

Control Number: 49261



Item Number: 28

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Michael E. Moore
303 Hickory Trail
Lavernia, TX 78121

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November 26, 2019

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PUBLIC UTILITY COMMISSION
FILING CLERK

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

RE: Docket 49261 - Complainant of Michael E. Moore Against C Willow Water Company

MICHAEL MOORE'S, COMPLAINANT, LIST OF ISSUES TO BE ADDRESSED

1. Why did C Willow Water overcharge Michael Moore on his first water bill on October 3, 2018?
2. How does C Willow Water Company measure the number of gallons of water for the billing period?
3. Does Keith Johanson's meter readings coincide with Michael Moore's beginning reading on his first bill?
4. Why does my first bill say "Keyed in" and look different from all the following month's bills received?
5. On November 22, 2019, why did C Willow Water email Ms. D'Ambrosio stating "...please let Mr. Moore know that we will be filing police report for theft of services and they most likely will call him or go see him in person."?
6. What is the reason PUC's Staff Attorney, Patrick D. Todd's investigation concluded recommendations for the issuance of an order that directs C Willow to issue a partial refund to Complainant in the amount of \$1,717.87 on May 30, 2019?
7. How does C Willow enter the meter reading into their billing system to determine the amount due and what is the method of calculation?
8. How come C Willow cannot explain how I used 495,280 gallons of water?
9. Why after our initial bill of \$1808.86 did our bills average no more than \$40.00 per month consecutively?
10. Why did C Willow issue late charges on some of my bills when I have never been late on any bill issued by C Willow Water and have they been refunded?
11. When a new customer enters into a contract agreement with C Willow, are they given a new account number or does it remain the same as the prior customer at the same address?
12. What is the total capacity of C Willow Water Company's water well, main storage tank, and any reserve water storage tanks?
13. How can C Willow Water suggest I have a leak or a dripping faucet when it would take 1,650 18-Wheeler truck storage tanks, at 300 gallons per tank, to hold 495,280 gallons of water?


MICHAEL MOORE

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