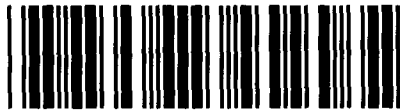




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**DOCKET NO. 48675**

**COMPLAINT OF JOANNA RUFF  
AGAINST OAKS HACKBERRY  
CREEK APARTMENTS AND  
UTILITY MANAGEMENT  
SOLUTIONS**

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§

**PUBLIC UTILITY COMMISSION  
OF TEXAS**

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PUC FILING CLERK

**ORDER NO. 2  
REQUIRING RESPONSES**

**I. Background**

On September 11, 2018, Joanna Ruff (complainant) filed a complaint against Oaks Hackberry Creek Apartments and Utility Management Solutions regarding water and wastewater billing and related charges. This complaint was filed under 16 Texas Administrative Code (TAC) § 22.242 and is available on the Commission's Interchange webpage at, <http://interchange.puc.texas.gov>.

On September 13, 2018, the administrative law judge (ALJ) issued Order No. 1<sup>1</sup> which required Oaks Hackberry Creek Apartments and Utility Management Solutions to file a response to the complaint by October 2, 2018. Order No. 1 was filed with the Commission's filing clerk and served upon Ms. Ruff, Oaks Hackberry Creek Apartments, the Office of Public Utility Counsel, and Commission Staff. However, Utility Management Services did not receive service of Order No. 1. Therefore, this Order grants Utility Management Services an opportunity to respond to the complaint.

**II. Requiring Response**

Utility Management Solutions must file a response to the complaint no later than October 31, 2018, per 16 TAC § 22.78. The response must address the following:

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

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<sup>1</sup> *Complaint of Joanna Ruff Against Oaks Hackberry Creek Apartments and Utility Management Solutions*, Docket No. 48675, Order No. 1 (Sept. 13, 2018).

5. any other matters relevant to the complaint.

### III. Filings

Unless otherwise specified, an original and 10 copies of documents relating to this proceeding must be filed with the Commission's filing clerk in accordance with 16 TAC § 22.71. A copy of each document filed with the Commission must also be served on all parties as required by 16 TAC § 22.74. All filings can be accessed on the Commission's Interchange webpage at, <http://interchange.puc.texas.gov>.

### IV. Ex Parte Communications

*Ex parte* communications with the ALJ are prohibited per 16 TAC § 22.3(b)(2). Parties shall communicate with the ALJ only through written documents filed with the Commission's Filing Clerk and served on all parties. Questions concerning this Order or any other order must be submitted in writing, filed with the Commission, and served on all parties of record.

### V. Notifying Office of Public Utility Counsel

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

Signed at Austin, Texas the 10<sup>th</sup> day of September 2018.

PUBLIC UTILITY COMMISSION OF TEXAS

  
MEAGHAN BAILEY  
ADMINISTRATIVE LAW JUDGE