSION OR DECREE  
OR JUDGMENT OF A COURT IS SUBJECT TO A  
CIVIL PENALTY OF NOT LESS THAN \$100 OR MORE  
THAN \$5000.00 DOLLARS FOR EACH VIOLATION, I AM  
ASKING FOR THE PUC TO PENALIZE HORNSBY  
BEND FOR EACH VIOLATION IN MY COMPLAINT.

CATASTROPHIC ASSISTANCE: HORNSBY BEND  
STATED I DID NOT MEET THE REQUIREMENTS  
FOR CATASTROPHIC ASSISTANCE, BUT THEY DID  
NOT PRODUCE EVIDENCE OF A DENIAL LETTER,  
NOR DOES THE APPLICATION STATE THE REQUIREMENTS.  
ONLY ASK FOR ME TO DESCRIBE IN DETAIL THE  
NATURE OF MY EMERGENCY/CATASTROPHIC SITUATION  
AND WHY? I AM REQUESTING ASSISTANCE FROM

Monarch Utilities I.L.P. THE FORM DOES NOT EVEN MENTION HORNSBY BEND UTILITY'S NOR DOES IT DEFINE THE REQUIREMENTS, NOR DOES IT EXPLAIN THAT IT IS FOR ONE TIME LIFE EVENTS. IT SEEM PERFECTLY REASONABLE THAT BEING ON A FIXED INCOME AND UNABLE TO PAY FOR WATER SERVICE COULD CONSTITUTE AN EMERGENCY, IF ONE IS WORRIED ABOUT DISCONNECTION AND TOLD BY DEBORAH THAT I HAVE 10 DAYS EXTENSION TO PAY IN FULL \$245.05 DOLLARS BY FEB 3, 2016, AND THAT I SHOULD CONSIDER THIS 10 DAY EXTENSION TO PAY, AS A DEFERRED PAYMENT PLAN AND PAYMENT ASSISTANCE. AND SHE PUT THE EXTENSION OF 10 DAYS WITH OUT MY CONSENT OR AGREEING TO THIS. DEBORAH DID NOT APPEAR TO HAVE ANY KNOWLEDGE OF PUC'S RULES OR TEXAS WATER CODES OR HORNSBY BEND WATER UTILITY TARIFF'S. IT TOOK MR. PETAK TO ADVISE ON 2-24-16 HER, IN ORDER FOR HER TO COMPLY. THIS IS UNEXCEPTABLE FOR HORNSBY BEND NOT TO ABIDE BY THE PUCTX'S RULES, AND SHUTTING OFF MY WATER, WHILE DISPUTING. LEAVING ME TO LIVE IN SUB STANDARD CONDITIONS, I HAD TO GO FILL BUCKETS OF WATER FROM RELATIVES, SO THAT I COULD BATH, FLUSH TOILET AND HAVE WATER TO DRINK - NOT KNOWING HOW LONG IT WOULD BE BEFORE MY WATER WOULD BE STORED, AND I AM A DISABLED PERSON. THIS IS A CATASTROPIC EVENT AND A EMERGENCY.

SECTION 2.0 - SERVICE RULES and REGULATIONS  
 SECTION 2.06 - BILLING - CONTINUE -

HORNSBY BEND - Flexible due dates - SECTION 2.06 OFF Tariff states that Bills are due at least 16 day from the ISSUANCE, There is Nothing in the PUC rules or Tariff that SAYS they must be submitted By the 29th or that there is a MAXIMUM Length of time that passes. HORNSBY Could work with ME and other CUSTOMERS, who get INCOME on the 3rd of EACH month and change the due date or Billing cycle date.

## SECTION 2.0 SERVICE RULES and REGULATIONS

### SECTION 2.06 - Billing

HORNSBY BEND DOES NOT GIVE CUSTOMERS at least 16 day from ISSUANCE to pay. I REQUEST on MARCH 16, 2016 FOR HORNSBY to FAX ME my CURRENT BILL, BECAUSE I HAD NOT RECEIVED ONE yet in order to give a Bill to Westover church at my Appoint on March 17, 2016. I RECEIVED THE MAILED Bill from HORNSBY BEND on MARCH 18, 2016 13 days if due by the 29th of the EACH month, AND THE MAILED ENVELOPES do NOT HAVE POST MARKED dates.

I AM AWARE OF THE SUBSTANTIVE RULE 24.87(c) that allows UTILITES to change EITHER \$5 OR 10% Late fee, I am asking the PUC to Consider changing the fee pursuant to PUC SUBSTANTIVE RULE 24.21(b)(2)(a)ii

I would ALSO LIKE to NOTE that I do NOT OWN A COMPUTER, I HAVE to DRIVE INTO AUSTIN, TX



TO USE THE Library Computer, SO I PREFER TO RECIEVE MY Bills by mail as I HAVE FOR the past 14 YEARS, NOT BY EMAIL. My EMAIL Address is PRIVATE and my phone NUMBER is PRIVATE, ALTHOUGH it is LISTED IN HORNSBY RESPONSE to the PUC TX, NOW IS IN PUBLIC RECORDS, EVEN though I REQUESTED THEM NOT to docuement in my records, AND They ASSURED ME that it WASN'T → LOOK at RECORD ID: 932396 1-21-16 2:48pm -4:46 mins Email as margretmax628@gmail.com.

AND

RECORD ID: 932283 1-21-16 1:39p.m -6.42 minutes 512-203-1164 I NEVER GAVE to them, they HAVE phone equipment that SHOW EVEN private numbers and they docuement into your PERMENANT records WITH out my CONSENT, NOW ANY ONE Who LOOKS at this CASE, will SEE my PRIVATE information. RECORD ID: 930010 1-19-16 8:57AM 22:57 minutes funnyjoyhappy@yahoo.com

HORNSBY HAS VIOLATED my PRIVACY In their RESPONSE Back to the PUC TX, SHOWING my PRIVATE ACCOUNT INFORMATION, WITH OUT BLOTting OUT, ACCOUNT NUMBER, my SERVICE Address and Billing Address. NOW ANYONE ~~CAN~~ TAMPER OR REVIEW my PERSONAL buSSINESS ON LINE. This is EXACTLY why I prefer to NOT GIVE them my Private phone Number and Email Address, I pay my phone Company EXTRA for a NON publish number I pay for a P.O. Box all FOR PRIVACY I HAVE my Property records SEALED with

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THE TRANS County Central Appraisal District all FOR PRIVACY. I would like the PUC to please BLOT OUT my PRIVATE INFORMATION. ON the dates that I called Ronniea TYCER at Corporate office I left (1-20-16) my phone number for her to call me BACK But NOT to document into my CUSTOMER ACCOUNT information, left message for Ms. TYCER ON 2-24-16 - 2 messages the day my SERVICE disconnected, AND after NO Satisfaction in speaking to other CUSTOMER SERVICE REPS and Deborah, AND NOT SATISFIED I wanted to speak to thier Manager Ronniea TYCER in which I should HAVE that option, But she NEVER RETURN any of my calls. to RESOLVE my CONCERNS.

THANK YOU FOR REVIEWING  
my SUPPLEMENT to  
my FORMAL Complaint

Sincerely  
Ms. Alonca Brieger



**Diamond Water Company**

A SouthWest Water Company

Monica Brieger  
PO BOX 143343  
AUSTIN, TX 78714

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3/9/2016

RE: Installment Plan on Account [REDACTED]

Dear Monica Brieger,

Thank you for contacting Diamond Water Company to establish payment arrangements to satisfy the outstanding balance currently due on your account. We sincerely appreciate your cooperation in this matter.

This letter details the terms and conditions of the agreement discussed between you and Diamond Water Company.

As of the date written above, the balance due on your account is \$118.33. This amount represents your outstanding balance of \$ 118.33 plus a 10% late charge.

You have agreed to make the following payments each month for 6 months. Installment payments are due on or before the due date indicated on each month's statement, **in addition to the current amount** due on your monthly bill.

**Start Date: Effective with invoice due the month of March**

Payment #	Payment Amount
1	\$ 23.33
2	\$ 19.00
3	\$ 19.00

4	\$ 19.00
5	\$ 19.00
6	\$ 19.00
<b>TOTAL</b>	<b>\$118.33</b>

**IF YOU MISS A PAYMENT, AND/OR DO NOT PAY THE FULL (INSTALLMENT & CURRENT) AMOUNT DUE, YOUR SERVICE IS SUBJECT TO IMMEDIATE DISCONNECTION.**

If you are unable to make your installment payment as agreed, or unable to pay your current month's billing, please contact us immediately at (866) 654-7992 to discuss further options.

We value you as a customer and appreciate this opportunity to be of service.

Please date, sign and return a copy of the agreement to us by **fax:** (832) 209-5395, **email:** txcustomer@swwc.com or regular **mail:** Diamond Water Company, 12535 Reed Rd, Sugarland, TX 77478. Failure to complete and return this form does not relieve payment obligation.

Thank you for the opportunity to serve you.

Diamond Water Company

Accepted and Agreed:

This 14 day of MARCH 2016

Monica Brieger  
Print Name

Monica Brieger  
Signature



# Hornsby Bend Utility Company

A SouthWest Water Company

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

Account Number: [Redacted]  
Invoice Number: 180011089714

Billing Date: 03/16/2016

Total Amount Due By: 04/01/2016

Service Address: [Redacted]



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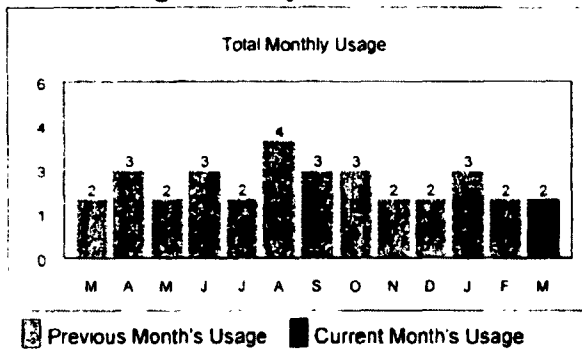
### Current Reading Based on Actual

Page 1 of 1

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	02/06/16	03/07/16	31	187 0	189 0	2 0	7861761

\*KGal (1000 Gallons) Average Consumption = 2.6

### Water Usage History - 13 Month Usage in KGal\*



### Account Summary

Installment Plan Balance \$118.33  
 Previous Bill Amount \$249.76  
 Payment Received 03/03/16 - Thank You -\$131.43  
 Placed into Installment \$118.33  
 (Payments after 5:00pm will NOT reflect on this invoice.)

Balance \$0.00

### Current Billing and Other Basic Charges

Installment Plan Due **\$23.33**  
 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 \$142.93**

**Total Amount Due By 04/01/16 \$142.93**

Total Amount Due After 04/01/16 \$154.89

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 04/01/16: \$142.93

Total Amount Due After 04/01/16: \$154.89

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

000000000000 03 00635 00001000003936 6 00 00014293 00015489 6