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DOCKET NO. 49060

COMPLAINT OF DEBORAH LOWE
AGAINST SADDLEBROOK
COMMUNITY AND SUN
COMMUNITIES, INC.

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PUBLIC UTILITY COMMISSION
OF TEXAS

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PUBLIC UTILITY COMMISSION
FILING CLERK

**ORDER NO. 4
REQUIRING JOINT STATUS REPORT**


This matter involves a complaint by Deborah Lowe that Saddlebrook Community and Sun Communities, Inc. (collectively, Sun) overcharged her on her water bills. As recently as February 19, 2019, Ms. Lowe made it clear that she wished to continue pursuing her complaint.

On March 28, 2019, Commission Staff reported that it has conducted its own investigation of the merits of Ms. Lowe's complaint. Commission Staff believes that Ms. Lowe was overcharged \$23.91 for water service, but undercharged \$46.04 for sewer service, such that, on a net basis, she was charged \$22.13 less than she should have been by Sun.

The parties are directed to confer and, by April 19, 2019, file a joint status report and recommendation on how to proceed in this case or a request for a hearing.

Signed at Austin, Texas the 29th day of March 2019.

PUBLIC UTILITY COMMISSION OF TEXAS



HUNTER BURKHALTER
ADMINISTRATIVE LAW JUDGE