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CUSTOMER PROTECTION

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Feb. 06, 2016 PUBLIC UTILITY COMMISSION
FILING CLERK

RE: Docket #49060

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Dear P.U.C.;

I am sorry you did / do not understand what I was seeking from Saddlebrook. Let me explain.

When Jackie (former mgr. of community) had my water meter replaced she told me after two months we (here I) would check to see if my bills had dropped. She would then go back and figure out what should be refunded (or at that time credited to me). My next two bills were \$90 or a little under. Jackie then gave notice and left her position at Saddlebrook. I gave it until a new mgr was hired (a few months). My bill was going back up again but the new mgt. said they did not give refunds or credits no matter what I was told. I met with the acting D.M. who said all residents' water bills/metering was done and only I had a discrepancy and it was for \$2.35 so they would credit me that.

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I told my the Dm that was a yoke and ask if she read the twelve (12) page letter I sent corp; she said yes but I don't pay attention to "hear-say". In the letter I told them there was a water leak in the Master Bath shower and the wall was bubbled and water ran under the mobile from somewhere else. Her reply was that I was moving so it really did not matter. She since (after 10 yrs) has left as the D.M.

Right before I left I had the neighbor come over to check my meter (he works for the City of San Marcos) Neither of us knew how anyone was reading my water meter using any method as there was a fire ant hill about a foot deep covering every inch of the meter and the container surrounding it.

Saddlebrook not only owes me money for my gross over charge for water, but they owe other residents too. I am told by past neighbors that there is a lawsuit

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by some residents being filed.

I just want all my over payments
refunded.

Respectfully

Deborah Lowe

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