



Control Number: 46245



Item Number: 319

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P.U.C. DOCKET NO. 46245

RATEPAYER PROTEST

If you wish to PROTEST the proposed rate change, you must submit this form and 10 copies to:

Filing Clerk
Public Utility Commission of Texas
1701 North Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326

Unless protests are received from at least 10% of ratepayers or from any affected municipality, or the Commission Staff requests a hearing, no hearing will be held and the rates will be effective as proposed.

CUSTOMER INFORMATION (to be completed by customers submitting protests)

First Name Kathleen Last Name Tracker
Phone Number 214-729-7833 Fax Number:
Address, City, State, 4129 Normandy Ave., Dallas, TX 75205
Location where service is received: 1311 Dyerbrook Dr., Whitney, TX 76692
(if different from the mailing address)

Please fill out the following:

I wish to PROTEST the following proposed rate action/s:

- Water Rate Change
- Sewer Rate Change
- Both Water and Sewer Rate Change
- Other (please specify below)

Signature of Protestant:

Kathleen Tracker Date: 8/18/16

Si desea informacion en Espanol, puede llamar al
1-888-782-8477

Hearing- and speech-impaired individuals with text telephones may contact the P.U.C.'s Customer Assistance Hotline at
512-936-7136

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2016 OCT -6 PM 12: 26

PUBLIC UTILITY COMMISSION
FILING CLERK

Thacker, Kathy

Date: Aug. 18, 2016

TO: Public Utility Commission

FROM: Kathleen J. Thacker, 1311 Overlook Dr., Whitney, TX 76692

RE: Proposed water/sewer utility rate increase at White Bluff Resort

I am outraged by the size of the proposed rate increases at White Bluff. I wrote a letter of complaint to the Public Utility Commission over the practices of Double Diamond Utilities in 2011 when I was overcharged, asking for an investigation into this utility supplier, which has long had a poor relationship with homeowners at White Bluff. Check your files. I was told the PUC had no jurisdiction over the private utility.

Double Diamond checked my meter and refused to waive these incorrect charges, and I had to pay them out over time. If there was fraud at the company or theft at my outside faucets, I was told nothing could be done either at the PUC or Double Diamond and I would be responsible for the \$441.68 bill. Double Diamond apparently has no legitimate process for protest. Furthermore, when leaks occur, it makes no accommodations to help homeowners with the charges.

Until the company puts into place acceptable procedures for homeowners in the event of overcharges—policed by the PUC or other oversight organization and the White Bluff Property Owners Association—I do not believe it should ask for, or be awarded, a rate increase of any kind. In fact, I believe you should take the necessary steps to investigate the practices of Double Diamond Utilities and audit its books.

Attached is a letter I wrote to Double Diamond Utilities in 2011.

Sincerely,



Kathleen J. Thacker
214-729-7833

Thacker, Kathy

From: Kathleen Thacker <kathythacker@swbell.net>
Sent: Wednesday, August 17, 2016 10:53 AM
To: Thacker, Kathy
Subject: [External] Fwd: Water letter

Sent from my iPhone

Begin forwarded message:

From: Kathleen Thacker <kathythacker@swbell.net>
Date: August 11, 2011 at 1:46:05 PM CDT
To: Kathy Thacker <kathythacker@swbell.net>
Subject: Water letter

Aug. 11, 2011

Double Diamond Utilities
5495 Beltline Rd, #200
Dallas, TX 75254
Attn: Water bill error

Dear Sir or Madam,

I have been in contact with your office since I received a May bill that was so out of line (\$441.68) that it could not have been correct. Management agreed to pull my water meter and have it tested. I have yet to find out the results of that test. In the meantime, I have paid the monthly minimums on my bills and have been getting charged late fees.

I ask, 1. That I receive the results of the test; 2. That if the meter is in working order, some accommodation be made to eliminate or reduce the amount owed (my contractor can attest that there were no leaks of this magnitude at the house that month). 3. That the late fees be waived until this matter is resolved; and 4. No cutoff takes place until this matter is resolved.

To protect myself against the possibility of fraud by the company or theft by an outsider, I have begun to turn off my water each time I leave the house. My bill was normal in June.

My preference is that your office completely waive the amount over the minimum due I paid in May. It's simply incorrect. It has been my experience that most utilities work with customers when things are clearly awry, through their fault or someone else's.

More justification for a waiver comes from the fact I have been paying minimum water/sewer bills since I bought the house last summer but always used far less than the water minimum. In the event that the company will not reduce the amount of the bill voluntarily, I ask that the amount of overpayment over those months be applied to the May bill. I estimate about \$25 a month over 7 months through April, or about \$175. I would also include May and make it \$200.

Thanks in advance for your prompt attention to this matter.

Kathy Thacker

Homeowner
01311 Overlook Drive
Whitney, TX 76692
214-729-7833

cc: Fred Molson, GM, White Bluff Resort
Texas Public Utility Commission, Consumer Protection