

## Attachment 18

CP2017090576\_17091709007500 (Attachment 18)

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.gov<mailto: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 18)

Sincerely,

CPD

Recipients:puccomplaints@puc.state.tx.us

Attachments:

## Attachment 19

CP2017090576\_17091709008183 (Attachment 19)

From: mstrgolfer@sbcglobal.net  
Sent: 09/22/2017 11:42 AM  
To: immediateattention@puc.texas.gov  
Subject: [Complaint No:CP2017090576] - Wesley Wester

Attachments:

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

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 .  
Sent from my iPhone

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Recipients:immediateattention@puc.texas.gov

Attachments:

## Attachment 20

CP2017090576\_17091709008245 (Attachment 20)

From: mstrgolfer@sbcglobal.net  
Sent: 09/22/2017 01:18 PM  
To: immediateattention@puc.texas.gov  
Subject: [Complaint No:CP2017090576] - Wesley Wester

Attachments:

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

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 !!!!  
Sent from my iPhone

Recipients:immediateattention@puc.texas.gov

Attachments:

## Attachment 21



CP2017090576\_17091709008258 (Attachment 21)

From: mstrgolfer@sbcglobal.net  
Sent: 09/22/2017 01:37 PM  
To: immediateattention@puc.texas.gov  
Subject: [Complaint No:CP2017090576] - Wesley Wester

Attachments:

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

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 ??

Sent from my iPhone

Recipients:immediateattention@puc.texas.gov

Attachments:

## Attachment 22

CP2017090576\_17091709008951 (Attachment 22)

From: mstrgolfer@sbcglobal.net

Sent: 09/25/2017 06:46 PM

To: immediateattention@puc.texas.gov

Subject: [Complaint No:CP2017090576] - Wesley Wester

Attachments:

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

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

Sent from my iPhone

.

Recipients:immediateattention@puc.texas.gov

Attachments:

## Attachment 23

CP2017090576\_17101710001718 (Attachment 23)

From: mstrgolfer@sbcglobal.net

Sent: 10/05/2017 02:49 PM

To: puccomplaints@puc.state.tx.us

Subject: [Complaint No:CP2017090576] - Wesley Wester

Attachments:

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

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 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 and 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 .  
Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

## Attachment 24

CP2017100803\_17101710009322 (Attachment 24)

From: mstrgolfer@sbcglobal.net  
Sent: 10/25/2017 02:32 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.

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 .

Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

## Attachment 25



CP2017100803\_17101710010192 (Attachment 25)

From: mstrgolfer@sbcglobal.net  
Sent: 10/27/2017 11:29 AM  
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.

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 .  
Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

## Attachment 26

CP2017100803\_17111711000904 (Attachment 26)

From: mstrgolfer@sbcglobal.net  
Sent: 11/02/2017 04:11 PM  
To: puccomplaints@puc.state.tx.us  
Subject: [Complaint No:CP2017100803] - Linda Wood- No Further Review

Attachments:

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

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 Cranium passed this to u Mr Ford Pinto 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 . :-)  
Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

## Attachment 27

CP2017100803\_17111711000905 (Attachment 27)

From: mstrgolfer@sbcglobal.net

Sent: 11/02/2017 04:12 PM

To: puccomplaints@puc.state.tx.us

Subject: [Complaint No:CP2017100803] - Linda Wood- No Further Review

Attachments:

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

Don't u just love rambling manifestos !!!!

Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

## Attachment 28

CP2017100803\_17111711000920 (Attachment 28)

From: mstrgolfer@sbcglobal.net  
Sent: 11/02/2017 04:44 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.

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

Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

## Attachment 29



CP2017100803\_17111711002454 (Attachment 29)

From: mstrgolfer@sbcglobal.net  
Sent: 11/07/2017 12:27 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.

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.

Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

## Attachment 30

CP2017100803\_17111711003270 (Attachment 30)

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 31

CP2017100803\_17111711003271 (Attachment 31)

From: mstrgolfer@sbcglobal.net  
Sent: 11/08/2017 08:23 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.

Notice u didn't instruct me not to disconnect service for her past due bills so ...  
got nothing else to do tomorrow.

Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

# Attachment 32

CP2018011164\_18021802000571 (Attachment 32)

From: mstrgolfer@sbcglobal.net  
Sent: 02/02/2018 07:59 AM  
To: puccomplaints@puc.state.tx.us  
Subject: [Complaint No:CP2018011164] - Wendy Inga

Attachments:

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

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 Fatso 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 !!!

Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

## Attachment 33



CP2018011164\_18021802005026 (Attachment 33)

From: mstrgolfer@sbcglobal.net  
Sent: 02/10/2018 03:55 PM  
To: puccomplaints@puc.state.tx.us  
Subject: [Complaint No:CP2018011164] - Wendy Inga

Attachments:

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

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 .

.

Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

## Attachment 34

CP2018040373\_18041804005086 (Attachment 34)

From: mstrgolfer@sbcglobal.net  
Sent: 04/13/2018 10:38 PM  
To: puccomplaints@puc.state.tx.us  
Subject: [Complaint No:CP2018040373] - Wesley Wester

Attachments:

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

Hello Maryjane RC

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

Sent from my iPhone

Recipients:puccomplaints@puc.state.tx.us

Attachments:

## Attachment 35

**Donna L. Nelson**  
Chairman

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

**Brandy M. Marquez**  
Commissioner

**Brian H. Lloyd**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

October 2, 2015

### **CONFIDENTIAL SETTLEMENT NEGOTIATION DOCUMENT**

#### **VIA CERTIFIED MAIL**

Chuck Bell Water Services LLC  
Chuck Bell  
P.O. Box 731  
Crowley, Texas 76036

RE: Investigation Regarding TEX. WATER CODE ANN. § 13.4151

Investigation No. 2015090002

Dear Mr. Bell:

According to a recent investigation by the Oversight and Enforcement Division (O&E) of the Public Utility Commission of Texas (Commission), Chuck Bell db a Chuck Bell Water Services LLC (Chuck Bell) is noncompliant with a Commission order

#### **I. APPLICABLE LAW**

TEX. WATER CODE ANN. § 13.4151 (TWC)<sup>1</sup> permits the Commission to assess an administrative penalty against a person that violates an order adopted under Chapter 13 of the TWC. TEX. GOV'T CODE ANN. § 2001.144 provides that an order in a contested case is final when a timely motion for rehearing is overruled by the operation of law. A motion for rehearing is overruled by the operation of law if a state agency does not act on the motion for rehearing within 45 days of the date on which the parties were notified of the Commission order.<sup>2</sup>

#### **II. STATEMENT OF FACTS**

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 thirty days

<sup>1</sup> TEX. WATER CODE ANN. § 13.1151(b) (West 1997).

<sup>2</sup> TEX. GOV'T CODE ANN. § 2001.146(c) (West 1995).



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."<sup>3</sup>

On May 24, 2015, Chuck Bell filed a belated 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, Chuck Bell failed to provide an invoice or bill for the "tax burden on additional funds" and a payment made to the Fort Worth Municipal Court.

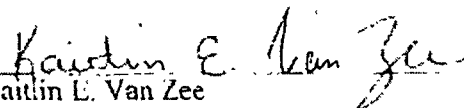
### III. ADMINISTRATIVE PENALTY

TWC § 13.4151 provides that each day a violation continues may be considered a separate violation. An administrative penalty for a violation may not exceed \$5,000 a day. When determining the amount of the penalty, the commission is required to consider: the nature, circumstance, extent, duration, and gravity of the prohibited acts or omissions; the history and extent of previous violations; degree of culpability; the efforts to correct the cause of the violation; the economic benefit gained through the violation; the amount necessary to deter future violations; and any other matters justice requires.

### IV. RELIEF SOUGHT

At this time, O&E declines to recommend any further action. Any future non-compliance with the TWC may result in the recommendation of administrative penalties. For any future disbursement of funds, the compliance filing must contain the proper invoice justifying the disbursement. O&E does not consider a copy of the disbursement check proper invoice. If you have any questions regarding this matter, please do not hesitate to contact me.

Sincerely,

  
Kaitlin E. Van Zee  
Attorney - Oversight and Enforcement Division

CC: Mark H. Zeppa  
Law Offices of Mark H. Zeppa, PC  
4833 Spicewood Springs Road #202  
Austin, Texas 78759-8435

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<sup>3</sup> Application of Chuck Bell dba Chuck Bell Water Systems LLC for a Rate Tariff Change and Surcharge, Docket 43245, Notice of Approval (April 5, 2015). See Ordering Paragraph 3.