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SOAH DOCKET NO. 473-17-3320.WS

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COMPLAINT OF WES ANDERSON, et al., §
against QUADVEST LP, QUADVEST INC., §
RANCH UTILITIES CORP., and RANCH §
UTILITIES, L.P. §

PUBLIC UTILITY COMMISSION
OF TEXAS

COMPLAINANT'S INITIAL TESTIMONY

Attached as Exhibit "A" is Complainant's initial testimony. Should further testimony be necessary, Complainant reserves the right to supplement his testimony.

Respectfully Submitted,

HANSZEN LAPORTE, LLP

By: /s/ Daniel R. Dutko

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Attorneys for Complainants

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was sent to all interested parties, by and through their counsel of record on this 14th day of July, 2017.

Mr. Alexander Petak
Public Utility Commission of Texas, Legal Division
1701 N. Congress Ave.
P.O. Box 13326
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Via Facsimile (832) 214-3905

/s/ Daniel R. Dutko

Daniel R. Dutko

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COMPLAINT OF WES ANDERSON, et al., § PUBLIC UTILITY COMMISSION
against QUADVEST LP, QUADVEST INC., §
RANCH UTILITIES CORP., and RANCH § OF TEXAS
UTILITIES, L.P. §

AFFIDAVIT OF STEPHEN J. JONES

STATE OF TEXAS §

COUNTY OF HARRIS §

KNOW ALL MEN BY THESE PRESENTS

BEFORE ME, the undersigned authority on this day personally appeared Stephen Jones, who, after being duly sworn, upon his oath stated:

1. "My name is Stephen J. Jones. I am over the age of twenty-one (21), of sound mind, and am capable of making this affidavit. I have personal knowledge of the matters stated in this affidavit, and they are true and correct.
2. I moved into 32811 Sawgrass Court on July 1, 2016. I set up my water service with Quadvest in June of 2016 and they did not inform me that they were going to change the water meters. In fact, I never received notice that Quadvest was changing out the water meters. I was never given the opportunity to determine the accuracy of the new meter, because Quadvest never told me it was going to be installed.
3. After the meter was installed, without my knowledge, all of the white clothes we were washing were permanently stained and ruined. I learned later that clothes were stained from the iron in the water that broke loose with the meter change. Quadvest did nothing to replace my clothing.
4. Even though we just moved in and did not use much water, Quadvest sent us a bill alleging we used 99,000 gallons of water in July of 2016. My family has never used

EXHIBIT "A"

anywhere near 99,000 gallons of water in a month. In July of 2016 we did not even use our sprinkler system the first two weeks of the month as we had roofers working in the yard and the sprinkler system was completely off during that time.

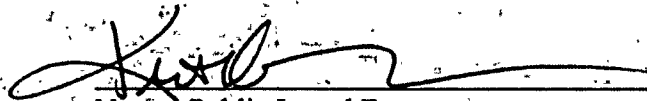
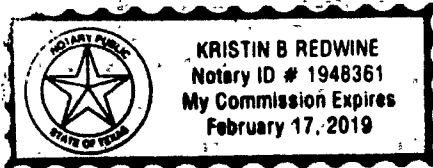
5. Quadvest ignored my requests to substantiate my alleged use of 99,000 gallons of water. I have never been given an opportunity to confirm the accuracy of the new meter.
6. Quadvest later changed the meter out again. Again, my clothing was stained because Quadvest failed to give us proper notice"

Further affiant sayeth not.



Stephen J. Jones

SUBSCRIBED AND SWORN TO BEFORE ME on this the 13th day of July, 2017, to certify which, witness my hand and seal of office.



Notary Public In and For
The State of Texas

My Commission Expires: 2/17/19