



Control Number: 49261



Item Number: 1

Addendum StartPage: 0

MICHAEL E. MOORE  
303 HICKORY TRAIL  
LAVERNIA, TX 78121  
(210) 861-174, 2019

49261

2019 FEB 25 AM 9:13

February 21, 2019

Public Utility Commission of Texas  
Central Records  
Attn: Filing Clerk  
1701 N. Congress Avenue  
Austin, TX 78711-3326

RE: FORMAL COMPLAINT – Complaint #CP2018110366

Attached you will find copies of my original Informal Complaint against C Willow Water Company. The Customer Protection Division of the Public Utility Commission of Texas (CPD) forwarded my complaint to C Willow Water regarding our high water bill. Your records will show C Willow Water did not respond within the 21-day period provided for by the Rules and are in violation.

Upon filing my informal complaint, to date we have not heard from C Willow Water in attempt to resolve the issue. Therefore, I am filing my Formal Complaint against C Willow Water Company.

Below you will find the information and documents required to move forward.

Account holder: Michael Moore  
303 Hickory Trail  
Lavernia, TX 78121  
(210) 861-1746

Account #: 7030  
303 Hickory Trail Lavernia

Water Service: C Willow Water Company

Description of Facts: High Water Bill  
See Attached Documents:

Statement of Relief: C Willow Water to correct 10/03/18 bill by calculating an overall average of gallons used from all invoices to date, remove all late fees, make adjustment accordingly and reimburse the balance. All bills were paid on time.

Complaint: C Willow Water Company emailed my first water bill on October 3, 2018 in the amount of \$1808.86 stating I used 495,280 gallons of water. C Willow Water stated my beginning meter reading was 6690 and ending in 501,970. I bought a



new custom home on July 8, 2018. It is not possible for me and my wife to use that amount of water. I do not have any landscaping, grass (just sand), no swimming pool or leaks, no standing water or moisture anywhere and we use bottled water. My house is under warranty. I called the builder and he advised me to call the plumber to come and inspect our house inside and out to check for leaks. Double S Plumbing came out October 8, 2018 and did not find anything wrong. I submitted a copy the of invoice/report to C Willow Water Company by email. My November 1, 2018 bill showed 2910 gallons water and my bill was \$33.84. My first contact with Sandy Strozier with C Willow Water Company regarding this matter was after I received my first bill of \$1808.86. I called their office numerous times and only reached voicemail. I was unable to leave message, because their voicemail box was full. I called the owner, David's cell phone number and he referred me back to Sandy Strozier to resolve the issue. When I reached Sandy by phone I was told they go by the water meter only and the problem was not theirs and I had to pay the bill or they were going to shut my water off. I asked Sandy if I could make payment arrangements and she allowed us to divide the bill into 3 payments. My last conversation I had with Sandy Strozier was by phone in response to her last email message to [partiesbyagm@yahoo.com](mailto:partiesbyagm@yahoo.com), which I share with my wife. Sandy communicated with both my wife, on my behalf, and myself regarding the high bill. I asked her again to provide me copies of all prior water bills since the water meter was first installed to compare and confirm the beginning and ending meter readings were in alignment with my bill. Sandy explained to me she could not release that information because of privacy. Sandy reiterated that the problem was not on their end and for me to take it up with my builder. The builder, Keith Johanson told me the problem was not his and out of his hands. There is an error somewhere. C Willow Water Company will not work with me in effort to resolve the issue. Since C Willow Water Company did not respond to the Customer Protection Division or contact me regarding my Informal Complaint, I am taking the next step and filing the Formal Complaint.

Company: C Willow Water Company (independently owned and not affiliated with City of Lavernia water system)  
Address: PO Box 597 Floresville, TX 78114  
Telephone #: (830) 391-4406  
Subdivision: Oak Hollow Estates  
Lavernia, TX 78121  
Wilson County

Filed Informal Complaint: November 12, 2018  
I received a response letter back from the Customer Protection Division dated December 6, 2018.

Attached Documents: 1. Informal Complaint  
2. Email Notice to C Willow



3. Public Utility Commission Response Letter
4. Double S Plumbing Invoice/Report
5. 1st Water Bill 10/03/18 \$1,808.86  
(Received by email 10/03/18)  
8/10/18 to 10/01/18  
Read 8/27/19  
Gallons used: 495,280  
Read 9/27/18  
Gallons used: 3630
6. 2nd Water Bill: 11/01/18 \$33.84  
09/28/18 - 10/28/18  
Gallons used: 2910
7. 3rd Water Bill: 01/01/19 \$36.25  
11/2/18 – 12/28/18  
Gallons used: 2600
8. 4th Water Bill: 02/01/19 \$77.86  
Gallons used: 3570  
\*Incorrect Bill
9. Email Correspondence 10/03/18 10:16 a.m. – 5:20 p.m.
10. Email Correspondence 10/30/18 12:40 p.m. – 1:38 p.m.
11. Email Correspondence 02/06/19 12:25 p.m. – 02/07/19 4:29 p.m.  
\*regarding incorrect bill/late fee

Thank you for your attention to this matter. If you have any questions or require further information, please do not hesitate to call me at (210) 861-1746.

Sincerely yours,



Michael E. Moore

Attachments



**CUSTOMER PROTECTION DIVISION  
ON-LINE COMPLAINT FORM**

Investigator: **Wilson, Kenneth**  
Date Pending: 12/4/2018  
Complaint No: **CP2018110366**  
Company: **C WILLOW WATER**  
Complaint: **Rates & Charges**  
Service No:

**Complaint**

**Normal**

Monday, February 11, 2019

**Customer:**  
Last Name: **Moore**  
First Name: **Michael**  
Business:  
Date Closed: **12/6/2018**  
Date Received: **11/13/2018**  
Account No: **7030**  
Spanish: No

Service Address:

303 Hickory Trail

Lavernia TX 78121

Alt Last: **Moore**  
Alt First: **Amy**

Mail Address:

303 Hickory Trail

Lavernia TX 78121

Day: **(210) 861-1746**  
Alt: **(210) 861-1746**  
Email: **Mybylnr98@att.net**

**Complaint Note:**

CCN 12240 - C-Willo Water LP said we used 495,280 gallons of water in 30 days. Our beginning water meter reading was 6690 and the ending 501970. We live in a brand new home, no landscaping or yard, no swimming pool. Only 2 adult in home. Water company will not look into the situation and prove how we could have an unimaginable amount of water. We had a plumber inspect our property for leaks. Our bill is 1808.50 and they said we have to pay or they will pull our meter and shut our water off. There is absolutely no way we used this amount of water.

Entered: **11/12/2018 6:31:00 PM**

Entered By: **., Unknown**



From: Mybylnr98@att.net  
Sent: 11/12/2018 07:14 PM  
To: puccomplaints@puc.texas.gov  
Subject: [Complaint No:CP2018110366] - Michael Moore

Attachments: CP2018110366.pdf

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

Michael Moore submitted on online complaint at 11/12/2018 7:14:55 PM

Recipients:puccomplaints@puc.texas.gov

Attachments:CP2018110366.pdf



CP2018110366\_18111811004742.txt

From: Kenneth.Ford@puc.texas.gov

Sent: 11/13/2018 02:27 PM

To: [REDACTED]

Subject: [Complaint No:CP2018110366] - Michael Moore

Attachments:

CP2018110366\_CoverSheet.pdf, CP2018110366\_18111811004406.txt, CP2018110366\_18111811004405.pdf

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.state.tx.us

Respond only to complaint: CP2018110366

Please note: If this complaint involves a non-regulated service that is not within the jurisdiction of the PUC, please respond immediately to [immediateattention@puc.texas.gov](mailto:immediateattention@puc.texas.gov)

This email is to inform you that a customer has filed a complaint against your company and that the PUC is currently beginning an investigation. According to PUC Procedural Rules, you must respond to this complaint within 21 days of the date of this Notice. Your complete response MUST include a copy of ALL documentary evidence relied upon by the company to support its position in this matter. In the case of an alleged slam or cram, documentary evidence includes, a signed letter of agency, third party verification, and electronically recorded authorization & verification.

Disconnection is prohibited under Substantive Rule 25.483 (e)(5) and 25.485 (e)(2)(A) while the informal complaint process is pending.

Per Substantive Rule §25.480 (1) when responding, please advise if this premise has a switch-hold due to average payment plan or deferred payment plan.

Per Substantive Rule §25.126 (g) when responding, please advise if this premise has a switch-hold due to tampering.

CP2018110366\_18111811004742.txt

Recipients: [REDACTED]

Attachments: CP2018110366\_CoverSheet.pdf

CP2018110366\_18111811004406.txt

CP2018110366\_18111811004405.pdf

**DeAnn Walker**  
Chairman

**Arthur C. D'Andrea**  
Commissioner

**Shelly L. Botkin**  
Commissioner

**John Paul Urban**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

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12/6/2018

Mr & Mrs Michael Moore  
303 Hickory Trail  
Lavernia TX 78121

RE: Complaint #CP2018110366

Dear Mr & Mrs Moore:

On 11/13/2018 the Customer Protection Division of the Public Utility Commission of Texas (CPD) forwarded the referenced consumer complaint to C Willow Water regarding the high usage reported for your premise. According to the Commission's Informal Complaint Procedures, C Willow Water is required to investigate and advise the commission in writing of the results of its investigation of the complaint within 21 days of the date forwarded by the commission. Review of our records show that C Willow Water response was not filed within the 21-day period provided for by the Rules.

Based on our investigation, the Customer Protection Division has determined that the actions of C Willow Water were not consistent with Substantive Rule §24.171 Continuity of Service. For this reason, CPD has determined that the company failed to respond in a timely manner. Failing to respond in a timely manner is a violation of Substantive Rule §24.153. Therefore, the company may be subject to administrative penalties per day, per complaint.

We recommend that C Willow Water take the following corrective actions:

- Resolve the issues described in your complaint according to applicable PUC Substantive Rules
- Provide the PUC documentation of the actions taken to resolve the complaint

If you have any questions, please feel free to contact our Customer Protection Hotline at (888) 782-8477 or visit us online at <http://www.puc.texas.gov>.

Sincerely,

Kenneth Wilson  
Customer Protection Division  
Public Utility Commission of Texas

cc: C Willow Water



Printed on recycled paper

An Equal Opportunity Employer

**DeAnn Walker**  
Chairman

**Arthur C. D'Andrea**  
Commissioner

**Shelly L. Botkin**  
Commissioner

**John Paul Urban**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

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Dear Utility Customer:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas (PUC) received your complaint and has begun an investigation of your concerns. As required by PUC Substantive Rules, we have notified the company of your complaint and required a response within 21 days. CPD will review your complaint along with the company's response. We will then send you a letter explaining the details of our investigation. The letter may also outline further action necessary to address the issue.

If you have any additional information or documentation that supports your complaint, you may contact CPD at (888) 782-8477 or by email to [customer@puc.texas.gov](mailto:customer@puc.texas.gov). Please contact us if you have any questions or concerns about the investigation.

Thank you,

Customer Protection Division  
Public Utility Commission of Texas

MR & MRS MICHAEL MOORE  
303 HICKORY TRAIL  
LAVERNIA TX 78121

# DOUBLE S PLUMBING

NEW CONSTRUCTION PLUMBING REPAIRS

830-779-4135

Steven Swygard  
doublesplumbing@gmail.com  
P.O. Box 69 M38394 La Vernia, TX 78121

INVOICE #

DATE STARTED:

10/8/12

DATE COMPLETED:

10/8

TIME ARRIVED:

8:00

TIME COMPLETED:

1:00

Job Location:

300

Bill To:

Contact Phone:

710-740-5077

Phone:

Description of work performed:

did the water pressure test  
and found the water pressure  
was too low so we replaced  
the water pressure regulator

## PARTS WARRANTY

All materials/parts as recorded are warranted as per manufacturer specifications.

## LABOR GUARANTEE

The labor charge as recorded here relative to the equipment serviced as noted, is guaranteed for a period of thirty (30) days. We do not, of course guarantee other materials/parts than those we supply. If repairs later become necessary due to other defective materials, parts, they will be charged separately.

CREW:

[Signature]

SERVICE CALL

\$

Hrs. @ /Hr. \$

MATERIALS

\$

SUBTOTAL

\$

PSI

☐

Recommend expansion tank

Recommend PRV Valve

Total Materials

TOTAL AMOUNT DUE \$

THANK YOU FOR YOUR BUSINESS

Texas State Board of Plumbing Examiners

P.O. Box 4200 Austin, TX 78765



10/3/2018

C-Willow Water Company

PO Box 597 Floresville TX 78114 PH: 830-391-4406

1

**CUSTOMER HISTORY 08/10/2018 to 10/01/2018**

Acct: 7030 Moore Michael Home:210-861-1746  
303 Hickory Trail La Vernia TX 78121 Current Balance: \$1,808.86 ACTIVE  
Loc ID: 7030 @ 303 Hickory Trail La Vernia  
Rte: 4 Seq.# 86 Dep:\$50.00

Date	Code	Description	Previous	Present	Used	Charge	Payment	Balance
8/10/2018	RN	Added with New Account				35.00		35.00
9/1/2018	WR	Read on 08/27/2018 KeyedIn	6,690	501,970	495,280	1749.75		1784.75
9/1/2018	TX	TAX				17.50		1802.25
9/13/2018	DEP	Deposit				50.00		1852.25
9/13/2018	DEP	Credit Card online					50.00	1802.25
9/13/2018	RN	Credit Card website					35.00	1767.25
9/18/2018	LC	LATE CHARGE Added as Other Single Charge				5.00		1772.25
10/1/2018	WR	Read on 09/27/2018 KeyedIn	501.970	505,600	3,630	36.25		1808.50
10/1/2018	TX	TAX				0.36		1808.86

**BE DUE 10/17/18**

C-Willow Water Company  
PO Box 597  
Floresville, TX 78114  
830-391-4406

Drop box on Hickory Run In La Vernia by mailboxes/1009 B St in Floresville  
ACH Available Website: <http://watercompaniestx.com>

Michael Moore  
303 Hickory Trail  
La Vernia TX 78121

Michael Moore

Billed: 11/01

After 11/17 pay 1249.75

**YOU OWE 1244.75 by 11/17**

Acct# 7030  
303 Hickory Trail

	Balance Past Due:	1210.91
WATER Used 2910		33.50
Prev 505600 Pres 508510		
TAX		0.34

Billed: 11/01

**YOU OWE 1244.75 by 11/17**

After 11/17 pay 1249.75

Past Due Balance must be paid by 27th to  
avoid service disconnect.

Acct# 7030

Svc: 09/28 to 10/28 (30 days)

C-Willow Water Company  
PO Box 597  
Floresville, TX 78114

C-Willow Water Company  
PO Box 597  
Floresville, TX 78114  
830-391-4406

Reminder: Wrap & drip pipes in freezing weather.  
CH Available Website: <http://watercompaniestx.com>

Michael Moore  
303 Hickory Trail  
La Vernia TX 78121

Michael Moore

Billed: 01/01

After 01/17 pay 41.25

**YOU OWE 36.25 by 01/17**

Acct# 7030  
303 Hickory Trail

	Balance Past Due:	2.41
WATER Used 2600		33.50
Prev 511820 Pres 514420		
TAX		0.34

Billed: 01/01

**YOU OWE 36.25 by 01/17**

After 01/17 pay 41.25

Acct# 7030

Svc: 11/28 to 12/28 (30 days)

Keep this top portion for your records

Return this bottom portion with your payment

C-Willow Water Company  
PO Box 597  
Floresville, TX 78114

C-Willow Water Company  
PO Box 597  
Floresville, TX 78114  
830-391-4406

Reminder: Wrap & drip pipes in freezing weather.  
ACH Available Website: <http://watercompaniestx.com>

Michael Moore  
303 Hickory Trail  
La Vernia TX 78121

1/6 37.52

Michael Moore  
Billed: 02/01 After 02/17 pay 82.86

**YOU OWE 77.86 by 02/17**

Acct# 7030  
303 Hickory Trail

	Balance Past Due:	41.25
WATER Used 3570		36.25
Prev 514420 Pres 517990		
TAX		0.36

Billed: 02/01

**YOU OWE 77.86 by 02/17 40.34**

After 02/17 pay 82.86

Past Due Balance must be paid by 27th to  
avoid service disconnect.

Acct# 7030

Svc: 01/28 to 12/28

Keep this top portion for your records  
Return this bottom portion with your payment

C-Willow Water Company  
PO Box 597  
Floresville, TX 78114

## Fw: 303 Hickory Trail

From: Amy Moore (partiesbyagm@yahoo.com)

To: mybylnr98@att.net

Date: Wednesday, January 23, 2019, 11:33 AM CST

Please print 10 copies. I'm sending you more emails. Watch for duplicates.

Sent from Yahoo Mail on Android

----- Forwarded Message -----

**From:** "Sandy Strozier" <dsstrozier@gmail.com>

**To:** "partiesbyagm@yahoo.com" <partiesbyagm@yahoo.com>, "mmoore@northparklexus.com" <mmoore@northparklexus.com>, "Shannon Wylie" <shannonwylie248@hotmail.com>

**Sent:** Wed, Oct 3, 2018 at 5:20 PM

**Subject:** Re: 303 Hickory Trail

Our website is [watercompaniestx.com](http://watercompaniestx.com) to pay by credit card.

On Wed, Oct 3, 2018 at 4:51 PM Sandy Strozier <dsstrozier@gmail.com> wrote:

This will include an additional \$75.00 fee to pull meter.

On Wed, Oct 3, 2018 at 4:50 PM Sandy Strozier <dsstrozier@gmail.com> wrote:

I have replied to both e-mails and not sure if there is still a question. Please note that we will be pulling the meter if this account does not get resolved soon. Thank you.

On Wed, Oct 3, 2018 at 1:29 PM Sandy Strozier <dsstrozier@gmail.com> wrote:

Thanks for your e-mail. I already replied to your husband. Those are not our phone numbers. I am not sure where you got those. I sent this bill to Mr. Johanson a month or so because no one reached out to call us like they said when they e-mailed me in July. I'm guessing they gave you wrong information. Our office phone number is 830-391-4406 and if your file is that big it will not hold the storage either. I explained to your husband a spinning meter indicates a leak somewhere if everything is off. I would contact your builder to further discuss since he owns the adjoining property or to check for a leak? Please keep us posted.

If you spoke with David he is the owner and the emergency contact and the person who installed your meter. His phone number is 210-639-6052.

Thank You!

Sandy Strozier  
Office Manager/Owner  
C-Willow Water Co  
PO Box 597  
Floresville TX 78114  
830-391-4406

Thank You!

On Wed, Oct 3, 2018 at 10:16 AM Amy Moore <partiesbyagm@yahoo.com> wrote:

Hello Sandy. My name is Amy Moore and my husband spoke to you a couple of days ago regarding our nearly 1800.00 water bill. You are already calling us and we haven't even received our bill yet. Please explain to me how this could be? It's just my husband and I. We don't wash much and we use bottled water. We use paper plates and plastic cups. We hardly have any dishes and I've only used my brand new dishwasher 3 times since we moved here...we do use the toilets but at a normal level. plus we go out to eat almost every day and we have no yard to water. We had a pool in San Antonio and our maximum water bill was 300.00. The phone number we called was 830-217-4276, 830-217-4279, also called the phone number at the front of the subdivision and talked to David explained to him that we have been trying to contact you.



He gave us your number and the mailbox was full every time we called and couldn't leave a message. That is why we called Keith to see if we could get additional contact information and Keith gave us your email. In any event, there has to be a problem somewhere. On my way home, no one was at home, I stopped to check the meter to see if it was running and it was spinning. Send me your cell number and I will attach the video took. I just tried to attach it to this email and it said it was too large. I know it's not too large to text, because I texted it to Mike. Please follow up with me regarding this matter so we can get it resolved.

Thank you,  
Amy Moore  
210-240-5017

sent from Yahoo Mail on Android

## Fw: High Water Bill

From: Amy Moore (partiesbyagm@yahoo.com)

To: mybylnr98@att.net

Date: Wednesday, January 23, 2019, 11:39 AM CST

Please print 10 copies. Watch for duplicate emails please. Oh and print 1 extra for us....along with 10 copies of attachment and open up the show more before printing. 📎

Sent from Yahoo Mail on Android

----- Forwarded Message -----

**From:** "Sandy Strozier" <dsstrozier@gmail.com>

**To:** "partiesbyagm@yahoo.com" <partiesbyagm@yahoo.com>, "Sandy Strozier" <dsstrozier@gmail.com>

**Sent:** Tue, Oct 30, 2018 at 1:38 PM

**Subject:** Re: High Water Bill

Thank you for this e-mail. In a prior e-mail I stated this account was not in your name and to contact the builder to settle this who was receiving the bill to verify the water usage on their bills. It is the privacy act to not share other people's account info. Thank you for resolving this with the builder who has the records.

Thank you again!

On Tue, Oct 30, 2018 at 12:40 PM Amy Moore <partiesbyagm@yahoo.com> wrote:

Dear Mrs. Strozier, please be advised that we had Double S Plumbing come out and inspect our house inside and outside for leaks. They did not find anything wrong. The plumber advised me that our property would have shown signs or evidence of flooding, even in the sand, with the extreme amount of water usage you said we used. The technician explained to me that amount of water would have looked like we opened up a fire hydrant. We are concerned about our bill because we bought a brand new home with no yard or plants to water and it's only my husband and I in the home, plus we use bottled water. We appreciate the agreement you made with us to divide our bill of \$1808.86 into three payments, but we are still concerned there was an error somewhere. Before the second payment of our agreement is due, we are asking you to please provide us with copies of all prior water bills pertaining to our property since the water meter was installed. My husband spoke to David regarding our request and he said to get with you.

For your records, I have attached a copy of the plumbing report proving we did not have a leak.

Your prompt attention to this matter would be greatly appreciated.

Thank you,  
Michael and Amy Moore

Sent from Yahoo Mail on Android



20181016\_165451.jpg  
2.6MB



20181016\_165451.jpg  
2.6MB



## Re: Late Fee - Acct# 7030 303 Hickory Trail

From: Sandy Strozier (dsstrozier@gmail.com)

To: mybylnr98@att.net

Date: Thursday, February 7, 2019, 4:29 PM CST

Thanks for the email. If we post something and catch it we always remove the late fee. We removed it yesterday. Take care!

On Wed, Feb 6, 2019 at 12:45 PM [mybylnr98@att.net](mailto:mybylnr98@att.net) <[mybylnr98@att.net](mailto:mybylnr98@att.net)> wrote:

Hello Sandy. I received my February bill and it shows a late fee with a past due balance and does not reflect my January payment, which I paid on 1/16/2018 online. According to the January billing statement payment is not due until 1/17. Therefore, I do not have a past due balance. I have attached a copy of my bank statement which confirms my payment went through the bank on 1/16/2018, as well as a copy of my current February bill I received from you. Please send me a corrected February statement that does not show a past due balance and reflects the correct balance owed.

Thank you,  
Michael Moore  
(210) 861-1746

Sent from Yahoo Mail on Android