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DOCKET NO. 49261

COMPLAINT OF MICHAEL E. MOORE
AGAINST C WILLOW WATER
COMPANY

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PUBLIC UTILITY COMMISSION
2019 FEB 28 AM 11:53
PUBLIC UTILITY OF TEXAS
FILING CLERK

**ORDER NO. 1
REQUIRING RESPONSES**

I. Background

On February 26, 2019, Michael E. Moore (complainant) filed a complaint against C Willow Water Company regarding water billing and related charges. This complaint was filed under 16 Texas Administrative Code (TAC) § 22.242 and is available on the Commission's Interchange webpage at, <http://interchange.puc.texas.gov>.

II. Requiring Response

C Willow Water must file a response to the complaint by no later than March 20, 2019, per 16 TAC § 22.78. The response must address the following:

1. the Commission's jurisdiction over this proceeding;
2. allegations raised in the complaint;
3. applicable statutes, rules, orders, and tariff provisions;
4. copies of any rates or tariffs that are the subject of this complaint; and
5. any other matters relevant to the complaint.

III. Statement of Position from Commission Staff

Commission Staff is required to file a statement of position regarding the complaint by March 27, 2019. As part of the statement of position, Commission Staff will address whether the complainant complied with the requirements for informal resolution in accordance with 16 TAC § 22.242.

IV. Filings

Unless otherwise specified, an original and 10 copies of documents relating to this proceeding must be filed with the Commission filing clerk in accordance with 16 TAC § 22.71. A copy of each document filed with the Commission must also be served on all parties as required

by 16 TAC § 22.74. All filings can be accessed on the Commission's Interchange webpage at, <http://interchange.puc.texas.gov>.

V. Ex Parte Communications

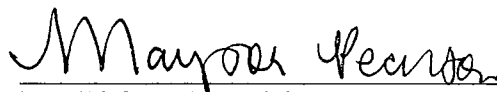
Ex parte communications with the administrative law judge (ALJ) are prohibited per 16 TAC § 22.3(b)(2). Parties must communicate with the ALJ only through written documents filed with the Commission's Filing Clerk and served on all parties. Questions concerning this Order or any other order must be submitted in writing, filed with the Commission, and served on all parties of record.

VI. Notifying Office of Public Utility Counsel

The Office of Public Utility Counsel is notified of this proceeding by copy of this Order.

Signed at Austin, Texas the 20th day of February 2019.

PUBLIC UTILITY COMMISSION OF TEXAS



MAYSON PEARSON
ADMINISTRATIVE LAW JUDGE