



Control Number: 46627



Item Number: 2

Addendum StartPage: 0

DOCKET NO. 46627

RECEIVED

2016 DEC -5 AM 10:02

COMPLAINT OF CHERELLE §
ROBERTS AGAINST HORNSBY BEND §
UTILITY COMPANY §

PUBLIC UTILITY COMMISSION
OF TEXAS
PUBLIC UTILITY COMMISSION
FILING CLERK

**ORDER NO. 1
REQUIRING RESPONSES**

I. Background

On December 1, 2016, Cherelle Roberts filed a complaint against Hornsby Bend Utility Company regarding billing and related charges. This complaint is filed under 16 Texas Administrative Code (TAC) § 22.242 and is available on the Public Utility Commission of Texas' Interchange.¹

II. Requiring Response

Pursuant to 16 TAC § 22.78, Hornsby Bend shall file a response to the complaint no later than **December 27, 2016**, addressing the following:

1. the Commission's jurisdiction over this proceeding;
2. allegations raised in the complaint;
3. applicable statutes, rules, orders and/or tariff provisions;
4. copies of any rates/tariffs that are the subject of this complaint; and
5. any other matters relevant to the complaint.

III. Statement of Position from Commission Staff

Commission Staff shall file a statement of position by **January 3, 2017**. As part of the statement of position, Commission Staff shall address whether Ms. Roberts complied with the requirements for informal resolution under 16 TAC § 22.242.

¹ <http://interchange.puc.texas.gov>

IV. Filings

To ensure the efficient processing of this proceeding, all pleadings and other filings shall be deemed filed when the proper number of copies are presented to the PUC Filing Clerk for filing pursuant to 16 TAC § 22.71(c). All filings related to this docket can be accessed on the PUC Interchange.

V. Ex Parte Communications

Ex parte communications with the administrative law judge are prohibited. Parties should communicate with the administrative law judge only through written documents filed with the Commission's Filing Clerk and served on all parties.

VI. Notifying Office of Public Utility Counsel

The Office of Public Utility Counsel is notified of this proceeding by copy of this Order.

SIGNED AT AUSTIN, TEXAS the 5th day of December 2016.

PUBLIC UTILITY COMMISSION OF TEXAS



JEFFREY J. HUHN
ADMINISTRATIVE LAW JUDGE