



Control Number: 45870



Item Number: 2

Addendum StartPage: 0

DOCKET NO. 45870

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COMPLAINT OF KER-SEVA LTD.
AGAINST THE CITY OF FRISCO

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PUBLIC UTILITY COMMISSION

OF TEXAS

PUBLIC UTILITY COMMISSION
FILING CLERK

**ORDER NO. 1
REQUIRING RESPONSES**

I. Background

On April 19, 2016, Ker-Seva Ltd. filed a complaint against the City of Frisco regarding denial of water and sewer services. Ker-Seva stated that it has sought such services on numerous occasions but has been repeatedly denied service. Ker-Seva requests that the Commission order the City of Frisco to comply with its statutory duty to provide continuous and adequate service. This complaint is filed under 16 Texas Administrative Code § 22.242 (TAC) and is available on the Public Utility Commission of Texas' Interchange.¹

II. Requiring Response

The City of Frisco shall file a response to the complaint no later than **May 11, 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 **May 18, 2016**. As part of the statement of position, Commission Staff shall address whether Ker-Seva complied with the requirements for informal resolution under 16 TAC § 22.242.

¹ <http://interchange.puc.texas.gov>

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 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 PUC Interchange, <http://interchange.puc.texas.gov>.

All parties shall provide their current addresses, telephone and facsimile numbers, if available, to all other parties and the Commission by filing and serving all parties with such information. Each party shall provide the Commission and all parties with updated address, telephone, and facsimile information if such information changes. The telephone and facsimile numbers will be placed on the service list for this proceeding. Parties are responsible for updating their own service lists to reflect changed information and the addition of any other parties.

V. Ex Parte Communications


Ex parte communications with the administrative law judges and presiding officer (collectively, ALJs) are prohibited. Parties shall communicate with the ALJs 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 20th day of April 2016.

PUBLIC UTILITY COMMISSION OF TEXAS


STEPHANIE FRAZZELL
ADMINISTRATIVE LAW JUDGE