



Control Number: 49261



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Shady Oaks Water, L.P.

DBA Arrowhead Water, Hickory Hill Water, Shady Oaks Water & C-Willow Water
PO Box 597, Floresville, TX 78114
830-391-4406 or fax 830-393-3055

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Public Utility Commission of Texas
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October 30, 2019

RE: Michael Moore/Complaint No: CP2018110366/Docket No 49261
303 Hickory Trail, La Vernia, TX 78121(Wilson County)

Dear Eleanor Ambrosio:

Thank you for the letter with the questions and most of these have been answered in first response and a big packet mailed prior. I tabbed and labeled everything to reference back and forth. It provided a copy of the meter reading page that is manually read by our meter readers.

Staff 2-1 found in the folder with tabs

Staff 2-2 The application is found under one of the tabs as well. Staff 2-3 Keith Johanson bills from June 1, 2018 to November 18, 2018 for Account No 7030 for service at 303 Hickory Trail is also in this binder. This was just for a record of account not being billed to him because Moore was billed from July to further per the builder email.

Staff 2-4

Staff 2-5 Referencing Work Order #101 from August 29, 2018 was created by our water operator, Shannon Wylie who was asking for a reread due to no reading in book. Note the account still in Johanson name because new customer did not contact us. David Strozier, water operator reread the meter 5 times to make sure this was correct and calibrated meter to make sure it was reading correctly due to the customer's request. The work order was completed 8/28/18. The customer also hired a plumber who verified reading was correct as well as Mrs. Moore. This was when they were both calling not realizing they both were calling us and Mrs. Moore mentioned her meter was spinning when I asked her to describe if it was and she took pictures and videos and was going to send it to me.

Staff 2-6 The meaning of the work order words "No Reading in Book" means that it was not read for some reason and reread.

Staff 2-7 We admit that the reading was 0504350 was the reading on September 14, 2018.

Staff 2-8 We admit the Keith Johanson was the customer for Account 7030 for the service at 303 Hickory Trail referencing the meter reading's list dated August 20, 2018 which has been changed to Account 7030.1 when a new person comes in.

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Staff 2-9 We admit that referencing the meter reader's list dated September 28, 2018 that Keith Johanson was the customer for Account 7030 for service at 303 Hickory Trail because no communication had been made between parties to clarify at this time. On October 2, 2018 is when he clarified the closing date was July 28, 2018. The builder forgot to contact to cut off the service. A written note or email is what we use to cut off service.

I solemnly swear this information is true and correct.

Sandy Strozier

David Strozier, Water Operator

Office Manager/Owner/Water Operator

C-Willow Water Co

PO Box 597 Floresville TX 78114

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