



Control Number: 49261



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**SOAH DOCKET NO. 473-20-1120.WS
PUC DOCKET NO. 49261**

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PUBLIC UTILITY COMMISSION
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**COMPLAINT OF MICHAEL E.
MOORE AGAINST C WILLOW
WATER COMPANY**

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**BEFORE THE STATE OFFICE
OF
ADMINISTRATIVE HEARINGS**

**COMMISSION STAFF'S THIRD REQUEST FOR INFORMATION
TO C WILLOW WATER COMPANY
QUESTION NOS. STAFF 3-1 THROUGH STAFF 3-21**

Pursuant to 16 Texas Administrative Code (TAC) § 22.144, the Staff of the Public Utility Commission of Texas (Staff) requests that C Willow Water Company (C Willow), provide the following information and answer the following question(s) under oath. The question(s) shall be answered in sufficient detail to fully present all of the relevant facts, within the time limit provided by the Presiding Officer or within 20 days, if the Presiding Officer has not provided a time limit. Please copy the question immediately above the answer to each question. These question(s) are continuing in nature, and if there is a relevant change in circumstances, submit an amended answer, under oath, as a supplement to your original answer. State the name of the witness in this cause who will sponsor the answer to the question and can vouch for the truth of the answer.

Provide an original and three copies of your answers to the questions to the Filing Clerk, Public Utility Commission of Texas, 1701 N. Congress Avenue, P.O. Box 13326, Austin, Texas 78712-3326.

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Date: March 13, 2020

Respectfully submitted,

**PUBLIC UTILITY COMMISSION OF TEXAS
LEGAL DIVISION**

Rachelle Nicolette Robles
Division Director

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CERTIFICATE OF SERVICE

I certify that a copy of this document will be served on all parties of record on March 13, 2020, in accordance with 16 TAC § 22.74.



Robert Dakota Parish

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**COMMISSION STAFF'S THIRD REQUEST FOR INFORMATION
TO C WILLOW WATER COMPANY
QUESTION NOS. STAFF 3-1 THROUGH STAFF 3-21**

DEFINITIONS

- A. "You" or "Your" refers to C Willow Water Company, Shady Oaks Water Supply Company, LLC, and any other person or entity acting or purporting to act on their behalf, including without limitation, attorneys, agents, advisors, investigators, representatives, employees or other persons.

- B. "Michael Moore" refers to the Complainant in this case, Michael E. Moore, and any person acting or purporting to act on his behalf, including without limitation, attorneys, agents, advisors, investigators, representatives, employees or other persons.

- C. "303 Hickory Trail" refers to 303 Hickory Trail, Lavernia, TX 78121 the current residence of Michael E. Moore.

- D. "Customer History" refers to C Willow Water Company' Customer History for Account No. 7030.1 for 303 Hickory Trail from 10/27/2017 to 03/06/2019. This document, which is three pages of customer history, was provided as part of C Willow Water Company's March 10, 2019 letter filed in Docket No. 49261 as 49261-4 Letter to Michael Moore. Though the document is not numbered, the referenced pages are pages 7-9 in numerical order.

- E. "Meter Reader's List" refers to C Willow Water Company's Meter Reader's List for Account Nos. 6001-7030 provided as a confidential attachment to Staff's First Request for Information to C Willow Water Company in Docket No. 49261, listed as 49261-4.

- F. "Document" includes any written, recorded, or graphic matter, however produced or reproduced, including but not limited to correspondence, telegrams, contracts,

agreements, notes in any form, memoranda, diaries, voice recording tapes, microfilms, pictures, computer media, work papers, calendars, minutes of meetings or other writings or graphic matter, including copies containing marginal notes or variations of any of the foregoing, now or previously in your possession. In the event any documents requested by this Request for Information have been transferred beyond the Company's control, describe the circumstances under which the document was destroyed or transferred and provide an exact citation to the subject document. In the event that documents containing the exact information do not exist, but documents do exist which contain portions of the required information or which contain substantially similar information, then the definition of "documents" shall include the documents which do exist and these documents will be provided.

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**COMMISSION STAFF'S THIRD REQUEST FOR INFORMATION
TO C WILLOW WATER COMPANY
QUESTION NOS. STAFF 3-1 THROUGH STAFF 3-21**

INSTRUCTIONS

- 1) Pursuant to 16 TAC § 22.144(c)(2), Staff requests that answers to the requests for information be made under oath.
- 2) Please copy the question immediately above the answer to each question. State the name of the witness in this cause who will sponsor the answer to the question and can vouch for the truth of the answer.
- 3) These questions are continuing in nature, and if there is a relevant change in circumstances, submit an amended answer, under oath, as a supplement to your original answer.
- 4) Words used in the plural shall also be taken to mean and include the singular. Words used in the singular shall also be taken to mean and include the plural.
- 5) The present tense shall be construed to include the past tense, and the past tense shall be construed to include the present tense.
- 6) If any document is withheld under any claim of privilege, please furnish a list identifying each document for which a privilege is claimed, together with the following information: date, sender, recipients or copies, subject matter of the document, and the basis upon which such privilege is claimed.
- 7) Pursuant to 16 TAC § 22.144(h)(4), if the response to any request is voluminous, please provide a detailed index of the voluminous material.
- 8) Staff requests that each item of information be made available as it is completed, rather than upon completion of all information requested.

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**COMMISSION STAFF'S THIRD REQUEST FOR INFORMATION
TO C WILLOW WATER COMPANY
QUESTION NOS. STAFF 3-1 THROUGH STAFF 3-21**

- Staff 3-1 Please explain why in your Customer History Keith Johanson has no water usage listed for 303 Hickory Trail from October 27, 2017 until February 1, 2018.
- Staff 3-2 Admit or deny that in your Customer History Keith Johanson used no water at 303 Hickory Trail from October 27, 2017 until February 1, 2018. If the answer is deny, please explain your answer in detail.
- Staff 3-3 Please explain why in your Customer History Keith Johanson's water usage for 303 Hickory Trail went from 0 to 6,690 after the February 26, 2018 meter read.
- Staff 3-4 Please explain why in your Customer History Keith Johanson's meter, when read for 303 Hickory Trail, showed zero usage from February 26, 2018 until July 27, 2018.
- Staff 3-5 Admit or deny that in your Customer History Keith Johanson's meter for 303 Hickory Trail showed 6,690 gallons of usage on every meter read from February 26, 2018 until July 27, 2018. If the answer is deny, please explain your answer in detail.
- Staff 3-6 Admit or deny that in your Customer History the meter reading on August 27, 2018 for 303 Hickory Trail was 501,970. If the answer is deny, please explain your answer in detail.
- Staff 3-7 Please explain in detail why the meter was reread for 303 Hickory Trail on September 14, 2018.

- Staff 3-8 Admit or deny that in your Customer History the meter reading for 303 Hickory Trail on September 14, 2018 was 504,350. If the answer is deny, please explain your answer in detail.
- Staff 3-9 Admit or deny that the meter reading on September 14, 2018 was the only meter read for 303 Hickory Trail that did not occur on the 27th of the month between October 2017 and December 2019. If the answer is deny, please explain your answer in detail.
- Staff 3-10 Admit or deny that the gallonage/usage on the Meter Reader's List for 303 Hickory Trail for November 15, 2017 was 0006640. If the answer is deny, please explain your answer in detail.
- Staff 3-11 Admit or deny that the gallonage/usage on the Meter Reader's List for 303 Hickory Trail for December 18, 2017 was 0006680. If the answer is deny, please explain your answer in detail.
- Staff 3-12 Admit or deny that the gallonage/usage on the Meter Reader's List for 303 Hickory Trail for January 24, 2018 said "No Usage *" If the answer is deny, please explain your answer in detail.
- Staff 3-13 If the answer to Staff 3-12 is admit, please explain why the meter said "No Usage *".
- Staff 3-14 Admit or deny that the gallonage/usage on the Meter Reader's List for 303 Hickory Trail for February 18, 2018 was 0006690. If the answer is deny, please explain your answer in detail.
- Staff 3-15 Admit or deny that every Meter Reader's List reading of gallonage/usage for 303 Hickory Trail from February 18, 2018 until July 19, 2018 was 0006690. If the answer is deny, please explain your answer in detail.

- Staff 3-16 Admit or deny that on the gallonage usage on the Meter Reader's List for 303 Hickory Trail for August 20, 2018 states in handwriting that "David read 9/14/18 0504350". If the answer is deny, please explain your answer in detail.
- Staff 3-17 Please provide a list of every months' gallonage usage for 303 Hickory Trail from the date the meter was installed through December 2019.
- Staff 3-18 Please provide a list of any residential customer you serve that has used over 100,000 gallons of water in any one-month period from January of 2017 through December of 2019. Further provide the name of the customer, the address of that customer, the calendar period of that usage, and the amount of usage during that period.
- Staff 3-19 Please provide the names, addresses, and documentation of any customer complaints regarding inaccurate meter reads received in the last 5 years.
- Staff 3-20 Please provide any internal documents, including emails, detailing communications between C-Willow employees, owners, or representatives regarding inaccurate meter reads at 303 Hickory Trail.
- Staff 3-21 Please provide any internal documents, including emails, detailing communications between C-Willow employees, owners, or representatives regarding inaccurate meter reads at any other location served by C-Willow between January 2017 and December 2019.