



Control Number: 49261



Item Number: 21

Addendum StartPage: 0

COPY

DOCKET NO. 49261

ANSWERS TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION  
TO MICHAEL E MOORE  
QUESTION NOS. STAFF 1-1 THROUGH STAFF 1-6

2019 SEP 27 AM 9:22  
FILED  
PUBLIC UTILITY COMMISSION  
FILING CLERK

STAFF 1-1 Please provide the date you began occupying 303 Hickory Trail as your permanent residence.

ANSWER: We closed on the house on July 8, 2018 and moved in on July 9, 2018.

STAFF 1-2 Admit or deny that the property at 303 Hickory Trail was receiving water service on the date provided in response to Staff 1-1.

ANSWER: ADMIT

STAFF 1-3 Admit or deny that the property on 303 Hickory Trail received water service continuously from the date provided in response to Staff 1-1 through September 13, 2018.

ANSWER: ADMIT

STAFF 1-4 If the date provided in response to Staff 1-1 is more than two weeks before September 13, 2018, please explain the reasons for the delay in submitting an application for water service to C Willow.

ANSWER: We did not receive any contact information for water service when we moved in. I called the Wilson County Abstract office to see if they had any information in their paperwork or know who to contact and they did not. My wife and I continued our efforts in searching for contact information. I called SS Water Company and Lavernia Chamber of Commerce to see if they knew and they did not know. So, I Googled Oak Hollow Estates water online. I found some information on the Texas.gov PUC Water Search link. I called and emailed the contact information shown on the website on July 16, 2018. The phone only had a constant busy signal. Therefore, I sent an email to the email address listed for C Willow Water Co. I never received a reply. I have attached a copy of the email for your review. I called the builder several times and he finally texted me back the contact information for the owners of C Willow Water Company on September 12, 2018.

STAFF 1-5 Please provide all written correspondence, if any, between you and Keith Johanson or any employee of Keith Johanson, regarding who to contact to apply for water service to 303 Hickory Trail in your name.

ANSWER: On September 12, 2018 the builder, Keith Johanson sent me a text message providing me an email address for the owners of C Willow Water Co., David and Sandy Strozier so I could contact them. I have attached a copy of the text message for your review.

STAFF 1-6 Please explain how you first learned of the 1,808.86 water bill that is the basis of your complaint.

ANSWER: C Willow Water Company emailed my first water bill on October 3, 2018 in the amount of \$1,808.86 stating I used 495,280 gallons of water. C Willow Water stated my

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beginning meter reading was 6690 and ending in 501,970. I have attached a copy for your review.

ATTACHMENT STAFF 1-4

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

**From:** "Amy Moore" <partiesbyagm@yahoo.com>

**To:** "tscott60@austin.rr.com" <tscott60@austin.rr.com>

**Sent:** Mon, Jul 16, 2018 at 4:34 PM

**Subject:** Water hookup

Moved into 303 Hickory Trail and need to transfer water from builder to homeowner. Please call Amy moore at 210-240-5017. if I have reached the wrong person please let me know. Thank you.

Sent from Yahoo Mail on Android

ATTACHMENT FOR STAFF 1-4

July 16, 2018 Google C Willow search info


From: Amy Moore (partiesbyagm@yahoo.com)

To: mybylnr98@att.net

Date: Tuesday, September 24, 2019, 11:21 PM CDT

County Officials. 1811 Springdale Rd., #110  
Austin, TX 78721 . (512) 854-7700.

Missing: ~~water~~ | Must include: water

 Texas.gov > puc > WaterSearch > U...

## Water Utility Details for C WILLOW WATER - Texas.gov

... 1 (830) 217-4276. EMAIL ADDRESS tscott60@ austin.rr.com ... CO, RESPONSIBLE PARTY. C WILLOW WATER CO, RICHARD SCOTT, UTILITY CONTACT ...

You visited this page on 9/12/19.

 ClustrMaps > ... 

4136 Travis Country Cir, Austin, TX -

# Kidgenius Toys Inc, Richard W Scott LLC Public Records

... permits for work. John Austin Williams (512) 929-9393, Jill Scott were listed as contractors. ... These are some of the names: Icheckout Inc and Richard W Scott LLC. .... Water Waste Report – 47 issues.

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10:25       

   80% 

  **Water Utility Detail**  
puc.texas.gov



# Public Utility Commission of Texas



# Water Utility Details for C WILLOW WATER

## Site Details

### Properties

<b>Name</b>	C WILLOW WATER
<b>CCN/Regnum</b>	12240
<b>Utility Type</b>	WATER UTILITY
<b>Ownership Type</b>	INVESTOR
<b>Primary County</b>	WILSON
<b>AIS Number</b>	

### Official Address

PO BOX 507



10:25       

   80% 

# Public Utility Commission of Texas

## Official Address

PO BOX 597

FLORESVILLE TX 78114 - 597

## Responsible Party

### Organization Name

C WILLOW WATER CO

### Address

101 HICKORY RUN

LA VERNIA TX 78121

BUSINESS PHONE 1 (830) 217-4276

EMAIL ADDRESS [tscott60@austin.rr.com](mailto:tscott60@austin.rr.com)



LINK ADDRESS CANCELLED @ GMAIL.COM

# Activity

Activity Status

Start Date

CCN CANCELLED

# Affiliates



10:25



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Public Utility Commission of Texas

# Affiliates

Organization Name	Individual Name	Role
C WILLOW WATER CO		RESPONSIBLE PARTY

C WILLOW WATER  
CO

RICHARD  
SCOTT

UTILITY CONTACT

## Counties

**Name**

**Primary**

WILSON



### Public Utility Commission of Texas

1701 N. Congress Ave.

PO Box 13326

Austin, TX 78711-3326

Tel: 512-936-7000

Email: [web@puc.texas.gov](mailto:web@puc.texas.gov)

#### AGENCY INFO

[Site Policies](#)

[Sitemap](#)

[Website Support](#)



Sent from Yahoo Mail on Android

ATTACHMENT  
1-4

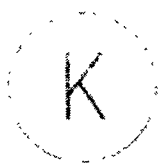
ions of water.  
They won't give  
me any details



VIEW ALL



1:43 PM

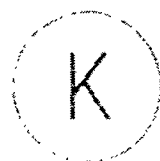
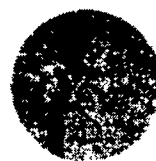


6690 was the  
last reading  
when we  
transferred  
service.

2:13 PM

Thank you

2:14 PM



You're welcome

2:14 PM

ATTACHMENT 1-4



**Me**



1:43 PM, Nov 6

-Hello Mr. Johanson this is Mike Moore on Hickory Trail. Would you happen to have all the meter readings starting when the water meter was put in at the house? I'm still trying to figure out how Willow is charging me 1800.00 for usage of 495000.00 gallons of water. They won't give me any details on the readings. Any help would be appreciated.

ATTACHMENT FOR STAFF 1-5

Wednesday, September 12, 2018

K

Dsstrozie  
r@gmail  
.com

10:24 AM

Monday, September 17, 2018

Keith this is  
Mike Moore.  
Do you have  
the number to  
the person who  
did the tile in  
our shower?  
Thanks



ATTACHMENT STAFF 1-6

10/3/2018

C-Willow Water Company

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

**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