



Control Number: 45645



Item Number: 9

Addendum StartPage: 0

CHAPTER 24. SUBSTANTIVE RULES APPLICABLE TO WATER AND SEWER SERVICE PROVIDERS (SUB(E) CUSTOMER SERVICE and PROTECTION #1) DISPUTED BILLS: A CUSTOMER MAY ADVISE A UTILITY THAT A BILL IS IN DISPUTE BY WRITEN NOTICE OR IN PERSON DURING NORMAL BUSINESS OFFICE HOURS. MY DISPUTE WAS REGISTERED WITH THE UTILITY BY TELEPHONE ON 01/19/16 @ 2:57 minutes, there IS NO OFFICE FOR ME TO DO IN PERSON, WITHIN 20 MILES. HORNSBY BEND WATER COMPANY WAS FULLY AWARE I WAS DISPUTING MY BILL (LOOK) IN THEIR OWN RESPONSE PAGE 2 FILED 3-15-16 PARAGRAPH 3 01-19-16 @ 2:57 minutes, CUSTOMER SERVICE REPRESENTATIVE REVIEWS ALL BILLS WITH MS. BRIEGER AND "SHE CONTINUED TO DISPUTE THE BILL." HORNSBY BEND COMMENTED TO DOCUMENT THE DISCUSSION I HAD WITH CUSTOMER SERVICE REPS ON 1-8-16 AT 9 A.M, THAT SAID MY \$10.69 DOLLAR LATE FEES WOULD BE WAIVED. AND THE LEFT OUT THAT I CALLED ON 1-21-16 AND LEFT MESSAGES FOR MS. RONNIE TYLER, AND I WENT ON

Hornsby Bend Utility Company a Southwest Company P.O. Box 4657 Houston, TX 77210
 RE: FORMAL Complaint NO. (45645) DOCKET NO. 44839

Ms. Monica Brieger
 XXXXX

FORMAL COMPLAINT DOCKET NO. 44839
 SUPPLEMENT II, DOCKET NO. 44839
 FILING CLERK

RECEIVED
 1

1-21-16 IN PERSON to the PUCTX and MET with MR. DAWSON and a LADY and FILED a INFORMAL Complaint NO. CP2016.010653
 "Commission Staff verified that Ms. Brieger Complied with all of the requirements for informal resolution."

RULE 24.82(a)

PUC RULE DOES NOT REQUIRE THAT THE PUCTX NOTIFY THE UTILITY COMPANY THAT I AM DISPUTING MY BILL. IT STATES THAT "ANY CUSTOMER" OR SERVICE APPLICANT NOTIFYING I AM DISPUTING OR INABILITY TO PAY. THE PUCTX DID ATTEMPT TO NOTIFY HORNSBY BEND UTILITY COMPANY, WITH NO AVAIL.

SUBSTANTIVE RULE 24.88(a)(1) Exhibit E

I THE CUSTOMER DID INFORM THE UTILITY COMPANY, AND EXHIBIT E PROVIDED BY HORNSBY BEND SHOWS THE AMOUNT OF \$126.72 DOLLARS ON INCLUDING LATE FEES. I WAS TOLD BY THE 1-8-16 CUSTOMER SERVICE REP THAT MY LATE FEES OF \$10.69 WOULD BE WAIVED BECAUSE MY CHECK FROM ST. MARYS WAS MISAPPLIED, AND ALL I NEEDED TO PAY IS \$118.33 DOLLARS, INSTEAD I RECEIVED A BILL FOR \$118.33 AND \$131.56 PLUS LATE FEES = \$245.05 DOLLARS AGAIN VOICE MAIL MESSAGES LEFT FOR RONNIEA TYLER WERE NOT RETURNED, HORNSBY BEND HAS NOT PROVIDED ANY DOCUMENTATION THAT RONNIEA TYLER SPOKE TO ME. THE ONLY PERSON IN SOME AUTHORITY THAT SPOKE TO ME WAS DEBORAH WHO HAD NO KNOWLEDGE OF PUCTX RULES AND TARIFFS. AND THE DEFERRED PAYMENT AGREEMENT BEGAN ON 3-3-2016 AFTER I MADE MY NORMAL PAYMENT AND

I SIGNED THE AGREEMENT ON 3-14-16
HORNSBY BEND IS MISLEADING IN THEIR STATEMENT
ANYTIME ST. MARY'S SENT IN A PLEDGE LETTER
ON 12-10-16, MY ACCOUNT IS PUT ON A 30 DAY
HOLD NO DISCONNECT NOTICE IS SUPPOSE TO BE
SENT TO ME; SO 1-8-16 MAKES 30 DAYS, BUT
HORNSBY BEND CASH THE CHECK ON 12-16-16.
HAD MIS APPLIED MY MONEY? SO BEING
THE MONEY WAS LOST THERE SHOULD HAVE
BEEN AN EXTENSION OF THE HOLD PLACE ON
MY ACCOUNT. THEY FINALLY LOCATED THE MONEY
AND APPLIED TO MY ACCOUNT ON 1-13-16.

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WEST OVER CHURCH OF CHRIST
MS. JULIE GRIDER ON MARCH 31, 2016 @ 11:57 AM
COMMUNICATED VIA EMAIL WITH DANNY GOMEZ
WITH HORNSBY BEND UTILITY. PAYMENT OF \$100 DOLLARS
WAS MADE ON 3-21-16 TO HORNSBY BEND DALLAS, TX
LOCATION THAT IS CURRENTLY CLOSED. SO ON
3-31-16 MS. GRIDER @ 512-345-6386 SENT
A PLEDGE LETTER VIA FAX AND ISSUED ANOTHER
CHECK NO. 2831, MAILED 3-31-16. SEE: (THREE
PAGES ATTACHED); ANOTHER 30 DAY HOLD
FOR DISCONNECTION HAS BEEN PUT ON MY ACCOUNT
UNTIL THIS PAYMENT IS RECEIVED.

SEE: ATTACHED 4 PAGES.

24.81 Customer Relations

(a) Information to Customers #5

Each Utility shall maintain a CURRENT Copy of the Commission's Substantive Rules of this Chapter at each office location and make them available for customer inspection during normal working hours. And 24.81 Subchapter E (D)

LOCAL OFFICE (1) UNLESS OTHERWISE AUTHORIZED by the Commission in response to a written request, each utility shall have an office in the County or immediate AREA (within 20 miles) of a portion of its utility service area.

Hornsby Bend Utility does NOT maintain a CURRENT Copy of the Commission's Substantive Rules of this Chapter at any of the CONVENIENCE OR GROCERY STORES ON THE MAP they provided.

Local office for Travis County is located at 1620 Grand Avenue Parkway, Ste #140 Pflugerville, TX 78660 is OVER 21.7 miles and 20.2 miles and 20.2 miles: SEE (ATTACHED ONE PAGE MAP). Hornsby Bend Utility has NOT provided any proof of any authorization or request to WAIVE the requirements of these Substantive Rules from the PUCTX.

I AM AWARE OF THE PUCTX RULE 22.71 SUB(D) Filing Confidential Complaints to the PUCTX.

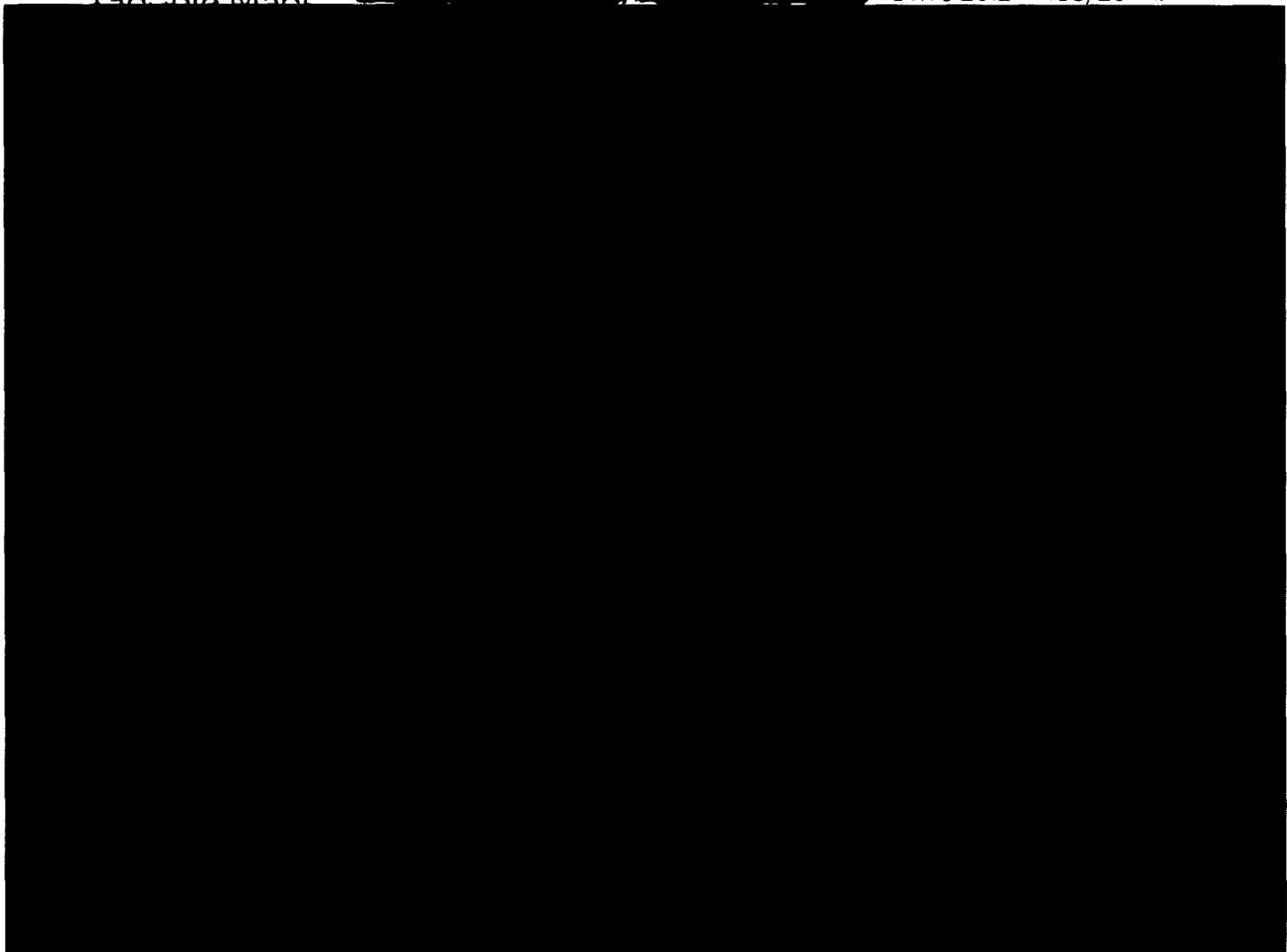
PENALTY TEXAS Water Code 13.414

I AM ASKING FOR THE PUCTX TO PENALIZE HORNSBY BEND UTILITY FOR EACH VIOLATION IN MY COMPLAINT.

Thank You for the
Review of my Complaint
Sincerely, Ms. Monica Bruizer

Google Maps

Drive 20.2 miles, 28 min



- via TX-130 N/TX-45 25 min
24 min without traffic 21.7 miles

- via TX-130 N/TX-45 and E Parmer Ln 26 min
25 min without traffic 20.2 miles

- via FM 969 W and I-35 N 28 min
26 min without traffic 20.2 miles


Google Maps

Subject: FW: Payment Assistance for SWWC customer
From: Julie Crider (julie.crider@westover.org)
To: [REDACTED]
Date: Monday, April 4, 2016 11:29 AM

Monica,

The following emails are the correspondence regarding your water bill.


Julie

 **JULIE CRIDER**
 ADMINISTRATIVE ASSISTANT
 MORE THAN US. MORE THAN HERE. | 512.345.5395 | julie.crider@westover.org
 Westover 4332 Mesa Drive ATX 78759

From: Julie Crider [mailto:julie.crider@westover.org]
Sent: Thursday, March 31, 2016 11:57 AM ✓
To: 'TX Utilities - Customer Care'
Subject: RE: Payment Assistance for SWWC customer

Thank you so much for your prompt reply. I will reissue the check and mail it to the Houston address.

check NO. 2831 m 3-31-16

 **JULIE CRIDER**
 ADMINISTRATIVE ASSISTANT
 MORE THAN US. MORE THAN HERE. | 512.345.5395 | julie.crider@westover.org
 Westover 4332 Mesa Drive ATX 78759

From: Danny Gomez [<mailto:dgomez@swwc.com>] **On Behalf Of** TX Utilities - Customer Care
Sent: Thursday, March 31, 2016 11:49 AM
To: Julie Crider
Subject: RE: Payment Assistance for SWWC customer

Ms. Crider,

We are in receipt of your email stating that Westover Hills Church has pledged \$100.00 to Monica Brieger's account. Reviewing the below email, the address of PO Box 650784, Dallas, TX 75265 is no longer a valid PO box and the forwarding of mail has expired. The correct mailing address is PO Box 4657, Houston, TX 77210-4657.

Since the postal service is no longer forwarding mail from Dallas, the check would be returned to you.

I have protected the account for the payment to post.

Thank you,

Customer Service

From: Julie Crider [<mailto:julie.crider@westover.org>]
Sent: Thursday, March 31, 2016 10:48 AM
To: TX Utilities - Customer Care
Subject: Payment Assistance for SWWC customer

To Whom It May Concern:

Westover Hills Church has agreed to make the following payment for your customer:

Monica Brieger

Acct# [REDACTED]

\$100.00

[REDACTED]
[REDACTED]

A pledge stating this was sent to fax # 832-209-5395 on March 18. A check for that amount was sent to Hornsby Bend Utility, P.O. Box 650784, Dallas, TX 75265 on March 21, 2016.

Please advise us of the status of this payment.

Thank you.

JULIE CRIDER
ADMINISTRATIVE ASSISTANT

MOORE HEADQUARTERS
1000 WASHINGTON STREET, SUITE 200
WASHINGTON, DC 20004-4242

Attachments

- image001.png (5.00KB)