

30 TAC Chapter 290.45(b)(1)(B)(iv)

TRACK # 299862

Alleged Violation:

Investigation: 611930

Comment Date: 02/08/2008

Failure to provide a pressure tank capacity of at least 20 gallons per connection.

Recommended Corrective Action: Submit documentation which verifies that a pressure tank capacity of at least 20 gallons per connection is being provided.

ADDITIONAL ISSUES

Description

Other violations noted during the investigation? (If non-compliant then describe violation in the comment section.)

Other violations noted during the investigation? (If non-compliant then describe violation in the comment section.)

Additional Comments

On the day of the January 2008 compliance investigation it was noted that Mr. Bell was not signing the Monthly Bacteriological Sample Forms. Mr. Bell was advised that he needed to start signing off on the submittal forms.

2. On the day of the January 2008 compliance investigation it was noted that a majority of the water systems owned and operated by Mr. Bell were in a condition where a routine maintenance program should strongly be considered. Although most of the Bell system facilities did not require immediate maintenance, a routine maintenance program could benefit the long term integrity and aesthetics of the facilities. Specific areas that should be considered are painting & rust prevention on the water system tanks (ground & pressure), upkeep & repair of the pump rooms and general upkeep of the area within the pump station fencing. A review of the Bell Facilities will be conducted at the time of the next investigations and an alleged violation may be initiated at that time if these facilities are observed to have deteriorated as a result of improper maintenance.

§290.46(m) States:

The maintenance and housekeeping practices used by a public water system shall ensure the good working condition and general appearance of the system's facilities and equipment. The grounds and facilities shall be maintained in a manner so as to minimize the possibility of the harboring of rodents, insects, and other disease vectors, and in such a way as to prevent other conditions that might cause the contamination of the water.

PWS 12160122 CC 20080424 - exempt

Chuck Bell Water Systems

P.O.Box 731
Crowley, Texas 76036

(817) 297-3717 / Fax (817) 297-9224
Mob. (817)980-6394

April 24, 2008

TO: TCEQ Attn: Skip Ferris
FROM: Chuck Bell Water Systems
Re: Pressure Tank Changes

RECEIVED

JUL 17 2014

TCEQ
CENTRAL FILE ROOM

This letter is to request an addition to pressure tanks at the Martin Creek PWS # 1260122 and Sandersview PWS # 1260086. As per my last Compliance Investigation these (2) systems require more pressurized storage to meet minimum capacity requirements. At Martin Creek #1260122 the current pressure storage is 420 gals. By calculation the requirement is 480 gals. Since there are (3) pressure vessels in place now which is the maximum allowed my plan is to replace one of the existing 140 gals. Tanks with a 315 gal. QC61 coated ANSI/NSF Standard 61 Certified pressure vessel. I am enclosing a reference sheet with the tank to be used marked on the sheet. At Sandersview the current pressurized storage is 525 gals. The required capacity is 560 gals. Only one pressure tank is currently at this location so the easiest plan is to add one pressure tank. My plan is to add the other tank a 132 gallon Well-X-Trol tank WX-450-C as listed in the also enclosed reference sheet and is also marked to indicate the model to be used. I would also like to point out that the only reason this has come up is because the inspector used my 100% occupancy number instead of my current connection numbers to figure my capacities. The fact is in 22 years I have owned and operated these systems there has NEVER been 100% occupancy ever. If the current connection numbers were to be used the Martin Creek System would need 19 customers currently x 20 gals. / connection = 380. And Sandersview System would need 21 customers currently X 20 gals./ connection = 420. Current pressure storage is off by only 60 gals. and 35 gals. respectfully. This seems only a minor difference from the minimums required, so if it is possible I am requesting a variance first and barring that then a confirmation to make the necessary changes as outlined above. I am also enclosing copies of the inspection report for reference. Thank you for your assistance and to reach me by phone the number is (817) 980-6394.

Chuck Bell
Chuck Bell Water Systems

Cc: TCEQ Region 4 D/FW area

Martin Creek
has 24 Connect
Gnments - GW
but WDS says True Bill My

Sanders View Station
Community
20 Connections - GW
but WDS says has
Total Storage

PWS-1260122-CO-20080111-Exemption

Buddy Garcia, *Chairman*
Larry R. Soward, *Commissioner*
Bryan W. Shaw, Ph.D., *Commissioner*
Mark R. Vickery, P.G., *Executive Director*



PWS/1260122/CO
RN101205482
CN600627780

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

PWS/1260086/CO
RN101206001
CN600627780

July 17, 2008

Mr. Chuck Bell
Chuck Bell Water Systems
P.O. Box 731
Crowley, Texas 76036

Subject: Request for Alternative Capacity Requirements
Martin Creek Estates - PWS I.D. #1260122
Sanders View Subdivision - PWS I.D. #1260086
Johnson County, Texas

Dear Mr. Bell:

We received your letter dated April 24, 2008 requesting that alternative capacity requirements for the subject public water systems be granted under the Texas Commission on Environmental Quality's (TCEQ) requirements specified in 30 TAC §290.45(g). Based on our review we are unable to complete our review of your request for alternative capacity requirements at this time.

The TCEQ's Public Drinking Water Section staff does review requests for alternative capacity requirements based on an evaluation of a system's maximum daily demand and the actual number of active connections served at the time. While the pressure tank capacity deficiencies for the subject public water systems are relatively minor, we must still request the same data from you as we would for any other exception request to the minimum capacity requirements. We acknowledge that it is unusual for smaller public water systems to collect some of the following data. However, in order to complete our review of your request for alternative capacity requirements, we require pertinent technical information.

The following data (found in 30 TAC §290.45(g)(1)) must be submitted for each water system:

1. A detailed inventory of the major production, pressurization, and storage facilities utilized by the system.
2. Records of the daily production of the system. The period reviewed shall not be less than three years and must continue on to three months before the date of the submittal. The applicant may not use a calculated peak daily demand.
3. The number of active connections billed each month for the submitted data to determine the actual demand per connection experienced.
4. A description of any unusual demands on the system such as fire flows or major main breaks that will invalidate unusual peak demands experienced in the study period.
5. Any other relevant data required to evaluate the exception request.

Mr. Chuck Bell
Page 2 of 2
July 17, 2008

You state that if an exception to the TCEQ regulations cannot be granted, you would like confirmation that the following changes are acceptable:

Martin Creek Estates - PWS I.D. #1260122

Replacement of one of the existing 140-gallon pressure tanks with a 315-gallon pressure tank manufactured by Quick Tanks, Inc., Model No. Q315V.

Sanders View Subdivision – PWS I.D. #1260086

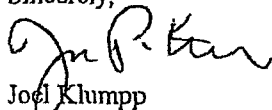
Addition of a 132-gallon pressure tank manufactured by Amitrol, Inc., Model No. WX-450-C.

Per §290.39(j), the changes proposed above constitute a significant change to the systems' pressure maintenance facilities. This portion of the regulations requires plans and specifications for proposed changes to be submitted and approved prior to the changes being implemented. Please note that plans and specifications must be submitted by a licensed professional engineer in the state of Texas. If you choose not to pursue an exception to the minimum capacity requirements, please submit plans and specifications for the pressure tanks identified above to:

TCEQ Utilities Technical Review Team (MC-153)
P.O. Box 13087
Austin, Texas 78711-3087

If you have any questions concerning this letter, or if we may be of further assistance, please contact me at the letterhead's address or by telephone at (512) 239-4453.

Sincerely,



Joel Klumpp
Public Drinking Water Section - MC155
Water Supply Division

JPK

cc: TCEQ Dallas/Fort Worth Regional Office – R4
Ms. Vera Poe, P.E., TCEQ Utilities Technical Review Team - MC153

Part F – TCEQ Public Water or Sewer System Information

Rock Creek Estates - Attachment H-7

Please answer questions 17 through 22 on a different sheet for each physically Distinct system being transferred or acquired.

17. A. For Water Systems. TCEQ Public Water System Identification Number:

1	2	6	0	0	8	2
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Date of last inspection:

B. For Wastewater Systems:

-TCEQ Discharge Permit Number: W Q -
 -Name of Permittee:
 -Date of application to transfer Discharge Permit submitted:
 -Date of application to transfer Discharge Permit approved by TCEQ:

18. A. Are any improvements required to meet TCEQ or PUC standards? Yes No. If yes, please explain:

B. Is there a moratorium on new connections? Yes No. If yes, please explain:

C. Provide details of each required major capital improvement to correct the deficiencies and meet the TCEQ or PUC standards (attach additional sheets if necessary):

Description of the Required Improvement	Schedule to Complete	Estimated Cost

19. Does the system being transferred operate within the city limits of a municipality or within district boundaries? Yes No

If yes, indicate the number of customers within the city limits or district boundaries:
 Water _____ Sewer _____

Attach copy of franchise agreement or consent letter from the city or district.

20. Do you currently purchase water or sewer treatment capacity from another source? Yes No
 Water Sewer Purchased on a Regular Seasonal Emergency Basis

• Source: % of total supply:

21. List the number of existing connections to be effected by this transaction.

Water			Sewer		
	-Non Metered		-2" meter		-Residential Connection
36	-5/8" or 3/4" meter		-3" meter		-Commercial Connection
	-1" meter		-4" meter		-Industrial Connection
	-1 1/2" meter		-Other		-Other
Total Water Connections:			36	Total Sewer Connections	

20. Has the system reached 85% of its capacity based on TCEQ's minimum requirements? Yes No
 If yes, please explain what steps are being taken to address the capacity issues:

23. List the name, class, and license number of the operator(s) that will be responsible for the system:

Name	Class	License#
See Attachment 'I'		

24. Attach the following maps with each copy of the application: **See Attachment 'J'**

- a. One small scale map clearly showing affected service area with enough detail to accurately locate the area if the application is for the transfer of all or a portion of a CCN.
- b. One large scale map showing the proposed service area boundaries being sold, transferred, or merged and, if available, the existing and proposed facilities. Color coding should be used to differentiate existing from proposed facilities. Facilities and service area boundaries should be shown with such exactness that they can be located on the ground. If transferring area not currently in a CCN or a portion of an existing CCN area please attach the following hard copy maps with each copy of the application:
 1. A general location map delineating the proposed service area with enough detail to accurately locate the proposed area within the county.
 2. A map showing only the proposed area by:
 - i. metes and bounds survey certified by a licensed state or registered professional land surveyor; or
 - ii. projectable digital data with metadata (proposed areas should be in a single record and clearly labeled, data disk should be included); or
 - iii. following verifiable natural and man-made landmarks, or
 - iv. a copy of recorded plat map with metes and bounds.
 3. A written description of the proposed service area.

Bryan W. Shaw, Ph.D., *Chairman*
Buddy Garcia, *Commissioner*
Carlos Rubinstein, *Commissioner*
Mark R. Vickery, P.G., *Executive Director*

Plus 1260082/co

RECEIVED

JUL 01 2012

TCEQ
CENTRAL FILE ROOM

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

June 15, 2011

RECEIVED

JUN 23 2011

TEXAS COMMISSION
ON
ENVIRONMENTAL QUALITY

E-SIGNATURE CONFIRMATION 91 3408 2133 3932 0200 1930

Mr. Chuck Bell, Owner
Chuck Bell Water Systems
P.O. Box 713
Crowley, Texas 76036

Re: Notice of Violation for the Comprehensive Compliance Investigation at:
Rock Creek Estates, Sunrise & Rock Creek Dr., Crowley, Johnson County, Texas
RN101180107; TCEQ ID No. 1260082; Investigation No. 922942

Dear Mr. Bell:

On April 12, 2011, Ms. Brittany Pettitt of the Texas Commission on Environmental Quality (TCEQ), D/FW Metroplex Region Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. Enclosed is a summary which lists the investigation findings. In addition, a certain outstanding alleged violations were identified for which compliance documentation is required. Please submit to this office by September 15, 2011 a written description of corrective action taken and the required documentation demonstrating that compliance has been achieved for the outstanding alleged violations.

In the listing of the alleged violations, we have cited applicable requirements, including TCEQ rules. Please note that both the rules themselves and the agency brochure entitled *Obtaining TCEQ Rules* (GI 032) are located on our agency website at <http://www.tceq.state.tx.us> for your reference. If you would like a hard copy of this brochure mailed to you, you may call and request one from either the Dallas/Fort Worth Region Office at 817-588-5800 or the Central Office Publications Ordering Team at 512-239-0028

The TCEQ appreciates your assistance in this matter. Please note that the Legislature has granted TCEQ enforcement powers which we may exercise to ensure compliance with environmental regulatory requirements. We anticipate that you will resolve the alleged violations as required in order to protect the State's environment. If you have additional

Mr. Chuck Bell

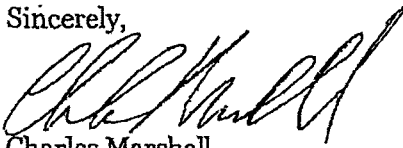
June 15, 2011

Page 2

information that we are unaware of, you have the opportunity to contest the violation documented in this notice. Should you choose to do so, you must notify the Dallas/Fort Worth Region Office within 10 days from the date of this letter. At that time, Mr. Charles Marshall will schedule a violation review meeting to be conducted *within 21 days from the date of this letter*. However, please be advised that if you decide to participate in the violation review process, the TCEQ may still require you to adhere to the compliance schedule included in the attached Summary of Investigation Findings until an official decision is made regarding the status of any or all of the contested violations.

If you or members of your staff have any questions, please feel free to contact Ms. Brittany Pettitt in the Dallas/Fort Worth Region Office at (817) 588-5820.

Sincerely,



Charles Marshall
PWS Team Leader
D/FW Region Office

CM/bfp

Enclosures: Summary of Investigation Findings

Summary of Investigation Findings

ROCK CREEK ESTATES

Investigation # 922942

Investigation Date: 04/12/2011

, JOHNSON COUNTY,

Additional ID(s): 1260082

OUTSTANDING ALLEGED VIOLATION(S) ASSOCIATED TO A NOTICE OF VIOLATION

Track No: 435015 Compliance Due Date: 09/15/2011
30 TAC Chapter 290.46

Alleged Violation:

Investigation: 922942

Comment Date: 5/30/2011

Failure to perform annual tank inspections (both storage/pressure) to verify that all instrumentation and controls are working properly.

290.46(m)(1)

(m) Maintenance and housekeeping. The maintenance and housekeeping practices used by a public water system shall ensure the good working condition and general appearance of the system's facilities and equipment. The grounds and facilities shall be maintained in a manner so as to minimize the possibility of the harboring of rodents, insects, and other disease vectors, and in such a way as to prevent other conditions that might cause the contamination of the water.

(1) Each of the system's ground, elevated, and pressure tanks shall be inspected annually by water system personnel or a contracted inspection service.

OBSERVATION: On the day of the investigation, the water system did not have any tank inspections available for review.

COMMENTS: On April 21, 2011, a potable water tank inspection form was submitted to the TCEQ Regional D/FW Office; however, the documentation did not provide adequate information to resolve the violation as the Potable Water Storage Tank inspection form was not dated or signed by the inspector. Also, ground storage tank and pressure tank inspections should be completed on separate forms.

Recommended Corrective Action: Annual tank inspections must be done annually and determine that all instrumentation and controls are working properly.

Track No: 435017 Compliance Due Date: 09/15/2011
30 TAC Chapter 290.45(b)(1)(F)(i)

Alleged Violation:

Investigation: 922942

Comment Date: 5/30/2011

Failure to have production well(s) which are capable of producing a total capacity of 0.6 gpm per connection.

OBSERVATION: On the day of the investigation, the water system's one production intakes/wells could not provide an adequate capacity of 0.6 gpm per connection (system provided 96.49% of required capacity by producing 22 GPM compared to the required 22.8 GPM based on the number of connections on the day of the investigation).

Recommended Corrective Action: Submit documentation which verifies that wells are producing a minimum of 0.6 gpm per connection or provide other documentation that confirms that the system will

adequately provide 0.6 gpm per connection (i.e. - additional well drilled/negotiate contract with a supplier).

**ALLEGED VIOLATION(S) NOTED AND RESOLVED
ASSOCIATED TO A NOTICE OF VIOLATION**

Track No: 435016
30 TAC Chapter 290.46(s)(1)

Alleged Violation:

Investigation: 922942

Comment Date: 5/30/2011

Failure to calibrate well meters, on Well #1 as required by 30 TAC 290.41(c)(3)(N) at least once every three years. The records must be available for review by Commission staff during annual sanitary surveys of the system.

290.46(s)(1)

(s) Testing equipment. Accurate testing equipment or some other means of monitoring the effectiveness of any chemical treatment or pathogen inactivation or removal processes must be used by the system.

(1) Flow measuring devices and rate-of-flow controllers that are required by §290.42(d) of this title (relating to Water Treatment) shall be calibrated at least once every 12 months. Well meters required by §290.41(c)(3)(N) of this title (relating to Water Sources) shall be calibrated at least once every three years.

OBSERVATION: On the day of the investigation, the system had gone an unknown time without calibrating their well meters on Well #1.

Recommended Corrective Action: Three options for corrective action: Conduct an accuracy check on the well meter (must be +/- 5% error) and provide documentation of accuracy check to D/FW TCEQ; have a company calibrate the meter and provide the calibration certification to D/FW TCEQ; purchase new meters and provide receipt and calibration certification from the manufacturer to D/FW TCEQ.

Resolution: On April 21, 2011, the system submitted documentation to the regional office, specifically, a well meter purchase receipt which indicates the meter on Well #1 were purchased in 2010. This appears to resolve the violation.

ADDITIONAL ISSUES

Description
Item 2

Additional Comments
Clear off debris surrounding Well #1.

Resolution: On April 21, 2011, the system submitted documentation to the regional office, specifically, photographs depicting the debris surrounding Well #1 has been removed. This appears to address the additional issue.

Part F – TCEQ Public Water or Sewer System Information

Sandersview Subdivision PWS - Attachment H-8

Please answer questions 17 through 22 on a different sheet for each physically Distinct system being transferred or acquired.

17. A. For Water Systems. TCEQ Public Water System Identification Number:

1	2	6	0	0	8	6
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Date of last inspection:

06/03/2014

B. For Wastewater Systems:

-TCEQ Discharge Permit Number: W Q

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 -Name of Permittee:

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 -Date of application to transfer Discharge Permit submitted:

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 -Date of application to transfer Discharge Permit approved by TCEQ:

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18. A. Are any improvements required to meet TCEQ or PUC standards? Yes No. If yes, please explain:

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B. Is there a moratorium on new connections? Yes No. If yes, please explain:

--

C. Provide details of each required major capital improvement to correct the deficiencies and meet the TCEQ or PUC standards (attach additional sheets if necessary):

Description of the Required Improvement	Schedule to Complete	Estimated Cost

19. Does the system being transferred operate within the city limits of a municipality or within district boundaries? Yes No

If yes, indicate the number of customers within the city limits or district boundaries:
 Water Sewer

Attach copy of franchise agreement or consent letter from the city or district.

20. Do you currently purchase water or sewer treatment capacity from another source? Yes No
 Water Sewer Purchased on a Regular Seasonal Emergency Basis

• Source: % of total supply:

21. List the number of existing connections to be effected by this transaction.

Water			Sewer		
	-Non Metered		-2" meter	-Residential Connection	
25	-5/8" or 3/4" meter		-3" meter	-Commercial Connection	
	-1" meter		-4" meter	-Industrial Connection	
	-1 1/2" meter		-Other	-Other	
Total Water Connections:			25	Total Sewer Connections	

20. Has the system reached 85% of its capacity based on TCEQ's minimum requirements? Yes No
 If yes, please explain what steps are being taken to address the capacity issues:

23. List the name, class, and license number of the operator(s) that will be responsible for the system:

Name	Class	License#
See Attachment 'I'		

24. Attach the following maps with each copy of the application: **See Attachment 'J'**

- a. One small scale map clearly showing affected service area with enough detail to accurately locate the area if the application is for the transfer of all or a portion of a CCN.
- b. One large scale map showing the proposed service area boundaries being sold, transferred, or merged and, if available, the existing and proposed facilities. Color coding should be used to differentiate existing from proposed facilities. Facilities and service area boundaries should be shown with such exactness that they can be located on the ground. If transferring area not currently in a CCN or a portion of an existing CCN area please attach the following hard copy maps with each copy of the application:
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 - i. metes and bounds survey certified by a licensed state or registered professional land surveyor; or
 - ii. projectable digital data with metadata (proposed areas should be in a single record and clearly labeled, data disk should be included); or
 - iii. following verifiable natural and man-made landmarks, or
 - iv. a copy of recorded plat map with metes and bounds.
 3. A written description of the proposed service area.

PWS/1260086/CO/66232014/CC.1

Bryan W. Shaw, Ph.D., P.E., Chairman
Toby Baker, Commissioner
Zak Covar, Commissioner
Richard A. Hyde, P.E., Executive Director



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

June 23, 2014

Mr. Chuck Bell, Owner
Chuck Bell Water Systems
PO Box 731
Crowley, Texas 76036

RECEIVED

FEB 02 2015

TCEQ
CENTRAL FILE ROOM

Re: Public Water Supply Comprehensive Compliance Investigation at:
Sanders View Subdivision, Tepar Lane, Johnson County, Texas
RN101206001, PWS ID No. 1260086, Investigation No. 1172752

Dear Mr. Bell:

On June 3, 2014, Ms. Ariel Yeh of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Regional Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation. In addition, a violation noted during the investigation conducted on April 12, 2011 was resolved. Please see the attached Summary of Investigation Findings for details.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Ms. Yeh in the D/FW Regional Office at 817-588-5878.

Sincerely,

Charles Marshall
Team Leader, Public Water Supply Program
D/FW Regional Office

CM/acy

Enclosure: Summary of Investigation Findings

JUN 30 2015
TCEQ

TCEQ Region 4-Dallas/Fort Worth • 2309 Gravel Dr. • Fort Worth, Texas 76118-6951 • 817-588-5800 • Fax 817-588-5700

Austin Headquarters: 512-239-1000 • tceq.texas.gov • How is our customer service? tceq.texas.gov/customer/survey

printed on recycled paper using soy-based ink

Attachment 'I'

Operators Information

Tony Bonaventure

Program	License Type and Level	License Number	Last Issued Date	Exp. Date	License Status	CE Hours
WATEROL	WATER OPERATOR A	WO0009086	01/19/2018	02/28/2021	CURRENT	0
WWOL	WASTEWATER TREATMENT OPERATOR A	WW0008625	10/13/2016	12/03/2019	CURRENT	0
CSIOL	CUSTOMER SERVICE INSPECTOR	CI0002605	03/15/2002	03/15/2005	EXPIRED	N/A

Michael D Gonzales Jr

Program	License Type and Level	License Number	Last Issued Date	Exp. Date	License Status	CE Hours
CSIOL	CUSTOMER SERVICE INSPECTOR	CI0010345	05/30/2017	05/30/2020	CURRENT	0
WATEROL	GROUND WATER TREATMENT OPERATOR C	WG0016613	05/30/2017	05/30/2020	CURRENT	40
WWOL	WASTEWATER TREATMENT OPERATOR C	WW0057885	05/12/2017	05/12/2020	CURRENT	60
WATEROL	WATER OPERATOR D	WO0039249	09/13/2016	05/30/2017	EXPIRED	N/A
WWOL	WASTEWATER TREATMENT OPERATOR D	WW0056113	09/06/2016	05/12/2017	EXPIRED	N/A

Nicholas Vickery

Program	License Type and Level	License Number	Last Issued Date	Exp. Date	License Status	CE Hours
WATEROL	GROUND WATER TREATMENT OPERATOR B	WG0016479	08/01/2017	08/01/2020	CURRENT	0
WWOL	WASTEWATER TREATMENT OPERATOR B	WW0046251	03/25/2015	03/16/2018	CURRENT	0
WATEROL	GROUND WATER TREATMENT OPERATOR C	WG0012533	12/22/2015	08/01/2017	EXPIRED	N/A
WWOL	WASTEWATER TREATMENT OPERATOR C	WW0039152	05/05/2009	03/16/2012	EXPIRED	N/A
WATEROL	WATER OPERATOR D	N/A	N/A	N/A	VOID	N/A
WATEROL	GROUND WATER TREATMENT OPERATOR C	N/A	N/A	N/A	VOID	N/A
WATEROL	GROUND WATER TREATMENT OPERATOR B	N/A	N/A	N/A	VOID	N/A
WWOL	WASTEWATER TREATMENT OPERATOR B	N/A	N/A	N/A	VOID	N/A

James Corn

Program	License Type and Level	License Number	Last Issued Date	Exp. Date	License Status	BPAT Practical Skills	CE Hours
BPATOL	BACKFLOW PREVENTION ASSEMBLY TESTER	BP0015173	01/29/2016	04/02/2019	CURRENT	NO	12
CSIOL	CUSTOMER SERVICE INSPECTOR	CI0010438	08/11/2017	08/11/2020	CURRENT	N/A	2
LIOL	LANDSCAPE IRRIGATOR	LI0020488	04/01/2016	03/31/2019	CURRENT	N/A	26
WATEROL	GROUND WATER TREATMENT OPERATOR C	WG0014871	01/10/2018	03/11/2021	CURRENT	N/A	20
WWOL	WASTEWATER TREATMENT OPERATOR D	WW0058640	08/04/2017	08/04/2020	CURRENT	N/A	124
WWOL	WASTEWATER COLLECTION OPERATOR III	WW0058761	11/30/2017	11/30/2020	CURRENT	N/A	40
WATEROL	WATER OPERATOR D	WO0031788	06/27/2012	03/11/2015	EXPIRED	N/A	N/A
WWOL	WASTEWATER COLLECTION OPERATOR I	WW0047961	10/16/2015	07/28/2017	EXPIRED	N/A	N/A
WWOL	WASTEWATER COLLECTION OPERATOR II	WW0058242	07/28/2017	11/30/2017	EXPIRED	N/A	N/A
WWOL	WASTEWATER TREATMENT OPERATOR C	N/A	N/A	N/A	PENDING	N/A	N/A

Kyle Holdridge

Program	License Type and Level	License Number	Last Issued Date	Exp. Date	License Status	CE Hours
WATEROL	WATER OPERATOR D	W00040536	08/01/2017	08/01/2020	CURRENT	60
WWOL	WASTEWATER TREATMENT OPERATOR D	WW0057889	08/03/2017	08/03/2020	CURRENT	60
WATEROL	GROUND WATER TREATMENT OPERATOR C	N/A	N/A	N/A	PENDING	N/A
WWOL	WASTEWATER TREATMENT OPERATOR C	N/A	N/A	N/A	PENDING	N/A
CSIOL	CUSTOMER SERVICE INSPECTOR	N/A	N/A	N/A	VOID	N/A

Junior Villareal

Program	License Type and Level	License Number	Last Issued Date	Exp. Date	License Status	CE Hours
WATEROL	WATER OPERATOR D	W00040777	06/09/2017	06/09/2020	CURRENT	0
WWOL	WASTEWATER TREATMENT OPERATOR D	WW0052159	07/16/2015	07/16/2018	CURRENT	60
WATEROL	GROUND WATER TREATMENT OPERATOR C	N/A	N/A	N/A	PENDING	N/A
WWOL	WASTEWATER TREATMENT OPERATOR C	N/A	N/A	N/A	PENDING	N/A
WATEROL	WATER OPERATOR D	N/A	N/A	N/A	VOID	N/A

Glisa Shirley

Program	License Type and Level	License Number	Last Issued Date	Exp. Date	License Status	CE Hours
WWOL	WASTEWATER TREATMENT OPERATOR C	WW0001942	01/18/2018	02/17/2021	CURRENT	0

Tony Kern

Program	License Type and Level	License Number	Last Issued Date	Exp. Date	License Status	CE Hours
WATEROL	GROUND WATER TREATMENT OPERATOR C	WG0015622	08/03/2015	08/03/2018	CURRENT	0

Attachment 'J'

CCN Maps to be Transferred with this Application, CCN
Descriptions

Undine Texas, LLC, CCN No. 13260 to transfer Chuck Bell Water Systems, CCN No. 12190

Descriptions

Bear Creek (Tarrant County):

The proposed utility service area is located approximately 14.5 miles southwest of downtown Fort Worth, TX; and is generally bounded on the north by Ben Day Murrin Rd; on the east by Mustang Wells; on the south by 550' south of Bear Creek Dr. East; and on the west by 1200' west of Bear Creek Dr. East. The total area being requested includes approximately 53.7 acres and 20 current customers. (Includes amending/adding 29.2 acres decertifying 14.4 acres.)

Bell Manor Estates (Johnson County):

The proposed utility service area is located approximately 6 miles west of downtown Burleson, TX; and is generally bounded on the north by 350' north of Sparks Ln; on the east by FM 1902; on the south by CR 920; and on the west by 500' east of Valley View Rd. The total area being requested includes approximately 63 acres and 23 customer connections.

Buffalo Creek Estates (Johnson County):

The proposed utility service area is located approximately 4 miles northeast of downtown Cleburne, TX; and is generally bounded on the north by 700' north of Steinway Ln; on the east and south by CR 801A; and on the west by East Buffalo Creek. The total area being requested includes approximately 130 acres and 49 customer connections. (Includes amending / adding approximately 5 acres.)

Crowley Two Acres Addition (Johnson County):

The proposed utility service area is located approximately 7.5 miles west of downtown Burleson, TX; and is generally bounded on the north by ½ mile north of CR 920; on the east and south by CR 1015; and on the west by E. Chisholm Ct. The total area being requested includes approximately 162 acres and 81 customer connections.

John Dame Addition (Johnson County):

The proposed utility service area is located approximately 7.5 miles west of downtown Burleson, TX; and is generally bounded on the north by .56 mile north of CR 920; on the east by 940' east of Creekview St.; on the south by CR 920; and on the west by 450' west of Frazier Ln. The total area being requested includes approximately 158 acres and 48 customer connections. (Includes amending/adding approximately 49 acres and decertifying approximately 62 acres.)

Martin Creek Estates (Johnson County):

The proposed utility service area is located approximately 5.7 miles northwest of downtown Cleburne, TX; and is generally bounded on the north by ½ mile north of CR 902; and on the east by .38 mile east of Martin Creek Dr.; on the south by CR 902; and on the west by Martin Creek. The total area being requested includes 68 acres and 23 customer connections.

Rock Creek Estates (Johnson County):

The proposed utility service area is located approximately 7.2 miles west of downtown Burleson, TX; and is generally bounded on the north by 260' north of Rock Creek Rd; on the east by Rock Creek; on the south by 640' south of Overview Dr.; and on the west by .35 mi west of Sunrise Dr. The total area being requested includes approximately 101.4 acres and 36 customer connections.

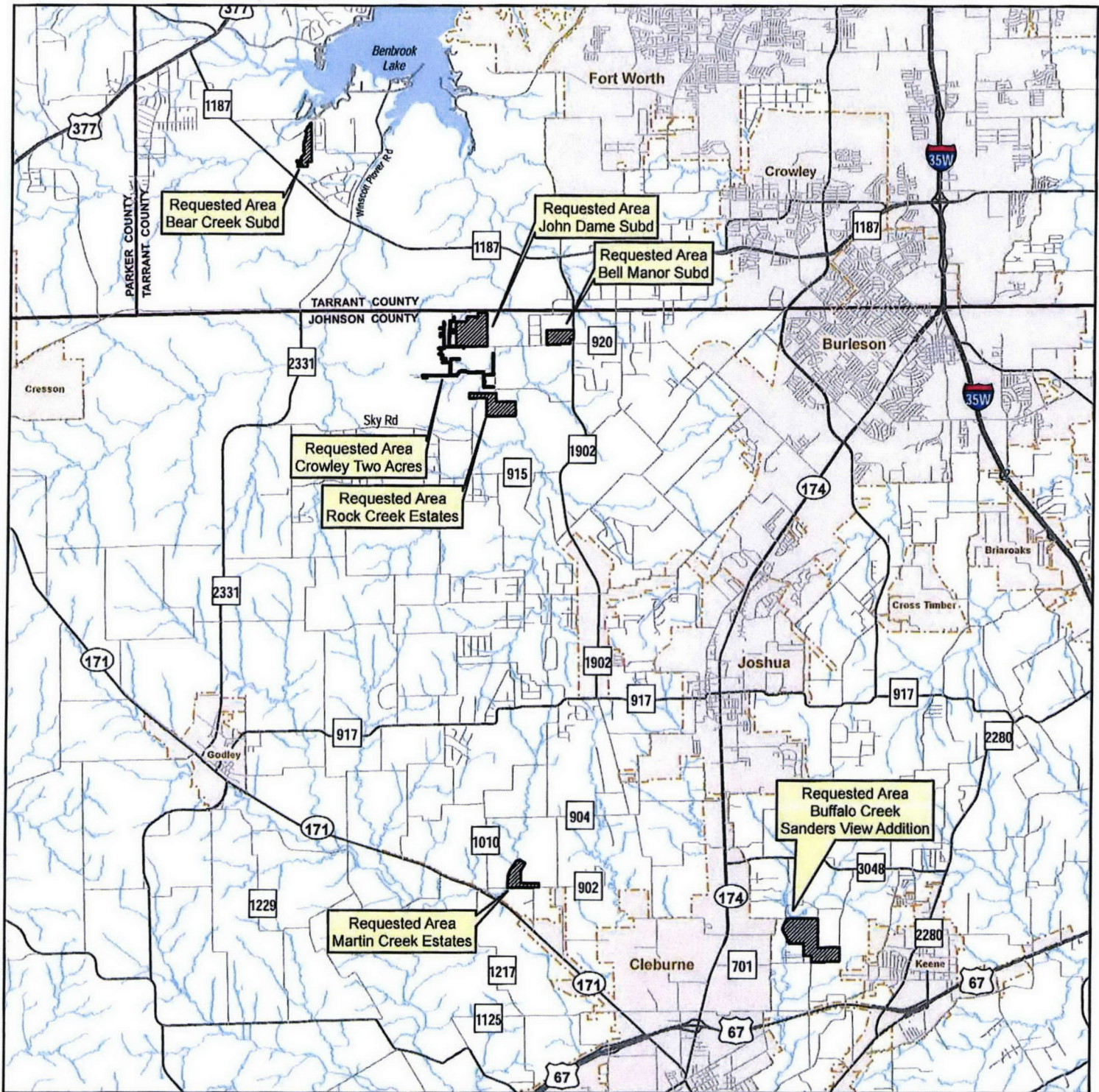
(Includes amending / adding approximately 12.4 acres.)

Sanders View Addition (Johnson County):

The proposed utility service area is located approximately 4 miles northeast of downtown Cleburne, TX; and is generally bounded on the north by 430' north of Sanders Rd.; on the east and south by CR 701; and on the west by Hopewell Rd.

The total area being requested includes approximately 101 acres and 25 customer connections.

(Includes amending / adding approximately 22 acres.)



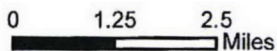
General Location

Undine Texas, LLC
 Application to Transfer Chuck Bell Water Systems, CCN No. 12190 to Undine Texas, LLC, CCN No. 13260;
 to Amend and Decertify Portions of CCN No. 12190 to be Transferred;
 and to Request Dual Certification with Portions of Johnson County SUD, CCN No. 10081,
 City of Cleburne, CCN No. 10917, and Monarch Utilities I LP, CCN No. 12983
 in Johnson and Tarrant Counties

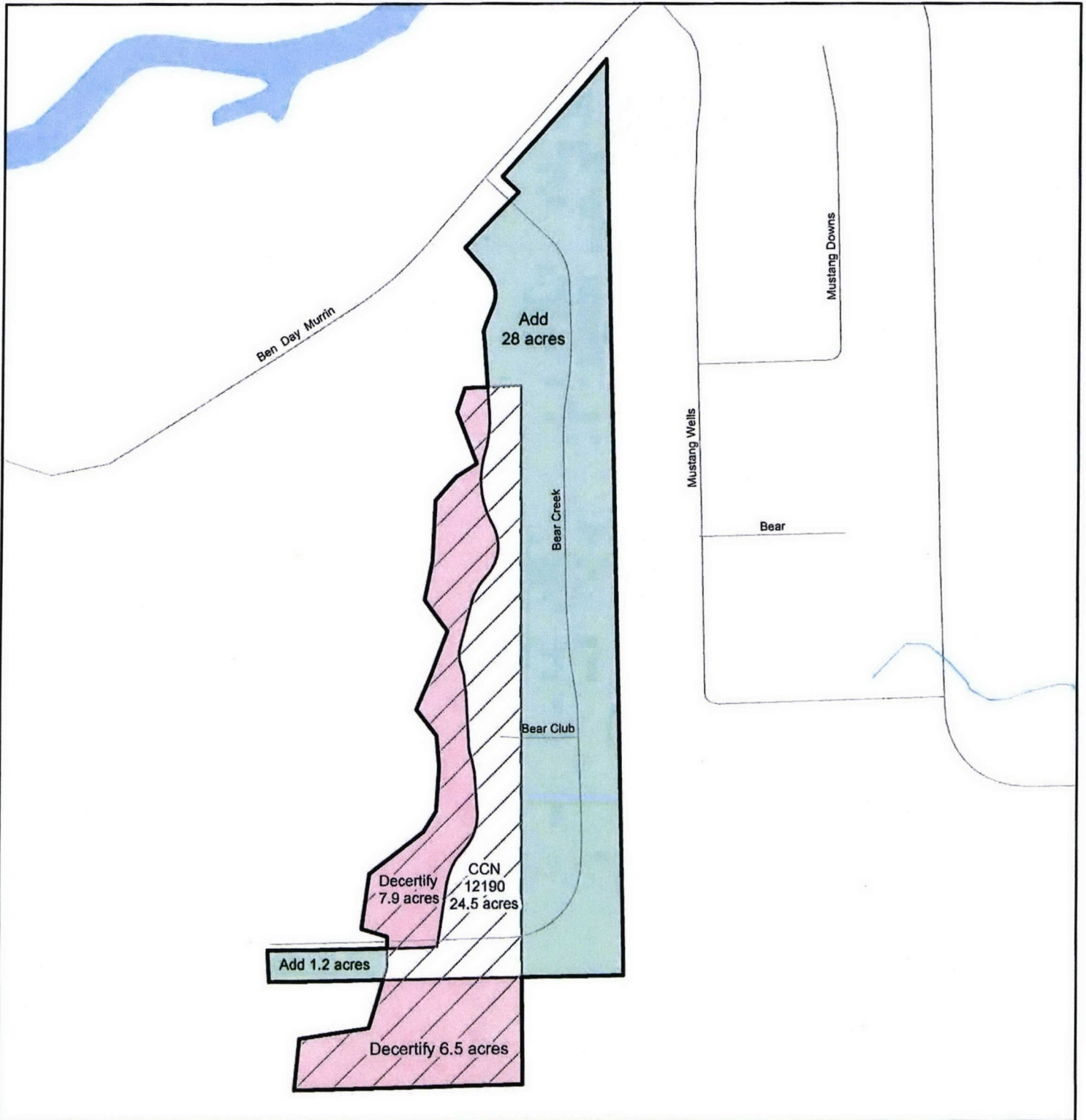
- Cities
- County Boundaries

**Requested Water CCN Areas to Transfer
 Includes Areas to Amend and Decertify**

- Requested Areas
- Requested Areas



Map by: S. Burt, ASBGI
 Date: May 22, 2018
 Base: TxDOT Roadways 2015
 Project: General Location







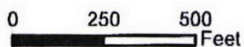
Bear Creek Subdivision Large Scale Map - Tarrant County

Undine Texas, LLC

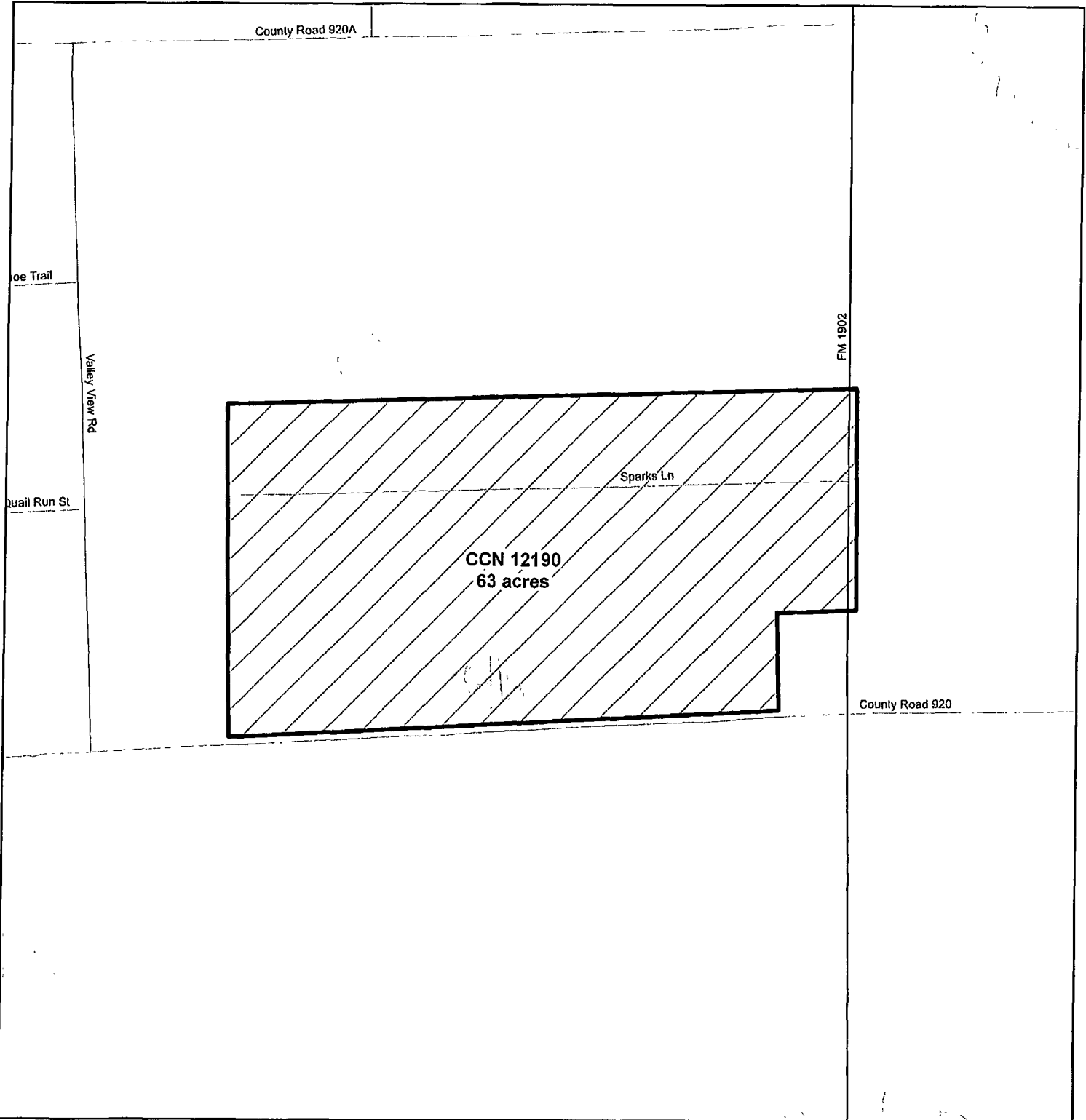
Application to Transfer Chuck Bell Water Systems, CCN No. 12190 to Undine Texas, LLC, CCN No. 13260 and to Amend and Decertify Portions of CCN No. 12190 to be Transferred

Requested Water CCN Areas

-  Requested Area
-  CCN 12190 - Chuck Bell Water Systems
-  Amend / Add Areas
-  Decertify Areas from CCN 12190





Map by: S. Burt, ASBGI
 Date: May 22, 2018
 Base: TxDOT Roadways 2015
 Project: Bear Creek Large Scale

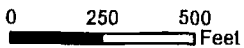


Bell Manor Subdivision Large Scale Map - Johnson County

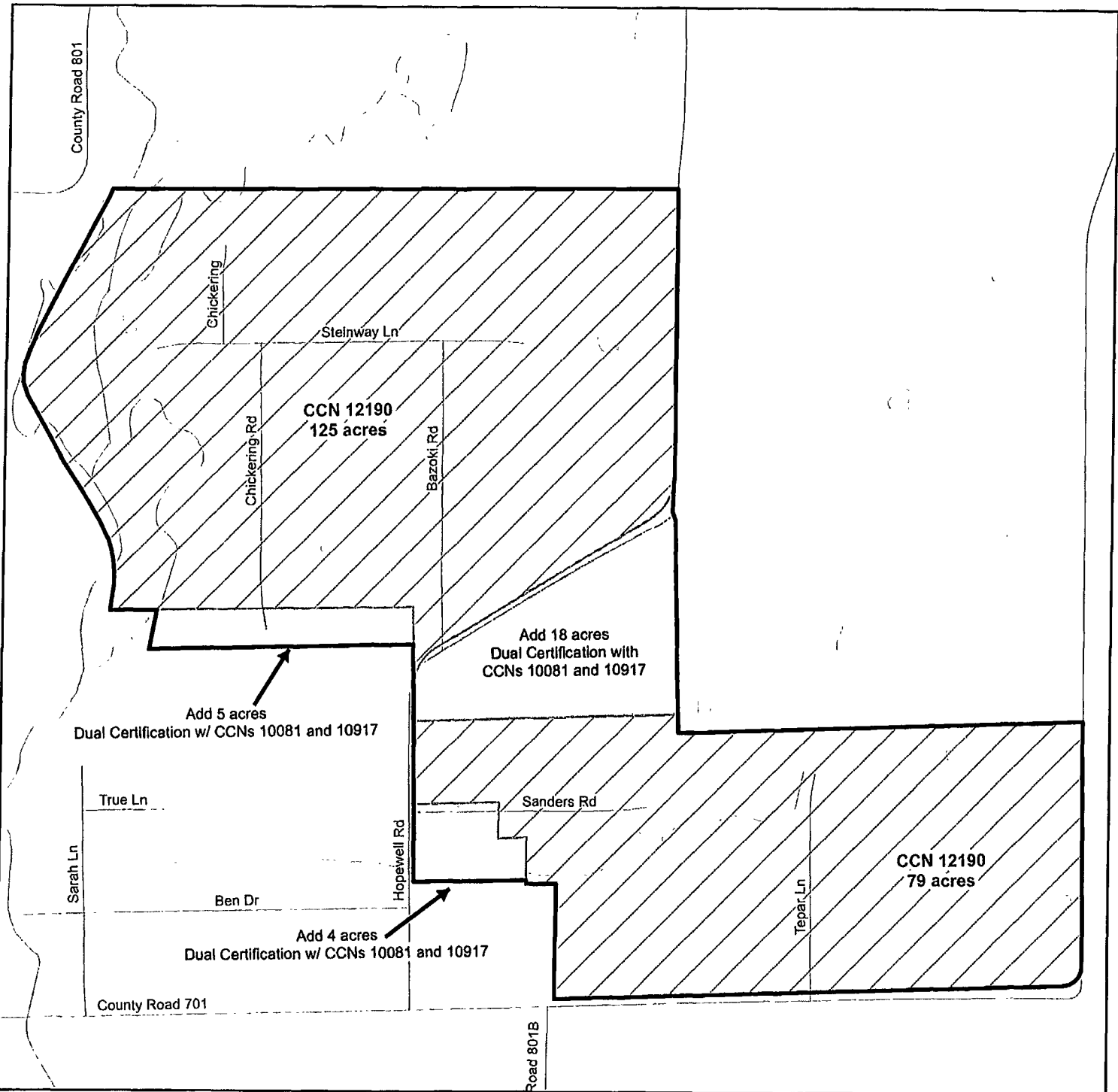
Undine Texas, LLC
 Application to Transfer Chuck Bell Water Systems, CCN No. 12190 to Undine Texas, LLC, CCN No. 13260

Requested Water CCN Area

-  Requested Area
-  CCN 12190 - Chuck Bell Water Systems






Map by: S. Burt, ASBGI
 Date: May 22, 2018
 Base: TxDOT Roadways 2015
 Project: Bell Manor Large Scale

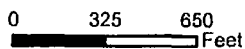


Buffalo Creek and Sanders View Addition Large Scale Map - Johnson County

Undine Texas, LLC
 Application to Transfer Chuck Bell Water Systems, CCN No. 12190 to Undine Texas, LLC, CCN No. 133260;
 to Amend Water CCN No.12190 to be Transferred;
 and to Request Dual Certification with Portions of Johnson County SUD, CCN No. 10081
 and City of Cleburne, CCN No. 10917

Requested Water CCN Areas

-  Requested Area
-  CCN 12190 - Chuck Bell Water Systems
-  Amend / Add Areas



Map by: S. Burt, ASBGI
 Date: May 22, 2018
 Base: TxDOT Roadways 2015
 Project: Buffalo Creek and Sanders View Large Scale

TARRANT COUNTY
JOHNSON COUNTY

Add 1.6 acres
Dual Certification w/ CCN 10081

Decertify 0.62 acres
from CCN 12190

Decertify 61.5 acres
from CCN 12190

Add 47.4 acres
Dual Certification
w/ CCN 10081

CCN 12190
109 acres

County Road 920

CCN 12190
Facilities Only

Gary Ave

County Road 1015






Chisholm Trail

Crowley Two Acres and John Dame Subdivisions Large Scale Map - Johnson County

Undine Texas, LLC

Application to Transfer Chuck Bell Water Systems, CCN No. 12190 to Undine Texas, LLC, CCN No. 13260;
to Amend and Decertify Portions of Water CCN No.12190 to be Transferred;
and to Request Dual Certification with Portions of Johnson County SUD, CCN No. 10081

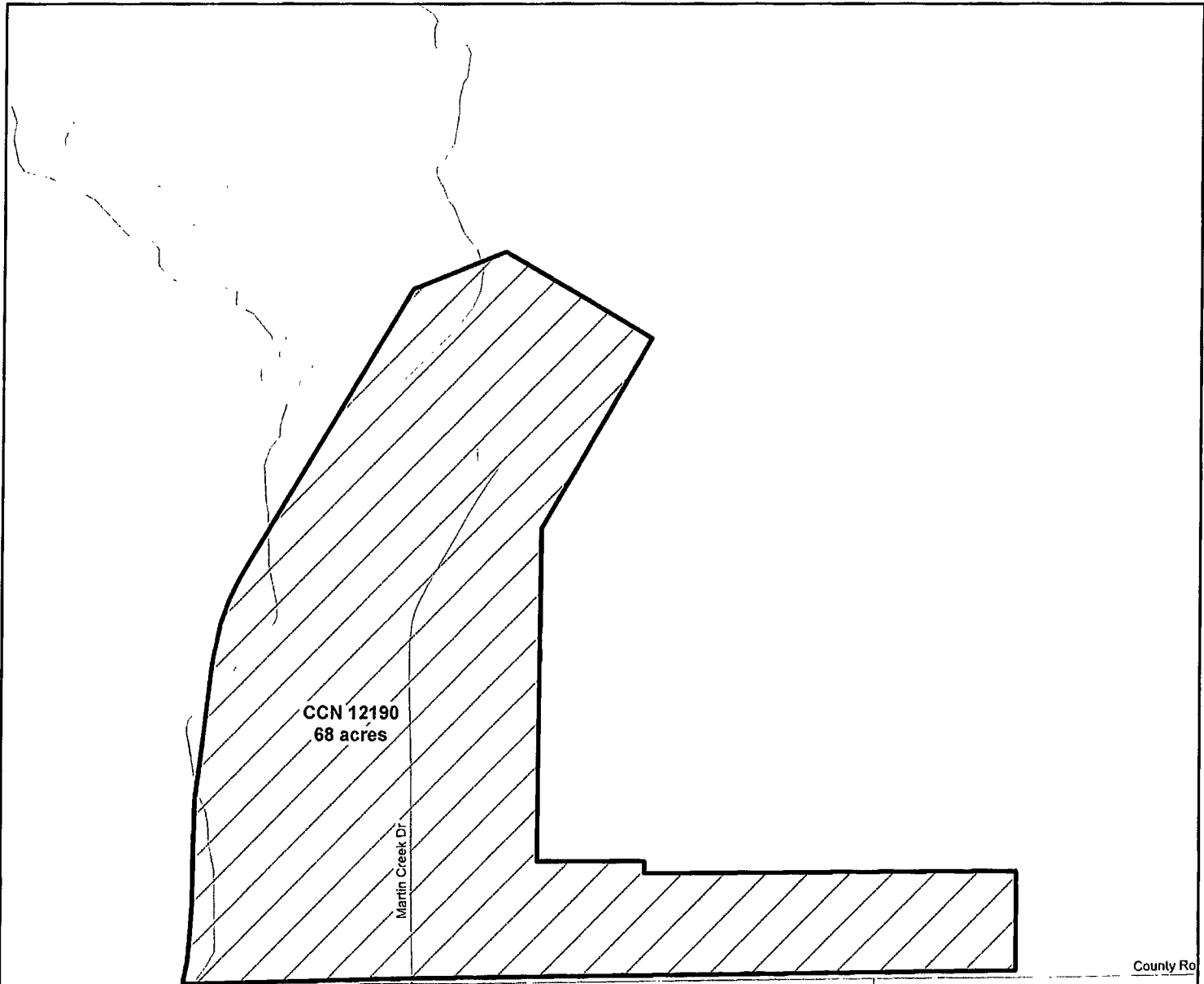
Requested Water CCN Areas

-  Requested Area
-  Requested Area - CCN 12190 - Facilities Only
-  CCN 12190 - Chuck Bell Water Systems
-  Amend / Add Areas
-  Decertify Areas from CCN 12190



0 500 1,000
Feet

Map by: S. Burt, ASBGI
Date: May 22, 2017
Base: TxDOT Roadways 2015
Project: Crowley Two Acres and John Dame Large Scale





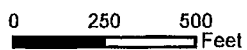
Martin Creek Estates Large Scale Map - Johnson County

Undine Texas, LLC

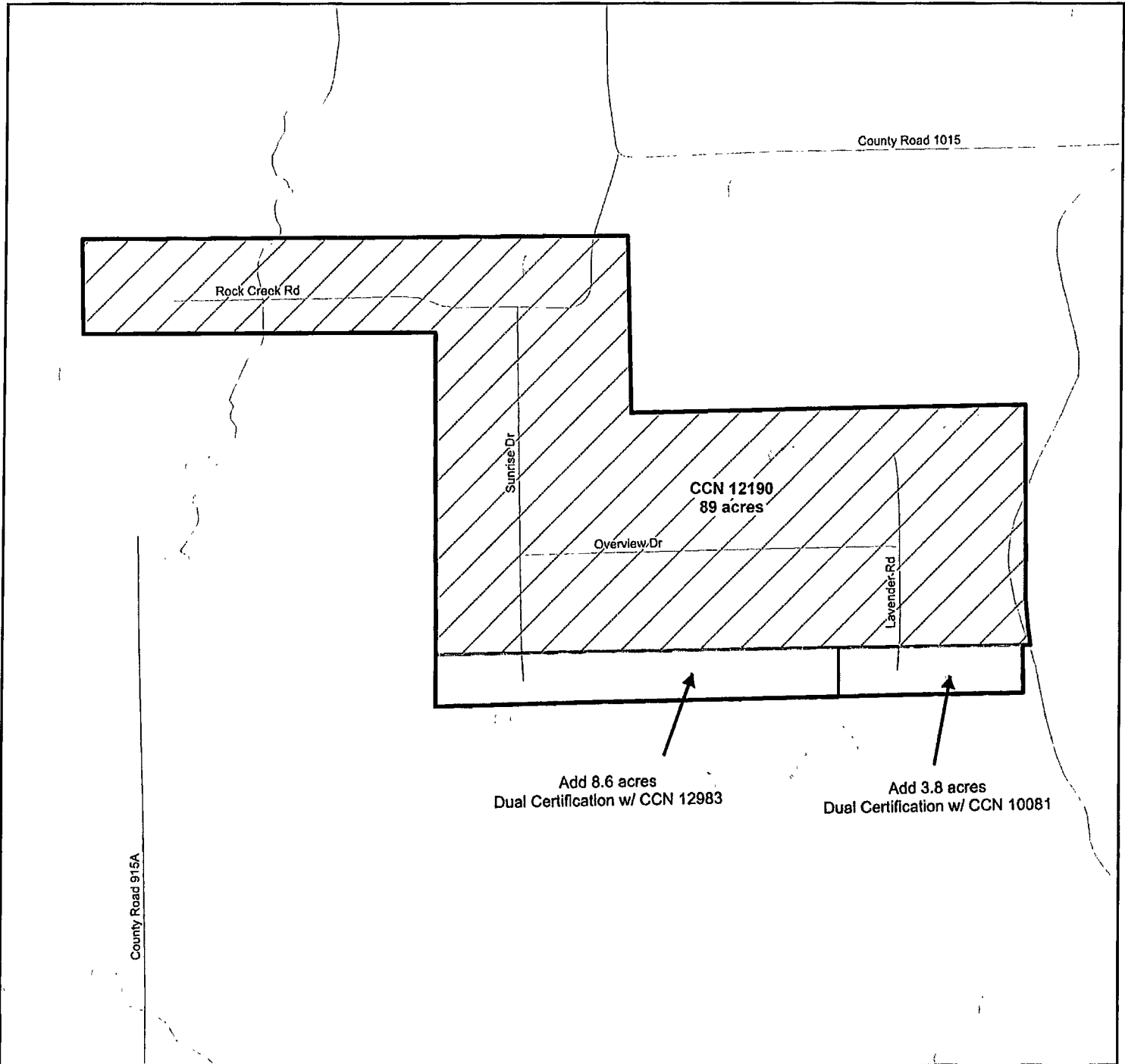
Application to Transfer Chuck Bell Water Systems, CCN No. 12190 to Undine Texas, LLC, CCn No. 13260

Requested Water CCN Areas

-  Requested Area
-  CCN 12190 - Chuck Bell Water Systems






Map by: S. Burt, ASBGI
 Date: May 22, 2018
 Base: TxDOT Roadways 2015
 Project: Martin Creek Large Scale

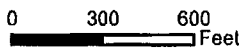


Rock Creek Estates Large Scale Map - Johnson County

Undine Texas, LLC
 Application to Transfer Chuck Bell Water Systems, CCN No. 12190 to Undine Texas, LLC, CCN No. 13260;
 to Amend Portions of Water CCN No. 12190 to be Transferred;
 and to Request Dual Certification with Portion of Johnson County SUD, CCN No. 10081
 and Monarch Utilities I LP, CCN No. 12983

Requested Water CCN Areas

-  Requested Area
-  CCN 12190 - Chuck Bell Water Systems
-  Amend / Add Areas



Map by: S. Burt, ASBGI
 Date: May 22, 2018
 Base: TxDOT Roadways 2015
 Project: Rock Creek Large Scale

Attachment 'K'

Confidential

Asset Purchase Agreement

CONFIDENTIAL

DOCKET NO. _____

STYLE: Application of Chuck Bell DBA Chuck Bell Water Systems, LLC and Undine Texas, LLC for Sale, Transfer, or Merger of a Retail Public Utility in Johnson and Tarrant Counties

SUBMITTING PARTY: Undine Texas, LLC

BRIEF DESCRIPTION OF CONTENTS: Attachment K

Asset Purchase Agreement

BATE STAMP OR SEQUENTIAL PAGE NUMBER RANGE:

149 TO 197

ENVELOPE # 1 OF 1

ADDITIONAL INFORMATION REQUIRED BY PROTECTIVE ORDER:

DATE SUBMITTED TO COMMISSION: May 24, 2018

Attachment 'L'

Enforcement Actions

The public will be better served through Undine Texas, LLC ownership of water and/or wastewater utilities due to the improvements to utility customer service and the improvements to operations and maintenance.

PUC DOCKET NO. _____

APPLICATION FOR AN ORDER	§	
REQUESTING THE APPOINTMENT	§	
OF A RECEIVER TO CHUCK BELL	§	
WATER SYSTEMS LLC AND	§	PUBLIC UTILITY COMMISSION
REQUESTING CIVIL PENALTIES	§	
FOR VIOLATIONS OF	§	
COMMISSION RULES PURSUANT	§	OF TEXAS
TO TEX. WATER CODE ANN. §§	§	
13.412, AND 13.414, AND 16 TAC §	§	
24.142	§	
	§	

APPLICATION FOR AN ORDER REQUESTING THE APPOINTMENT OF A RECEIVER TO CHUCK BELL WATER SYSTEMS LLC AND REQUESTING CIVIL PENALTIES FOR VIOLATIONS OF COMMISSION RULES PURSUANT TO TEX. WATER CODE ANN. §§ 13.412 AND 13.414, AND 16 TAC § 24.142

NOW COMES the Staff of the Public Utility Commission of Texas (Commission Staff) and files this Application for an Order Requesting the Appointment of a Receiver to Chuck Bell Water Systems LLC (Application) and Requesting Civil Penalties for Violations of Commission Rules.

I. Introduction

For the reasons discussed below, Commission Staff requests that the Commission refer this matter to the Attorney General (OAG) to bring suit for the appointment of a receiver for Chuck Bell Water Systems LLC (CBWS) and seek civil penalties for CBWS's violations detailed in this application and in the Notice of Violation (NOV) in Docket 47767.

In support of this Application, Commission Staff respectfully shows the following:

II. Background

On November 9, 2017, the Executive Director of the Commission issued the NOV in Docket 47767, seeking administrative penalties for violations of Texas Water Code (TWC) §§ 13.131, 13.132, 13.133, 13.1872, 13.242, and 13.250, and 16 Texas Administrative Code (TAC) §§ 24.21, 24.83, 24.87, 24.88, and 24.101. While investigating the violations detailed in

the NOV along with new customer complaints, Commission Staff discovered additional evidence that has resulted in Commission Staff's recommendations detailed in this application. On November 21, 2017, Commission Staff received body camera footage from the Johnson County Sheriff's department, depicting an interaction between Mr. Chuck Bell, the owner and operator of CBWS, and Mr. Wester, a prospective customer of CBWS. The interaction involved sheriff's deputies investigating Mr. Bell's report of a previous customer's meter tampering and the refusal to provide water service to Mr. Wester. In another instance, CBWS informed Commission Staff a lien was the basis for a \$700 charge to a new customer. Commission Staff discovered the lien had been satisfied years before CBWS charged the customer, indicating that CBWS provided false or misleading statements to the Commission. The additional evidence, along with a previous warning on similar violations, the facts in this application detailing a pattern of hostility by CBWS, and the facts detailed in the NOV in Docket 47767, result in Commission Staff's recommendation that the Commission request the OAG to bring suit for the appointment of a receiver and seek civil penalties for CBWS's violations of Commission rules.

III. Jurisdiction and Legal Authority

A. Commission Authority to Request the OAG to Appoint a Receiver and Seek Civil Penalties

Under TWC § 13.412, at the request of the Commission, the attorney general is required to bring suit for the appointment of a receiver to collect the assets and carry on the business of a water utility that has abandoned operation of its facilities. TWC § 13.412(f) and 16 TAC § 24.142(c) enumerate actions that constitute "abandonment," including but not limited to "displaying a pattern of hostility toward or repeatedly failing to respond to the commission or the utility's customers." Under TWC § 13.412(b), the court is required to appoint a receiver if an appointment is necessary: (1) to guarantee the collection of assessments, fees, penalties, or interest; (2) to guarantee continuous and adequate service to the customers of the utility; or (3) to prevent continued or repeated violation of the final order. The receiver shall execute a bond to assure the proper performance of the receiver's duties in an amount to be set by the court.¹ After appointment and execution of bond, the receiver shall take possession of the assets of the utility specified by

¹ TWC § 13.412(c).

the court.² Until discharged by the court, the receiver shall perform the duties that the court directs to preserve the assets and carry on the business of the utility, and shall strictly observe the final order involved.³ A receiver appointed under TWC § 13.412 may seek approval from the Commission to acquire the water or sewer utility's facilities and transfer the utility's certificate of convenience and necessity.⁴ Additionally, the receiver may, subject to the approval of the court and after noticing all interested parties, sell or dispose of property of the utility to pay the costs incurred in the operation of the receivership.⁵

Under TWC § 13.414(a), any retail public utility or affiliated interest that violates the Texas Water Code, fails to perform a duty imposed on it, or fails, neglects, or refuses to obey an order, rule, direction, or requirement of the Commission or decree of judgment of a court is subject to a civil penalty of not less than \$100 nor more than \$5,000 for each violation.⁶ A retail public utility or affiliated interest commits a separate violation each day it continues to violate TWC § 13.414(a).⁷ The Attorney General shall institute suit on his own initiative or at the request of, in the name of, and on behalf of the Commission in a court of competent jurisdiction to recover the penalty under TWC § 13.414. Suits for injunction or penalties may be brought in Travis County, in any county where the violation is alleged to have occurred, or in the county or residence of any defendant.⁸

IV. Factual allegations

CBWS received a certificate of convenience and necessity (CCN) on September 20, 1988.⁹ CBWS provides water utility services to seven public water systems (PWSs), Bear Creek Estates, Bell Manor, Buffalo Creek, Crowley II Acre, John Dame, Martin Creek Estates, and Rock Creek Estates, all of which are in Crowley, Texas. CBWS has approximately 328 service connections. The system is owned and operated by Mr. Chuck Bell.

Commission Staff, after investigating CBWS for alleged violations of Commission rules, has determined that CBWS has abandoned operations by displaying a pattern of hostility toward

² TWC § 13.412(d).

³ *Id.*

⁴ TWC § 13.412(g). The receiver must apply in accordance with TWC §§ 13.301-304.

⁵ TWC § 13.413.

⁶ TWC § 13.414(a).

⁷ TWC § 13.414(b).

⁸ TWC § 13.419.

⁹ CCN No. 12190.

Commission Staff and the utility's customers. Commission Staff has also found that CBWS has abandoned operations by repeatedly failing to respond to the Commission. Because CBWS has been statutorily abandoned, Commission Staff recommends the Commission to request that the Attorney General appoint a receiver and seek civil penalties for violations of Commission rules detailed in this application and in the NOV issued in docket 47767.

A. CBWS has Abandoned Operation of the Utility by Displaying a Pattern of Hostility Toward CBWS's Customers and the Commission.

While not all violations of Commission rules are hostile, many of the violations committed by CBWS are hostile in nature. Further, a water utility manager can exemplify hostility in his actions during the execution of a rule violation. CBWS has displayed a pattern of hostility toward its customers and the Commission, exemplified by the nature of the violations in which it has committed, its treatment of customers, and its responses to Commission investigations.

1. CBWS Displayed Hostility Toward its Customers in its Refusal to Serve an Applicant, Mr. Wesley Wester.

On September 19, 2017, the Commission's Customer Protection Division (CPD) received a complaint¹⁰ from Mr. Wesley Wester, a new resident within CBWS's CCN area. Mr. Wester alleged in the complaint that CBWS refused to serve him until he agreed to pay more than \$500 in charges owed by the previous tenant of the property.¹¹ 16 TAC § 24.83(c) prohibits CBWS from refusing water service to Mr. Wester due to delinquency in payment for service by a previous occupant of the premises.

In its initial response to CPD on this matter, CBWS stated that Mr. Wester was not the customer of record at the address and if a disconnection had occurred at the property, it was due to meter tampering by the current customer. CBWS identified a "Mr. Weaver" as the current customer at the property. Later, CBWS provided CPD a supplemental response with a photograph of the alleged meter tampering. Because CPD was unable to view the photograph, CPD requested CBWS to resend the photograph in a different format. CBWS replied, "The picture does not matter as i stated before Mr Wester is NOT a customer of Chuck Bell Water Systems . Can u get that

¹⁰ Complaint no. CP2017090576.

¹¹ Complaint document no. CP2017090576_17091709006507 (Attachment 1).

thru ur thick skull or if necessary u may need to drill a hole . He cannot complain because he has NO STATUS !!!”¹² [sic].

CPD then referred the matter to the Commission’s Oversight and Enforcement Division (O&E) to continue the investigation.¹³ O&E’s investigation found that CBWS conducts itself in an aggressive and extortive fashion towards his current and potential customers. O&E Staff received body camera footage from the Johnson County Sheriff’s Department, depicting an interaction between Mr. Bell and Mr. Wester, while the deputies investigated the criminal matter of the alleged tampering.¹⁴ According to statements given by deputies, which is supported by the body camera footage, Mr. Bell acknowledged several times that Mr. Wester was not the person responsible for the alleged meter tampering, but that it was due to the previous home owner, Mr. Justin Weaver. However, Mr. Bell still insisted that he did not care who made the payment for the damages, but until he was compensated, he would not provide water service to the residence.¹⁵ Mr. Bell advised Mr. Wester if he paid the \$578 owed by Mr. Weaver, CBWS would begin water service. When pressed by the Johnson County Sheriff’s Deputies about having Mr. Wester pay for Mr. Weaver’s alleged meter tampering, Mr. Bell explained that he has done this several times before, that it was his “M.O.,”¹⁶ and that he was fully within his rights under the Texas Commission on Environmental Quality (TCEQ) rules. Mr. Wester’s grandfather arrived around this time, and wrote Mr. Bell a check for \$578 so that Mr. Wester could have water service.¹⁷

O&E Staff believes that the statements and body camera video evidence support its characterization that CBWS has exhibited hostility in its tone, actions, and statements related to its refusal to serve Mr. Wester. Once Mr. Bell acknowledged that Mr. Wester was a new customer and not responsible for the meter tampering, CBWS’s refusal to provide service to Mr. Wester was

¹² Complaint document no. CP2017090576_17091709007500.txt, sent on 09/21/2017 at 12:30 PM (Attachment 2); CBWS subsequently requested an immediate decision in CPD’s investigation and noted that the criminal matter of tampering was being investigated by the Johnson County Sheriff’s Department.

¹³ CPD requested the assistance from O&E with the informal investigation. Because CPD initially received little information from the complainant, Mr. Wester, and because CPD was not receiving cooperation from CBWS, O&E began its own investigation.

¹⁴ Johnson County Sheriff’s Department body camera DVD (Attachment 3).

¹⁵ “Reporting Officer Narrative” by Deputy E. MacDonald (2013), OCA no. 17-00005220, 09/19/2017 09:38 (Attachment 4); “Case Supplemental Report” by Corporal J.M. Torres (1402), OCA no. 1700005220, 09/20/2017 (hereinafter *Torres Report*) (Attachment 5).

¹⁶ “M.O.” stands for “Modus Operandi,” which is defined by Oxford Dictionary as “a particular way or method of doing something;” https://en.oxforddictionaries.com/definition/modus_operandi.

¹⁷ At the time Mr. Wester’s grandfather paid Mr. Bell, an altercation almost occurred between the two parties, but the deputies were able to defuse the situation; *Torres Report*, *supra* footnote 20, page 6.

hostile. O&E Staff finds this behavior particularly egregious because CBWS improperly used its exclusive control over water utility service as a tool to extort current and potential customers for utility losses.

2. CBWS Displayed Hostility Toward its Customers in its Treatment of Ms. Linda Wood.

In another recent customer complaint filed with CPD,¹⁸ Ms. Linda Wood stated she reported a break in the water line serving her home to CBWS, but CBWS informed her it was her responsibility to repair the line. Ms. Wood countered that the break was located on the CBWS side of the water meter, and as such, the utility was obligated to make the necessary repairs. Ms. Wood also alleged CBWS had refused to serve her residence initially when she moved in until she paid the previous occupant's delinquent water bill.

CBWS responded to CPD's investigation via email, only stating, "The leak is on Ms. Woods side of the service . There was a leak on the utility side but it has been repaired by the utility . Her leak is 200 feet away downstream from the meter . And she didn't pay the previous owners bill ." ¹⁹ [sic]. The response included no other information or supporting documentation for CBWS's refusal of service.

CBWS later conceded that the damaged pipe was not located on Ms. Wood's property. CPD reminded CBWS that, under Commission rules,²⁰ the water utility is responsible for any breaks located beyond the property. CPD also specified that the cost of the water lost due to the break could not be billed to Ms. Wood. CBWS agreed to repair the break, but it still billed Ms. Wood for the lost water. When CPD informed CBWS of the violation and their decision to refer the matter to O&E, CBWS reluctantly agreed to refund the cost. In its response, CBWS advised CPD it would, "send that POS another bill with her average usage plus her unpaid balance ." ²¹

Ms. Wood also claims that CBWS would not provide her with water utility services until she paid over \$700 in the previous owner's unpaid bills. Ms. Wood provided CPD two handwritten

¹⁸ CP2017100803, received by CPD on October 24, 2017.

¹⁹ Complaint document no. CP2017100803_17101710008972.txt, sent on 10/24/2017 at 08:55 PM (Attachment 6).

²⁰ 16 TAC § 24.86(a)(2)(b) and 24.86(a)(3).

²¹ Complaint document no. CP2017100803_17111711003270.txt, sent on 11/08/2017 at 08:03 PM (Attachment 7).

receipts on CBWS's bills detailing payments she made to CBWS in 2016.²² Ms. Wood explained in her complaint that she paid \$335 down and the paid the rest on a monthly basis.²³ When CPD questioned CBWS about the alleged payment and refusal of service, CBWS provided a copy of a lien on the property that he had filed on February 13, 2004 in Johnson County for unpaid water services to the previous owner of the property. CBWS claimed the lien was the basis for the charges to Ms. Wood in 2016.²⁴ CBWS also conceded that it did not dispute the payments, but that it could also not confirm them as its computer that contained all of its records crashed. However, Johnson County real property records indicate that the lien²⁵ filed in 2004 for \$633.21 was satisfied on July 19, 2011 when Ms. Wood and her husband purchased the property.²⁶ Richard "Chuck" Bell's signature was on the release of lien document. Therefore, CBWS's continued assertion of an outstanding lien in 2016 is unsupported by the facts in this matter and any related charges on Ms. Wood's bill more than 5 years after satisfaction of the lien is in violation of Commission rules. Additionally, CBWS's misrepresentation of the status of the lien to CPD's inquiry unnecessarily delayed resolution of Ms. Wood's complaint.

When CBWS required customers to satisfy prior owners' debts (and overpay those debts in at least one instance) and induced customers to pay for overall repairs to the water system CBWS exhibited statutory hostility toward customers. These are not the acts of a prudent or responsible water utility owner or manager. The need to deter CBWS from committing other such acts against water utility customers is imminent. None of CBWS's actions indicate contrition or, more importantly, a change in course to comply with Commission statutes and rules.

3. CBWS Displayed a Pattern of Hostility Toward the Commission.

CBWS, in countless responses to Commission Staff inquiries, has displayed a pattern of "hostility towards or repeatedly failing to respond to the commission." CBWS rarely simply responds to a Commission inquiry, but rather uses the opportunity to verbally attack Commission

²² Complaint document no. CP2017100803_1710010492; One invoice was dated 6-17-16 for \$335, and marked "I receipt... only part payment Paid 335.00.... 6-17-16," the other dated 6-21-16 for \$741.08 reads "What I paid to have water turned on in full" (Attachment 8).

²³ Complaint document no. CP2017100803_1710010492 (Attachment 8).

²⁴ "Regarding the payment made was for a lien I had filed against the property and it's [sic] owner Mr Smith for water service rendered and unpaid. She paid off the lien to allow her clear title ."; Complaint document no. CP2017100803_17101710009327, sent on 10/25/2017 at 02:42 PM (Attachment 9).

²⁵ Claim of Lien, Real Property Records of Johnson County, Texas, volume 3230, page 0350-0352 (Attachment 10).

²⁶ Release of Lien, Real Property Records of Johnson County, Texas, Instrument no. 201100017285 (Attachment 11).

Staff. In this Application, Staff offers the following excerpts from CBWS's statements, exemplifying CBWS's hostility in responses to basic requests for information that Commission Staff solicits to conduct investigations. The following bullets are unedited, verbatim quotes that Commission Staff has received from CBWS in response to various inquiries:

- "As to professionalism I've been slogging it out in the trenches dealing with the trailer trash, hillbillies, dope addicts, pistol packers, hate mongers , death threats, lawsuit ers , the TCEQ , and now the PUC and somehow I'm still here , doing the dirty jobs without so much as a thank you for 30+ years , if only I could sit on my butt in a fancy glass palace in Austin passing out judgements on hard working persons with the threat of the big bad PUC stick to wield upon the huddled masses like ur own personal whipping post , if only I was professional."²⁷
- "Please inform the customers that call you to attempt to work it out or listen to explanations before contacting you . You can't get them water from the glass tower in Austin or an explanation of the problem that persists . I encourage you to encourage them to contact the utility exhaustively to get answers first ."²⁸
- "Things like this take time to get right and we stayed until it was right. Remember to tell the Cp that the PUC does not supply them with water the operators and owners and the workers do that job , not office workers in Austin . I fully understand my responsibilities to the people of the systems I serve and while my method may come into question occasionally my results never will ."²⁹
- "I still cant get over the fact that this information was available to anyone in that office. And why in heavens name couldn't one of the lower end staffers get this info and pass it to the customer is beyond me either they're so lazy or so unknowledgeable why are they still working there???? the PUC now does the pass thru s and the rate cases too , its in your data base why overwork me when i'm already OVERWORKED AS IT IS !!!! My State Senators Name is Brian Birdwell I've put a call thru to his office over this matter . i don't want heads to roll I want them pulled out of your"³⁰
- "I guess ur as daft as the rest of the fools at the PUC complaint division . The copy of the original bill is included in the original complaint attachment . If you need help figuring it out maybe my 16 year old daughter who showed me could go to work for ur office . She would be a great asset considering I've trained her to think and do on a higher level . Once again the laziness or lack of competency shows up

²⁷ Complaint document no. CP2016050575_16061606001017.txt, sent on 06/02/2016 at 05:58 PM (Attachment 12).

²⁸ Complaint document no. CP2016070257_16071607002854.txt, sent on 07/08/2016 at 10:25 AM (Attachment 13).

²⁹ Complaint document no. CP2016070257_16071607011607.txt, sent on 07/28/2016 at 07:11 AM (Attachment 14).

³⁰ Complaint document no. CP2017060183_17061706005675.txt, sent on 06/19/2017 at 08:36 PM (Attachment 15);
Complaint document no. CP2017060215_17061706005673, sent on 06/19/2017 at 08:31 PM (Attachment 16).

in your work once again . How many more times can ur ignorance show on these petty little problems ur too afraid to address??? Maybe you should save the tax payers of this great state some \$\$\$ by taking a buy out and moving on to something u can handle like pouring sodas at McDonalds or something ."³¹

- “The picture does not matter as i stated before Mr Wester is NOT a customer of Chuck Bell Water Systems . Can u get that thru ur thick skull or if necessary u may need to drill a hole . He cannot complain because he has NO STATUS !!!”³²
- “Please send your supervisors email address. Maybe he/she can help me in a timely manner . As you are decidedly incompetent and unable to render a simple decision.”³³
- “If he were a customer you would have jurisdiction . So your telling me anyone who's not a customer on any Water System anywhere can file a complaint with your agency even if they are not a party to that system and are not a customer of the system?? I believe you have expanded your authority beyond the boundaries of your intended scope . How can your agency be a party to this issue , that means I can file a complaint against all the Water Systems in the State even though I'm not a customer . Your both out of bounds on this one and you know it your trying to bluff your way to a non decision while doing harm to the utility . How much longer must I provide free water before I get relief?? I have 2 daughters who depend on me to provide for them , I can't do that giving it away to criminals who have already stolen from me and are continuing same under your skillful indecision and guidance . I am being harmed and request immediate relief !!!!”³⁴
- “The original complaint is already proven false . No money has been exchanged and Mr. Wester's failure to complete the application in a timely manner only exacerbates the issue of my losses. How much longer must I wait while you and staff continue to support an on going criminal activity , what's it going to take short of your indictment on RICO Act charges before something happens ??”³⁵
- “I am waiting on a response it's been 48 hours now and no word from your office. Can't find anyone with the gravitas to make a decision ?? Typical”³⁶
- “I don't know if it's your hormone deficiency or anal warts that's causing cognitive disfunction but your insane repeated insistence that a disconnection has even occurred has totally missed the mark. Who specifically has stated that service has been disconnected ? Surely not Mr. Wester because his service was NEVER disconnected for any reason whatsoever . Maybe you can wrap your gnat sized

³¹ Complaint document no. CP2017060183 17061706006719.txt, sent on 06/21/2017 at 09:34 PM (Attachment 17).

³² Complaint document no. CP2017090576 17091709007500.txt, sent on 09/21/2017 at 12:30 PM (Attachment 18).

³³ Complaint document no. CP2017090576 17091709008183.txt, sent on 09/22/2017 at 11:42 AM (Attachment 19).

³⁴ Complaint document no. CP2017090576 17091709008245.txt, sent on 09/22/2017 at 01:18 PM (Attachment 20).

³⁵ Complaint document no. CP2017090576 17091709008258.txt, sent on 09/22/2017 at 01:37 PM (Attachment 21).

³⁶ Complaint document no. CP2017090576 17091709008951.txt, sent on 09/25/2017 at 06:46 PM (Attachment 22).

brain around that fact if only you could remove your cranium from your colon . If you want a photo of the tampering I'll need an address to which to send it to but again your insistence of a disconnect is FALSE !!! So I don't know why I even need to send anything for something that never happened . Please explain why your continued harassment over this non issue persists ?? Close it up and let's move on everyone else has ."³⁷

- “As far as making it to the structure I have no idea if it is or is not making it there. One of her " people" threatened to kill me yesterday during the leak repair because I had turned the water off to facilitate repairs. U sit in ur golden palace passing judgement over me and others without regard for the daily trials and abuses owner /operators like myself go thru Every Day . U start with the assumption that the ' person ' on the other end of the line is right, and that's wrong. Then to drown the operator in oppressive requests after u have been informed in ludicrous at best. While u sip wine with friends backyards and leave the office behind some of us are here with the battle bot hillbillies who are drunk and vindictive most of the time. They steal , they drink, they threaten all on a whim I deal with them every day . Just think of how strong one must be to continually be subjected to that kind of environment and still be happy like me !!! U wonder why I am so critical in my responses to ur onslaught of questions ?? And I wonder how I can be so sweet with them ."³⁸
- “Mr Ford has Ms wood even provided your office with a canceled check documenting that money and specifically the amount she claims has even changed hands ?? I'm sure you have that information . Please forward that with your next correspondence to me . Also why has she not provided a closing statement from the title company ?? You demand all this proof from me yet where's her evidence ?? Are the PUC folks running on suppositions now so that anybody who makes a statement true or not is now credible ?? And what happened to Richard Cranium I thought this was his case ?? Did he pass it to you or are there 2 claims ?? Something you may need to know Ms wood wears tin foil on her head to block out government gamma rays that try to control her thoughts and she has a cat that she claims is Jesus !!! I think it's just that she does too much meth but I'm not a doctor I just play one on tv ."³⁹
- “Jesus (her cat) must have imparted the futility of further accusations against me . Why else would she go radio silent in the middle of such an important referendum ?? Unless she knew she was full of it and had been lead onto the lance points by members of the staff to believe she was going to spank me AND collect funds she never had coming. Why o' why do u think Richard Cranium⁴⁰ passed this to u Mr

³⁷ Complaint document no. CP2017090576 17101710001718.txt, sent on 10/05/2017 at 02:49 PM (Attachment 23).

³⁸ Complaint document no. CP2017100803 17101710009322.txt, sent on 10/25/2017 at 02:32 PM (Attachment 24).

³⁹ Complaint document no. CP2017100803 17101710010192.txt, sent on 10/27/2017 at 11:29 AM (Attachment 25).

⁴⁰ The reference to "Richard Cranium" appears to reference the Complaint Resolution Coordinator of CPD Staff, Mr. Richard Kindred.

Ford Pinto⁴¹ because he knew early on she was a kook. Idk why ur staff continually tries to coax a paying for past customers bills out of my complainants but if u like attempting to push me around with ur State Might then I guess I'll just have to continue to play David to ur Goliath !!! Idk how many more times it'll take u getting ur butt kicked by the little pissant from Johnson County but ... Being forced to respond to these BS complaints from my customers I know will continue but being branded by ur office as a cheat and thief does fuel my ire . U wonder why I'm so acidic in these emails NYK . :-)"⁴²

- "Don't u just love rambling manifestos !!!!"⁴³
- "Mr Pinto I try very hard to do the right thing without being bullied by my customers with threats of Big Brother. It seems that I must fend off attacks from 360' at all times and balance that against a backdrop of leaks, complaints, 'lost my bill' requests, u mis- read my meter because I got a bid bill and why do I have to pay these PUC approved surcharges . And it seems more and more that if I make even the most minuscule of mistakes I will b water boarded by ur office???? I'm just trying to make a living in the water business . Am I a fierce collector , u bet. But by the same token I strive to be fair and try desperately not to lose my compassion for others not doing so well , but keeping in the back of my mind, I also ,have 2 teenage daughters who need clothes, a car, \$\$ to go places with friends and a college education . Ur getting a deep look inside of me , is it complicated u bet , but don't make me out the monster I'm not . End of Transmission"⁴⁴
- "What now ?? What EXACTLY is the problem with the bill ?? She has been given notice of disconnection for her balance of \$36.99. Pretty standard when u don't pay ur bill. The new bill with the charges on it plus the unpaid balance from the previous month , once again standard . What is the discrepancy?? I've been pretty nice and didn't turn her off , as I could have after ur investigation was closed last week, but no . Now this plus I just found out today she called the TCEQ on me too. He called to tell me his findings ... " no further action required " on the complaint from Ms. Wood . U better tell her to pay her bill to me to avoid disconnection and pay in full. She owes \$36.99 before Oct. 28th and I haven't gotten Pmt yet . Her current bill will be due and payable by Nov.28 to avoid disconnection on the balance due after her Pmt of \$36.99. I will disconnect after this investigation is closed if I don't get paid"⁴⁵
- "I'll send that POS another bill with her average usage plus her unpaid balance ."⁴⁶
- "Notice u didn't instruct me not to disconnect service for her past due bills so ...

⁴¹ The reference to "Mr. Pinto" appears to reference CPD Staff, Mr. Kenneth Ford.

⁴² Complaint document no. CP2017100803_17111711000904.txt, sent on 11/02/2017 at 04:11 PM (Attachment 26).

⁴³ Complaint document no. CP2017100803_17111711000905.txt, sent on 11/02/2017 at 04:12 PM (Attachment 27).

⁴⁴ Complaint document no. CP2017100803_17111711000920.txt, sent on 11/02/2017 at 04:44 PM (Attachment 28).

⁴⁵ Complaint document no. CP2017100803_17111711002454.txt, sent on 11/07/2017 at 12:27 PM (Attachment 29).

⁴⁶ Complaint document no. CP2017100803_17111711003270.txt, sent on 11/08/2017 at 08:03 PM (Attachment 30).

got nothing else to do tomorrow.”⁴⁷

- “Lonnie Do you or the staff even read the email thru and take from it the context of the writings?? Is ur education level so astounding low that you can't comprehend the message as written?? It's obvious to any 5th grade English student that she clearly states that I replied " no" when asked by her if she was disconnected ?!?!? Now the complaint is for discontinuance of service ?? Maybe you should return to the 5 th grade and do intensive review in comprehension that will prove beneficial in allowing you to grasp the true subject matter of a given text. She also states she hasn't lived there for a year and that she's not there now . How in the name of all that's holy would she know if her water is either on or off?? She stated I said no and she hasn't lived there , simple conclusion would be ,has she sent anyone there to check the service to determine its status?? No she just wants to complain . If you were not such a cerebral midget you would have told her to determine for sure the service was off before sending out a complaint form , but your laziness and restricted thought processes only allow you to do the same ole same o send out a form . The term investigation as stated on your emails must be a huge laughing point at ur office as no such effort is expended on this claim !!! lol everybody laugh !!! Mr Lonnie Fatso⁴⁸ did u drink a lot of expired milk and live under power lines as a child , thru ur teenage years and as an adult also . Maybe a return to 5th grade could be just the ticket for you , a chance to regroup , refocus and you get to ride that cool short bus again !!!”⁴⁹
- “Dear Lonnie Fatso, At what point are u going to close this bogus complaint. She must not have followed your advice because she didn't pay her bill in full. She will be receiving a disconnect notice of which I will make a copy and if she doesn't pay the \$5.00 late charge assessed from last months late payment she will be terminated and a \$25.00 charge will be assessed . I also have the original envelope from her payment in January with the post mark of Jan 22 ,2018. I will also have a print out of her billings and payments for the preceding 4-6 months that will show the late payment in Jan. But because of your lack of initiative , my guess is u never had any to begin with , I won't be able to shut her off till the complaint is complete. At some point it will be and she will have her notice and on the day you get around to dismissing any further action I'll be at the ready with lock and cutoff key. Also your fellow male employees have asked me to ask u to plz stop lingering in the restroom .”⁵⁰
- “Hello Maryjane RC,⁵¹ How lazy r u ?? U don't even have the wherewithal to search ur data base and find out I have an approved minor tariff adjustment that allows me to collect the monies indicated on Mr Wester's bill ??? Tell Wester to pay up n shut up and u need to try to do something besides sitting on ur oversized

⁴⁷ Complaint document no. CP2017100803_17111711003271.txt, sent on 11/08/2017 at 08:23 PM (Attachment 31).

⁴⁸ The references to “Lonnie” and “Lonnie Fatso” appear to reference CPD Staff, Mr. James “Ronnie” Fraustro.

⁴⁹ Complaint document no. CP2018011164_18021802000571.txt, sent on 02/02/2018 at 07:59 AM (Attachment 32).

⁵⁰ Complaint document no. CP2018011164_18021802005026.txt, sent on 02/10/2018 at 03:55 PM (Attachment 33).

⁵¹ The reference to “Maryjane RC” appears to reference CPD Staff, Ms. Maribel Powers.

bum writing little complaints because ur LAZY !!! I guess ur prom date was right u have no understanding of what's going on here .”⁵²

These statements, taken directly from CBWS’s communications, along with the documented pattern of billing errors (and misrepresentations) and service disruptions, make it clear that CBWS has displayed “a pattern of hostility” toward customers and the Commission.

B. CBWS has Abandoned Operation of its Water System by Repeatedly Failing to Respond to the Commission.

In addition to CBWS displaying hostility towards water utility customers and Commission Staff, CBWS has repeatedly failed to respond to the Commission to the point that investigations cannot be properly concluded due to CBWS’s lack of cooperation and refusal to provide useful information. CBWS has prior history with failing to provide required information to the Commission. On October 2, 2015, O&E Staff issued a warning letter to CBWS for its failure to meet reporting requirements.⁵³ While a warning was appropriate in this first documented failure to respond, CBWS’s more recent unpredictable and defiant actions highlight Commission Staff’s grave concerns with Mr. Bell’s continued ownership and management of the water system. As such, the recommendation that he be removed from the water utility’s operation is supported by the evidence collected over the course of this investigation.

Pursuant to the TWC, every water utility is required to keep and render to the Commission uniform accounts of all business transacted.⁵⁴ Additionally, every utility is required to keep and render its books, accounts, records, and memoranda accurately and faithfully in the manner prescribed by the utility commission and to comply with all directions of the regulatory authority relating to those books, accounts, records, and memoranda.⁵⁵ The Commission may require the

⁵² Complaint document no. CP2018040373_18041804005086.txt, sent on 04/13/2018 at 10:38 PM (Attachment 34).

⁵³ Warning Letter, (Attachment 35); On April 5, 2015, the Commission issued a Notice of Approval in Docket No. 43245, approving an application of Check bell for a water rate tariff change and capital investments surcharge. The approval also required Chuck Bell to file a compliance report, in Project No. 44610, 30 days after the Notice of Approval was signed. That compliance report must be updated every six months thereafter, until the full amount of the surcharge has been recovered. The compliance report “shall include copies of invoices for the cost incurred for the capital asset surcharge.” On May 24, 2015, CBWS filed a late compliance report. The report included a monthly schedule of the amounts billed and collected related to the surcharge. The report failed to include all invoices for the costs incurred. Specifically, CBWS failed to provide an invoice or bill for the “tax burden on additional funds” and a payment made to the Fort Worth Municipal Court.

⁵⁴ TWC § 13.131(a).

⁵⁵ TWC § 13.131(e).

examination and audit of all accounts.⁵⁶ The Commission may require CBWS to report to it any information that it considers useful in the administration of the Water Code.⁵⁷ The Commission may, at reasonable times and for reasonable purposes, inspect and obtain copies of the papers, books, accounts, documents, and other business records of any utility within its jurisdiction.⁵⁸

CPD is the Commission's first line of receiving information and insight into potential violations that are reported by water utility customers in Texas. CPD conducts informal investigations, using powers granted by the Commission to request information from water utilities and other entities regulated by the Commission. When CPD determines that there is a potential violation of a Commission rule or a Texas statute, it may refer the investigation to O&E or the Commission's Legal Division, depending on the nature of the case. When CPD does not receive information from a water utility that it is required by law or rule to provide, it cannot properly and accurately make a determination on the alleged violation.

In CPD's investigations of CBWS, CPD has been misled by CBWS's responses and subjected to an endless dialogue of combative and unfruitful responses.⁵⁹ Additionally, many times when CPD requested specific information, such as a photograph or a copy of a bill, CBWS would refuse to respond fully or respond instead with insults and rants.⁶⁰

On many occasions, CBWS has repeatedly failed to respond to O&E Staff's Requests for Information (RFIs) during the course of O&E's investigation of CBWS for alleged violations of TWC and 16 TAC.⁶¹ In one RFI from February 1, 2017, O&E specifically requested information that CBWS now claims was lost due to a computer crash. The deadline to respond to that RFI was February 21, 2017. CBWS did not submit responses by the February 21, 2017 deadline. On February 24, 2017, upon CBWS's request, O&E extended CBWS's deadline for the second RFI to March 3, 2017. CBWS finally replied to the second RFI on March 3, 2017, claiming that he could not provide the requested information for hard copies of billing records "[d]ue to the proprietary nature of the billing and customer service software" and because the system does not keep copies of disconnection notices. In contradiction to this response, CBWS had previously provided, without objection, copies of other disconnection notices in CBWS's August 23, 2016

⁵⁶ *Id.*

⁵⁷ TWC § 13.132.

⁵⁸ TWC § 13.133.

⁵⁹ See bulleted quotes *supra* pages 9-13.

⁶⁰ See bulleted quotes *supra* pages 9-13.

⁶¹ O&E Staff issues RFIs under the aforementioned reporting and inspection authority TWC §§ 13.131-133.

RFI response. If CBWS later became hesitant to share confidential information, he made no inquiry as to how that could be done in a way to fully answer Commission Staff's lawful request for information.

Instead of directly responding to the request as is required by rule, CBWS indicated it had self-audited and identified the billing problems investigated by O&E. CBWS responded, ". . . it would take [it] through March to finish [its] review and to make the remaining refunds at the beginning of April." On or about April 3, 2017, CBWS provided O&E with a spreadsheet containing information from this self-audit, along with six disconnection notices.⁶² In this response, CBWS also indicated that the utility's computer "crashed a horrible death" and that "all the information was lost and what is here is all I have." CBWS stated in its affidavit that all refunds had been made to all affected customers for any double billing.⁶³

In the same response, CBWS included a receipt for billing software purchased on March 9, 2017 and for a computer purchased on March 14, 2017. It appears that CBWS purchased this software and computer 21 days after the original RFI deadline and 11 days after the extended RFI deadline, when CBWS insisted that the information did not exist and was not producible.

CBWS claims to have finished its audit of the accounts before the computer crashed. CBWS made no attempt to inform O&E during the pendency of the RFI request that there were any issues with the water utility's computer. Additionally, CBWS does not offer any supporting documentation for this claim aside from the receipt for the new computer and software. He makes no claim as to whether there was any good faith effort to retrieve the data stored on the computer at issue. Without other supporting evidence that the water utility's computer was irretrievably broken, Commission Staff is forced to question the validity of such claim, particularly in light of CBWS's ability to perform a self-audit during the same timeframe. In the end, CBWS had a duty to respond to the RFIs in a complete and timely manner, and CBWS cannot perform a self-audit in lieu of providing a complete and timely response to Commission Staff's RFIs. The primary purpose of this second set of RFIs was to determine whether double-charges to customers that were identified in the first set of RFIs were ever remedied before the purported crash of the water system

⁶² Another contradiction to the statement previously offered by CBWS that records of termination notices were not maintained by the system.

⁶³ Commission Staff received CBWS's affidavit on April 7, 2017.

computer. Without any proof that these customers were made whole, O&E must continue to hold CBWS accountable for these billing errors.

Apart from complaint investigations, CBWS has also failed to respond to matters relating to regulatory filings with the Commission. On March 27, 2017, CBWS filed an application for Sale-Transfer-Merger of the water utility.⁶⁴ After careful review, Commission Staff reviewing this matter has deemed the application incomplete. Over the course of seven months, Commission Staff has repeatedly tried to assist CBWS with rehabilitating this application and four different attempts have ended with a still incomplete application.⁶⁵ The application was eventually withdrawn on February 22, 2018.⁶⁶

At this point, Commission Staff recommends that the Commission deem the utility “abandoned” due to the well-documented pattern of hostility from CBWS as well as its history of failing to offer useful and complete responses. Commission Staff is not seeking, nor has it obtained, an emergency order from TCEQ.

V. Staff Recommends that the Commission Request the Office of the Attorney General Bring Suit for the Appointment of a Receiver and Seek Civil Penalties

Staff respectfully requests that the Commission refer this matter to the Office of the Attorney General (OAG) to bring suit for appointment of a receiver to CBWS because the utility has displayed a pattern of hostility toward and repeatedly failed to respond to the Commission or the utility’s customers. CBWS has ceased to operate as a responsible utility and has abandoned the utility under the meaning of the statute. Commission Staff also recommends that the Commission request that the OAG seek civil penalties for violations detailed in this application and the NOV in Docket 47767.

While Commission Staff recommends the pursuit of a civil monetary penalty for CBWS to answer for its violations of Commission rules, Staff does not believe that a monetary penalty alone will have the deterrent effect necessary to influence CBWS’s future actions, prevent hostility to the Commission or CBWS’s customers, or make CBWS any more responsive.

⁶⁴ Docket No. 46996.

⁶⁵ The four findings of an administratively incomplete application were made on 06/23/2017, 08/16/2017, 10/13/2017, and 12/06/2017, with the final deadline for response falling on 01/19/2018.

⁶⁶ Docket No. 46996, Response to Order No.8 and Motion to Withdraw.

VI. Statement Relating to CBWS's Rights

The factual allegations listed in Commission Staff's Application could be deemed admitted and the relief sought herein could be granted by default if you fail to timely request a hearing.

Pursuant to 16 TAC § 22.74, Commission Staff will provide a copy of this request by certified mail, return receipt requested, to the last known address of CBWS in the Commission's records:

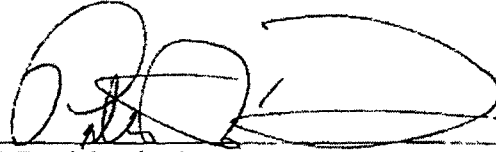
Mr. Chuck Bell
Chuck Bell Water Systems LLC
P.O. Box 731
Crowley, TX, 76036

Commission Staff will also provide a copy of this request by certified mail, return receipt requested, to Chuck Bell Water Systems LLC's attorney:

Mr. Mark H. Zeppa
Law Offices of Mark H. Zeppa, P.C.
4833 Spicewood Springs Road, Suite 202
Austin, Texas 78759

WHEREFORE, PREMISES CONSIDERED, Commission Staff respectfully requests that the Commission grant Commission Staff's Application for an Order Requesting the Appointment of a Receiver to Chuck Bell Water Systems LLC and Requesting Civil Penalties for Violations of Commission Rules.

Respectfully Submitted,



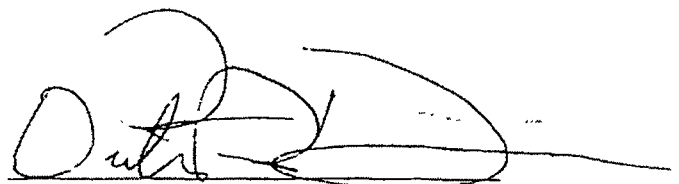
W. Patrick Dinnin
Attorney - Oversight and Enforcement Division
State Bar No. 24097603
(512) 936-7285
(512) 936-7208 (facsimile)
Public Utility Commission of Texas
1701 N. Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326
patrick.dinnin@puc.texas.gov

CERTIFICATE OF SERVICE

I certify that on April 26, 2018, a copy of this document was sent certified mail, return receipt requested, to the last known address of the headquarters of Chuck Bell Water Systems LLC in the Commission's records and to Chuck Bell Water Systems LLC's attorney:

Mr. Chuck Bell
Chuck Bell Water Systems LLC
P.O. Box 731
Crowley, TX, 76036

Mr. Mark H. Zeppa
Law Offices of Mark H. Zeppa, P.C.
4833 Spicewood Springs Road, Suite 202
Austin, Texas 78759



W. Patrick Dinnin

Attachment 1

**CUSTOMER PROTECTION DIVISION
ON-LINE COMPLAINT FORM**

Complaint

Normal

Tuesday, September 19, 2017

Investigator: ., Unknown
Date Pending: 10/10/2017
Complaint No: CP2017090576
Company: CHUCK BELL WATER SYSTEMS
Complaint: Discontinuance
Service No:

Customer:
Last Name: **Wester**
First Name: **Wesley**
Business:
Date Closed:
Date Received: **9/19/2017**
Account No: **Unknown**
Spanish: No

Service Address:

916 Sanders Rd

Mail Address:

916 Sanders Rd

Cleburne TX 76031

Cleburne TX 76031

Alt Last:

Day: **(817) 319-3765**

Alt First:

Alt:

Email:

Complaint Note:

CCN 12190 Customer called and stated that Mr. Chuck Bell came to his residence this morning with the Sherriff to turn off his water service due to the first owner not paying his total bill of \$500. Per the customer his grandfather didn't want him to be left with out water for failure to pay the previous tenant's bill,so he paid the bill. Customer bought the home on Saturday and moved in on Sunday.

Entered: 9/19/2017 12:04:00 PM

Entered By: Rivas, Nora

Attachment 2

CP2017090576_17091709007500 (Attachment 2)

From: mstrgolfer@sbcglobal.net
Sent: 09/21/2017 12:30 PM
To: puccomplaints@puc.state.tx.us
Subject: Re: [Complaint No:CP2017090576] - Wesley Wester--request for additional info

Attachments:

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

The picture does not matter as i stated before Mr Wester is NOT a customer of Chuck Bell Water Systems . Can u get that thru ur thick skull or if necessary u may need to drill a hole . He cannot complain because he has NO STATUS !!!

Sent from my iPhone

On Sep 21, 2017, at 10:28 AM, Eiland, Kathryn
<Kathryn.Eiland@puc.texas.govmailto:Kathryn.Eiland@puc.texas.gov>> wrote:

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address :
puccomplaints@puc.state.tx.us<mailto:puccomplaints@puc.state.tx.us>
Respond only to complaint: CP2017090576

Dear Chuck Bell Water Systems,

ISSUE:

1. The Customer Complaints Database only allows us to view the text portion of an email. Therefore, information that is found in charts, graphs, screen shots, invoices, call records, usage history, etc. must be provided as attachments to your response. Otherwise, if this information is copied or pasted into the body of your email it becomes indecipherable and could result in insufficient information to resolve the complaint. Using MS Word, Adobe or Excel are examples of software that should be used.

REQUEST:

1. Please resend the image as an attachment.

TIME FRAME:

1. The complaint pending date is 10/10/17.

CP2017090576_17091709007500 (Attachment 2)

Sincerely,

CPD

Recipients:puccomplaints@puc.state.tx.us

Attachments:

Attachment 3
CD – Body Cam Video
CONFIDENTIAL

Attachment 4
Police Report
CONFIDENTIAL

CONFIDENTIAL

DOCKET NO. _____

STYLE:

APPLICATION FOR AN ORDER REQUESTING THE APPOINTMENT OF A RECEIVER TO CHUCK BELL WATER SYSTEMS LLC AND REQUESTING CIVIL PENALTIES FOR VIOLATIONS OF COMMISSION RULES PURSUANT TO TEX. WATER CODE ANN. §§ 13.412, AND 13.414, AND 16 TAC § 24.142

SUBMITTING PARTY: PUC STAFF

BRIEF DESCRIPTION OF CONTENTS: Application for an Order Requesting the Appointment of a Receiver to Chuck Bell Water System
Attachment 4 – Police Report

BATE STAMP OR SEQUENTIAL PAGE NUMBER RANGE:

25 - 26

ENVELOPE # 2 OF 2

ADDITIONAL INFORMATION REQUIRED BY PROTECTIVE ORDER:

DATE SUBMITTED TO COMMISSION: April 26, 2018

Attachment 5
Police Report
CONFIDENTIAL

CONFIDENTIAL

DOCKET NO. _____

STYLE:

APPLICATION FOR AN ORDER REQUESTING THE APPOINTMENT OF A RECEIVER TO CHUCK BELL WATER SYSTEMS LLC AND REQUESTING CIVIL PENALTIES FOR VIOLATIONS OF COMMISSION RULES PURSUANT TO TEX. WATER CODE ANN. §§ 13.412, AND 13.414, AND 16 TAC § 24.142

SUBMITTING PARTY: PUC STAFF

BRIEF DESCRIPTION OF CONTENTS: Application for An Order Requesting the Appointment of a Receiver to Chuck Bell Water System
Attachment 5 – Police Report

BATE STAMP OR SEQUENTIAL PAGE NUMBER RANGE:

27-28

ENVELOPE # 1 OF 2

ADDITIONAL INFORMATION REQUIRED BY PROTECTIVE ORDER:

DATE SUBMITTED TO COMMISSION: April 26, 2018

Attachment 6

CP2017100803_17101710008972 (Attachment 6)

From: mstrgolfer@sbcglobal.net
Sent: 10/24/2017 08:55 PM
To: puccomplaints@puc.state.tx.us
Subject: [Complaint No:CP2017100803] - Linda Wood

Attachments:

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

The leak is on Ms. Woods side of the service . There was a leak on the utility side but it has been repaired by the utility . Her leak is 200 feet away downstream from the meter . And she didn't pay the previous owners bill .

Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

Attachment 7

CP2017100803_17111711003270 (Attachment 7)

From: mstrgolfer@sbcglobal.net
Sent: 11/08/2017 08:03 PM
To: puccomplaints@puc.state.tx.us
Subject: [Complaint No:CP2017100803] - Linda Wood

Attachments:

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

I'll send that POS another bill with her average usage plus her unpaid balance .

Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

Attachment 8

Office DEPOT, OfficeMax

complimentary fax cover sheet

RECEIVED

Case Number 2017100803

Compliment Name Linda Wood

OCT 30 2017

Date Closed 1/1/17 Pending

CUSTOMER PROTECTION

number of pages including cover sheet: 3

attention to: RYAN date: 10/26/17

company: Public Utilities Commission from: LINDA WOOD

phone #: company:

fax #: 512-936-7003 senders phone #: 817-903-0101

comments: water situation - 4200 RENE COURT
CROWLEY, TX 76036
gate is my PROPERTY, going up hill is
his RESPONSIBILITY for breaks

By sending this fax at Office Depot, inc., the sender agrees not to use this fax to: (I) transmit material whose transmission is unlawful, harassing, libelous, abusive, threatening, harmful, vulgar, obscene, pornographic or otherwise objectionable; (II) create a false identity, or otherwise attempt to mislead others as to the identity of the sender or the origin of this fax; (III) post or transmit any material that may infringe the copyright, trade secret, or other rights of any third party; (IV) violate any federal, state or local law in the location, or (V) conduct activities related to gambling, sweepstakes, raffles, lotteries, contests, ponzi schemes or the like.

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local first page



\$ 1.89 833071

long distance first page



\$2.49 833081

international first page



\$7.59 833191

local additional page



\$ 1.69 456687

long distance additional page



\$2.19 833091

international add'l page



\$3.59 833201



Glinda Wood
4200 Stone Ct.
Cedarap, TX 76036

I did without water on my property until I agreed to pay the last resident's bill that was 750.00 and he let me by 1/2 down and then pay out the rest monthly. I told him that was not my bill but he said NO payment, NO WATER. So by Aug 2016 I had their bill paid and now he want's me to pay for his break on his side of the meter before he moved it up the hill, TUE nite, WEDMORNING.

This is the bill for almost half of the bill and did other half in payments could not afford any thing. Now he is trying to get me to pay for what is his problem again that is not right. HE is costing me more money that I have. Please help me.

Glinda Wood

817-903-0101

Office DEPOT. OfficeMax[®]

complimentary fax cover sheet

number of pages including cover sheet: _____

attention to: RYAN date: 10/26/17

company: Public Utilities Commission from: WINDA WOOD

phone #: _____ company: _____

fax #: 512-936-7003 senders phone #: 817-903-0101

comments: water situation - 4200 RENE COURT

CROWLEY, TX 76036

gate is my PROPERTY, going up hill is
his RESPONSIBILITY for BREAKS

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local first page



\$ 1.89 833071

long distance first page



\$2.49 833081

international first page



\$7.99 833191

local additional page



\$ 1.69 456687

long distance additional page



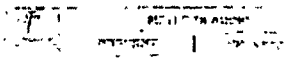
\$2.19 833091

international add'l page

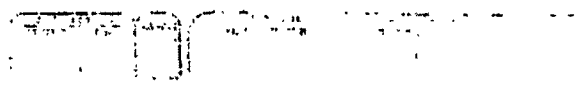


\$3.99 833201

NORTH TEXAS TX PI
DALLAS TX 750
02 MAY 2015 PM



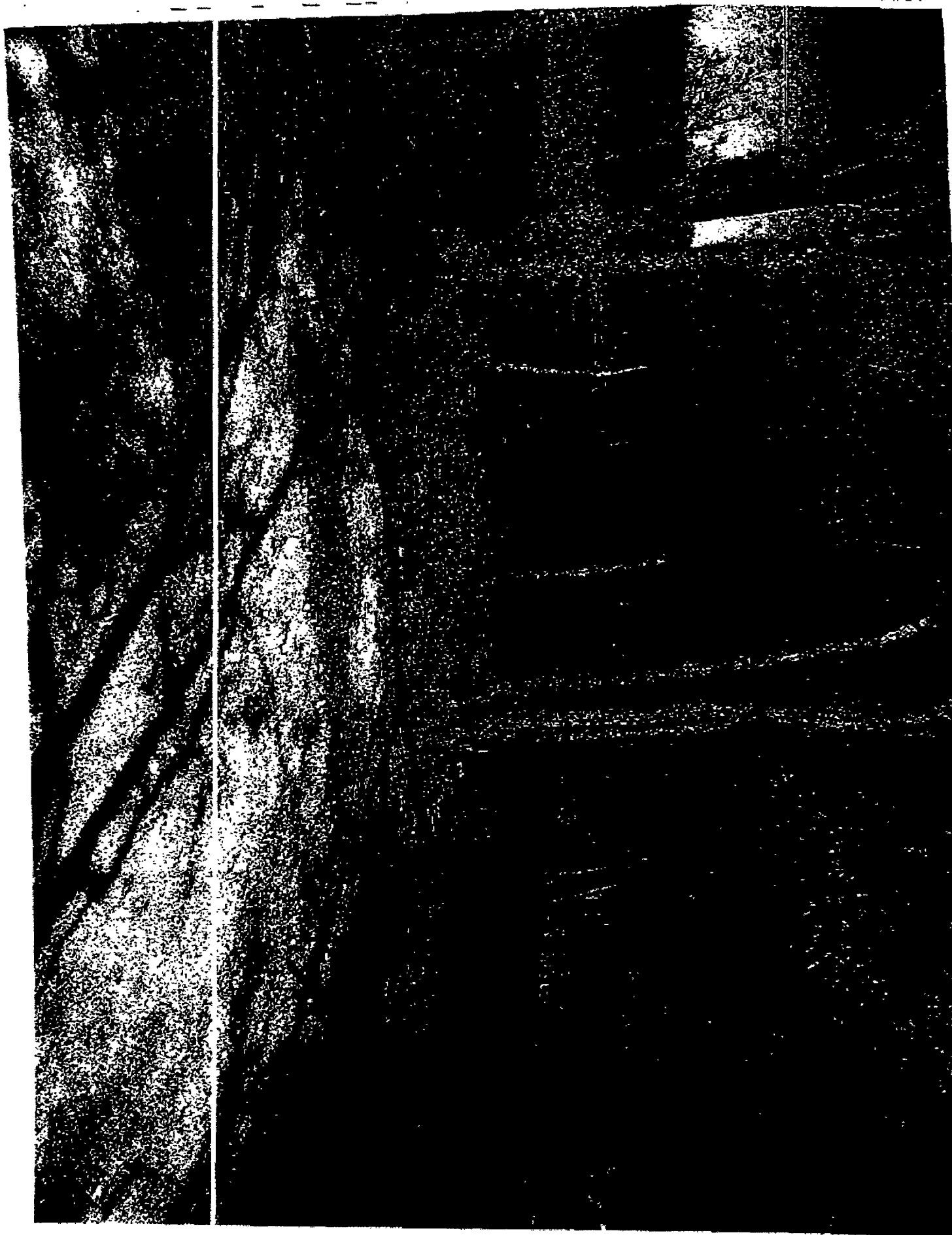
1 Receipt PAID 235.00
only part payment 2-17-16

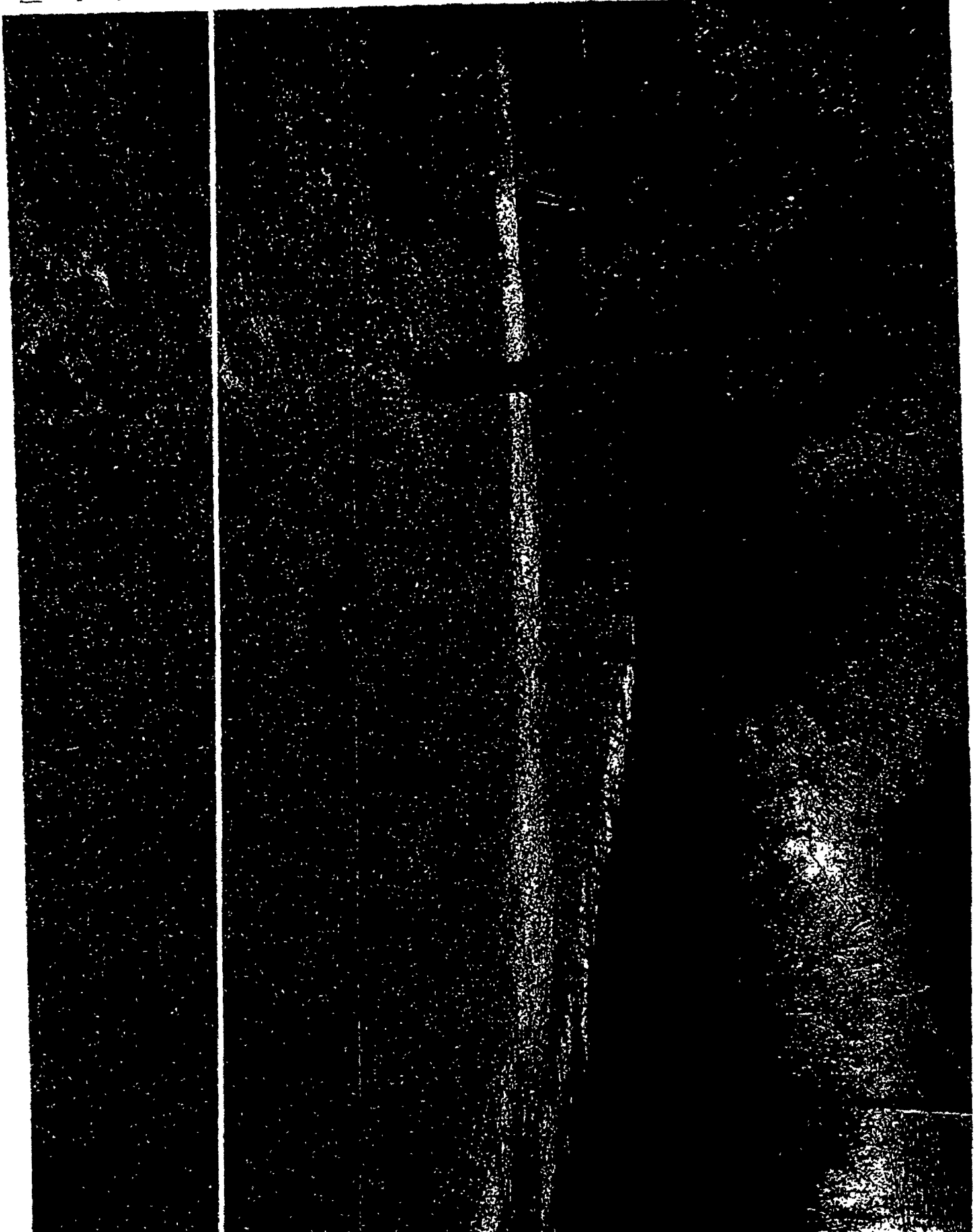


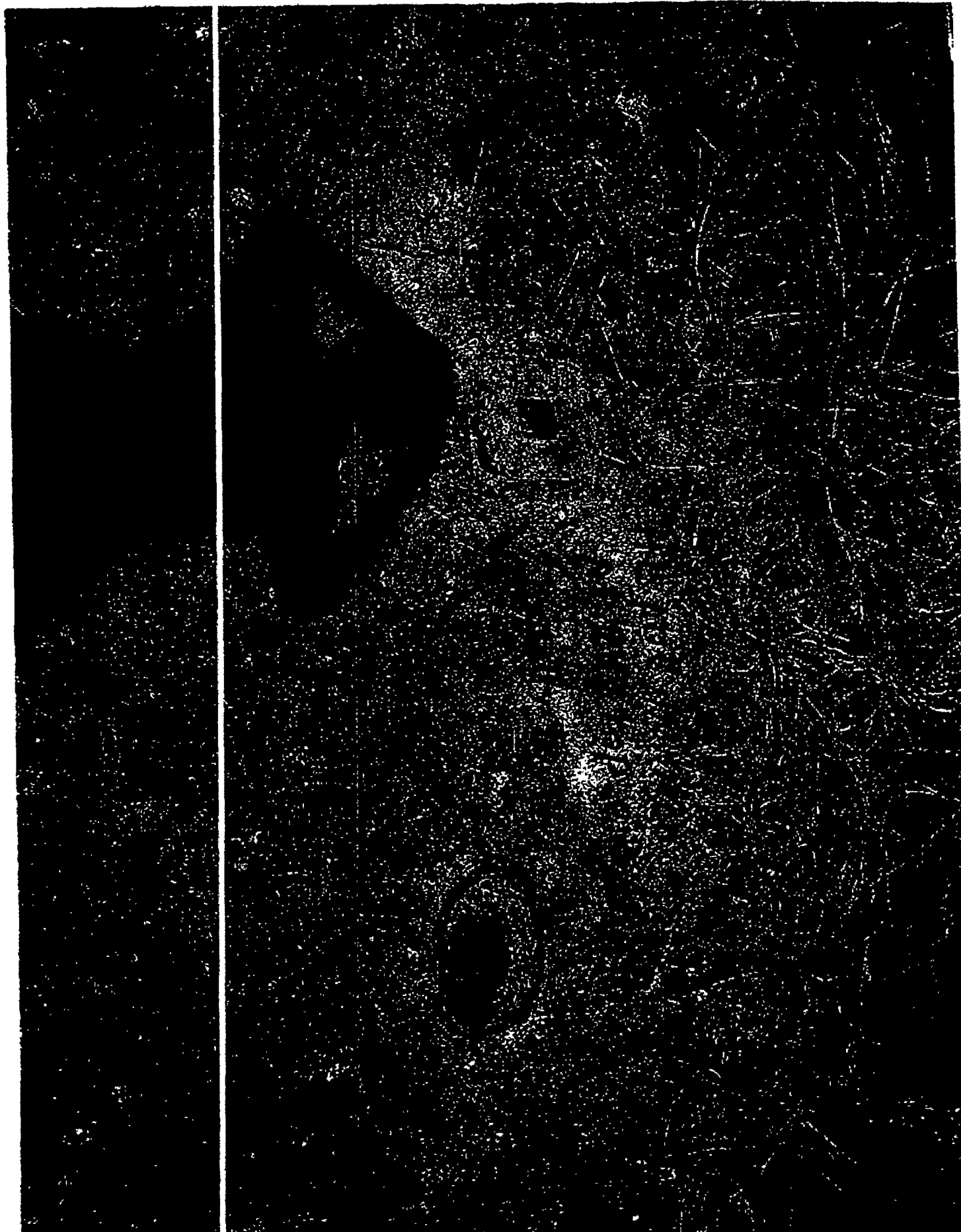
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WHAT I
PAID TO 7/4/08
HAVE WATER
TURNED 6-21-16
ON
IN FULL







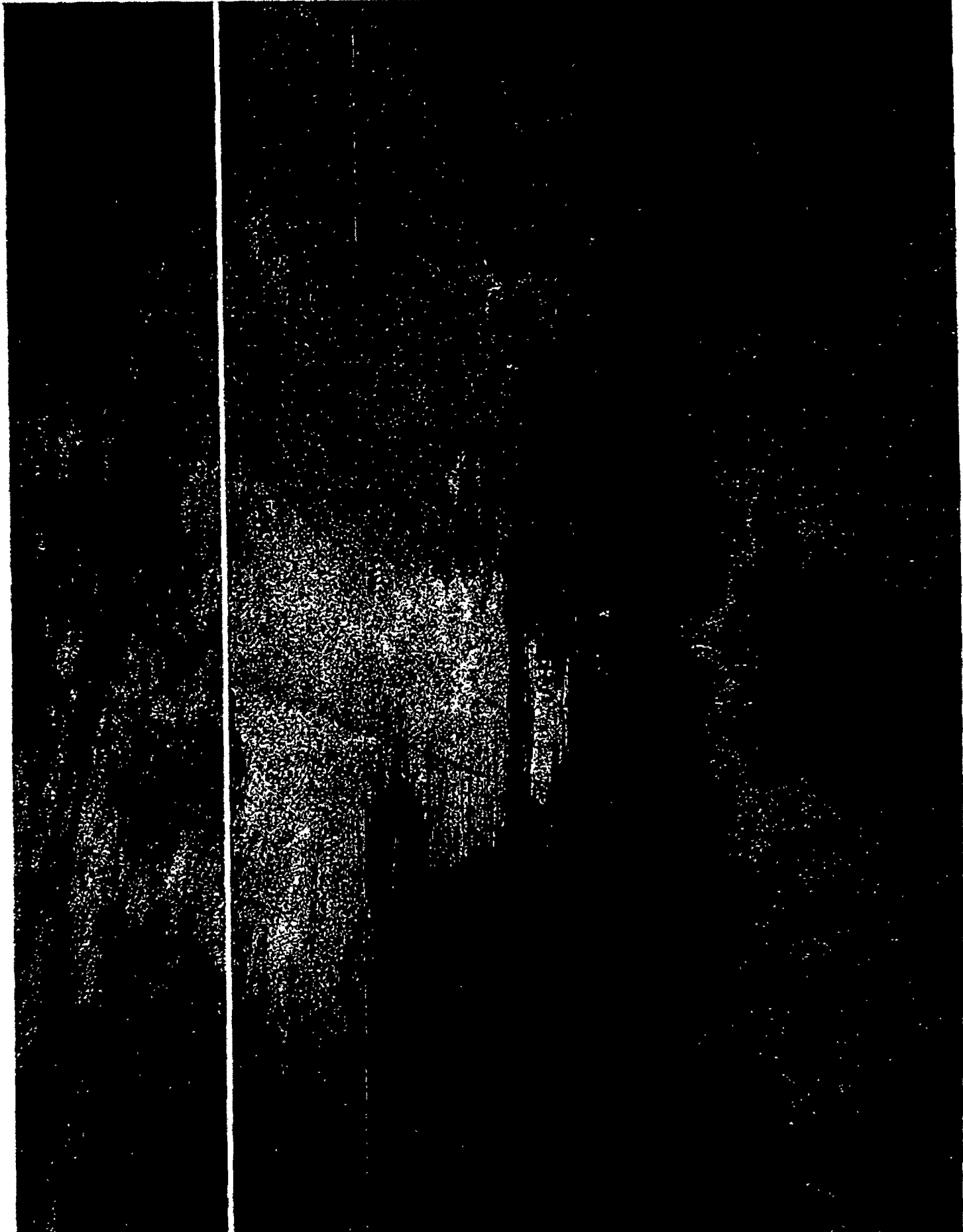


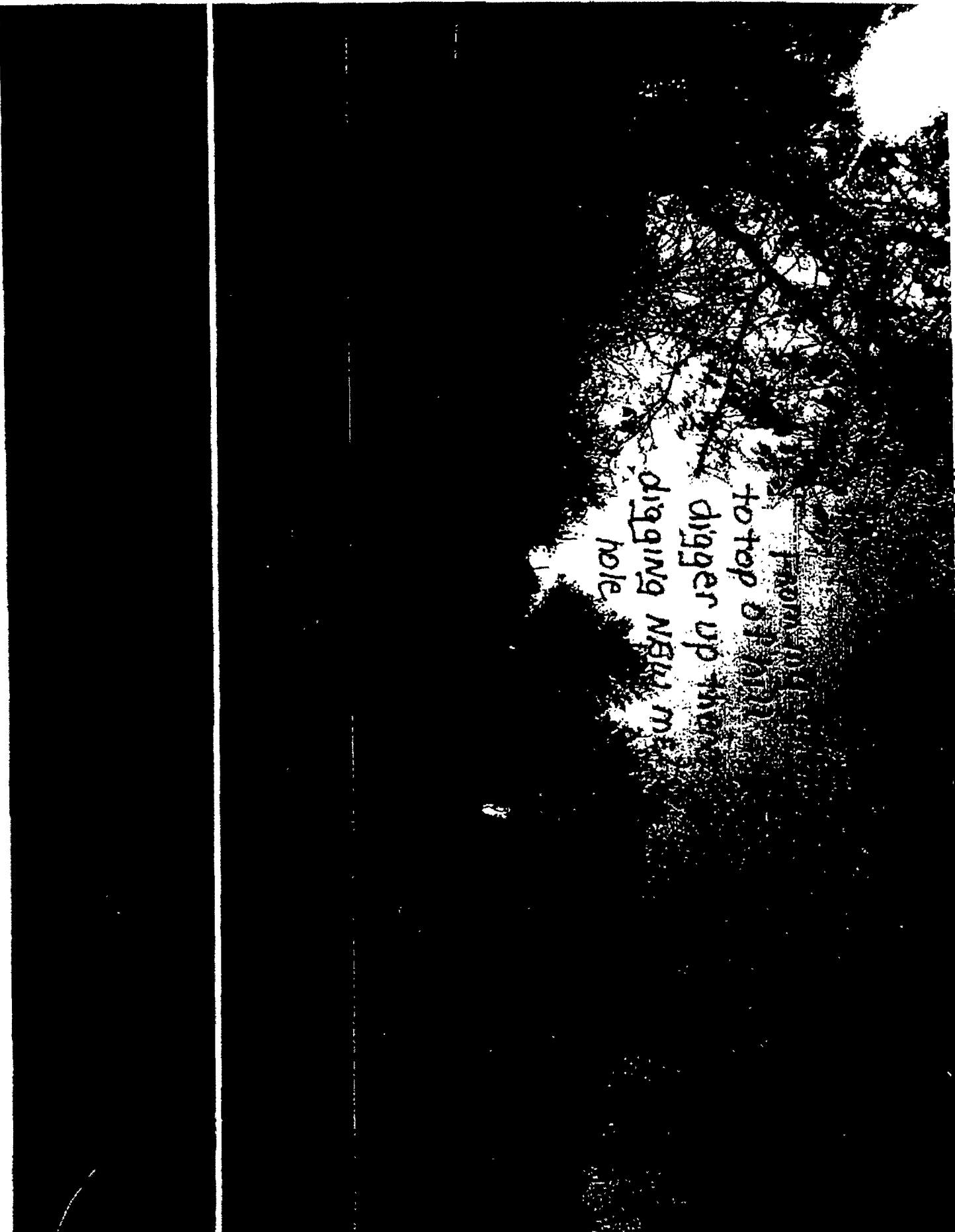


WATER FLOWING ON PROPERTY BELONGS TO OAK FOR IT



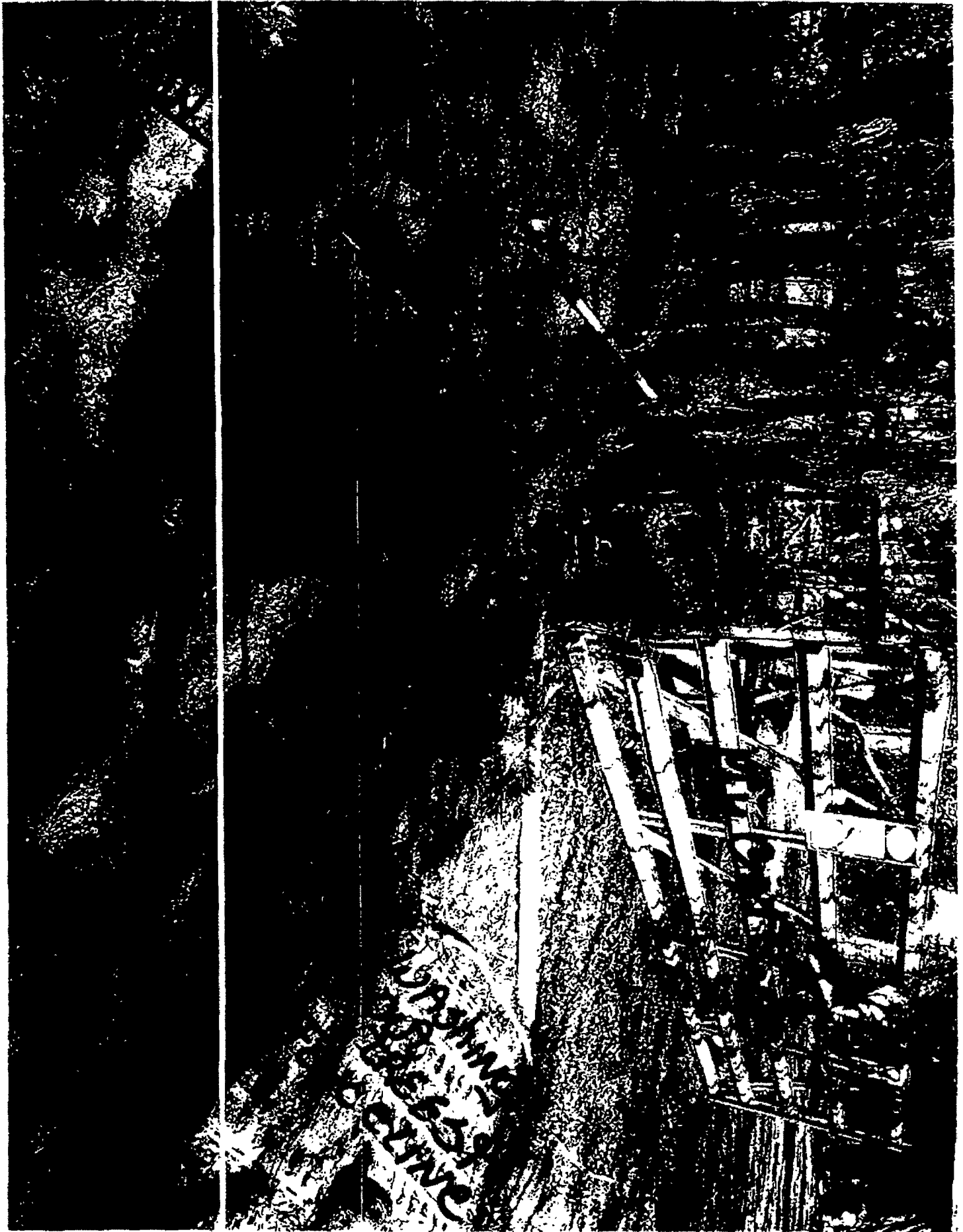


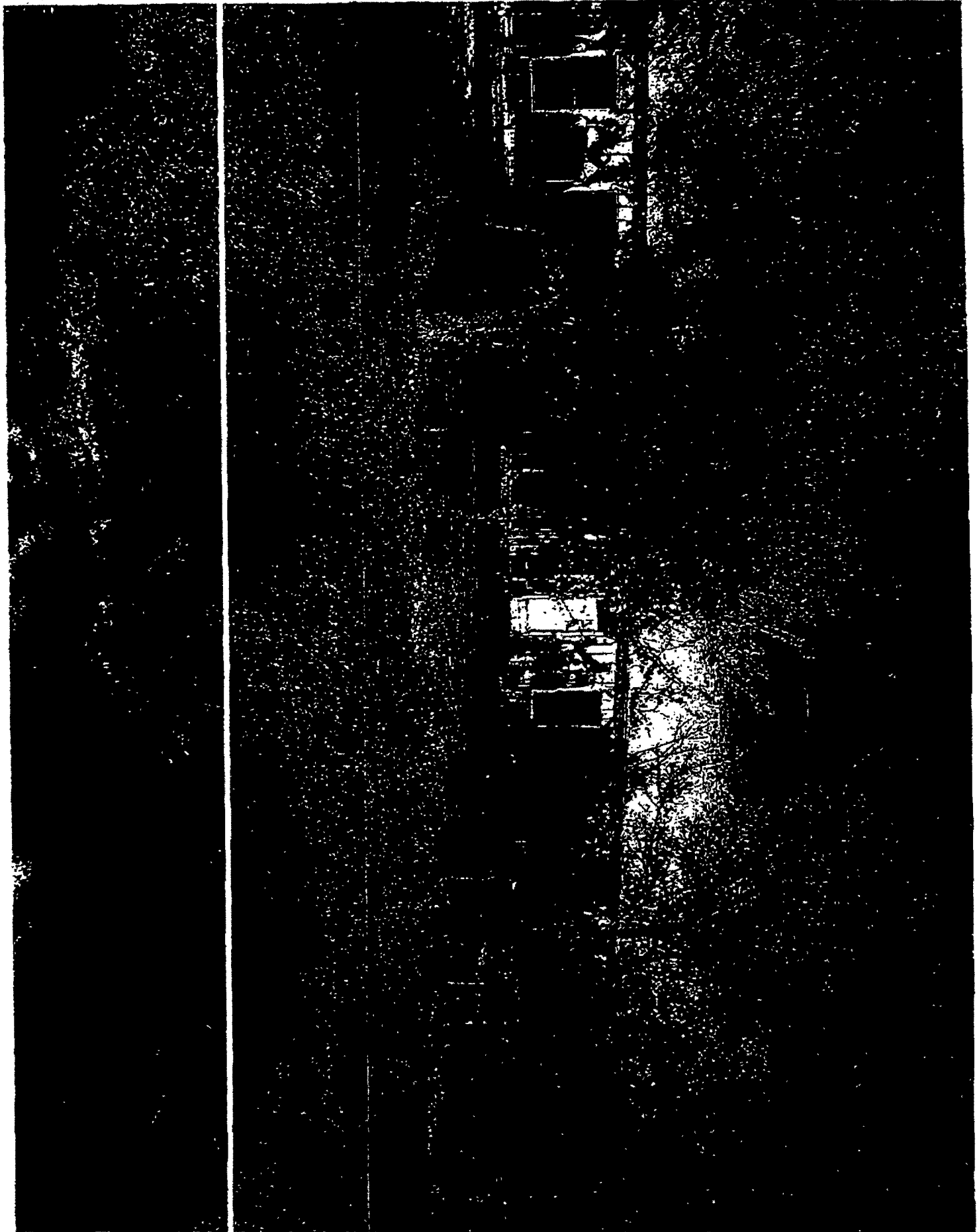




FROM THE
 TO TOP OF
 digger up the
 digging NBW m
 hole

TO THE TOP OF THE HOLE - NBW - FROM





Attachment 9

CP2017100803_17101710009327 (Attachment 9)

From: mstrgolfer@sbcglobal.net
Sent: 10/25/2017 02:42 PM
To: puccomplaints@puc.state.tx.us
Subject: [Complaint No:CP2017100803] - Linda Wood

Attachments:

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

Regarding the payment made was for a lien I had filed against the property and it's owner Mr Smith for water service rendered and unpaid. She paid off the lien to allow her clear title .

Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

Attachment 10

LF136-04

CLAIM OF LIEN

State of **TEXAS**
County of **JOHNSON**

Before me, the undersigned Notary Public, personally appeared **CHUCK BELL**

who duly sworn says that he is (the lienor herein) (the agent of the lienor herein)

whose address is **P.O. BOX 751 CROWLEY, TEXAS 70036**

and that in accordance with a contract with **NEEL SMITH**

lienor furnished labor, services or materials consisting of: (Describe specially fabricated materials separately)

POTABLE DRINKING WATER FOR HOME USE

on the following described real property in **JOHNSON** County,
State of **TEXAS** :

(Describe real property sufficiently for identification, including street and number, if known)

**4800 RENE CT.
CROWLEY, TEXAS 70036**

owned by **NEEL SMITH**
of a total value of **SIX HUNDRED THIRTY THREE AND 21/100** BK 3230 PG 0351 Dollars

(\$ **688.91**) of which there remains unpaid \$ **688.91** , and

furnished the first of the items on **APRIL 1, 2000** , and the last of the

items on **MAY 31, 2003** and (if the lien is claimed by one not in

privity with the owner) that the lienor served his notice to owner on **JUNE 1,**

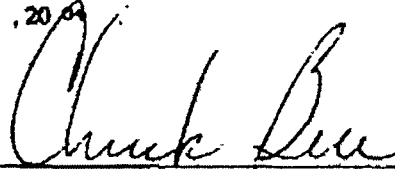
20 03 by **U. S. MAIL**
(Method of Service)

and, (if required) that the lienor served copies of the notice on the contractor on

20 , by _____ , and on the subcontractor _____
(Method of Service)

on _____ . **20** , by _____
(Method of Service)

Signed this **13th** day of **February**

20 09


Lienor **CHUCK BELL**

By: _____
Agent

State of **TEXAS**
County of **JOHNSON** }

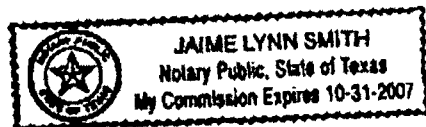
On **February 13, 2009** before me,
appeared **CHUCK BELL**

personally known to me (or proved to me on the basis of satisfactory evidence) to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

WITNESS my hand and official seal.

Signature 
Signature of Notary

Affiant _____ Known _____ Produced ID _____
Type of ID _____
(Seal)



WARNING — THIS IS PART OF THE OFFICIAL RECORD
DO NOT DESTROY

Filed For Record 10:36 AM/PM

FEB 13 2004

County Clerk Johnson County
By [Signature] Deputy



STATE OF TEXAS
COUNTY OF JOHNSON

that I hereby certify this instrument was FILED on the date and at the time stamped herein by me and was duly RECORDED in the OFFICIAL PUBLIC RECORDS OF JOHNSON COUNTY, TEXAS in the Volume and Page as shown herein.

[Signature]
CURTIS H. DOUGLAS, COUNTY CLERK
JOHNSON COUNTY, TEXAS

Attachment 11

Release of Lien

ORIGINAL

Date: July 19, 2011

Lienor: Richard "Chuck" Bell

Lienor's Mailing Address:

Richard "Chuck" Bell
P.O. Box 731
Crowley, Texas 76036

Tarrant County

Lien:

Date: February 13, 2004

Original principal amount: \$633.21

Owner: Neel Smith

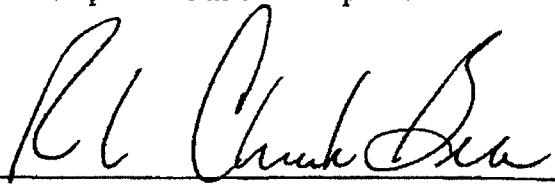
Leinor: Richard "Chuck" Bell

Lien Is Described in the Following Document: "Claim of Lien" dated February 13, 2004, filed of record in the Real Property Records of Johnson County, Texas at Volume 3230, Page 0350, for materials consisting of potable drinking water for home use.

Lienor is the owner of the above-described Lien.

Lienor acknowledges payment in full of the Lien and releases the Lien in full.

When the context requires, singular nouns and pronouns include the plural.


Richard "Chuck" Bell

STATE OF TEXAS)

COUNTY OF JOHNSON)

This instrument was acknowledged before me on July 19,
2011, by Richard "Chuck" Bell.



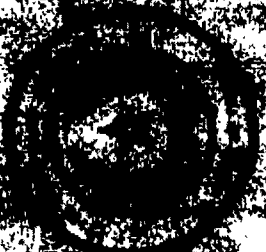
Heather E. Haynes
Notary Public, State of Texas
My commission expires: 11-25-12

PREPARED IN THE OFFICE OF:

THE ROGERS LAW FIRM, P.C.
108 E. Chambers Street
Cleburne, Texas 76031
Tel: (817) 558-4323
Fax: (817) 645-2175

AFTER RECORDING RETURN TO:

Neel Smith
1804 Pitcarin Ln Apt #145
Arlington, TX 76015



SECRETARY OF STATE

DEPARTMENT OF STATE

OFFICE OF THE SECRETARY

WASHINGTON, D.C.

RECEIVED

DATE: _____

BY: _____

OFFICE NUMBER

DATE OF RECEIPT

BY: _____

SECRETARY OF STATE

RECORDED

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED

DATE 11/11/01 BY SP-6/STW

EXEMPT FROM AUTOMATIC DOWNGRADING AND DECLASSIFICATION

EXEMPTION AUTHORITY: 25 CFR 171.104-2(a)

EXEMPTION CODE: 25X-104-2(a)

Attachment 12

CP2016050575_16061606001017 (Attachment 12)

From: mstrgolfer@sbcglobal.net
Sent: 06/02/2016 05:58 PM
To: puccomplaints@puc.state.tx.us
Subject: [Complaint No:CP2016050575] - Paul Worlow

Attachments:

Sent from my iPhone

Mr Worlow s residence is outside of my CCN area . That is to the best of my knowledge according to maps filed this year at the PUC . He already is receiving service from another provider and has been for years at his present location. I can't understand why he can't " sell his house" with his present service provider??? He did not request service from me when he built the house ?? Why not then ?? What was his motive at that time ?? Now all of a sudden I'm supposed to do something ?? He's out of my certified area and my understanding of the rule is, I shouldn't serve him because he s in another area and I'm sure they have planned and spent to build facilities to accommodate his service and then he files a complaint against me and now it's all MY fault somehow ?? I will carry out my responsibilities as directed or as I know them to be. As to professionalism I've been slogging it out in the trenches dealing with the trailer trash, hillbillies, dope addicts, pistol packers, hate mongers , death threats, lawsuit ers , the TCEQ , and now the PUC and somehow I'm still here , doing the dirty jobs without so much as a thank you for 30+ years , if only I could sit on my butt in a fancy glass palace in Austin passing out judgements on hard working persons with the threat of the big bad PUC stick to wield upon the huddled masses like ur own personal whipping post , if only I was professional usus

Recipients:puccomplaints@puc.state.tx.us

Attachments:

Attachment 13

CP2016070257_16071607002854 (Attachment 13)

From: mstrgolfer@sbcglobal.net
Sent: 07/08/2016 10:25 AM
To: puccomplaints@puc.state.tx.us
Subject: [Complaint No:CP2016070257] - Brad Meals

Attachments:

Sent from my iPhone

Dear Sarah

The water system that mr meals is on is experiencing catastrophic water loss so severe that the 2 wells serving the system Cannot meet production needs . Due to the nature of the soil conditions red clay over porous rock , the leak travels downward thru the rocks instead of the usual up to the surface leaks one sees on TV so much. The system is being shut down and opened selectively as to facilitate the location of the broken pipe. Even professional leak detection personal could only identify a general section of line approx 1/4 of a mile that has to be tested in 200-300 ft increments to eliminate those sections from the leaking one . We have been in 108 heat index temps during the day working on this for 2 days , today is day 3, so that the service is restored to all customers before 5pm each day. The leak must be found or everyone will be out of water everyday and I will not stop until it is found even if it means thru this Wkend and beyond. I called every number I had listed as a contact number to inform customers on Tuesday this week. Mr meals number on file was shown to be disconnected along with 6 others . I have kept the phone manned and if I'm not working on the problem I'll explain to anyone the problem but he never called . Please inform the customers that call you to attempt to work it out or listen to explanations before contacting you . You can't get them water from the glass tower in Austin or an explanation of the problem that persists . I encourage you to encourage them to contact the utility exhaustively to get answers first .

Recipients:puccomplaints@puc.state.tx.us

Attachments:

Attachment 14

CP2016070257_16071607011607 (Attachment 14)

From: mstrgolfer@sbcglobal.net
Sent: 07/28/2016 07:11 AM
To: puccomplaints@puc.texas.gov
Subject: [Complaint No:CP2016070257] - Brad Meals

Attachments:

Sent from my iPhone

The water was off temporarily for testing the main on July 6-9 . Also on July 26 . All affected on the July 6-9 dates , water was off after 9am and restored each day before 5pm . To minimize impact on customers. July 26th repair only 7 affected customers , Cp was not included in the 26th shutdown which only lasted 1.5 hours water was on without interruption all other days. As of this writing repairs are complete at this time. Usage will be monitored till next week to determine if any more problems exist. Also note that over half of customers including Cp had disconnected land line phones as contact numbers on file so early notification was nearly impossible. Water was never off all day at any time .my crew worked in 108 * heat index for over a week . Things like this take time to get right and we stayed until it was right. Remember to tell the Cp that the PUC does not supply them with water the operators and owners and the workers do that job , not office workers in Austin . I fully understand my responsibilities to the people of the systems I serve and while my method may come into question occasionally my results never will

Recipients:puccomplaints@puc.texas.gov

Attachments:

Attachment 15

CP2017060183_17061706005675 (Attachment 15)

From: mstrgolfer@sbcglobal.net
Sent: 06/19/2017 08:36 PM
To: puccomplaints@puc.state.tx.us
Subject: [Complaint No:CP2017060183] - James Cotter

Attachments: "2017 Pass-thru Approval.pdf"

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

I still cant get over the fact that this information was available to anyone in that office. And why in heavens name couldn't one of the lower end staffers get this info and pass it to the customer is beyond me either they're so lazy or so unknowledgeable why are they still working there???? the PUC now does the pass thru s and the rate cases too , its in your data base why overwork me when i'm already OVERWORKED AS IT IS !!!!! My State Senators Name is Brian Birdwell I've put a call thru to his office over this matter . i don't want heads to roll I want them pulled out of your

Thank You
Chuck Bell
2017 Pass-thru Approval.pdf

Recipients:puccomplaints@puc.state.tx.us

Attachments:2017 Pass-thru Approval.pdf

Attachment 16

CP2017060215_17061706005673 (Attachment 16)

From: mstrgolfer@sbcglobal.net
Sent: 06/19/2017 08:31 PM
To: puccomplaints@puc.state.tx.us
Subject: [Complaint No:CP2017060215] - Kevin Kirkpatrick

Attachments: "2017 Pass-thru Approval.pdf"

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

Ronnie Faustro

I still cant get over the fact that this information was available to anyone in that office. And why in heavens name couldn't one of the lower end staffers get this info and pass it to the customer is beyond me either they're so lazy or so unknowledgeable why are they still working there???? the PUC now does the pass thru s and the rate cases too , its in your data base why overwork me when i'm already OVERWORKED AS IT IS !!!!! My State Senators Name is Brian Birdwell I've put a call thru to his office over this matter . i don't want heads to roll I want them pulled out of your

Thank You
Chuck Bell
2017 Pass-thru Approval.pdf

Recipients:puccomplaints@puc.state.tx.us

Attachments:2017 Pass-thru Approval.pdf

Attachment 17

CP2017060183_17061706006719 (Attachment 17)

From: mstrgolfer@sbcglobal.net
Sent: 06/21/2017 09:34 PM
To: puccomplaints@puc.texas.gov
Subject: [Complaint No:CP2017060183] - James Cotter

Attachments: CP2017060183_1706001332.pdf

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

Sent from my iPhone

Isabel Ford

I guess ur as daft as the rest of the fools at the PUC complaint division . The copy of the original bill is included in the original complaint attachment . If you need help figuring it out maybe my 16 year old daughter who showed me could go to work for ur office . She would be a great asset considering I've trained her to think and do on a higher level . Once again the laziness or lack of competency shows up in your work once again . How many more times can ur ignorance show on these petty little problems ur too afraid to address??? Maybe you should save the tax payers of this great state some \$\$\$ by taking a buy out and moving on to something u can handle like pouring sodas at McDonalds or something .

In great concern

Chuck

Sent from my iPhone

Recipients:puccomplaints@puc.texas.gov

Attachments:CP2017060183_1706001332.pdf