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DOCKET NO. 49060

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

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PUBLIC UTILITY COMMISSION
OFFICE - 1 PM 2:04
OF TEXAS
PUBLIC UTILITY COMMISSION
FILING CLERK

**ORDER NO. 2
REQUIRING A REPLY FROM THE COMPLAINANT AND ADDITIONAL INPUT
FROM COMMISSION STAFF**

This Order addresses Commission Staff's January 31, 2019, statement of position and recommendation that Deborah Lowe file a reply regarding whether her dispute has been resolved. Commission Staff suggests Ms. Lowe is complaining that Saddlebrook Community and Sun Communities, Inc. (collectively, Sun) overcharged her on her water bills by \$2.32. The administrative law judge (ALJ) agrees that Ms. Lowe's complaint is inartfully worded and the substance of her complaint and her desired remedy are not clear. However, the ALJ is not convinced that the complaint is entirely about \$2.32.

On January 28, 2019, Sun filed a response to Ms. Lowe's complaint. In the response, Sun stated, among other things, that it had provided a credit to Ms. Lowe's account on November 2, 2018, in the amount of \$2.45. Also included with Sun's response is an October 16, 2018 letter to Ms. Lowe from the Commission's Customer Protection Division. In that letter, the Customer Protection Division concluded that Sun did not bill its tenants for water in a manner that is consistent with the Commission's rules. The Division further recommends that Sun correct its billing methods on both a going-forward basis, as well as correcting for its previously-billed services.

In light of the above, the administrative law judge (ALJ) orders as follows:

- Ms. Lowe must file, on or before February 22, 2019, a reply advising whether she wishes to continue pursuing her complaint. If she does wish to continue pursuing her complaint, she must provide more clarity as to the substance of her complaint and the remedy she seeks. Alternatively, if Ms. Lowe does not wish to continue pursuing her complaint, she may file a request to withdraw the complaint.

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- Commission Staff must file, on or before February 22, 2019, a response stating whether it agrees or disagrees with the analysis and conclusions reached in the October 16, 2018 letter from the Customer Protection Division. If it agrees with the analysis and conclusions of the letter, Commission Staff must quantify (if possible) the monetary difference between: (1) the amounts actually billed by Sun to Ms. Lowe for water use for the period November 7, 2017 through December 1, 2018; and (2) the amounts that would have been billed by Sun to Ms. Lowe for the same period if the bills had been calculated in compliance with the Commission's rules.

Signed at Austin, Texas the 1st day of February 2019.

PUBLIC UTILITY COMMISSION OF TEXAS


HUNTER BURKHALTER
ADMINISTRATIVE LAW JUDGE

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