

Control Number: 46439



Item Number: 81

Addendum StartPage: 0

SOAH NO. 473-17-3320.WS  
DOCKET NO. 46439

RECEIVED

2018 JAN -1 AM 9:21

COMPLAINT OF WES ANDERSON,  
ET. AL. AGAINST QUADVEST L.P.,  
QUADVEST, INC., RANCH UTILITIES  
CORP., AND RANCH UTILITIES, L.P.

§  
§  
§  
§

PUBLIC UTILITY COMMISSION  
FILING CLERK

OF TEXAS

SOAH DOCKET NO. 473-17-5772.WS  
DOCKET NO. 47279

COMPLAINT OF WES ANDERSON,  
ET. AL. AGAINST QUADVEST L.P.,  
QUADVEST, INC., RANCH UTILITIES  
CORP., AND RANCH UTILITIES, L.P.

§  
§  
§  
§

PUBLIC UTILITY COMMISSION

OF TEXAS

**QUADVEST L.P., QUADVEST, INC., RANCH UTILITIES CORP. AND RANCH  
UTILITIES, LP'S RESPONSE TO COMPLAINANTS' FIRST REQUEST FOR INFORMATION  
QUESTION NOS. 1-1 THROUGH 1-23**

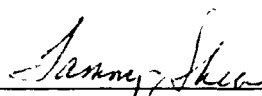
To: Complainants, by and through their attorney of record, Daniel R. Dutko, Hanszen Laporte, LLP,  
14201 Memorial Drive, Houston, Texas 77079.

COMES NOW, Quadvest, L.P., Quadvest, Inc., Ranch Utilities Corp., and Ranch Utilities, LP's  
("Quadvest"), by and through their attorney of record, and file this response to Complainants' First RFI 1-  
1 through RFI 1-23. Quadvest stipulates pursuant to PUC Procedural Rule 22.144(c)(F) that the following  
responses to request for information may be treated by all parties as if the answers were filed under oath.

61

Respectfully submitted,

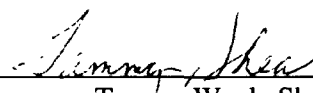
**COZEN O'CONNOR**

By:   
Tammy Wavle Shea *by permission of*  
State Bar No. 24008908  
1221 McKinney, Suite 2900  
Houston, Texas 77010  
Phone: (713) 750-3148  
Fax: (832) 214-3905  
Email: [tshea@cozen.com](mailto:tshea@cozen.com)

**ATTORNEYS FOR QUADVEST, L.P.,  
QUADVEST, INC., RANCH UTILITIES  
CORP., AND RANCH UTILITIES, L.P.**

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy the foregoing was served on all parties of record in this proceeding on this the 29<sup>th</sup> day of December, 2017, by facsimile, electronic mail, U.S. first-class mail, postage prepaid, or by hand delivery.

  
Tammy Wavle Shea *by permission of*

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket Nos. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-1**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-1 Identify the persons answering these requests, or assisting by gathering information to answer these requests, including names, job titles, and job responsibilities.

**REQUESTED BY:** Complainants

**RESPONSE:**

Jeff Eastman, CFO of Quadvest LP, and Cheri Ryals, Office Manager of Quadvest LP, with the assistance of their attorneys.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. 4-2**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-2**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-2 Identify all Quadvest customers in Magnolia, Texas, Pinehurst, Texas, or Cypress, Texas who received Smart Meters in 2016, including the name and address of the customers, the date of the installation of the Smart Meter, and the type of Smart Meter.

**REQUESTED BY:** Complainants

**RESPONSE:**

Defendants object to this request as overly broad and unduly burdensome in that it is not limited in time or scope, and seeks information that is not relevant to the issues in this lawsuit nor reasonably calculated to lead to the discovery of admissible evidence. Moreover, Defendants are unable to produce customer specific information as such information is deemed confidential by the Commission.

Quadvest selected Master Meter's multi-Jet meter (BL) for Quadvest's smart meter conversion project, see Response to Staff's RFI 1-4 for meter details. In addition, see **Attachment 1-2** for specifics on Plaintiffs meter size, and installation date.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-3**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-3 Set forth the policies and procedures of the employees, staff, and representatives of Quadvest related to installing, monitoring, testing, and maintaining Smart Meters.

**REQUESTED BY:** Complainants

**RESPONSE:**

HydroPro Solutions, LLC supplied and installed new smart meters (Manufactured by Master Meter) for Quadvest, noting HydroPro Solutions LLC subcontracted the actual installation of the smart meters to a company named AUS. Quadvest worked with HydroPro/AUS to develop a conversion plan (timing and sequence of subdivision conversions) and then HydroPro/AUS performed the actual installation of the smart meters. Exhibit C to the Direct Testimony of Jeffery Eastman is the water meter installation check list provided to Quadvest by AUS, which outlines AUS's installation process.

Furthermore, the smart meters are expected to last between 10 and 20 years with no maintenance requirement during such time frame.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-4**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-4      Produce all documents in your possession, custody or control regarding Quadvest's policies and procedures related to installing, monitoring, testing, and maintaining Smart Meters.

**REQUESTED BY:** Complainants

**RESPONSE:**

HydroPro Solutions, LLC supplied and installed new smart meters (Manufactured By Master Meter) for Quadvest, noting HydroPro Solutions LLC subcontracted the actual installation of the smart meters to a company named AUS. Quadvest worked with HydroPro/AUS to develop a conversion plan (timing and sequence of subdivision conversions) and then HydroPro/AUS performed the actual installation of the smart meters. Exhibit C to the Direct Testimony of Jeffery Eastman is the water meter installation check list provided to Quadvest by AUS, which outlines AUS's installation process. See also the PUC procedural rules regarding meter accuracy, and Quadvest's tariff regarding meter testing and accuracy.

Furthermore, the smart meters are expected to last between 10 and 20 years with no maintenance requirement during such time frame.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-5**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-5 Identify all complaints made by Quadvest customers (since 2015), to Quadvest or to the PUC, regarding installation of Smart Meters, related to increases in usage readings, or billing after such installation. Please identify them by name, date of the complaint, and if applicable, PUC Docket Number.

**REQUESTED BY:** Complainants

**RESPONSE:**

Defendants object to this request as overly broad and unduly burdensome in that it is not properly limited in time or scope, and seeks information that is not relevant to the issues in this lawsuit, nor reasonably calculated to lead to the discovery of admissible evidence. Subject to and without waiving this request.

**Attachment 1-5** represents filed PUC complaints related to smart meters. It would be overly burdensome for Quadvest to identify all "informal" written smart meter specific complaints as Quadvest does not track such complaints by such a narrow scope.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17



PUBLIC UTILITY COMMISSION OF TEXAS

Docket No. 46439 & 47279

REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-6

COMPANY NAME: Quadvest, L.P.

DATE DUE: 12/29/17

INFORMATION REQUESTED:

Complainants' 1-6 Produce all documents related to the complaints (referenced in your response to request number 1-5) made by Quadvest customers (since 2015), to Quadvest or to the PUC, regarding installation of Smart Meters, related to increases in usage readings, or billing after such installation.

REQUESTED BY: Complainants

RESPONSE:

Defendants object to this request as overly broad and unduly burdensome in that it is not properly limited in time or scope, and seeks information that is not relevant to the issues in this lawsuit, nor reasonably calculated to lead to the discovery of admissible evidence. Subject to and without waiving this request.

**Attachment 1-6** represents Quadvest's responses to PUC related to the smart meter complaints identified in **Attachment 1-5**. In addition, **Attachment 1-6** includes PUC rulings in favor of Quadvest based upon review of responses provided for by Quadvest.

SUPPORTING WITNESS:

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

Signature of Company Representative

/s/ Jeff Eastman

Date Provided: 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-7**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-7      Were any investigations conducted by Quadvest regarding the customer complaints referenced in your response to Request 1-5? If so, please identify the people involved in the investigation – including their title and role in the investigation – and identify any documents or correspondence in any way related to the investigation. Also please describe, in detail, what the investigation found, and conclusions reached, and whether Quadvest changed any policies or procedures after the investigation, modified the Smart Meters after the investigation, or whether Quadvest notified any of its customers of the investigation.

**REQUESTED BY:** Complainants

**RESPONSE:**

Defendants object to this request as overly broad and unduly burdensome in that it is not properly limited in time or scope, and seeks information that is not relevant to the issues in this lawsuit, nor reasonably calculated to lead to the discovery of admissible evidence. Subject to and without waiving this request.

**Attachment 1-6** represents Quadvest's responses to PUC related to the smart meter complaints identified in **Attachment 1-5** . In addition, **Attachment 1-6** includes PUC rulings in favor of Quadvest based upon review of responses provided for by Quadvest.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

PUBLIC UTILITY COMMISSION OF TEXAS

Docket No. 46439 & 47279

REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-8

COMPANY NAME: Quadvest, L.P.

DATE DUE: 12/29/17

INFORMATION REQUESTED:

Complainants' 1-8 Produce all documents that pertain to the investigations referenced in your response to Request number 1-7.

REQUESTED BY: Complainants

RESPONSE:

Defendants object to this request as overly broad and unduly burdensome in that it is not properly limited in time or scope, and seeks information that is not relevant to the issues in this lawsuit, nor reasonably calculated to lead to the discovery of admissible evidence. Subject to and without waiving this request.

**Attachment 1-6** represents Quadvest's responses to PUC related to the smart meter complaints identified in **Attachment 1-5**. In addition, **Attachment 1-6** includes PUC rulings in favor of Quadvest based upon review of responses provided for by Quadvest.

SUPPORTING WITNESS:

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

Signature of Company Representative

/s/ Jeff Eastman

Date Provided: 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-9**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-9 Identify the company, companies, or individuals who installed all of Quadvest's Smart Meters, including full corporate name, principal address, and telephone number.

**REQUESTED BY:** Complainants

**RESPONSE:**

HydroPro Solutions, LLC supplied and installed new smart meters (Manufactured By Master Meter) for Quadvest, noting HydroPro Solutions LLC subcontracted the actual installation of the smart meters to a company named AUS. HydroPro Solutions LLC address is 40211 Industrial Park Circle, Georgetown, TX 78626, 877.747.3656. AUS address is 6100 Getty Drive, North Little Rock, AR 72117, 501.392.6170.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-10**

**COMPANY NAME: Quadvest, L.P.**

**DATE DUE: 12/29/17**

**INFORMATION REQUESTED:**

Complainants' 1-10 Quadvest has alleged that it hired an independent third party to perform a sampling of the advanced meters at issue, and the sample meters were found to be on average 99.2% accurate. Please produce all documents and records pertaining to the sampling performed, all correspondence between the "independent third party" and Quadvest regarding the sampling, and all sampling protocols.

**REQUESTED BY: Complainants**

**RESPONSE:**

See Response to Staff RFI 4-4 and Exhibits G and H to the Direct Testimony of Jeffery Eastman filed in this docket for details on respective 3<sup>rd</sup> party (Southern Flowmeter) post installation meter testing.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided: 12/29/17**

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-11**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-11 Quadvest has alleged the actual usage for many of the Complainants is entirely consistent with prior usage and weather patterns. Please produce all documents in your possession that you contend support this assertion.

**REQUESTED BY:** Complainants

**RESPONSE:**

See **Attachment 1-7** and Exhibit J to the Direct Testimony of Jeffery Eastman.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-12**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-12 Quadvest alleged, prior to shipment, every meter was tested by Master Meter and found to be accurate within American Water Works Association (AWA) standards. Please produce all documents in your possession that support this assertion, including the testing documents for every named Complainant.

**REQUESTED BY:** Complainants

**RESPONSE:**

See Response to Staff RFI 4-4 and Exhibit s D, E and F to the Direct Testimony of Jeffery Eastman filed in this docket.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-13**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-13 Quadvest has alleged, Quadvest retained an independent third party (Southern Flowmeter, Inc.) to perform a sampling of the advanced meters at issue in this Complaint, and the testing found the meters to be accurate and consistent with AWA standards. Please produce all documents in your possession that support this assertion including the sampling and testing documents from Southern Flowmeter, Inc.

**REQUESTED BY:** Complainants

**RESPONSE:**

See Response to Staff RFI 4-4 and Exhibits G and H to the Direct Testimony of Jeffery Eastman filed in this docket for details on respective 3rd party (Southern Flowmeter) post installation meter testing.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17



**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-14**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-14 Quadvest has alleged Quadvest retained an independent third party (Southern Flowmeter, Inc.) to perform a sampling of the advanced meters at issue in this case, and the testing found the meters to be accurate and consistent with AWA standards. Please produce all correspondence between Quadvest and Southern Flowmeter, Inc., regarding the sampling, the parameters of the sampling, the protocols and procedures to be followed, and which meters should be tested.

**REQUESTED BY:** Complainants

**RESPONSE:**

See Response to Staff RFI 4-4 and Exhibits G and H to the Direct Testimony of Jeffery Eastman filed in this docket for details on respective 3rd party (Southern Flowmeter) post installation meter testing.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-15**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-15 Quadvest has alleged that many of the residences at issue in this Complaint are large acreage lots with multi zone irrigation systems. Please produce all documents and evidence that supports the claim that many of the residences of the named Complainants are large acreage lots with multi zone irrigation systems.

**REQUESTED BY:** Complainants

**RESPONSE:**

See Jeff Eastman's direct testimony filed on this docket for details on Complainants lot size, noting residences with larger lot sizes tend to have multi zone irrigation systems.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-16**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-16      Produce all documents which evidence Quadvest notified the Complainants that it was raising the pass through tariff from \$1.93 per 1,000 gallons to \$2.60 per 1,000 gallons.

**REQUESTED BY:** Complainants

**RESPONSE:**

Quadvest has provided the bill insert provided to customers on their January 2016 related bills, see **Attachment 1-8**.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-17**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-17      Produce all contracts between Quadvest and all of the named Complainants, setting forth a pass through fee of \$2.60 per 1,000 gallons.

**REQUESTED BY:** Complainants

**RESPONSE:**

The only agreement between Quadvest and the Complainants are their individual customer service agreements, which are signed at the time each customer requests service from Quadvest, see separate customer service agreements at **Attachment 1-9**. The Complainants by signing the service agreement agreed to abide by the Quadvest's tariff (including pass through fee provision) established by the PUC. See also Quadvest's approved tariff, set forth in Exhibit K to the Direct Testimony of Jeff Eastman.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-18**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-18      Produce all documents showing the "Commission approved pass through tariff reflects a pass through fee of \$2.60 per 1,000 gallons", as set forth by you in response to this PUC complaint.

**REQUESTED BY:** Complainants

**RESPONSE:**

See also Quadvest's approved tariff, set forth in Exhibit K to the Direct Testimony of Jeff Eastman.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-19**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-19 How many of Quadvest's customers currently have smart meters?

**REQUESTED BY:** Complainants

**RESPONSE:**

Approximately, 12,000 customers have smart meters currently.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-20**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-20 Please provide all testing requirements, testing information and QC data provided by Master Meter, pertaining to the smart meters installed at each Complainants' property.

**REQUESTED BY:** Complainants

**RESPONSE:**

See Response to Staff RFI 4-4 and Exhibits D-F to the Direct Testimony of Jeffery Eastman filed in this docket for details on respective 3rd party (Southern Flowmeter) post installation meter testing.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-21**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-21 Please provide any and all documentation you have concerning any testing performed on the Complainants' smart meters, including the QC data for each of Complainants' meters.

**REQUESTED BY:** Complainants

**RESPONSE:**

See Response to Staff RFI 4-4 and Exhibits D-G to the Direct Testimony of Jeffery Eastman filed in this docket for details on respective 3rd party (Southern Flowmeter) post installation meter testing.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17



**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-22**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-22 Please provide copies of any notices given to Complainants, that their meters would be changed, including the date on which the changes would take place, and the date on which the notices were provided.

**REQUESTED BY:** Complainants

**RESPONSE:**

See Response to Staff RFI 4-2 and Exhibit B to the Direct Testimony of Jeffery Eastman.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

**PUBLIC UTILITY COMMISSION OF TEXAS**

**Docket No. 46439 & 47279**

**REQUEST NUMBER: QUESTION NO. COMPLAINANTS' 1-23**

**COMPANY NAME:** Quadvest, L.P.

**DATE DUE:** 12/29/17

**INFORMATION REQUESTED:**

Complainants' 1-23 Please provide water usage data for each of the Complainants' addresses, from June, 2015 to the present, including , if applicable, the date during that time frame, that the Complainant became the account holder.

**REQUESTED BY:** Complainants

**RESPONSE:**

See date the complainant became a Quadvest customer and usage history for each complainant at **Attachment 1-10**.

**SUPPORTING WITNESS:**

Jeff Eastman

*The foregoing response to the above information request is accurate and complete, and contains no material misrepresentations or omissions based upon present facts known to the undersigned. The undersigned agrees to immediately inform the Requestor if any matters are discovered which would materially affect the accuracy or completeness of the information provided in response to the above information request.*

**Signature of Company Representative**

/s/ Jeff Eastman

**Date Provided:** 12/29/17

# **ATTACHMENT 1-2**

**Plaintiff Advanced Meter Summary**

Acct #	FIRST Name	Last Name	Subdivision	Original Installed Meter ID # ***	Installation Date ***	Size ***
18333101	Ethel	Barrett	Lake Windcrest	13163873	7/15/2016	1
1104	Gail	Stephens-Acebo	Lake Windcrest	12200027	7/16/2016	5/8-3/4
9310	Mary	Erato	Lake Windcrest	13142829	7/18/2016	5/8-3/4
18152001	Gladys	Floyd	Lake Windcrest	12242338	7/18/2016	1
13176	Randolph	Hansen	Lake Windcrest	12243365	7/16/2016	1
14356	Stephen	Jones	Lake Windcrest	13169161	7/18/2016	5/8-3/4
2905	Jill	Westbrook	Lake Windcrest	12238074	7/25/2016	1
5631	Fang	Yiu	Lake Windcrest	12239346	7/15/2016	1
10328	Mark & M'ral	Lejsek	Lake Windcrest	12233208	7/18/2016	5/8-3/4
7963	Allyn	Watkins	Mostyn	12232433	6/28/2016	5/8-3/4
13374	Ashley	Sanders	Village of Decker	13140437	7/11/2016	5/8-3/4
4412	Deming	Deming	Lake Windcrest	12245700	7/25/2017	5/8-3/4
7103	Martin	Leo	Lake Windcrest	12233214	7/18/2017	5/8-3/4
8386	Paul	Gardaphe	Lake Windcrest	12242539	7/19/2017	1"

**Notes:**

\*\*\* The respective information was obtained from AUS installation sheets provided for each meter they installed.

# **ATTACHMENT 1-5**

**PUC Complaints Related To Smart Meter**

<b>Name</b>	<b>Address</b>	<b>Date of File</b>
Kenneth Richard	12710 Winchester Ct, Magnolia TX 77354	9/6/2016
Gladys Floyd	10118 Clubhouse Circle, Magnolia TX 77354	12/7/2016
Ashley Sanders	12130 Clara Lane, Pinehurst TX 77362	12/7/2016
Mary Erato	32643 Green Bend Court Magnolia TX 77354	12/7/2016
Allyn Watkins	40610 Ithaca Lane Magnolia TX 77354	12/8/2016
Jill Westbrook	9426 Deer Path Lane Magnolia TX 77354	12/8/2016
Gail Acebo	10614 Serenity Sound Magnolia TX 77354	12/8/2016
Randolph Hansen	10314 Serenti Sound Magnolia TX 77354	12/9/2016
Fang Yiu	29827 Edgewater Dr Magnolia TX 77354	12/12/2016
Brian Barrett	11018 Lake Windcrest Magnolia TX 77354	12/19/2016
Mark Odom	27311 Sgt Taylor Memorial Spring TX 77386	12/21/2016
Debbie Hoskins	5511 Pine Wood Meadows Ln Spring TX 77386	12/21/2016
Steven Lonnes	27104 Benton Brook CT Spring TX 77386	12/29/2016
Paul Gardaphe	9335 Clubhouse Circle Magnolia TX 77354	8/29/2016
Denise Leitch	10331 Serenti Sound Magnolia TX 77354	9/12/2016
Martin Leo	10411 Serenti Sound Magnolia TX 77354	12/19/2016
Michelle DeRousse	29002 Sapphire Circle Magnolia TX 77355	1/3/2017
Joseph Shupe	4118 Maple Rapids Lane Spring TX 77386	12/15/2016
Amy Dietrich	40607 Ithaca Lane Magnolia TX 77354	8/30/2016
Stephen Jones	32811 Sawgrass Ct Magnolia TX 77354	8/29/2016
Kent Greg	10407 Crestwater Magnolia TX 77354	8/30/2016

# **ATTACHMENT 1-6**



December 14, 2016

Customer: Gail Acebo  
Acct #: 00001104  
Re: CP201620205 Meters

In response to the complaint filed by Ms. Acebo saying her water bill has increased dramatically after smart meters were installed in July. Her usage was high in July, 60K, however this was not out of line with her historical usage during the summer months. I've included a copy of her usage history back to 2008 when she moved in to the location.

I've attached copies of rainfall records for her subdivision (taken from the National Weather and Oceanic and Atmospheric Administration NOAA). May averaged 15 – 20" of rain, June 6 - 8" of rain, July 2 -3" of rain, and August 10" of rain which started on August 13<sup>th</sup>. Ms. Acebo states that her septic system waters the grass, however by looking at the data log attached, the alternating days of usage between July 17<sup>th</sup> and August 14<sup>th</sup> would suggest there is an irrigation system being used. Every other day her usage goes as high as 4500 gallons, alternating days are back below 100 gallons suggesting normal household usage. This also suggests there is no leak, otherwise there would be consistent high usage every day. There is also a large spike in usage on September 20<sup>th</sup> and 21<sup>st</sup>, and then again on October 9<sup>th</sup> and 15<sup>th</sup>.

Ms. Acebo mentions calling us and we stated we would come check her meter and she did not hear from us for a couple of weeks. I believe this was in September of 2015. She called us on September 1 regarding high usage, 91K. We issued a work order (#56528) to test the meter, which was done on September 3<sup>rd</sup>; it tested at 99% accuracy on a field test. The operator left a door tag informing the customer to call the office for the results. She is correct; we failed to call her back until September 21<sup>st</sup>. At that time we discussed the meter test, and also waived the late penalty since we were delinquent in following up with her.

Ms. Acebo called us on August 19<sup>th</sup> of this year to inquire about the Pass Thru Fee. We explained what the fee was, and how it has increased in the past years. The Pass Thru fee was \$0.50/1000 in 2009 when we were first required to charge this fee to our customers. The current Pass Thru Fee is \$2.60/1000. The increase in pass thru would result in customers receiving a higher bill even though usage was less than historical usage. This fee is passed on to the conservation districts, not a fee that Quadvest collects and keeps.

We encourage Ms. Acebo to call us if he has questions about his bill or meter at 281.356.5347, or she can email is at [support@quadvest.com](mailto:support@quadvest.com). She can always escalate



to a member of our leadership team if she feels she is not getting proper communication from the customer service representative.

Please let me know if I can provide any further information.



December 28, 2016

Customer: Brian Barrett  
Acct #: 18333101  
Re: CP201620423 Meters

In response to the complaint filed by Mr. Barrett complaining that his water bill almost tripled in August. This bill is for the usage period of June 29<sup>th</sup> through July 28<sup>th</sup>. His meter was changed out to a "smart" AMR meter on July 15<sup>th</sup>. I do not have day by day details for the usage from June 29<sup>th</sup> through July 15<sup>th</sup> as this was a manually read meter. I do however have a data log that details his daily usage from July 16<sup>th</sup> through September 8<sup>th</sup>.

From July 15<sup>th</sup> through August 13<sup>th</sup> Mr. Barrett appears to be using an irrigation system sporadically. His usage varies between from 1600 gallons in one day, to over 8000 gallons in one day. On alternating days his usage goes down to as low as 140 gallons. From August 14<sup>th</sup> through September 8<sup>th</sup> his daily usage is still higher than most households, averaging 539 gallons per day.

On August 18<sup>th</sup> and August 31<sup>st</sup> his meter triggered a leak alarm. This is triggered when the meter does not go to zero usage for at least 3 hours in a 24 hour period. I've attached a copy of the email we sent to Mr. Barrett on August 23<sup>rd</sup>.

I've attached copies of rainfall records for his subdivision (taken from the National Weather and Oceanic and Atmospheric Administration NOAA). June 6 - 8" of rain, July 2 - 3" of rain, and August 10" of rain which started on August 13<sup>th</sup>.

We encourage Mr. Barrett to call us if he has questions about his bill or meter at 281.356.5347, or he can email us at [support@quadvest.com](mailto:support@quadvest.com).

Please let me know if I can provide any further information.



Quadvest, L.P.  
26926 FM 2978  
Magnolia, TX 77354

Main: 281-356-5347  
Fax: 281-356-5382  
Quadvest.com

January 6, 2017

RE: PUC Complaint number: CP2017010015  
Michelle DeRousse  
29002 Sapphire Circle  
Magnolia, Texas 77355

To whom it may concern,

Quadvest received the above PUC complaint for Michelle DeRousse. Quadvest has reviewed and made sure the billed water usage is correct for the above location.

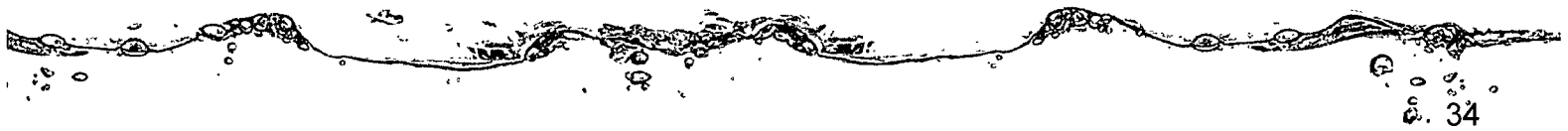
We spoke to Mrs. DeRousse on December 1, 2016. At that time we issued work order number 71736 to go out and collect her water data usage from 9/1/16 to present. On December 8, 2016 we contacted the customer by phone and left her a voicemail that her water data usage report was ready. We spoke to her again on December 21, 2016 and offered to email her the water data usage. She refused to provide an email address so we mailed her the water usage data. On January 2, 2017 she called and said she hadn't received her data. We said there may be a delay with the holiday mail. During this call we reviewed with her the meter readings from the report that matched what we have billed her. I have attached the data log from September 1, 2016 to December 2, 2016. She then requested to speak to a supervisor. I called her on January 3, 2017 and spoke to her about her concerns. I reviewed her account and sent our Operator to get an updated data log. I have attached the data log from December 3, 2016 to January 4, 2017.

Her water usage is very sporadic. We cannot tell where and how she used the water but we can verify the water went through her meter and was used. She has 2.01400 acres of land with a horse and cow. She also has a sprinkler system. There is no billing error and there is no adjustment needed.

The meter in question is a new Master Meter. It was tested and calibrated before installed June 30, 2016. I have attached a letter of explanation for test bench accuracy and water meter testing from Master Meter.

Sincerely,

Melonie Allen  
Escalation Manager  
Quadvest



Customer: Amy Dietrich  
Acct #: 00008556  
Re: Meters

In response to Ms. Dietrichs complaint, we did provide a data log to her on August 29<sup>th</sup> for the time period of 6/25 – 8/23. (see attached). She still was not happy with the results and claims there was no way she used 18K gallons. So we went back out and ran a data log by the hour. (this is NOT something we would typically do for customers, this is very time consuming, but we did it for her because she became a PUC complaint.)

Attached you will see the multiple data logs we had to run to show her July usage, which confirms the 18K gallons of usage, again.

There is simply nothing further we can do for Ms. Dietrich. We have provided on 2 different occasions the exact read for her AMR meter, she is using the water, and we are billing her for the usage.

Please let me know if I can provide anything further.



December 12, 2016

Customer: Mary Erato  
Acct #: 00009310  
Re: CP2016120190 Meters

In response to the complaint filed by Ms. Erato saying her usage quantities are inconsistent and sometimes negative. I've attached a usage history back to June of 2014 when she moved in to the location. There have been a few months when her usage has been as high as 44K or 45K, and then several months when it is only 5K to 8K. I've attached the data log that shows she does have alternating days between July 18<sup>th</sup> and August 12<sup>th</sup>, 2016 where her usage is over 3K per day suggesting irrigation, otherwise, her normal household usage averages under 500 gallons per day. I'm not sure exactly what she is referring to when she talks about negative values.

She mentions rusty water issues; however we have never received a quality complaint call from her or issued a work order for her location.

Also important to note, the Pass Thru fee was \$1.93/1000 back in 2015 when she first became our customer. The current Pass Thru Fee is \$2.60/1000. The increase in pass thru would result in customers receiving a higher bill even though usage was less than historical usage. This fee is passed on to the conservation districts, not a fee that Quadvest collects and keeps.

We encourage Ms. Erato to call us if she has questions about her bill or meter at 281.356.5347, or she can email is at [support@quadvest.com](mailto:support@quadvest.com).

Please let me know if I can provide any further information.



December 9, 2016

Customer: Gladys Floyd  
Acct #: 18152001  
Re: CP2016120186 Meters

In response to the complaint filed by Ms. Floyd alleging she has contacted Quadvest many times and we are very unresponsive. I do not show that Ms. Floyd contacted us any in 2015. In August of 2016 she contacted us regarding a problem we were having with our third party payment site. We waived her penalty at this time because she was not able to make her payment online on the due date. She also emailed us on August 19<sup>th</sup> of this year regarding the Pass Thru Fee on her bill. Wanting to know what this fee was for. We responded to her by email on August 22<sup>nd</sup>, 2016.

In response to her bills escalating so drastically, her usage in the past year has been fairly consistent with previous years. I've attached a usage history back to 2012. There are many months her historical usage was more than the 56K she was billed in July 2016. I've also attached a data log we ran for her address from July 18, 2016 through October 19, 2016. There are 12 alternating days between July 18<sup>th</sup> and August 14<sup>th</sup> where her usage is almost 4K per day, suggesting irrigation. There are 5 days in September and early October where her usage goes as high as 4K as well. Otherwise, there appears to be normal household usage.

Also important to note, the Pass Thru fee was \$1.25/1000 back in 2012. The current Pass Thru Fee is \$2.60/1000. The increase in pass thru would result in customers receiving a higher bill even though usage was less than historical usage. This fee is passed on to the conservation districts, not a fee that Quadvest collects and keeps.

We encourage Ms. Floyd to call us if she has questions about her bill or meter at 281.356.5347, or she can email is at [support@quadvest.com](mailto:support@quadvest.com).

Please let me know if I can provide any further information.

Customer: Paul Gardaphe  
Acct #: 00008386  
Re: Billing complaint

In response to Mr. Gardaphe's complaint, we did change out his meter on 7/18/2016 to a new AMR meter. The read on the old meter at the time we pulled it was 5084 – see attached photo. This accounted for 74K of the usage on his August bill, which was for the usage period of June 29<sup>th</sup> – July 28<sup>th</sup>. 31K of this usage was from the new AMR meter, I've attached a data log for the time period of July 10<sup>th</sup> through September 14<sup>th</sup>.

It would appear from looking at the data log that Mr. Gardaphe was irrigating anywhere from every day to every few days from the time period of July 19 through August 15<sup>th</sup>. (which would be consistent with the rain patterns we've experienced here)

He indicates that his new meter went in with a read of 70K, it actually went in with a read of 70.

I've included precipitation analysis for his address as well as his data log.

Please let me know if you need any further information.



December 14, 2016

Customer: Randolph Hansen  
Acct #: 00013176  
Re: CP201620235 Meters

In response to the complaint filed by Mr. Hansen saying his water usage jumped after we changed out his meter to an AMR meter. His usage has increased since he moved in December of 2015, but we suspect the previous meter was not reading properly as there were months where the previous meter read 0 usage, highly unlikely if someone is living in the home.

I've attached copies of rainfall records for his subdivision (taken from the National Weather and Oceanic and Atmospheric Administration NOAA). May averaged 15 – 20" of rain, June 6 - 8" of rain, July 2 - 3" of rain, and August 10" of rain which started on August 13<sup>th</sup>. By looking at the data log attached, the alternating days of usage between July 16<sup>th</sup> and August 13<sup>th</sup> would suggest there is an irrigation system being used. Approximately every other day his usage goes as high as 3000 gallons, alternating days are back below 350 gallons suggesting normal household usage. This also suggests there is no leak, otherwise there would be consistent high usage every day. The usage spikes up again beginning in early September and continues to alternate between 2500 and around 100 gallons per day through mid October when our data log ends.

We encourage Mr. Hansen to call us if he has questions about his bill or meter at 281.356.5347, or he can email us at [support@quadvest.com](mailto:support@quadvest.com). The only time Mr. Hansen has contacted us since he became our customer was to change his billing address.

Please let me know if I can provide any further information.





December 28, 2016

Customer: Debbie Hoskins  
Acct #: 00013613  
Re: CP201620538 Meters

In response to the complaint filed by Ms. Hoskins saying her August and November/December water bills were the exact same amount of usage. While I agree this is not common, we do have data logs on the meter that show the actual usage, and similar usage patterns during these time patterns.

Ms. Hoskins called us on September 20<sup>th</sup> and told us her sprinklers were off between June 27<sup>th</sup> and August 24<sup>th</sup> and requested an adjustment on her account. We responded to her request on October 10<sup>th</sup> denying her request, and provided her with a copy of the data log from June 30<sup>th</sup> through September 23<sup>rd</sup>. Then in the letter she sent to the PUC on December 20<sup>th</sup> she states that in August her sprinklers were on. The data log we ran on her meter also reflects that her sprinkler system was on. Her daily usage alternates between 1500 gallons to 3200 gallons between June 30<sup>th</sup> (the earliest date we could obtain a data log for (the meters only hold approximately 5.5 months' worth of data) and July 14<sup>th</sup>. From July 16<sup>th</sup> through August 11<sup>th</sup> her usage averages 8300 gallons PER DAY, with two spikes at 12,340 and 9,030. From August 12<sup>th</sup> through September 23<sup>rd</sup> the usage goes down to normal household usage, with only a few spikes.

The second data log starts on September 23<sup>rd</sup> and goes through December 27<sup>th</sup>. Again there are alternating days of high usage – alternating between 5000 gallons, to 2500 gallons, to normal household usage during this time frame. Again, suggesting her sprinklers were being used despite her claims that they were off. When my operator was out yesterday morning around 8:30am running the data log he witnessed approximately 5 or 6 sprinkler heads up and running on just one side of the house.

I've attached copies of rainfall records for his subdivision (taken from the National Weather and Oceanic and Atmospheric Administration NOAA). August averaged 10" of rain which started in mid-August. September was approximately 2 inches, October was less than ¼", and November was approximately 2". (December rainfall amounts are not available yet)

She is also correct in that she has no choice in who provides her water services to her home. Quadvest holds the CCN for the Benders Landing Estates PWS, which was approved by the TCEQ, and we charge the rates as approved by the tariff, which is approved by the Texas PUC.

The current Pass Thru Fee is \$2.60/1000. This fee is passed on to the conservation districts, not a fee that Quadvest collects and keeps.

We encourage Ms. Hoskins to call us if he has questions about his bill or meter at 281.356.5347, or he can email is at [support@quadvest.com](mailto:support@quadvest.com).

Please let me know if I can provide any further information.

Customer: Stephen Jones  
Acct #: 00014356  
Re: Rates and Charges

In response to Mr. Jones complaint, I have attached a copy of the data log we ran for Mr. Jones that covers the time period of July 18 through September 1.

The usage of 99K gallons he is disputing includes 50K on his old meter. I cannot vouch for when exactly this water was used. 49K of the 99K was on his new AMR meter that was installed on 7/18/2016. I've included a copy of the data log we ran which includes the time frame of 7/18 to 9/1, it would appear that he was using a sprinkler system from mid-July through mid-August. In July his area received less than 2" of rain, in August his area received approximately 10" of rain, however that did not start until August 14<sup>th</sup>. (see attached NOAA Precipitation maps). On August 11<sup>th</sup>, Mr. Jones stated to us that he had 12 station sprinkler system.

As stated above his old meter was pulled on 7/18/2016. We had a contract with a 3<sup>rd</sup> party company that manually walked and read our meters prior to installing AMR meters. When we pulled the meter on 7/18 we have a photo of the meter showing a final read of 1090 (see attached). The previous customers ending read was 1040, which was Mr. Jones begin read. See attached work order # 66254 and the Lead Sheet were we pulled his meter showing final read of 1040.

Our monthly statements have the previous read, current read and reads dates listed on the invoice.

Quadvest notified our customer in May 2016, prior to Mr. Jones moving into our district. Quadvest upgraded over 9,000 water meters. There was not an option to "Opt out."

Please let me know if you need anything further.

Customer: Greg Kent  
Acct #: 18325202  
Re: Rates and Charges

In response to Mr. Kent's complaint, he is claiming that his water bill has been around 12 – 16K for the past three months and then suddenly jumps to 45K in one month, and how does the pass thru fee go up so much. The pass through fee is based on usage - \$2.60 per 1000 gallons.  $\$2.60 \times 45 = \$117$ .

As for usage jumping, their usage is consistent with previous summer months. (see attached usage from their previous meter). While I cannot account for the 28K used on their old meter, we did run a data log for the time period of July 17 (when the new AMR meter was installed) through August 31. The usage goes up to 2500+ gallons every day to every other day through August 14<sup>th</sup>, when it began raining in their area. This would suggest to me he had a sprinkler system running.

I've enclosed the data log, and the precipitation reports for his address for the month of July and August, as well as our approved tariff and pass through clause.

Please let me know if I can provide anything further.

Customer: Ms. Denise Leitch  
Acct #: 00009490  
Re: Meters

In response to Ms. Leitch's complaint, she initially says she is complaining about the increase in her water bill. Her bill for the usage period of June 29 through July 28<sup>th</sup> was for 73K gallons. This included 45K gallons from her old meter that was pulled on July 16<sup>th</sup>, and 28K gallons of usage from her new AMR meter. I've attached a photo of the final read on her old meter # 71584847. I've also included her usage history that shows she has had historically high usage in the summer months. Each meter read has properly advanced.

Her complaint goes on further to discuss the disconnect notice she received on September 8<sup>th</sup>. Her bill was due on August the 28<sup>th</sup>, we did not receive her payment until September the 2<sup>nd</sup>. We assessed a 10% late fee of \$40.35 (she claims it was \$50. See attached account ledger.) She said her due date was changed and she had no knowledge of this. Her due date was changed back in March of this year, and she was notified by email – which is how she chooses to receive bills and communication from Quadvest. We emailed her on January 22<sup>nd</sup>, 2016.

We are charging her based on Quadvest approved rates. Please see attached tariff and pass through fees.

Please let me know if I can provide any further information.



December 30, 2016

Customer: Steven Lonnes  
Acct #: 00007946  
Re: CP2016206568 Meters

In response to the complaint filed by Mr. Lonnes saying he is suspicious of large increases in his water bills.

Mr. Lonnes new AMR meter was installed on July 24, 2016. His complaint states he has cut back on his usage. Based on the data log we ran for his meter, his usage pattern in the late July and early August would suggest that an irrigation system was running every other day, to every 3 days as his usage averaged around 6000 gallons per day, with alternating days running just a few hundred gallons, which would suggest normal household usage. From August 13<sup>th</sup> to September 12<sup>th</sup> there appears to be just normal household usage, with just 2 days spiking up to 6000 gallons on August 22<sup>nd</sup> and September 1<sup>st</sup>. Starting September 13<sup>th</sup> it appears his normal irrigation schedule started again, as he was back to over 6000 gallons every 2 to 3 days. We have sent this data log to Mr. Lonnes, he refuses to discuss it with any of my representatives, has become hostile on the phone and hung up on them several times over the past few months.

I've attached copies of rainfall records for his subdivision (taken from the National Weather and Oceanic and Atmospheric Administration NOAA). While June was extreme flooding in the area as Mr. Lonnes states, July and early August were very hot and dry.

It is absurd to think that Quadvest would spend well over 1 million dollars on new meters that were faulty equipment, with the intention of benefiting ourselves financially. It is illegal and unethical, and not a business decision Quadvest would ever make. Mr. Lonnes states we changed out meters in his subdivision for "seemingly no good reason". Quadvest converted ALL residential meters 2" and smaller to AMR meters. Mr. Lonnes moved in to his location in August of 2013, certainly not a "brand new subdivision". Attached is a copy of the work order (lead sheet) when the meter was installed by a third party installer. The sticker on the center left side of the lead sheet shows the meter accuracy on Mr. Lonnes meter on the day it left the factory – on 6/3/2016, a weighted accuracy of 100.9%, well within the approved limits set by the AWWA.

Please let me know if I can provide any further information.



December 30, 2016

Customer: Leo Martin  
Acct #: 00007103  
Re: CP201620438 Meters

In response to the complaint filed by Mr. Martin saying his usage has gone extremely high since the new smart meter was installed.

Mr. Martin's new AMR meter was installed on July 16, 2017. His complaint states he has turned shut off his irrigation system for his grass, however based on the data log we ran for his meter, his usage pattern in the months of July and August would suggest that an irrigation system was running as his usage averaged around 2000 gallons per day, with alternating days running just a few hundred gallons, which would suggest normal household usage. August 31<sup>st</sup> was the last day his usage was over 2000 gallons. Since then his usage fluctuates from around 100 gallons per day to about 500 gallons per day.

I've attached copies of rainfall records for her subdivision (taken from the National Weather and Oceanic and Atmospheric Administration NOAA). July averaged 2 -3" of rain, and August 10" of rain which started on August 13<sup>th</sup>.

We sent an automated phone message to Mr. Martin on 10/3 stating his meter triggered a leak alert. His meter actually triggered on 9/29. I've attached a copy of the verbiage that was sent. This alarm is triggered when in a 24 hour period, the flow of water does not go to zero for 3 consecutive hours.

The current Pass Thru Fee is \$2.60/1000. The Pass Thru fee in 2013 when Mr. Martin became our customer was \$1.93. The increase in pass thru would result in customers receiving a higher bill even though usage was less than historical usage. This fee is passed on to the conservation districts, not a fee that Quadvest collects and keeps.

We encourage Mr. Martin to call us if he has questions about his bill or meter at 281.356.5347, or he can email is at [support@quadvest.com](mailto:support@quadvest.com).

Please let me know if I can provide any further information.



December 27, 2016

Customer: Mark Odom  
Acct #: 26323402  
Re: CP201620537 Meters

In response to the complaint filed by Mr. Odom saying he's seeing massive billing increases since installing the smart (AMR) meters. He claims his sprinkler system was turned off completely during the months of October and November. I've attached a copy of the data log we ran on his meter. It would appear there WAS an irrigation system running as his usage in October averages about 2100 on alternating days, from October 1 through October 22. Alternating days are typically below 300 gallons, suggesting normal household usage. In November there was consistent usage over 2100 gallons per day until November 8<sup>th</sup> when usage returned to normal household usage. (See attached data log) I've also attached copies of his usage history. His usage since the meter change out is not out of the norm from his previous usage.

I've attached copies of rainfall records for his subdivision (taken from the National Weather and Oceanic and Atmospheric Administration NOAA). August averaged 10" of rain which started in mid August. September was approximately 2 inches, October was less than 1/4", and November was approximately 2".

As to the "water monopoly status" he mentions, Quadvest does hold the CCN for the Benders Landing Estates PWS, which was approved by the TCEQ, and we charge the rates as approved by the tariff, which is approved by the Texas PUC.

Also important to note, as an example, the Pass Thru fee was \$1.93/1000 back in 2015. The current Pass Thru Fee is \$2.60/1000. The increase in pass thru would result in customers receiving a higher bill even if usage was less than historical usage. This fee is passed on to the conservation districts, not a fee that Quadvest collects and keeps.

We encourage Mr. Odom to call us if he has questions about his bill or meter at 281.356.5347, or he can email us at [support@quadvest.com](mailto:support@quadvest.com).

Please let me know if I can provide any further information.



9/27/2016

Customer: Kenneth Richard

Acct #: 24248001

Re: Meters

In response to Mr. Richard's complaint that he does not believe he used 15K gallons of water in a billing cycle. He attached a copy of his bill for the read period of July 1 – August 3 with usage of 15K gallons. I've attached a data log for this same time period. Based on Mr. Richard's statement to the PUC that he has an irrigation system, I would assume the spikes in his usage are a result of his irrigation system running.

Mr. Richard's is correct that in the past year his usage has not been over 7K gallons. This is a prime example of why we have switched all of our meters to AMR meters. There were many months that the Richard's were billed for zero usage. It is highly unlikely that an inhabited home would have less than 1K gallons usage over a month period, or even several months with zero usage. We believe his old meter was not registering water usage properly.

Mr. Richard's has been our customer since 2008. His usage patterns in the past were well above the 15K gallon mark in the summer months. (see the meter reads/usage tables attached.)

Based on the data log taken from the meter, we are confident we have billed for water used.

If you need anything further, please do not hesitate to contact me.



December 8, 2016

Customer: Ashley Sanders  
Acct #: 00013374  
Re: CP2016120189 Meters

In response to the complaint filed by Ms. Sanders that her bill increased drastically after the installation of the smart meter, I've attached a copy of the data log we ran on this meter from July 11 through October 19, 2016. Other than two spikes between July 14 and August 14, there appears to be normal household usage at this location with no drastic increases.

Ms. Sanders moved in to this location in January of 2016. Between January of 2016 and November of 2016 her highest usage in one billing period was 10K, and her lowest usage during one full billing period was 4K gallons.

Ms. Sanders has made no attempt to contact Quadvest since she started her initial service back in January. She logged on to our online bill pay portal on August 18<sup>th</sup>, 2016 and set her account to e-bill. We encourage Ms. Sanders to call us if she has questions about her bill or meter at 281.356.5347, or she can email us at [support@quadvest.com](mailto:support@quadvest.com).

Please let me know if I can provide any further information.



December 21, 2016

Customer: Joseph Shupe  
Acct #: 00000951  
Re: CP2016120384 Meters

In response to the complaint filed by Mr. Shupe alleging we estimated his meter reads and are tremendously inaccurate.

Mr. Shupe's water meter is an Automated Meter which is read by a computer every month with our Harmony software. His water meter has a unique meter number and serial number. Meter number 13182168 and Serial number 8891960. Quadvest collected the data from his meter. I have attached his data log we ran from July 4<sup>th</sup> to December 21<sup>st</sup>. The meter readings and read dates are correct. On several days there is daily usage over 2K per day, suggesting irrigation. Otherwise, there appears to be normal household usage.

Search for meter number		Current location		Note	
13182168		4118 Maple Rapids Lane			
Meter number	Serial number	Alternate sort	Alternate meter #	Customer name	
13182168	8891960			Joseph & Amiee Shupe	
Meter location	Latitude	Longitude	Elevation		
Right					

Reading	Estimated	Usage	Demand reading	KVAR reading	Read date	Change meter number	Usage from change out
230000	<input type="checkbox"/>	48000			11/22/2016		
182000	<input type="checkbox"/>	41000			10/20/2016		
141000	<input type="checkbox"/>	18000			9/21/2016		
123000	<input type="checkbox"/>	60000			8/24/2016		
63000	<input type="checkbox"/>	63000			7/22/2016		
0	<input type="checkbox"/>	0			6/27/2016		
0	<input type="checkbox"/>	0			6/20/2016	66730614	7000.00000

Also important to note, the Pass Thru fee was \$1.25/1000 back in 2012. The current Pass Thru Fee is \$2.60/1000. The increase in pass thru would result in customers receiving a higher bill even though usage was less than historical usage. This fee is passed on to the conservation districts, not a fee that Quadvest collects and keeps.

We encourage Mr. Shupe to call us if he has questions about his bill or meter at 281.356.5347, or he can email us at [support@quadvest.com](mailto:support@quadvest.com).

Please let me know if I can provide any further information.

Sincerely,

M. Allen  
Escalation Manager



December 13, 2016

Customer: Allyn Watkins  
Acct #: 00007963  
Re: CP201620197 Meters

In response to the complaint filed by Mr. Watkins saying his usage quantities have been excessive amounts of water. I've attached a usage history back to 2013 when he moved in to the location. There have been a few months when his usage has been as high as 52K back in 201.

I've attached copies of rainfall records for her subdivision (taken from the National Weather and Oceanic and Atmospheric Administration NOAA). May averaged 15 – 20" of rain, June 6 - 8" of rain, July 2 -3" of rain, and August 10" of rain which started on August 13<sup>th</sup>. Mr. Watkins has told us in the past he has an irrigation system. The data log between June 28<sup>th</sup> and July 31<sup>st</sup> would certainly suggest an irrigation system was running based on the alternating days of very high usage.

Mr. Watkins has only called us twice since becoming our customer in August of 2013. Once for the suspected leak in April of 2015. He reported a leak before his meter box. When we sent a technician out to investigate the leak it was determined the water was actually coming from run off from his yard. The customer claimed this could not be because he had his sprinklers turned off. Our operator went out again the next day and witnessed the irrigation system running at 6:57 am on 4/23/15. He also called in May of this year to ask about the Pass Thru Fee. We explained to him what the fee was. The Pass Thru fee was \$1.93/1000 in 2013 when he first became our customer. The current Pass Thru Fee is \$2.60/1000. The increase in pass thru would result in customers receiving a higher bill even though usage was less than historical usage. This fee is passed on to the conservation districts, not a fee that Quadvest collects and keeps.

We encourage Mr. Watkins to call us if he has questions about his bill or meter at 281.356.5347, or he can email is at [support@quadvest.com](mailto:support@quadvest.com).

Please let me know if I can provide any further information.



December 13, 2016

Customer: Jill Westbrook  
Acct #: 00002905  
Re: CP201620199 Meters

In response to the complaint filed by Ms. Westbrook saying her usage quantities have not increased however her bill had a dramatic increase. I've attached a usage history back to 2010 when she moved in to the location. There have been a few months when her usage has been as high as 96K or 95K back in 2011, and is consistently well above 60K during summer months. She mentions that there was a lot of rain this summer so she only used her sprinkler system three times all summer. I've attached copies of rainfall records for her subdivision (taken from the National Weather and Oceanic and Atmospheric Administration NOAA). May averaged 15 – 20" of rain, June 5 – 6" of rain, July 2 -3" of rain, and August 10" of rain which started on August 13<sup>th</sup>. By looking at the attached data log it would indicate that she was using an irrigation consistently for 21 days between July 26<sup>th</sup> and August 15<sup>th</sup>. Every 7<sup>th</sup> day the usage was around 1700 or 1800, every other day it was consistently 2K and above.

Also important to note, the Pass Thru fee was \$0.50/1000 in 2010 when she first became our customer, and more recently \$1.93 per 1000 gallons in 2015. The current Pass Thru Fee is \$2.60/1000. The increase in pass thru would result in customers receiving a higher bill even though usage was less than historical usage. This fee is passed on to the conservation districts, not a fee that Quadvest collects and keeps.

We did send Ms. Westbrook's meter off for 3<sup>rd</sup> party testing as part of our due diligence in researching usage issues in Lake Windcrest. Her meter tested 99.1% accurate – see attached test results.

We encourage Ms. Westbrook to call us if she has questions about her bill or meter at 281.356.5347, or she can email is at [support@quadvest.com](mailto:support@quadvest.com).

Please let me know if I can provide any further information.



December 14, 2016

Customer: Fang Yiu  
Acct #: 00005631  
Re: CP201620265 Meters

In response to the complaint filed by Mr. Yiu saying his water charges jumped after we changed out his meter to an AMR meter. Our rates have not changed, we charge as per our approved tariff (see attached). His usage this summer has actually been lower compared to previous summer usage. (see attached usage history.)

I've attached copies of rainfall records for his subdivision (taken from the National Weather and Oceanic and Atmospheric Administration NOAA). May averaged 15 – 20" of rain, June 6 - 8" of rain, July 2 -3" of rain, and August 10" of rain which started on August 13<sup>th</sup>. By looking at the data log attached, it appears he uses a sprinkler system almost daily, using 1500 – 2000 gallons per day. The usage drops dramatically on August 14<sup>th</sup>, when it started raining in this area. The usage spikes up again in late August for 3 days, and in late September for 3 days, all other days appear to be normal household usage.

As to the "water monopoly status" he mentions, Quadvest does hold the CCN for the Lake Windcrest PWS, which was approved by the TCEQ, and we charge the rates as approved by the tariff, which is approved by the Texas PUC.

Mr. Yiu also states that he is paying more per gallon of water than he pays for a gallon of milk. On average, in this area, milk costs approximately \$3.30 - \$3.50 per gallon. A gallon of water from Quadvest costs exactly \$0.331 (this includes base rates, pass thru fee, 1000 gallons, and TCEQ fee). Obviously considerably lower than a gallon of milk.

We take water quality, customer service, and accurate billing to our customers very seriously. No joke. We encourage Mr. Yiu to call us if he has questions about his bill or meter at 281.356.5347, or he can email is at [support@quadvest.com](mailto:support@quadvest.com).

Please let me know if I can provide any further information.

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

12/16/2016

Ms Gail Acebo  
10614 Serenity Sound  
Magnolia TX 77354

RE: Complaint # CP2016120205

Dear Ms Acebo:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage billed for the premise. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest submitted a copy of the usage history for the premise back to 2008. The usage was high in July of 2016, but it was not out of line with the historical usage for the premise. The data log indicates alternating days of usage from 07/17/16 and 08/14/16 which indicate an irrigation system was being utilized. Every other day the usage spikes to 4500 gallons versus the alternating days which were back to the normal usage of 100 gallons a day. The usage spiked on 09/20/16 and 09/21/16 and again on 10/09/16 and 10/15/16. The usage is not consistent with a leak.

Records indicate you contacted the company in September of 2015 regarding the high usage of 91K. Quadvest issued a work order to have the meter tested and the meter test was conducted on 09/03. The meter was found to be functioning at 99% accuracy, well within industry standards. A door hanger was left at the door indicating you should call the office to obtain the results of the meter test.

On 08/19/16, you contacted the company to inquire about the Pass Thru Fee and were advised what the fee was and how it had increased in the past few years. The fee is passed on to the conservation districts and is not kept by Quadvest.



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.87 Billing and §24.89 Meters. The company has billed the account based on the rate approved by the Public Utility Commission and the meter readings obtained for the premise. No adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest



**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

1/2/2017

Mr Brian Barrett  
11018 Lake Windcrest  
Magnolia TX 77354

RE: Complaint # CP2016120423

Dear Mr Barrett:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage reported for your premise. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest has confirmed the usage period of 06/29/16 through 07/28/16 was recorded through a manually read meter. The company was able to provide the daily usage log from 07/16/16 through 09/08/16 which reveals your usage varied between 1600 gallons in one day to over 8000 gallons in one day. On alternating days the usage for the premise went down as low as 140 gallons, but your usage from 08/14/16 through 09/08/16 was averaging 539 gallons per day, higher than most households.

The company received a leak alarm from your meter on 08/18/16 and 08/31/16 indicating the meter did not go to zero usage for at least 3 hours in a 24 hour period. Quadvest advised you were issued an email notifying you of the possible leak at the premise.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.89 Meters by obtaining actual meter readings every month for the premise. The account has been billed based on the meter readings obtained and the rate listed in the company's approved tariff in accordance with Substantive Rule §24.87 Billing. The company is not responsible for leaks on the customer side of the meter which may be attributing to the increase in the usage billed for your



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)

account. No adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

1/10/2017

Ms Michelle DeRousse  
29002 Sapphire Circle  
Magnolia TX 77355

RE: Complaint # CP2017010015

Dear Ms DeRousse:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage reported for your premise. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest submitted the data log from 09/01/16 to the 12/02/16. The company verified your water usage is sporadic, but the company cannot pinpoint what the reason for the changes in usage is. The meter readings obtained have been actual and not estimated or prorated. The meter was tested before the installation on 06/30/16 and found to be registering within industry standards.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.87 Billing and §24.89 Meters. The company has billed the account based on the rate listed in the tariff approved by the Public Utility Commission and the meter readings obtained. No adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

1/10/2017

Ms Michelle DeRousse  
29002 Sapphire Circle  
Magnolia TX 77355

RE: Complaint # CP2017010015

Dear Ms DeRousse:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage reported for your premise. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest submitted the data log from 09/01/16 to the 12/02/16. The company verified your water usage is sporadic, but the company cannot pinpoint what the reason for the changes in usage is. The meter readings obtained have been actual and not estimated or prorated. The meter was tested before the installation on 06/30/16 and found to be registering within industry standards.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.87 Billing and §24.89 Meters. The company has billed the account based on the rate listed in the tariff approved by the Public Utility Commission and the meter readings obtained. No adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

9/23/2016

Ms Amy Dietrich  
40607 Ithaca Lane  
Magnolia TX 77354

RE: Complaint # CP2016081220

Dear Ms Dietrich:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas (PUC) received your complaint against Quadvest on 8/30/2016. In your complaint you mentioned concerns regarding the increased consumption you were invoiced from this company. With the information provided, CPD sent the complaint to Quadvest with a request to research your complaint and file their response to your concerns. On 9/23/2016, CPD reviewed the documentation provided by you and Quadvest in order to ensure the company had acted consistently with applicable Substantive Rules.

Quadvest provided an attached copy of the data log that covers the time period of 6/25/2016 through 8/23/2016. The usage of 18,000 gallons was during that read period. Quadvest indicated they went back out to the premise and ran a data log by the hour, and the AMR meter still confirmed the usage was accurate. Review of the data indicated each reading advanced beyond the previous month's reading, confirming the accuracy of the stated usage in gallons. Note: Bills must be calculated according to the rates approved by the regulatory authority and listed on the utility's approved tariff.

Sewer: Residential sewer service will be billed the monthly flat rate only.

Monthly Flat Rate  
\$76.00 (includes 0 gallons)

Water:

Monthly Minimum Charge:  
\$28.75 (includes 0 gallons)

Gallonage Charge

\$1.75 per 1,000 gallons for the first 10,000 gallons  
\$2.00 per 1,000 gallons from 10,001 to 20,000 gallons  
\$2.25 per 1,000 gallons from 20,001 to 30,000 gallons  
\$2.93 per 1,000 gallons thereafter



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)

An additional pass through gallonage charge of \$2.39 per 1,000 gallons of water will be added for fees imposed by any non-affiliated third party water supplier or underground water district having jurisdiction over the utility. San Jacinto River Authority (SJRA).

A chart of daily usage read for your premise is listed below.

8/23/2016	12:20 PM	27820	60
8/22/2016	12:20 PM	27760	50
8/21/2016	12:20 PM	27710	110
8/20/2016	12:20 PM	27600	800
8/19/2016	12:20 PM	26800	40
8/18/2016	12:20 PM	26760	60
8/17/2016	12:20 PM	26700	60
8/16/2016	12:20 PM	26640	120
8/15/2016	12:20 PM	26520	120
8/14/2016	12:20 PM	26400	140
8/13/2016	12:20 PM	26260	880
8/12/2016	12:20 PM	25380	60
8/11/2016	12:20 PM	25320	1050
8/10/2016	12:20 PM	24270	70
8/9/2016	12:20 PM	24200	890
8/8/2016	12:20 PM	23310	1070
8/7/2016	12:20 PM	22240	390
8/6/2016	12:20 PM	21850	840
8/5/2016	12:20 PM	21010	1100
8/4/2016	12:20 PM	19910	860
8/3/2016	12:20 PM	19050	190
8/2/2016	12:20 PM	18860	920
8/1/2016	12:20 PM	17940	70
7/31/2016	12:20 PM	17870	60
7/30/2016	12:20 PM	17810	940
7/29/2016	12:20 PM	16870	50
7/28/2016	12:20 PM	16820	80
7/27/2016	12:20 PM	16740	120
7/26/2016	12:20 PM	16620	50
7/25/2016	12:20 PM	16570	110
7/24/2016	12:20 PM	16460	70
7/23/2016	12:20 PM	16390	830
7/22/2016	12:20 PM	15560	100
7/21/2016	12:20 PM	15460	850
7/20/2016	12:20 PM	14610	160
7/19/2016	12:20 PM	14450	1220
7/18/2016	12:20 PM	13230	140
7/17/2016	12:20 PM	13090	160
7/16/2016	12:20 PM	12930	850

Ms Amy Dietrich  
9/23/2016  
Page 3

7/15/2016	12:20 PM	12080	200
7/14/2016	12:20 PM	11880	820
7/13/2016	12:20 PM	11060	930
7/12/2016	12:20 PM	10130	1150
7/11/2016	12:20 PM	8980	150
7/10/2016	12:20 PM	8830	2200
7/9/2016	12:20 PM	6630	400
7/8/2016	12:20 PM	6230	1330
7/7/2016	12:20 PM	4900	600
7/6/2016	12:20 PM	4300	970
7/5/2016	12:20 PM	3330	20
7/4/2016	12:20 PM	3310	330
7/3/2016	12:20 PM	2980	130
7/2/2016	12:20 PM	2850	1060
7/1/2016	12:20 PM	1790	270
6/30/2016	12:20 PM	1520	80
6/29/2016	12:20 PM	1440	50
6/28/2016	12:20 PM	1390	110
6/27/2016	12:20 PM	1280	120
6/26/2016	12:20 PM	1160	1140
6/25/2016	12:20 PM	20	0

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.87 Billing and §24.89 Meters. Quadvest has confirmed your account has been billed based on the established terms of service and the meter readings obtained. No further adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

12/15/2016

Mrs Mary Erato  
32643 Green Bend Court  
Magnolia TX 77354

RE: Complaint # CP2016120190

Dear Mrs Erato:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage reported for your premise. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest has provided a usage history for your premise from June of 2014. The history reveals there were months when your usage was up to 45K and there were months when the usage was only 5K. The data log submitted by the company confirms you had alternating days between 07/18/16 and 08/12/16 where your usage was over 3K per day which would appear to be an indication of irrigation; however your household usage generally averages 500 gallons per day. There are no negative values indicated on your usage history.

The Pass Thru Fee has changed twice since you initiated service with the company, going from \$1.93/1000 in 2015 to the current amount of \$2.60/1000. The increase has impacted all customers despite the usage being less than historical usage. The fee is passed on to the conservation districts and is not kept by Quadvest.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rules §24.87 Billing and §24.89 Meters. The company has billed the account based on the rate approved by the Public Utility Commission and listed on the utility company's tariff and the meter readings obtained for the premise. No adjustments appear warranted at this time. All charges billed are sustained as





valid and payable to Quadvest.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

12/14/2016

Ms Gladys Floyd  
10118 Clubhouse Circle  
Magnolia TX 77354

RE: Complaint # CP2016120186

Dear Ms Floyd:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage billed for the account. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest has advised there is no record that you have attempted to contact the company in 2015. It appears you contacted the company in August of 2016 regarding an issue with Quadvest's third party payment site; therefore the penalty assessed was waived as you were unable to make your payments online by the due date. Records indicate you had questions regarding the Pass Thru Fee on your invoice and the company clarified this fee on 08/22/16.

The company submitted a copy of the meter reading and usage history for the premise to illustrate the usage has been consistent with prior years. A data log for your address was also provided for the service periods of 07/18/16 through 10/19/16 which display 12 alternating days between 07/18/16 and 08/14/16 when the usage was almost 4K per day. Five days in September and early October reveal the same usage. All other days appear to be average household usage days.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rules §24.87 Billing and §24.89 Meters. The company has billed the account based on the rates approved by the Public Utility Commission and listed in the company's approved tariff and the meter readings obtained each month. No adjustments appear warranted at this time.



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

9/22/2016

Mr. Paul Gardaphe  
9335 Clubhouse Circle  
Magnolia, TX 77354

RE: Complaint # CP2016081124

Dear Mr. Gardaphe,

The office of the Customer Protection Division (CPD) of the Public Utility Commission of Texas (PUC) has received a response from Quadvest regarding the \$628.00 bill you received for the month of July 2016, based on usage of 105K gallons of water. This occurred after the installation of a smart meter, and question the accuracy of the reading.

Quadvest provided for review, a copy of the daily readings obtained from the meter serving your residence for the period July 10<sup>th</sup>, 2016 through September 14<sup>th</sup>, 2016. The review shows that all readings (including the daily readings from the new meter from July 18<sup>th</sup>, 2016 – September 14<sup>th</sup>, 2016) advanced beyond the previous days read, which include the monthly billing reading. The 'in' reading for the new meter was '70' and not '70K'

The 'out' reading obtained by the technician who removed the meter on July 18<sup>th</sup>, 2016, was 5084 (photograph taken by the technician was provided to CPD for review) which accounted for 74K of the 105K gallons of the water usage on the bill you received.

In reviewing the daily usage for the period July 18<sup>th</sup>, - August 15<sup>th</sup>, 2016, Quadvest believes that the increase was due to daily use of the irrigation system (review of the daily usage does confirm a significant increase) which might have been due to weather conditions in your area.



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)

The company believes that the charges billed reflects actual usage registered by the meter serving your residence. CPD in reviewing the daily meter readings, concurs that no credit adjustments are warranted at this time as the daily read (including the monthly billing read) advanced beyond the previous reading.

Mr. Paul Gardaphe  
Page 2

CPD has completed its investigation of your complaint and based on our review of the information provided has determined that the billing issued by Quadvest is valid and consistent with the provisions of Substantive Rule:

§24.87 - Billing. Section: (e) Rendering and form of bills. This is based on the review of the readings which show that the disputed bill was based on an actual reading, with the charges based on their approved Tariff for water and sewer service.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

12/16/2016

Mr Randolph Hansen  
10314 Serenity Sound  
Magnolia TX 77354

RE: Complaint # CP2016120235

Dear Mr Hansen:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage billed on your account. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest submitted a copy of the usage history for the premise which reveals the meter may not have been read properly in the past as historical data reveals usage of zero for some months. The data log indicates the usage between 07/16/16 and 08/13/16 had alternating days of usage indicative of an irrigation system being utilized. Records reveal every other day the usage rose as high as 3000 gallons and the alternating days were back below 350 gallons during what would appear to be the normal household usage days. The usage spikes began in early September and continued to alternate between 2500 and 100 gallons per day through mid-October.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.87 Billing and §24.89 Meters. The company has billed the account based on the rate approved by the Public Utility Commission and the meter readings obtained; however Quadvest recommends you contact the company should you have questions regarding the usage. Quadvest can issue a meter test to ensure the accuracy of the meter readings obtained should you continue to dispute the usage reported. No adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

1/2/2017

Ms Debbie Hoskins  
5511 Pine Wood Meadows Ln  
Spring TX 77386

RE: Complaint # CP2016120538

Dear Ms Hoskins:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage reported for your premise. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest submitted a copy of the date log for your premise which reveals your daily usage alternated between 1,500 gallons to 3,200 gallons between 06/30/16 and 07/14/16. The usage from 07/16/16 through 08/11/16 averaged 8,300 gallons per day with two spikes of 12,340 and 9,030. The service periods from 08/12/16 through 09/23/16 went back to normal household usage with only a few spikes in the usage.

From 09/23/16 through 12/27/16 the premise revealed alternating days of high usage between 5,000 gallons to 2,500 gallons to normal household usage. An operator for Quadvest visited the premise on the morning of 12/27/16 and witnessed 5-6 sprinkler heads up and running on one side of the house. The current Pass Thru Fee billed is \$2.60/1000. The fee is collected by Quadvest and passed on to the conservation districts.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rules §24.87 Billing and §24.89 Meters. The company has billed the account based on the meter readings obtained for the premise and the rate listed on the tariff approved by the Public Utility Commission. No adjustments



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)

appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest



**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

9/19/2016

Mr Stephen Jones  
32811 Sawgrass Ct  
Magnolia TX 77354

RE: Complaint # CP2016081095

Dear Mr Jones:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the billing issue you have experienced with this company. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest submitted a copy of the meter reading and usage history for the premise which reveals all the meter readings obtained have been actual and not estimated or prorated. The meter at the premise was replaced with an AMR meter on 07/18/16. A photograph of the final reading was obtained and provided to the PUC. The company sustains charges billed are valid and payable to Quadvest.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rules §24.87 Billing and §24.89 Meters. Quadvest has confirmed the account has been billed based on the usage registered each month on your meter. The meter readings obtained have been actual readings. No adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest



Printed on recycled paper

An Equal Opportunity Employer

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

9/23/2016

Mr Greg Kent  
10407 Crestwater Circle  
Magnolia TX 77354

RE: Complaint # CP2016081184

Dear Mr Kent:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas (PUC) received your complaint against Quadvest on 8/30/2016. In your complaint you mentioned concerns regarding the increased consumption you were invoiced from this company. With the information provided, CPD sent the complaint to Quadvest with a request to research your complaint and file their response to your concerns. On 9/23/2016, CPD reviewed the documentation provided by you and Quadvest in order to ensure the company had acted consistently with applicable Substantive Rules.

Quadvest confirmed your usage is consistent with previous summer months. The company provided a data log for the time period of 7/17/2016 (when the new AMR meter was installed) through 8/31/2016. The usage goes up to 250+ gallons every day to every other day through 8/14/2016, when it began raining in your area. Quadvest indicated it could have been the sprinkler system running. Review of the data indicated each reading advanced beyond the previous month's reading, confirming the accuracy of the stated usage in gallons. Note: Bills must be calculated according to the rates approved by the regulatory authority and listed on the utility's approved tariff. An additional pass through gallonage charge of \$2.60 per 1,000 gallons of water will be added for fees imposed by any non-affiliated third party water supplier or underground water district having jurisdiction over the utility. Bluebonnet GRP, Brazoria. GRP, City of Rosenberg GRP, North Fort Bend GRP, West, Harris: Regional, Giarris-Galveston. Subsidence District; San Jacinto River Authority GRP.

A chart of daily usage read for your premise is listed below.



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)

46000	29000	8/31/2016	
17000	17000	7/28/2016	
0	0	7/17/2016	New Meter 12239344
2635000	28000	7/17/2016	Old Meter 65205370
2607000	12000	6/29/2016	
2595000	12000	6/2/2016	
2583000	16000	4/29/2016	
2567000	21000	3/29/2016	
2546000	10000	2/29/2016	
2536000	5000	1/28/2016	
2531000	9000	1/10/2016	
2522000	7000	12/20/2015	
2515000	23000	11/10/2015	
2492000	26000	10/9/2015	
2466000	49000	9/9/2015	
2417000	45000	8/9/2015	
2372000	9000	7/10/2015	
2363000	8000	6/10/2015	
2355000	9000	5/9/2015	
2346000	12000	4/10/2015	
2334000	9000	3/11/2015	
2325000	9000	2/9/2015	
2316000	6000	1/9/2015	
2310000	8000	12/11/2014	
2302000	8000	11/9/2014	
2294000	30000	10/10/2014	
2264000	55000	9/11/2014	
2209000	48000	8/9/2014	
2161000	39000	7/9/2014	
2122000	21000	6/7/2014	
2101000	29000	5/6/2014	
2072000	18000	4/5/2014	
2054000	8000	3/6/2014	
2046000	7000	2/5/2014	
2039000	8000	1/7/2014	
2931000	8000	12/4/2013	

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.87 Billing and §24.89 Meters. Quadvest has confirmed your account has been billed based on the established terms of service and the meter readings obtained from the AMR. No further adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Mr Greg Kent  
9/23/2016  
Page 2

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

9/29/2016

Ms Denise Leitch  
10331 Serenity Sound  
Magnolia TX 77354

RE: Complaint # CP2016090311

Dear Ms Leitch:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the increase in your water bill. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest has confirmed you were billed for 73K gallons for the service period of 06/29/16 through 07/28/16. The usage billed included 45K gallons from the old meter which was pulled on 07/16/16 and 28K gallons of usage from the new AMR meter. The company submitted a copy of the photograph obtained of the final meter reading of 71584847. Your usage history indicates the meter has advanced properly each month.

Records indicate a disconnection notice was sent out when the amount due on 08/28/16 was not received by Quadvest. The payment was received on 09/02/16. A late fee of 10% was assessed. Quadvest has verified your due date changed back in March of 2016 and you were notified of this change before it occurred.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.87 Billing and §24.89 Meters. Quadvest has confirmed the account has been billed based on the meter readings obtained and the rate on the utility company's approved tariff. No adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

1/3/2017

Mr & Mrs Steven Lonnes  
27104 Benton Brook Ct  
Spring TX 77386

RE: Complaint # CP2016120656

Dear Mr & Mrs Lonnes:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage reported for your premise. The Customer Protection Division has reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest has confirmed an AMR meter was installed at your premise on 07/24/16. A copy of the data log for your premise was provided which reveals your usage pattern in the late July and early August averaged around 6,000 gallons per day with alternating days running just a few hundred gallons. The usage indicates an irrigation system was being utilized at the premise. The timeframe of 08/13/16 to 09/12/16 had normal household usage with just 2 days spiking up to 6,000 gallons on 08/22/16 and 09/01/16. The irrigation scheduled appears to begin again on 09/13/16 when the usage increases to 6,000 gallons every 2-3 days. The usage does not point towards a leak at the premise.

The company converted the residential meters to AMR meters to obtain better accuracy of meter readings and increase the efficiency of the company's business. Your meter was tested on 06/03/16, prior to the installation, and found to be registering at 100.9% accuracy, well within industry standards.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.87 Billing and §24.89 Meters. The company has billed the account based on the meter readings obtained and the rates and fees approved by the Public Utility Commission. No adjustments appear warranted at this time.



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

1/3/2017

Mr Martin Leo  
10411 Serenity Sound  
Magnolia TX 77354

RE: Complaint # CP2016120438

Dear Mr Leo:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage reported for your premise. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest has confirmed a new AMR meter was installed at your premise on 07/16/16. The data log provided indicates the irrigation system was running in the months of July and August as the premise was averaging around 2,000 gallons per day. Alternating days in this timeframe revealed the premise was utilizing a few hundred gallons of normal household usage. The last day with usage over 2,000 gallons was 08/31/16. The usage for the premise has since fluctuated between 100-500 gallons per day.

The company verified your meter triggered a leak alert on 09/29/16. The alarm is triggered when the flow of water does not go to zero for 3 consecutive hours within a 24 hour period. Quadvest is not responsible for any leaks on your side of the meter which may be due to such factors as a toilet running or a leaky faucet. The Pass Thru Fee presently assessed is \$2.60/1000 which is an increase since the amount of \$1.93 which was billed when you became a customer in 2013. The fee is passed on to the conservation districts and not retained by the company.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rules §24.87 Billing and §24.89 Meters. The company has billed the account based on the meter readings obtained and the rate and fees approved by the Public Utility Commission. As the company holds the CCN for your area, there is no choice in water utility companies for the residents in the area. Water utilities are not deregulated and there are presently no plans to allow competition of water utility companies. No adjustments appear warranted at this time.





Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

12/28/2016

Mr Mark Odom  
27311 Sgt Taylor Memorial  
Spring TX 77386

RE: Complaint # CP2016120537

Dear Mr Odom:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage reported for your premise. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest provided a copy of the data log for the premise which reveals your usage in October was averaging 2100 gallons on alternating days from 10/01/16 through 10/22/16. The alternating days were typically below 300 gallons which is normal household usage. The usage in November was consistently over 2100 gallons per day until 11/08/16 when the usage returned to normal. The usage is indicative of an irrigation system being utilized. Quadvest presently holds the CCN for your service area and the company may bill their customers based on the tariff approved by the Public Utility Commission. The company verified the Pass Thru fee increased from \$1.93/1000 in 2015 to \$2.60/1000 which is the current amount. The fee is passed on to the conservation districts and is not retained by Quadvest.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.87 Billing and §24.89 Meters. The company has billed your account based on the approved rate listed in the utility company's tariff and the meter readings obtained for your premise. No adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest



Printed on recycled paper

An Equal Opportunity Employer

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

9/29/2016

Mr Kenneth Richard  
12710 Winchester Ct  
Magnolia TX 77354

RE: Complaint # CP2016090167

Dear Mr Richard:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage billed by the company. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest provided a copy of the data log for the service period of 07/01/16 through 08/03/16. Records indicate there were months when you were billed for zero usage; however the company states it is unlikely for an inhabited home to have less than 1K gallons usage over a month period or even several months with zero usage. The meter at your premise has been replaced with an AMR meter to ensure the appropriate usage is registered and billed.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.87. Billing and §24.89 Meters. Quadvest has obtained actual readings for the account and the account was billed based on the usage recorded and the rate in the utility company's approved tariff. No adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest



Printed on recycled paper

An Equal Opportunity Employer

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

12/15/2016

Ms Ashley Sanders  
12130 Clara Lane  
Pinehurst TX 77362

RE: Complaint # CP2016120189

Dear Ms Sanders:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage billed for your account. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest provided the Customer Protection Division a copy of the data log for the service periods of 07/11/16 through 10/19/16. The premise appears to have experienced normal household usage with the exception of two spiked between 07/14/16 and 08/14/16. There are no records that you have attempted to contact the company since you initiated service in January of 2016. The last action on the account was self-initiated through the online bill portal. It appears you set your account up on e-bill on 08/18/16.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.87 Billing and §24.89 Meters. The company has billed the account based on the rate approved by the Public Utility Commission and the meter readings obtained for the premise. No adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest



Printed on recycled paper

An Equal Opportunity Employer

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

12/22/2016

Mr Joseph Shupe  
4118 Maple Rapids Lane  
Spring TX 77386

RE: Complaint # CP2016120384

Dear Mr Shupe:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the estimated usage reported for the premise. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest has confirmed your meter is an automated meter which is read by a computer each month with the company's software. The company submitted a copy of the data log from 07/04/16 through 12/21/16. Quadvest verified there were several days which had a daily usage over 2K per day which indicates irrigation; however otherwise the usage appeared to be in line with normal household usage. There are no records indicating the usage was estimated by the utility company.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.89 Meters. Quadvest has billed the account based on the meter readings obtained. No meter readings appear to have been estimated. We trust this matter has been addressed to your satisfaction; however no adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest



Printed on recycled paper

An Equal Opportunity Employer

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

12/16/2016

Mr Allyn Watkins  
40610 Ithaca Lane  
Magnolia TX 77354

RE: Complaint # CP2016120197

Dear Mr Watkins:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage billed for your account. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest submitted a copy of the usage history for the premise back to 2013. The data log between 06/28/16 and 07/31/16 suggests the irrigation system at your premise was running based on the alternating days of high usage. Records indicate you contacted the company in April of 2015 when you advised the company of a suspected leak at the premise. A technician was sent out and verified the water was coming from run off from your yard. You denied this possibility; however the next day a technician for the company visited the premise and found the irrigation system running from 6:57AM on 04/23/15. The last time the company received contact from you was in May of 2016 when you called to inquire about the Pass Thru Fee. Quadvest verified the fee increased from \$1.93/1000 when you became a customer to \$2.60/1000. The fee is not a fee which Quadvest collects and keeps, rather the fee is passed on to the conservation districts.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rule §24.87 Billing and §24.89 Meters. The company has billed the account based on the rate approved by the Public Utility Commission and the meter readings obtained for the premise. No adjustments appear warranted at this time.



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

12/15/2016

Ms Jill Westbrook  
9426 Deer Path Ln  
Magnolia TX 77354

RE: Complaint # CP2016120199

Dear Ms Westbrook:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage reported for your premise. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest has provided a copy of the usage history for the premise back to 2010. The usage history confirms your usage is consistently over 60K during the summer months and there were instances in 2011 in which your usage was averaging 95-96K. Despite your statement that you have not needed to utilize your irrigation system more than three times during the summer, the data log indicates you were irrigating consistently for 21 days between 07/26/16 and 08/15/16. The company verified the usage was around 1,700 or 1,800 every 7<sup>th</sup> day during this time period and every other day it was around 2K and above.

The Pass Thru Fee has also impacted customer bills as the fee has increased from \$0.50/1000 in 2010 to the more recent fee of \$1.93 per 1000 gallons in 2015. The current Pass Thru Fee is \$2.60/1000 would inevitably impact customers despite the usage being less than historical usage. The fee is passed on to the conservation districts and is not a fee that Quadvest collects and keeps.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rules §24.87 Billing and §24.89 Meters. The company has billed the account based on the rate approved by the Public Utility Commission and listed on the utility company's tariff and the meter readings obtained for the premise. No adjustments appear warranted at this time.



Printed on recycled paper

An Equal Opportunity Employer

1701 N. Congress Avenue PO Box 13326 Austin, TX 78711 512/936-7000 Fax: 512/936-7003 web site: [www.puc.texas.gov](http://www.puc.texas.gov)



Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest

**Donna L. Nelson**  
Chairman

**Kenneth W. Anderson, Jr.**  
Commissioner

**Brandy Marty Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

---

12/16/2016

Mr Fang Yiu  
29827 Edgewater Dr  
Magnolia TX 77354

RE: Complaint # CP2016120265

Dear Mr Yiu:

The Customer Protection Division has received the response from Quadvest concerning your complaint regarding the usage reported for the premise. We have reviewed the documentation presented by both you and Quadvest in order to ensure the company has acted consistently with applicable Substantive Rules.

Quadvest submitted a copy of the data log for your premise which reveals usage of 1500-2000 gallons per day. The usage dropped on 08/14/16 when the area experienced rainfall; however the usage spiked again in late August for 3 days and again in September for 3 days. All water utility companies hold "monopolies" in the area which is served by the company as the water industry is not deregulated. The company holds the CCN for your area as approved by the Texas Commission on Environmental Quality and now upheld by the Public Utility Commission. The rate billed on your account is approved by the Public Utility Commission and listed on the utility company's tariff. Quadvest recommends you contact the company should have any questions regarding the usage and accuracy of the billing to allow the company to further expound on your account.

Based on the investigation conducted the Customer Protection Division has determined Quadvest has acted consistently with Substantive Rules §24.87 Billing and §24.89 Meters. The company has verified the account has been billed appropriately based on the approved rate on the utility company's tariff and the meter readings obtained. No adjustments appear warranted at this time.

Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.



Printed on recycled paper

An Equal Opportunity Employer

Sincerely,

Customer Protection Division  
Public Utility Commission of Texas

cc: Quadvest

# **ATTACHMENT 1-7**

Complainants Water Usage Summary			2015 Water Usage (1000s)				2016 Water Usage (1000s)				2017 Water Usage (1000s)				June to Sept Usage Compare		
FIRST Name	Last Name	Address	June Usage	July Usage	Aug Usage	Sept Usage	June Usage	July Usage	Aug Usage	Sept Usage	June Usage	July Usage	Aug Usage	Sept Usage	Total 2015	Total 2016	Total 2017
Gail	Stephens-Acebo	10614 Serenity Sound	6	91	23	38	11	60	35	10	15	23	31	34	158	116	103
Ethel	Barrett	11018 Lake Windcrest Blvd	4	44	36	13	13	65	38	17	15	25	23	16	97	133	79
Richard	Deming	10507 Crystal Cove	33	94	66	56	23	90	43	25	57	64	45	56	249	181	222
Mary	Erato	32643 Green Bend Court	6	44	19	21	5	37	22	4	8	11	11	12	90	68	42
Gladys	Floyd	10118 Clubhouse Cir	10	74	47	26	9	56	39	15	45	45	43	56	157	119	189
Paul	Gardaphe	9335 Clubhouse Cir	32	88	93	62	28	105	55	20	22	21	46	31	275	208	120
Randolph	Hansen	10314 Serenity Sound	6	9	8	20	24	52	33	33	17	19	20	15	43	142	71
Martin	Leo	10411 Serenity Sound	15	43	56	35	20	46	56	9	40	41	37	44	149	131	162
Ashley	Sanders	12130 Clara Ln	6	7	6	5	4	6	10	4	8	9	8	4	24	24	29
Allyn	Watkins	40610 Ithica Ln	28	44	39	35	10	40	31	5	38	32	35	27	146	86	132
Jill	Westbrook	9426 Deer Path In	20	72	64	28	19	47	58	12	47	46	39	30	184	136	162
Stephen	Jones	32811 Sawgrass Court	3	52	49	45	13	99	43	5	9	13	22	9	149	160	53
Fang	Yiu	29827 Edgewater Dr	8	51	71	30	3	27	38	3	3	3	3	4	160	71	13
Average			14	55	44	32	14	56	39	12	25	27	28	26	145	121	106

Note: The Complainants average summer water usage decreased from FY2015 to FY2017.

# **ATTACHMENT 1-8**



Quadvest, L.P.  
26926 FM 2978  
Magnolia, TX 77354

Main: 281-356-5347  
Fax: 281-356-5382  
Quadvest.com

January 21, 2016

Dear Quadvest Customer:

Quadvest is hereby notifying you that it will implement an annual adjustment of its Water Pass-Through Gallonage Charge (PTF). Effective on your March 2016 bill, the PTF will be \$2.60 per 1,000 gallons, an increase from the current \$2.39 per 1,000 gallons.

The purpose of this tariff change is to balance revenue for the PTF against actual payments and collections from the prior year with estimated payments and collections for the coming year. The increase in PTF will offset increased gallonage fees charged to Quadvest by various water districts and/or authorities in our service area. The Public Utility Commission of Texas (PUCT) requires Quadvest to file an annual true-up report analyzing Quadvest's PTF collections and costs. The calculations on the reverse side of this letter show the basis for both the prior year and new PTF.

Quadvest's adjustments are considered informal proceedings designed to reduce the frequency of Quadvest's rate cases. PUCT staff will review Quadvest's calculations and direct any appropriate PTF revisions. The \$2.60 per 1,000 gallons PTF charge will remain in effect until further notice.

This tariff change is being implemented in accordance with Quadvest's approved PTF adjustment clause to recognize increases in the water districts and/or authorities gallonage fees.

If you have any questions about this PTF adjustment, please call Quadvest Customer Service Monday – Friday, 8a – 5p at 281-356-5347 or email us at [support@quadvest.com](mailto:support@quadvest.com).

Best regards,

Quadvest Customer Service





Quadvest, L.P.  
26926 FM 2978  
Magnolia, TX 77354

Main: 281-356-5347  
Fax: 281-356-5382  
Quadvest.com

#### Water Pass Through Fee Calculation For Prior Year

1	Estimated sum of upcoming 12 months of purchase water and groundwater conservation districts costs	\$3,076,415
2	Difference between actual payments and actual collections for prior years	\$73,665
3	Total costs to recover	\$3,150,080
4	January month end customer connections	8,010
5	Average annual usage per connection (1,000 gallons)	164.8
6	Estimated volumes to be billed (line 4 x Line 5) (1,000 gallons)	1,320,048
7	Adjusted gallonage charge (line 3 / Line 6)	\$2.39

#### Results of Prior Year

1	Actual payments up to 12 months	\$2,724,013
2	Actual collections up to 12 months	\$2,548,281
3	Difference between actual payments and actual collections for prior 12 months (line 1 - Line 2)	\$175,732

#### Water Pass Through Fee Calculation For Current Year

1	Estimated sum of upcoming 12 months of purchase water and groundwater conservation districts costs	\$2,997,289
2	Difference between actual payments and actual collections for prior years	\$175,732
3	Total costs to recover	\$3,173,021
4	January month end customer connections	9,428
5	Average annual usage per connection (1,000 gallons)	129.5
6	Estimated volumes to be billed (line 4 x Line 5) (1,000 gallons)	1,220,926
7	Adjusted gallonage charge (line 3 / Line 6)	\$2.60

#### Customer Bill Comparison at 5,000 Gallons:

##### Present Calculation of Quadvest LP Customer Billing:

Example: 5/8 x 3/4" meter using 5,000 gallons  
 $\$31.55 + [5000/1000 * \$1.75] + [5000/1000 * \$2.39] = \$52.25$

##### New Calculation of Quadvest LP Customer Billing:

Example: 5/8 x 3/4" meter using 5,000 gallons  
 $\$31.55 + [5000/1000 * \$1.75] + [5000/1000 * \$2.60] = \$53.30$





# **ATTACHMENT 1-9**



PO BOX 409-Tomball, TX 77377 281-356-5347, FAX: 281-356-5382 www.quadvest.com

## AGREEMENT FOR TEMPORARY WATER SERVICE

The water utility service applicant indicated below ("Customer") has applied for water utility service from QUADVEST, L.P. ("Utility") at the service location indicated below. Under state public health and water utility service regulations [30 TAC 290.46(j)], Utility may not provide continuous potable water utility service to any new construction, to any existing service location where significant plumbing modifications have been made, or to any location where Utility has reason to believe that a cross-connection or other undesirable or unsafe condition exists until the service applicant or customer presents Utility with an executed Customer Service Inspection Certificate (30 TAC 290.47-Appendix D). It is Customer's sole obligation and responsibility, at his/her expense, to have the necessary inspection performed by a properly licensed inspector. Neither Utility nor its operators perform customer service inspections.

Notwithstanding this inspection requirement before permanent water service can be provided, Utility is allowed to provide Customer with temporary water service for construction purposes only. Utility agrees to provide such temporary construction water service at its standard rates and conditions of service upon Customer's agreement that:

1. The water service provided will be used for construction, testing or landscaping purposes only.
2. The water provided will not be consumed by humans or animals.
3. Customer will notify Utility in writing when to initiate the temporary construction service.
4. Customer will notify Utility in writing when construction at the indicated service location has ended.
5. Customer agrees not to occupy or reside in the indicated service location until Customer has delivered a fully executed Customer Service Inspection Certificate to Utility.

If Customer fails to abide by any provision of this agreement, water service to the indicated service location will be terminated and will not be restored under any circumstances until a fully executed Customer Service Inspection Certificate has been delivered to Utility. Termination will be made without notice if, in the opinion of Utility's licensed operator(s), Customer's service creates an immediate hazard to public health and safety. If no such hazard exists, Customer shall be notified and given a limited time to come into compliance. Utility's state-approved reconnect fee will be charged as a condition of service restoration if temporary water service is terminated for breach of this agreement.

Customer name: Carol Aspho + Dennis Lee  
Customer's billing address: 11230 Canyon Trail Dr., Houston, Tx 77066-3809  
Customer's phone number: 281-850-4159 Subdivision: Lake Windcrest  
Service address: 10614 Serenity Sound  
Section: 4 Block: 2 Lot: 50 Effective Date: 4/1/08  
Customer DL#: 11371331 Customer SS#: 453-91-5291  
Customer Signature: [Signature] Meter Req.: 5/8"

OFFICE USE ONLY: Date Rec'd: 2-26-08 Amount Rec'd: 535<sup>00</sup> Payment Ref: 1598  
Locate #: 0782273 Date: 3/11 Time: 2:30P Key Map #: 214 K. Ledge Road  
Cross Street: Crestwater Circle Meter: 5/8" 1"  
Short Tap: ✓ Bore: 4x1 Connection Size: 4x1 Rt. Corner: ✓ Left Corner: ✓  
Meter Read: 0 Date Completed: 3-27-08 Meter #: 68851057-BH  
Single Tap: ✓ Double Tap: ✓ Lot#: 49 (4538)

183291 - 307

193200 - 307

FEB-15-2008 10:08

METRO WINDERMERE PLUMBING

(1) 556 0015 P.01

18333101

## AGREEMENT FOR TEMPORARY WATER SERVICE

The water utility service applicant indicated below ("Customer") has applied for water utility service from QUADVEST, INC. ("Utility") at the service location indicated below. Under state public health and water utility service regulations [30 TAC 290.46(j)], Utility may not provide continuous potable water utility service to any new construction, to any existing service location where significant plumbing modifications have been made, or to any location where Utility has reason to believe that a cross-connection or other undesirable or unsafe condition exists until the service applicant or customer presents Utility with an executed Customer Service Inspection Certificate [30 TAC 290.47-Appendix D]. It is Customer's sole obligation and responsibility, at his/her expense, to have the necessary inspection performed by a properly licensed inspector. Neither Utility nor its operators perform customer service inspections.

Notwithstanding this inspection requirement before permanent water service can be provided, Utility is allowed to provide Customer with temporary water service for construction purposes only. Utility agrees to provide such temporary construction water service at its standard rates and conditions of service upon Customer's agreement that:

1. The water service provided will be used for construction, testing or landscaping purposes only
2. The water provided will not be consumed by humans or animals.
3. Customer will notify Utility in writing when to initiate the temporary construction service.
4. Customer will notify Utility in writing when construction at the indicated service location has ended.
5. Customer agrees not to occupy or reside in the indicated service location until Customer has delivered a fully executed Customer Service Inspection Certificate to Utility.

If Customer fails to abide by any provision of this agreement, water service to the indicated service location will be terminated and will not be restored under any circumstances until a fully executed Customer Service Inspection Certificate has been delivered to Utility. Termination will be made without notice if, in the opinion of Utility's licensed operator(s), Customer's service creates an immediate hazard to public health and safety. If no such hazard exists, Customer shall be notified and given a limited time to come into compliance. Utility's state-approved reconnect fee will be charged as a condition of service restoration if temporary water service is terminated for breach of this agreement.

Customer name:

BRIAN BARRETT

Customer's billing address:

190016 Timber Way, Dr Humble, TX 77346

Customer's phone number:

281 812 4792 Subdivision: LAKE WINDERMERE

Service address:

11018 LAKE WINDERMERE

Section:

1 Block

1 Lot

4

Effective Date:

ASAP

Customer DL#:

00450817

Customer SS#:

272-52-5063

Customer Signature:

[Signature]

Meter Req.:

5/8"

1" ✓

OFFICE USE ONLY Date Rec'd:

2-21-08

Amount Rec'd:

100.00

Payment Ref:

VISA

Locals #

5866100

Date:

3-1-08

Time:

3:45

Key Map #

314 R

Cross Street:

LAKE WINDERMERE BLVD

Meter:

5/8"

1" ✓

Short Tap:

Bore:

Connection Size:

601

Rt Corner:

Left Corner:

✓

Meter Read:

C

Date Completed:

3-30-08

Meter #

1054005792H

Single Tap:

Double Tap:

✓

Lock:

3

W of LW Blvd, E of Sunrise Blvd, N side of Lake Windermere  
(Attn: Brian 713-996-1075)

Closing next week

W/O # 111301

111863



PO BOX 409-Tomball, TX 77377 281-356-5347, FAX: 281-356-5382 www.quadvest.com

## AGREEMENT FOR TEMPORARY WATER SERVICE

The water utility service applicant indicated below ("Customer") has applied for water utility service from QUADVEST, L.P. ("Utility") at the service location indicated below. Under state public health and water utility service regulations [30 TAC 290.46(j)], Utility may not provide continuous potable water utility service to any new construction, to any existing service location where significant plumbing modifications have been made, or to any location where Utility has reason to believe that a cross-connection or other undesirable or unsafe condition exists until the service applicant or customer presents Utility with an executed Customer Service Inspection Certificate (30 TAC 290.47-Appendix D). It is Customer's sole obligation and responsibility, at his/her expense, to have the necessary inspection performed by a properly licensed inspector. Neither Utility nor its operators perform customer service inspections.

Notwithstanding this inspection requirement before permanent water service can be provided, Utility is allowed to provide Customer with temporary water service for construction purposes only. Utility agrees to prove such temporary construction water service at its standard rates and conditions of service upon Customer's agreement that:

1. The water service provided will be used for construction, testing or landscaping purposes only.
2. The water provided will not be consumed by humans or animals.
3. Customer will notify Utility in writing when to initiate the temporary construction service.
4. Customer will notify Utility in writing when construction at the indicated service location has ended.
5. Customer agrees not to occupy or reside in the indicated service location until Customer has delivered a fully executed Customer Service Inspection Certificate to Utility.

If Customer fails to abide by any provision of this agreement, water service to the indicated service location will be terminated and will not be restored under any circumstances until a fully executed Customer Service Inspection Certificate has been delivered to Utility. Termination will be made without notice if, in the opinion of Utility's licensed operator(s), Customer's service creates an immediate hazard to public health and safety. If no such hazard exists, Customer shall be notified and given a limited time to come into compliance. Utility's state-approved reconnect fee will be charged as a condition of service restoration if temporary water service is terminated for breach of this agreement.

Customer name: Richard & Gina Deming  
 Customer billing address: 10507 Crystal Cove Dr. Magnolia TX 77354  
(Include street, city, and zip)  
 Customer phone number: 713-858-1094 e-mail: rijdeming@yahoo.com  
 Customer DL#: 02233328 Customer SS#: 4164-85-0622  
 Service address: 10507 Crystal Cove Dr. Subdivision: Lake Windcrest  
 Section: 4 Block: 2 Lot: 66 Effective Date: \_\_\_\_\_  
 Customer Signature: Gina Deming Meter Req.: X 5/8" 1"  
 Printed name: Gina Deming

OFFICE USE ONLY: Date Rec'd: 3-4-11 Amount Rec'd: 685.00 Payment Ref: CK # 1071  
 Locate #: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ Key Map #: \_\_\_\_\_  
 Cross Street: \_\_\_\_\_ Meter: 5/8" 1"  
 Short Tap: \_\_\_\_\_ Bore: \_\_\_\_\_ Connection Size: \_\_\_\_\_ Rt. Corner \_\_\_\_\_ Left Corner \_\_\_\_\_  
 Single Tap: \_\_\_\_\_ Double Tap: \_\_\_\_\_ Handset: \_\_\_\_\_  
 Account #: 00004412 Notes: 72810900 3-17-11