



Control Number: 46674



Item Number: 283

Addendum StartPage: 0

RECEIVED

46674

January 31, 2017

2017 FEB -6 PM 4:44

PUBLIC UTILITY COMMISSION
FILING CLERK

Gloria H. Joy
12708 Danvers Drive
Houston, TX 77049-2706

Stephen Mack
Managing Attorney
Texas Public Utility Commission
P.O. Box 13326
Austin, TX. 78711-3326

RE: PUC rules referencing information given to ratepayers by Utility companies

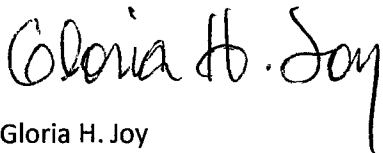
Dear Mr. Mack,

On January 5, 2017, I wrote to you to ask for assistance and or advice regarding a certified letter several of my closes neighbors and I received from Suburban Utility Company. The letter was a request for a 150 ft. Sanitary Control Easement from the center of the water plant on Danvers Drive. I also wrote to Suburban Utility Company referencing the concerns of my neighbors and myself. They responded on January 11, 2017 with such a simple solution, I could not understand why the option was not included in the original document. *Is it policy not to provide the ratepayers of all their options?* If so, how do we amend that policy?

Additionally, the *request for the easement was not provided in Spanish* nor was there a phone number for Spanish speakers to make inquires. However, as the attached letter demonstrates it seems that making a telephone inquiry to Suburban Utility is like playing the lottery with your chances of success about as good! *Again, is it policy that correspondence of this nature does not have to be provided in Spanish?*

Thank You in advance I look forward to your reply.

Respectfully,



Gloria H. Joy

Enclosure: Letter to Suburban Utility Company - *no enclosure included*

283