



Control Number: 49261



Item Number: 54

Addendum StartPage: 0



June 14, 2020

David & Sandra Strozier  
C Willow Water Company  
P.O. Box 597  
Floresville, TX 78114

Re: Michael Moore Rebuttal Letter  
PUC Docket 49261  
SOAH Docket 471-20-1120 WS

My name is Michael Moore and I reside at 303 Hickory Trail, Lavernia, TX 78121 and have been a customer of C Willow Water Company since September 14, 2018.

I deny the unfounded allegation that I used 495,280 gallons of water according to my first bill emailed to me on October 3, 2018. I have evidence showing that my plumber, Double S Plumbing inspected my home and did proper testing and found no leaks. Evidence according to your documentation on Commission Staff's Third Request for Information to C Willow Water Company Questions Nos. Staff 3-1 to Staff 3-21 dated April 1, 2020, Item number 46 Existing Work Orders List, number 101 dated August 29, 2018 shows Keith Johanson as owner of Account 7030.

I am requesting that C Willow Water Company correct my October 3, 2018 bill by calculating an overall average of gallons used from all invoices beginning on September 14, 2018, when I became a customer of C Willow Water, to date, remove all late fees, make adjustments accordingly and reimburse the balance.

Sincerely,

Michael Moore

cc: Public Utility Commission  
SOAH  
Judge Linda Brite

Attachments

54

RESIDENTIAL COMMERCIAL  
**DOUBLE S PLUMBING**  
 NEW CONSTRUCTION PLUMBING REPAIRS

830-779-4135

Steven Swygard  
 doublesplumbing@gmail.com  
 P.O. Box 69 M38394 La Vernia, TX 78121

INVOICE # \_\_\_\_\_

DATE STARTED: 10/8/18

DATE COMPLETED: 10/8/18

TIME ARRIVED: 8:00

TIME COMPLETED: 10:00

Job Location: 303

Bill To: \_\_\_\_\_

Contact Phone: 710.2405017

Phone: \_\_\_\_\_

Description of work performed: did walk through entire house  
on 10/8/18 NO LEAKS detected. Ran a static  
test and NO PRESS-RE drop was witnessed on  
water pressure gauge

Qty.	Material / Part Description	Price	Total

**PARTS WARRANTY**

All materials/parts as recorded are warranted as per manufacturer specifications.

**LABOR GUARANTEE**

The labor charge as recorded here relative to the equipment serviced as noted, is guaranteed for a period of thirty (30) days. We do not, of course guarantee other materials/parts than those we supply. If repairs later become necessary due to other defective materials, parts, they will be charged separately.

CREW: [Signature]

SERVICE CALL \$ \_\_\_\_\_

Hrs. @ \_\_\_\_/Hr. \$ \_\_\_\_\_

MATERIALS \$ \_\_\_\_\_

SUBTOTAL \$ \_\_\_\_\_

PSI ☐ Recommend expansion tank  
☐ Recommend PRV Valve

Total Materials  TOTAL AMOUNT DUE \$ \_\_\_\_\_

**THANK YOU FOR YOUR BUSINESS**

Texas State Board of Plumbing Examiners  
 P.O. Box 4200 Austin, TX 78765  
 1-800-845-6584

X

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

SANDY OBU 210 215 1368

LEFT MESSAGE 10/12/18  
LEFT MESSAGE 10/15/18

DSSTROZIER @ GMAIL.COM



Control Number: 49261



Item Number: 46

Addendum StartPage: 0

# Existing Work Orders List

## C-Willow Water Company

W O #	Issue Date	Completed	Issued By	Issued To	Meter S/N
	Customer		Service Location		
	Comment				
	Description				
97	08/29/2018	09/14/2018	Shannon Wylie	David Strozier	
	6017 Bracer Debbie		232 Oak Hollow Drive		0000000000
	Reread Meter				
102	08/29/2018	09/14/2018	Shannon Wylie	David Strozier	
	7031 Mann III Gilbert		111 Oak View Dr		0
	Reread Meter				
101	08/29/2018	N/A	Shannon Wylie	David Strozier	
	7030 1 Johanson Keith		303 Hickory Trail		0
	Reread Meter				
100	08/29/2018	09/14/2018	Shannon Wylie	David Strozier	
	7028 Ramos Juan		230 Hickory Run		0
	Reread Meter				
90	07/30/2018	N/A	David Strozier	David Strozier	
	6204 Keeble Larry		136 Oak View Drive		34342139
	Water in meter can't read				
	Reread Meter				
88	07/30/2018	N/A	David Strozier	David Strozier	
	6019 Brooks Wilkerson Diane		262 Oak Hollow Drive		0
	Reread Meter				
88	07/30/2018	N/A	David Strozier	David Strozier	
	6095 Barnhouse Lisa		900 Hickory Grove		0
	Reread Meter				
87	07/30/2018	N/A	David Strozier	David Strozier	
	7006 2 Harris Michelle		924 Hickory Grove **RENTER**		0
	Reread Meter				
85	07/30/2018	N/A	David Strozier	David Strozier	
	7032 1 Beck Brad		241 Hickory Run *NEED CSI		0
	Reread Meter				
85	07/30/2018	N/A	David Strozier	David Strozier	
	6151 Kelly Shannon		269 Oak View Drive		97067280
	Reread Meter				