



Control Number: 49261



Item Number: 47

Addendum StartPage: 0

MICHAEL E. MOORE, COMPLAINANT
AGAINST
C WILLOW WATER COMPANY



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

MICHAEL MOORE'S OBJECTIONS TO C-WILLOW WATER CO'S TESTIMONY

May 8, 2020

1. QUESTION 5 – Is it common to have rereads?

OBJECTION:

You testified you have a system that produces a pre-bill report notifying you of errors prior to billing and you also testified that you contact customers regarding a possible leak. I was never contacted or notified in any way by anyone from C-Willow Water that I could possibly have a leak. It wasn't until I confronted you about my bill. If your report system is reliable, it would have also alerted you to verify my meter reading, because of the huge variance from 6690 to 501,970, which calculated to an unusual amount of 495,280 gallons of water used. You should have also done an investigation prior to billing. I was not legally your customer and was not under contract with C-Willow Water Co. at the first meter reading. I do not know if you contacted Keith Johanson to notify him of a possible leak. He did not make me aware of any problem.

2. QUESTION 6 – Do we save all water company reports, files and meter readings?

OBJECTION:

You testified that you can get a future metering history for each customer. That does not make sense, because you have to manually read the meters each month and cannot predict future water usage.

3. QUESTION 7 – Do we use an electronic billing system?

OBJECTION:

My first bill did not look like it was one of your computer system generated bills. It did not have the same format and look the same as my other monthly water bills I have received. The information on my first bill was keyed in and emailed and not mailed to me like my other water bills. I received my first bill by email on October 3, 2018. According to my first keyed in bill, they assigned me an account number of 7030 and my account was set up by C-Willow Water Co. in my name on August 10, 2018. My first meter reading was on August 27, 2018. They did not know my name on August 10, 2018, because they didn't have a contract. I did not submit the application until September 13, 2018.

4. QUESTION 9 – Can you describe a description of the facts?

OBJECTION:

There is room for error and numbers can be written down inaccurately if not recorded immediately while standing there in front of the meter when it is being read. It is very possible to get it wrong. The meter reader also read my neighbor's meter, which is next to mine, at the same time before getting into the truck. That means he had two meter readings to keep in his head at the same time. Each meter reading had 6 digits. That is 12 numbers the reader had to remember. Neither the driver or the reader wrote anything down and my wife watched them drive away. Is it standard practice for meter readers to keep the readings in their heads and write them down later? Both reader and the driver did not pick up pen or clipboard before driving away.

Regarding the video, yes, I can provide it. At the time of the video, my neighbor's meter and my meter were operating the exact way and it is operating the same exact way today. When the professional plumber came out, he looked at the meter because of what my wife told him and he told her it was normal for the arrow to move that way. She was unaware how water meters operate and therefore thought it was abnormal. I would be glad to have her take another video today to compare the operation of the meter and that it is working exactly the same as it was that day. Once I purchased the house from the builder, Keith Johanson, he was not the one who comes out and checks the problem and does any warranties. It is in our purchase agreement that after the house is sold, the company who did the work, subcontractors, are responsible for their own warranties. That is why we called Double S Plumbing to come inspect their work. Zero problems were found. Also, Keith Johanson did not want any involvement in my dispute with C-Willow Water Co. and myself.

You should be able to recall the neighbor across the street from me and the major discrepancy on their bill. Since you were not willing to work with them to resolve the issue, they had to call a television news station to come out, because they were overbilled for a very large amount of water and were told they must have had a leak or left the water running. You should have their information in your records since you say you have kept all the records since you became the new owners of C-Willow.

5. QUESTION 10 – Did we test his meter?

OBJECTION:

Mr. Strozier did not do any calibration testing in front of me. He did not attest to what specific tests DeShaune Blake recommended he do with the most accuracy and if he did those specific tests, with the exception of telling us to use a 5 gallon bucket (not 5 lb.) I would like clarification. Should Mr. Strozier with owning a water company for years already know the best and most accurate way to test a meter? I have not seen documents with dates or times or any type proof of what he did during his investigation? We are not professionals who know how to test for meter problems, water problems, leaks, etc. That is why we called the plumber who did the plumbing installation. The plumber inspected our plumbing on our property inside and out, but did not validate if your meter was operating correctly by doing any type of calibration. We had no busted pipes or leaks and water pressure was great and without any repairs. My bills every

month have been consistent with normal usage. You are in control of many meters and you had to call the TCEQ for instructions on how to calibrate and you own the water company.

We are not concerned about future leaks or anything else. Keith builds a great house and has great references from Lavernia to Floresville and title companies too. We have confidence in Keith Johanson's work and choices of subcontractors he used. So we have no need for future concerns.

In addition to having no pool, yard, landscaping, etc. as stated before, we were under water restrictions. We had no reason to use excessive water inside or water from the outside faucets. We did not even own a water hose. We had not purchased one yet, because it was early on and we did not have a need for one. The plumber tested the faucets and we could hear them running from inside the house. With the amount of gallons you say we used, we would have had to have the faucets on full blast or a leak and there are no reasons why the bill was so high as we have already proven. The plumber said it would have been impossible for us not to see that amount of water even in the sand. Go outside and run your faucet for 5 minutes and there will be a very noticeable puddle even though we are in sand. We tested it. Mr. Strozier needs to make an appointment and come by my house so together we can do a 5 minute test so he can see it for himself how noticeable the water is in the sand. We are honest law-abiding citizens, care about our water supply and would not violate water restrictions. It is also your responsibility to make sure your customers are abiding by the restrictions. I am not sure how you monitor violators, but I am assuming you are driving through the neighborhood looking for them. I never got a phone call, letter or knock on my door, because I never violated the restrictions.

The meter belongs to C-Willow Water, not me. Mr. Strozier came by my home unannounced, no phone call to me or my wife, no appointment, to test the water pressure on my outside faucet, which is attached to my house. Mr. Strozier rang my Ring video doorbell, my wife answered and he told Amy he was there because PUC requested he test the water pressure on my house. She told him to wait and not do it until she came out and observed the testing and the results. He did not wait. He checked the pressure without permission and unsupervised. He was on my property and had no authority to do so. While she was getting dressed and trying to call me at the same time to let me know why Mr. Strozier was there, he went to the side of the house without permission, tested it, got in his truck and drove away as seen on my Ring video. By the time my wife came out, he was driving down the street. She waived him down and he stopped and asked him what the pressure was. He said 69 and that it was normal. David Strozier did not try to contact me to get the ok. He caught her off guard. It was a sneaky and unethical move on his part to do it without permission, not have the decency to wait and not advise us of the results. Did Mr. Strozier lie to my wife about the PUC's request? To my knowledge I was not advised and have not seen any documents from the PUC requesting Mr. Strozier come to my house and test the pressure on my faucets attached to my house. My professional plumber from Double S Plumbing had already tested the water pressure on the house and the at the meter during our investigation and it was normal.

6. QUESTION 11 – Do you have proof that the reading is correct and can produce that much water?

OBJECTION:

You have not provided any proof that the reading is correct. The meter specifications and your calculation is not proof we actually used 495,280 gallons of water. According to your calculations, you used the maximum

capacity of the Neptune Sensus water meter flow rate, which is 20 gallons per minute. Turn on any faucet in my house on full blast and you will not get 20 gallons per minute out of them. There were no broken pipes, so there is no way for 20 gallons of water per minute to flow out of them. 1200 gallons of water per hour in a yard, even in the sand, would cause flooding and could not be missed.

7. QUESTION 12 - Is it possible they did not see the water running or dripping somewhere outside?

OBJECTION:

No. It is not possible for me to miss 495,280 gallons of water flooding my yard or filling up my home. That is equivalent to 1600 tanker trucks full of water in one month. It is not possible for a dripping hose to leak 495,280 gallons of water in one month. I have proof I did not have any leaks nor did I have the need to use the outside faucets. The outside water faucets can be heard from the inside when the water is running due to the backflow valve noise, which cannot go unnoticed. The inside faucets are only used for normal usage and are never left running or unattended. Double S plumbing can confirm the outside faucet noise heard from inside the house.

8. QUESTION 15 – Do we respond to phone calls or emails?

OBJECTION:

That is not completely true. I have called you and your voicemail was full and I was unable to leave a message. There are other residents on our neighborhood app for Oak Hollow Estates that are able to leave a message, but do not get a return phone call and there are also some residents that do receive a return call. This is not hearsay. I have screenshots of the complaints in the Next Door neighborhood app. The comments, customer names, their street names, conversations and opinions of the owners of C-Willow and how C-Willow does business are listed in the Next Door neighborhood app for Oak Hollow Estates subdivision. This information was taken directly from the app and not edited in any way:

Robin Brietzke	Hickory Run
Chris Wright	Oakview Dr.
Amy Ramos	Hickory Run
Brent Snyder	Oakview Dr.
Kelsey Earnhardt	Hickory Run
Michelle Harris	Hickory Grove
Christine E.	Oak Hollow Estates
Jamie Rose	Hickory Grove
Joe Kutach	Oak Hollow Dr.
Tina Gordon	Oak Hollow Dr.
Christy Sandlin	Hickory Run
Karen Snell	Stockdale, TX
Patrick Gage (had to call the media)	Ex-Customer

The computer does not catch all billing errors. My bills have showed late payments even though they are paid on time.

Completed by:

Michael E. Moore, Complainant

Fwd: C-Willow complaints on neighborhood app

mybylnr98@att.net <mybylnr98@att.net>

Fri 5/8/2020 12:41 PM

To: Michael Moore <MMoore@northparkdexus.com>

10 attachments (6 MB)

Screenshot_20200408-131122_Nextdoor.jpg; Screenshot_20200408-131135_Nextdoor.jpg; Screenshot_20200408-131059_Nextdoor.jpg; Screenshot_20200408-131110_Nextdoor.jpg; Screenshot_20200408-131143_Nextdoor.jpg; Screenshot_20200408-131151_Nextdoor.jpg; Screenshot_20200408-131205_Nextdoor.jpg; Screenshot_20200408-130954_Nextdoor.jpg; Screenshot_20200408-131004_Nextdoor.jpg; Screenshot_20200408-130930_Nextdoor.jpg;

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From: mybylnr98@att.net





Date: May 8, 2020 8:47 AM

Subject: C-Willow complaints on neighborhood app

To: Mike Moore <mybylnr98@att.net>

Cc:

1:09    

   50% 

← General



Michelle Harris 1



Oak Hollow Estates · 26 Feb

C Willow Problems anyone???

Sorry for the long rant to begin! To start off I've had numerous problems with C Willow ever since we moved there. We had the exact same bill every month with the exception of maybe twice. I've tried since the middle of November 2019 to handle an issue (not being able to turn off my service when i moved and then not getting my refund after i moved ; then was sent a bill the next month for same amount as i had been paying repeatedly for over 6 years that i was with them), and today i was HUNG UP ON twice!!! I was talking to a very RUDELY women

6

named Shannon! Im SO glad we don't have them anymore! They are horrible at returning phone calls and will not return your refund as it looks! Ive been trying to get ahold of someone after i FINALLY was able to talk to a lady 1st part of Dec. She said that they turned my water off and read the meter and it was the same reading as what i had (i took a picture for proof). They said they were

Add a comment...



1:09

49%



General

going to issue me my refund and everything was good that was again in the beginning of December. So i updated my address on file since i moved then weeks later I received a letter stating I was going to be refunded \$\$.

But they didn't put a check in with the refund letter ??? So another week passed so i called and NO answer again! So i thought maybe they'll just send me my refund, but as of today 2/26/20 i still haven't seen any refund!

Even after ive tried to call and leave multiple messages for someone to call me. I have yet to receive any call back. But last month

yet to receive any call back. But last month i received a BILL for the exact amount I've always paid when I lived there and said that I was late??? Hello I moved and I was sent a letter saying im getting a refund in December then January I'm sent a bill saying I'm late ??? I've been calling ever since and noone will call me back. So I call today to see if someone would answer the phone. I got Shannon which was rude as hell and not worried about anything I had to say! She never asked for any of my info or account # and said I couldn't speak to the manager. She was busy and when she gets time

👤 Add a comment...



1:10 📶 🔋 🔒 🔒

🕒 📶 📶 49% 🔋



General

"eventually" she will get back to me! I went over the situation I'm having and she could care less, she even HUNG up on me twice!!! I called back after the 1st time she had some lame excuse saying she was looking over my account when the "phone" hung up 🗑️ (how can she "look" over anything when she's never asks for any info to be able to

3

look up)when I asked for a supervisor then she said her manager was going to be busy all day when I said I wanted a manager to call me back TODAY so I could get my situation RESOLVED, and that I didn't want this bill to go on my credit as if I didn't pay it or something! These people are so crooked and rude I dont see how they've been in business as long as they have... Has anyone else had this problem?



Thank



Comment



6



11



Christine E., Oak Hollow Estates



Please report to the public utilities commission. They have anonline form. There are quite a few people complaining and they dont seem to

Add a comment...



1:10



49%



General

else had this problem?



Thank



Comment



6



11



Christine E., Oak Hollow Estates



Please report to the public utilities commission. They have an online form. There are quite a few people complaining and they don't seem to have a system that records... See more

26 Feb

Thank

Reply

1



Tina Gordon, Oak Hollow Estates



Yes she is horrible!!! We had the same bill for years and one time we got a bill for 1200!!!! The week before my dig was going crazy over a man and a wo... See more

26 Feb

Thank

Reply

2



Robin Brietzke, Oak Hollow Estates



Shannon is the owner of C-Willow water.

26 Feb

Thank

Reply

1

Add a comment...



1:11



49%



General


10

week before my dig was going crazy over a man and a woman yelling in the road in front of our house. When I walked down my drive way the man was running from my meter and jumped in an unmarked truck with a woman driving. When we called to complain about our bill shannon told us well we have bills to pay too you know so you have to pay yours. The man came out looked at my grass And my small garden around the house. Then told me I must have left my water on. The water usage for that month was more than the entire 3 years we have lived here. We paid of course as there are no other options here.

26 Feb

Thank

Reply

 2**Robin Brietzke, Oak Hollow Estates**

Shannon is the owner of C-Willow

Add a comment...

H



1:11



49%

**General**

The water usage for that month was more than the entire 3 years we have lived here. We paid of course as there are no other options here.

26 Feb

Thank

Reply

😊 2



Robin Brietzke, Oak Hollow Estates



Shannon is the owner of C-Willow water.

26 Feb

Thank

Reply

😊 1



Michelle Harris, Oak Hollow ...



Oh really? What a liar she is! She claimed she was "just a worker". Well there should be some way we as the people can shut them down for everything th... See more

27 Feb

Thank

Reply



chris wright, Oak Hollow Estates



12



Michelle Harris, Oak Hollow Estates



This is what i found..

Who do you complain to about water company?



If you're not satisfied after you have complained directly to the company then you can send your complaint to the Consumer Council for Water. They

Add a comment...



1:11

49%



General



Robin Brietzke, Oak Hollow Estates



Shannon is the owner of C-Willow water.

26 Feb

Thank

Reply

1



Michelle Harris, Oak Hollow ...



Oh really? What a liar she is! She claimed she was "just a worker". Well there should be some way we as the people can shut them down for everything they are doing to people... She is just plain RUDE AND DOESN'T CARE!!! i

13

directly to the company then you can send your complaint to the Consumer Council for Water. They are an independent organisation which can investigate complaints about the water companies. You can contact them on 0845 039 2837, or via their.
Jun 10 2009

 <https://www.thisismoney.co.uk/bills>

How to complain about water companies | This is Money

27 Feb Thank Reply



Linda Ogburn, Quail Crest



This is in the United Kingdom.

Notice the "co.uk" in the address.

27 Feb Thank Reply



Patrick Gage, Old Seguin




Contact tceq. They govern all water companys. When we lived over there

 Add a comment...



1:12    

   49% 



General



Patrick Gage, Old Seguin



Contact tceq. They govern all water companys. When we lived over there i had to call and file complaints with tceq and contact the media. C-willow

14

Fwd: C-Willow complaints on neighborhood app

mybylnr98@att.net <mybylnr98@att.net>

Fri 5/8/2020 12:42 PM

To: Michael Moore <MMoore@northparkdexus.com>

10 attachments (5 MB)

Screenshot_20200408-131438_Nextdoor.jpg; Screenshot_20200408-131458_Nextdoor.jpg; Screenshot_20200408-131514_Nextdoor.jpg; Screenshot_20200408-131526_Nextdoor.jpg; Screenshot_20200408-131534_Nextdoor.jpg; Screenshot_20200408-131609_Nextdoor.jpg; Screenshot_20200408-131621_Nextdoor.jpg; Screenshot_20200408-131633_Nextdoor.jpg; Screenshot_20200408-131643_Nextdoor.jpg; Screenshot_20200408-131653_Nextdoor.jpg;

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

Date: May 8, 2020 8:53 AM

Subject: C-Willow complaints on neighborhood app

To: Mike Moore <mybylnr98@att.net>

Cc:

1:14    

   48% 

← **General**

others have. That's the only way to
correct their mishandlings.

5 Mar Thank Reply

 2



Jamie Rose, Oak Hollow Estates



Do you have a number to them???

Puc

5 Mar Thank Reply



Jamie Rose, Oak Hollow Estates



Can't trust them check your shut off
valve by street some aren't shutting
off water constantly running to house
bills increasing

5 Mar Thank Reply

15



Joe Kutach, Oak Hollow Estates



I looked at my bill for Feb and it stated my last reading on the 28th was 299200. I went out today March 6th and read the meter and it read 298550. 650 gallons high... See more

6 Mar Thank Reply

Add a comment...



1:14

48%



General



Jamie Rose, Oak Hollow Estates



Do you have a number to them???

Puc

5 Mar Thank Reply



Jamie Rose, Oak Hollow Estates



Can't trust them check your shut off valve by street some aren't shutting off water constantly running to house bills increasing

5 Mar Thank Reply

16



Thank



Comment



5



6



chris wright, Oak Hollow Estates



Odd is an understatement on C
willow

27 Feb

Thank

Reply



Jamie Rose, Oak Hollow Estates



Rude and nothing but problems

2 Mar

Thank

Reply



Jamie Rose, Oak Hollow Estates



People go out turn your main shut off
to off see if your water is still running
to your house so far 3 people say yes
c- willow is rinning neone off with



Add a comment...



1:15



48%



General

c- willow is ripping people off with
there no shut off valves

2 Mar

Thank

Reply



1

17



Jamie Rose, Oak Hollow Estates ✓



Lots of problems since the stroziers took over

5 Mar Thank Reply



Brent Snyder, Oak Hollow Estates ✓



Im having issues with them just recieved a \$183 bill, checked multiple times and no leaks, checked the meter box and its full of sand. How do they even read it?

11 Mar Thank Reply



Jamie Rose, Oak Hollow Estates ✓



Oh I ask the same thing so I dug out all the sand and called them again David told me it's his meter not my property and I have no right messing with it

Add a comment...



1:15

48%



General

18

200 now saying we haven't paid since
September! Weve paid onl... See more

25 Feb Thank Reply



Michelle Harris, Oak Hollow Estates



Thats the number i have as well. Ive

Add a comment...



1:16

47%



General

24 Feb Thank Reply



Pat Minica, Sutherland Springs



I get a response by email sometimes
[quicker.....gsstrozier@gmail.com](mailto:gsstrozier@gmail.com)

24 Feb Thank Reply



Christine E., Oak Hollow Estates



Thank you for their number.
Contacted them. We didnt get a bill
for dec and jan and then billed us
200 now saying we haven't paid since
September! Weve paid online since
November.

25 Feb Thank Reply



Michelle Harris, Oak Hollow Estates ✓

Thats the number i have as well. Ive had numerous problems with them ever since we moved there. We had the exact same bill every month with the exception of maybe t... See more

26 Feb Thank Reply

Add a comment...



1:16

47%



General

same amount as i had been paying repeatedly for over 6 years that i was with them), and today i was HUNG UP ON twice!!! I was talking to a very RUDELY women named Shannon! Im SO glad we don't have them anymore! They are horrible at returning phone calls and will not return your refund as it looks! Ive been trying to get ahold of someone





20

after i FINALLY was able to talk to a lady 1st part of Dec. She said that they turned my water off and read a bill and it was the same reading as what i had (i took a picture for proof). They said they were going to issue me my refund and everything was good that was again in the beginning of December. So i updated my address on file since i moved then weeks later received a letter stating i was going to be refunded \$ \$. But they didn't put a check in with the letter with the refund letter...???

 Add a comment...



1:16    

   47% 



General

So another week passed so i called and NO answer again! So i thought maybe they'll just send me my refund, but as of today 2/26/20 i still haven't seen any refund! Even after ive tried to call and leave multiple messages

21

to call and leave multiple messages for someone to call me. I have yet to receive any call back. But last month i received a bill for the exact amount I've always paid when i lived there and said i was late??? Hello i was sent a letter saying im getting a refund in December then January im sent a bill saying im late ??? Ive been calling ever since and noone will call me back. So i call today to see if someone would answer the phone. I got Shannon which was rude as hell and not worried about anything i had to say! She never asks for any of my info or account # and said i couldn't speak to the manager she was busy and when she gets time "eventually" she will get back to me!

Add a comment...



19 Aug Thank Reply

1

**Randall Ellis, Oak Hollow Estates**

Yep, I came in Late last night after welding in the heat all day. very disappointed... to come home and have no water... Seems this issue has become more often aroun... See more

Add a comment...



1:19

46%

**General****Karena Snell, Oak Hollow Estates**

Andrew Minica , we've had this issue before when they're working on the lines. Our water usually runs clear, so discoloration is usually only when they're doing maintenance or repairs, at least in our experience over the last five years. We plan on checking the meter this morning, just to be safe. Given that so many other people are having issues,

23

I'm guessing it isn't isolated to one property.

19 Aug Thank Reply



Andrew Minica, Oak Hollow Estates



Yup best to be certain its not on your end. One tell tale sign of a leak in a yard etc is sometimes grass growth. If there is higher grass where you know there is an undergro... See more

19 Aug Thank Reply



1

Feedback

Add a comment...



1:20

46%



General

know there is an underground line
thats where id look first.

19 Aug Thank Reply



1



Randall Ellis, Oak Hollow Estates



Yep, I came in Late last night after
welding in the heat all day. very

24

disappointed... to come home and
have no water... Seems this issue has
become more often aroun... See more

19 Aug Thank Reply 1



Karena Snell, Oak Hollow Estates



I talked to Shannon at C Willow just
now. Water pressure is supposedly
because people are not following the
water restrictions and there is too
much strain on the well. S... See more

19 Aug Thank Reply



Rachael Lopez, Oak Hollow Estates



Shannon is FOS... i talked to the
owner yesterday and was told there

Add a comment...



1:20 [Icons]

[Icons] 46% [Icon]



General

water restrictions and there is too
much strain on the well. She said
their hand drove around this morning
and found 10 people watering their

lawns this morning. They are now advancing us to Stage 2 water restrictions. I did not get an answer on the dirt in the lines, but possibly being dredged up from the well if water is running low?

19 Aug Thank Reply



Rachael Lopez, Oak Hollow Estates



Shannon is FOS... i talked to the owner yesterday and was told there was a problem with the well. Of course she would want to implement stage 2... 🙄

19 Aug Thank Reply



1



Rachael Lopez, Oak Hollow Estates



There has been a problem with the pumps before and the repaired them instead of updating them like they

... Add a comment...



1:20

46%





Rachael Lopez, Oak Hollow Estates ✓

Shannon is FOS... i talked to the owner yesterday and was told there was a problem with the well. Of course she would want to implement stage 2... 🙄

19 Aug Thank Reply

👍 1



Rachael Lopez, Oak Hollow Estates ✓

There has been a problem with the pumps before and the repaired them instead of updating them like they were supposed to

19 Aug Thank Reply

👍 1



Karena Snell, Oak Hollow Estates ✓

Rachael Lopez , doesn't surprise me, especially when I didn't get a straight answer about the dirt in the lines.

19 Aug Thank Reply



Rachael Lopez, Oak Hollow Estates ✓

Exactly... and im surprised she

👍 Add a comment...



1:20

46%

General

Exactly... and im surprised she actually answered the phone and was somewhat cordial about it. Smh... we have had a ton of issues since they took over and its because... See more

19 Aug Thank Reply 1 1

**Cassie Quesada, Oak Hollow Estates**

I haven't noticed, but will definately be checking once I get home

19 Aug Thank Reply

**Kim Semlinger, Oak Hollow Estates**

We have been having water pressure issues for almost a year now. Terrible low water pressure

19 Aug Thank Reply 1 1

**Randall Ellis, Oak Hollow Estates**

Rachael Lopez OK, So I was trying to be a little nice about it earlier LOL!

Rachael is So So Right There is and

...and is so..so right. There is and
has been an issue with the water
system for quite some ti See more

Add a comment...



1:20 46%

46%



General

Rachael Lopez OK, So I was trying
to be a little nice about it earlier
LOL! Rachael is So..So Right. There
is and has been an issue with the
water system for quite some time
couple years or so, It is old well and
system... funny thing is most "private
water systems don't normally have a
water restriction"

It's another band-aid perhaps!

19 Aug Thank Reply



Rachael Lopez, Oak Hollow Estates ✓

Randall.. right!!! I thought i was the
only one that noticed about the
"restrictions". Unfortunately it looks
like our area has grown but our water
well hasn't grown with it. ... See more

29

19 Aug Thank Reply



Amy Moore, Oak Hollow Estates



My water looks dirty. Posting pic. If it offends anyone i will delete it. Was

...

... Add a comment...



1:20



46%



General



Rachael Lopez, Oak Hollow Estates



Randall.. right!!! I thought i was the only one that noticed about the "restrictions". Unfortunately it looks like our area has grown but our water well hasn't grown with it. The pumps and system needs to be updated to handle the new homes that have been built and are being built or else this will just be getting worse

19 Aug Thank Reply



Amy Moore, Oak Hollow Estates



30

Fwd: C-Willow complaints on neighborhood app

mybylnr98@att.net <mybylnr98@att.net>

Fri 5/8/2020 12:43 PM

To: Michael Moore <MMoore@northparkdexus.com>

3 attachments (2 MB)

Screenshot_20200409-065054_Nextdoor.jpg; Screenshot_20200409-065213_Nextdoor.jpg; Screenshot_20200409-070454_Yahoo Mail.jpg;

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----- Forwarded message -----

From: mybylnr98@att.net





Date: May 8, 2020 8:59 AM

Subject: C-Willow complaints on neighborhood app

To: Mike Moore <mybylnr98@att.net>

Cc:

6:50       

   84% 



Brent Snyder

C willow



going from there

Did you try contacting the stroziers?

Have tried to contact anyone yet, just recieved the bill this evening

Hopefully C-Willow will work with you.

Hope so too. Pretty ridiculous this is happening to multiple people

March 13

31

Hello. Were you able to resolve your issue with the stroziers?

*

As of now yes, was claimed that the meter was read wrong and I'm currently waiting on the new bill

I am going to start a neighborhood

Write a message



6:52

84%



General

the phone.

25 Feb Thank Reply



Kelsey Earnhardt, Oak Hollow Estates



I haven't received a bill in 3 months and I've called to get one and nothing! It's so ridiculous.

25 Feb Thank Reply



chris wright, Oak Hollow Estates



Same here i talk to them finally yester they trv to sav i havnt paid bill since

32

they try to say i have paid for since
september i said is that a fact well
let me show you all my payments
reciepts and online payments

25 Feb Thank Reply

1



chris wright, Oak Hollow Estates



This is the biggest clown show water
department i have ever seen trying
charge me \$217 for one month that
i already paid for it was \$37 that
month

Add a comment...



7:04



Private message: C willow



Brent via Nextdoor

Me

Mar 11, 8:42 PM

nextdoor.com

C willow

Conversation between you and Brent



33

Fwd: C-Willow complaints on neighborhood app

mybylnr98@att.net <mybylnr98@att.net>

Fri 5/8/2020 12:36 PM

To: Michael Moore <MMoore@northparklexus.com>

8 attachments (4 MB)

Screenshot_20200508-102254_Nextdoor.jpg; Screenshot_20200508-110713_Nextdoor.jpg; Screenshot_20200508-110805_Nextdoor.jpg; Screenshot_20200508-110922_Nextdoor.jpg; Screenshot_20200508-110946_Nextdoor.jpg; Screenshot_20200508-111025_Nextdoor.jpg; Screenshot_20200508-111059_Nextdoor.jpg; Screenshot_20200508-111710_Nextdoor.jpg;

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----- Forwarded message -----

From: mybylnr98@att.net

Date: May 8, 2020 11:31 AM

Subject: C-Willow complaints on neighborhood app

To: Mike Moore <mybylnr98@att.net>

Cc:

10:22

100%



General



chris wright 1



Oak Hollow Estates · 29 Feb

Sucks

I cant wait sell this place move out of califorla vernia with the suck ass water company thats is head quartered in a bathroom



Thank



Comment

2


34



Amy Moore, Oak Hollow Estates






Thanks. Im going to call. We are drinking only bottled. I'm not too sure about the fridge. I am afraid the dirt contaminated the water.

 Add a comment...



11:17      

  92% 



General

18 Dec 18 Thank Reply



Michelle Harris, Oak Hollow Estates



Last summer they tried to say my brother used almost \$400 also. I refused to pay it and made them keep checking it and eventually it was their fault. The lady was reading 2 yrs ago before he even lived there. They tried to make him pay it until I told them I knew the water meter and lines didn't have a leak. My grandfather (was a master plumber)he taught me how to check

35

them. I told them they needed to double check their records. It took them like 2 months to realize we were right... good luck these people suck and need to get organized. Also need a local office so you can reach them ! I wish we had someone else to change to....

27 Jan 19 Thank Reply

👍 1



Add a comment...



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