



Control Number: 49261



Item Number: 4

Addendum StartPage: 0

Shady Oaks Water, L.P.

DBA Arrowhead Water, Hickory Hill Water, Shady Oaks Water & C-Willow Water
PO Box 597, Floresville, TX 78114
830-391-4406 or fax 830-393-3055

Public Utility Commission of Texas
1701 N Congress Ave
PO Box 13326
Austin TX 78711-3326-3326
512-936-7000

March 10, 2019

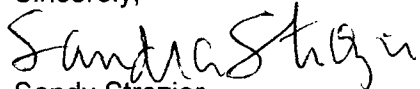
RE: Michael Moore/Complaint No: CP2018110366/Docket No 49261
303 Hickory Trail, La Vernia, TX 78121

Here is my response that I sent in with 5 attempts and no one called me to confirm that nothing was received or resolved. There is not a phone to reach any of the PUC reps e-mailing me either. I have a copy from Kenneth Wilson's response from the PUC on December 6, 2018 that states file has been closed. We received a random fax today from the PUC in regards to this complaint that has been resolved because the customer has paid. See attached e-mails and proof of payment. Please be aware your system is not working most of the time nor the phone number for the legal department at 512-936-7260 per Laurie at 512-936-7164. I have recordings of phone calls on my phone to show you there is no voicemail set up and it gets dropped.

To TCEQ in NOVEMBER:

I am responding to a complaint for C-Willow Water Company. First of all, this customer moved into a new home without contacting us for service. The builder had the account set up and is a prior customer with good credit with at least 15 properties. I contacted the builder to see if they were aware of any high water usage from the new build or any aware of any leaks? This property is in the sand which is very hard to determine if there is a leak. I have made phone contacts and e-mail contacts with this customer to confirm that we have checked the reading four times and the customer, Mrs. and Mr. Moore have also verified the reading is correct. There was no other customer other than the builder. We explained how they may have left something on the last few months or a running toilet but no luck in some of our explanations or the builders. Please let us know what else would be needed to give you more details or questions.

Sincerely,



Sandy Strozier
Office Manager/Owner/Water Operator
C-Willow Water Co
PO Box 597
Floresville TX 78114
830-391-4406

C-WILLOW WATER COMPANY
P O Box 597, Floresville, Texas 78114 P(830)391-4406 fax(830)393-3055
Water Service Agreement
APPLICATION FOR WATER SERVICE

Customer Name: _____

Address: _____
(Service Location Address) (City, State, Zip)

(Billing Address is different from above) (City, State, Zip)

Telephone: (H) _____ (O) _____ Lot No. _____

Social Security No. _____ Driver's License No. _____

\$ _____ \$50.00 Deposit Collected _____
Tap, Reconnect or Transfer Fee Collected Date Date

Meter: Standard residential 5/8 or 3/4 inch

- I. **PURPOSE.** C-Willow Water Company is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before C-Willow Water Company will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
- II. **PLUMBING RESTRICTIONS.** The following unacceptable plumbing practices are prohibited by State regulations.
 - A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
 - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
 - C. No connection which allows water to be returned to the public drinking water supply is permitted.
 - D. No pipe or pipe fitting which contains more than 8.09% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
 - E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between C-Willow Water Company supply and Customer listed above.

- A. C-Willow Water Company will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
 - B. The Customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the Water System's normal business hours.
 - C. The Water System shall notify the Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic reinspection.
 - D. The Customer shall immediately correct any unacceptable plumbing practice on his premises.
 - E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, C-Willow Water Company shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

The applicant has been shown a copy of the utility's Texas Commission on Environmental Quality (TCEQ) approved tariff and agrees to pay the rates in the tariff and abide by the requirements in this application.

CUSTOMER'S SIGNATURE: _____

DATE: _____

e-mail _____

Service to be connected at the service location on or about _____, but in no case later than 5 days from the date this application is accepted by the utility if all conditions above have been met.

Accepted this _____ day of _____, 20

C-Willow Water Company

By: _____

Sandra Strozier, Office Manager
 C-Willow Water Company
dsstrozier@gmail.com

SECTION 1.0 - RATE SCHEDULE

Section 1.01 - Rates

Monthly Minimum Charge
\$28.00

<u>Meter Size</u>	<u>Gallorage Charge(per 1000 gallons)</u>	
5/8" or 3/4"	from 0-5000	\$2.75
	from 5001-15000	\$3.00
	from 15001-20000	\$3.25
	from 20001and up	\$3.50

REGULATORY ASSESSMENT 1.0%
A REGULATORY ASSESSMENT, EQUAL TO ONE PERCENT OF THE CHARGE FOR RETAIL WATER SERVICE ONLY, SHALL BE COLLECTED FROM EACH RETAIL CUSTOMER

Section 1.02 - Miscellaneous Fees

TAP FEE \$ 400.00
THE RECONNECT FEE WILL BE CHARGED BEFORE SERVICE CAN BE RESTORED TO A CUSTOMER WHO HAS BEEN DISCONNECTED FOR THE FOLLOWING REASONS:

- a) Non payment of bill (Maximum \$25.00) \$ 25.00
 - b) Customer's request \$ 35.00
- OR OTHER REASONS LISTED UNDER TARIFF

LATE CHARGE \$ 5.00
A ONE TIME PENALTY MAY BE MADE ON DELINQUENT BILLS BUT MAY NOT BE APPLIED TO ANY BALANCE TO WHICH THE PENALTY WAS APPLIED IN A PREVIOUS BILLING

RETURNED CHECK CHARGE \$ 25.00

CUSTOMER DEPOSIT (Maximum \$50) \$ 50.00

METER TEST FEE (actual cost of testing the meter up to) \$ 25.00
THIS FEE MAY BE CHARGED IF A CUSTOMER REQUESTS A SECOND METER TEST WITHIN A TWO YEAR PERIOD AND THE TEST INDICATES THAT THE METER IS RECORDING ACCURATELY

303 HICKORY TRAIL

9 messages

Keith Johanson <kj_1554@yahoo.com>
To: Sandy Strozier <dsstrozier@gmail.com>


Wed, Jun 20, 2018 at 11:53 AM

Hello!

Attached is the doc I received for the customer service inspection. Dwayne stated he would be sending you a copy as well. We are closing on the property this Friday. The Miller's will be contacting you to transfer.

Thanks!

Briana Dominguez

 **2018_06_20_11_51_35.pdf**
448K

Sandy Strozier <dsstrozier@gmail.com>
To: BRIANA DOMINGUEZ <kj_1554@yahoo.com>

Wed, Sep 12, 2018 at 4:10 AM

We never received details or call on this address.
[Quoted text hidden]

Keith <kj_1554@yahoo.com>
To: Sandy Strozier <dsstrozier@gmail.com>

Wed, Sep 12, 2018 at 6:46 AM

As far as the inspection or the new customer?

Sent from my iPhone
[Quoted text hidden]

Sandy Strozier <dsstrozier@gmail.com>
To: BRIANA DOMINGUEZ <kj_1554@yahoo.com>

Wed, Sep 12, 2018 at 12:52 PM

New customer
[Quoted text hidden]

Keith Johanson <kj_1554@yahoo.com>
To: Sandy Strozier <dsstrozier@gmail.com>

Wed, Sep 12, 2018 at 1:25 PM

We spoke to them today. They told us they had called and never had a returned phone call. I advised them to email you.

Thanks,

Briana Dominguez

[Quoted text hidden]

Sandy Strozier <dsstrozier@gmail.com>

Mon, Oct 1, 2018 at 5:06 PM

To: BRIANA DOMINGUEZ <kj_1554@yahoo.com>, Sandy Strozier <dsstrozier@gmail.com>

Briana:

Please see the attached bill. If they moved in July and I show your account was billed no usage for several months and then this high usage. I'm sure this account was read incorrectly if this is the current bill due. The customer is also disputing this bill but will send you this attachment for review and let me know how to proceed. They said they do not water and we have verified the reading several times. If they had a leak it looks like from August to September bill though. I think this is your bill from the build possibly. Please let me know. Also, they did not get me account details till September 14, 2018.

Thanks again for your help!

Sandy Strozier

[Quoted text hidden]

Keith Johanson <kj_1554@yahoo.com>

Tue, Oct 2, 2018 at 9:12 AM

To: Sandy Strozier <dsstrozier@gmail.com>

Good Morning!

Attached is the final bill that I paid. We closed on 7-10-18 and I paid through 7-28-18. I did speak with Keith & Ronnie. They will be responsible for any bills past that date.

Thanks,

Briana Dominguez

[Quoted text hidden]

Sandy Strozier <dsstrozier@gmail.com>

Tue, Oct 2, 2018 at 11:06 PM

To: BRIANA DOMINGUEZ <kj_1554@yahoo.com>

Thank you. Did they figure out what they issue was?

[Quoted text hidden]

Keith <kj_1554@yahoo.com>

Wed, Oct 3, 2018 at 6:10 AM

To: Sandy Strozier <dsstrozier@gmail.com>

I'm not sure.

[Quoted text hidden]

C-Willow Water Company

3/16/2019

PO Box 597 Floresville TX 78114 PH: 830-391-4406

1

CUSTOMER HISTORY 10/27/2017 to 10/03/2018

Acct: 7030.1 Johanson Keith Home:830-779-7171
 PO Box 460 La Vernia TX 78121 Current Balance: \$0.00 INACTIVE
 Loc ID: 7030.1 @ 303 Hickory Trail La Vernia
 Rte: 4 Seq.# 86 Dep: REDEEMED

Date	Code	Description	Previous	Present	Used	Charge	Payment	Balance
10/27/2017	TF	Added with New Account				400.00		400.00
10/27/2017	RN	Added with New Account				35.00		435.00
10/27/2017	DEP	Deposit				50.00		485.00
10/27/2017	TF	Check 2198 for \$450.00					400.00	85.00
10/27/2017	WR	Check 2198 for \$450.00					50.00	35.00
10/27/2017	DEP	Check 2198					50.00	-15.00
10/27/2017	RN	Check 2198					35.00	-50.00
2/1/2018	WR	WATER				28.00		-22.00
2/1/2018	TX	TAX				0.28		-21.72
3/1/2018	WR	Read on 02/26/2018 KeyedIn		6,690	6,690	44.50		22.78
3/1/2018	TX	TAX				0.45		23.23
3/6/2018	WR	Check 2430 for \$23.23					22.50	0.73
3/6/2018	TX	Check 2430 for \$23.23					0.73	0.00
4/1/2018	WR	Read on 03/27/2018 KeyedIn	6,690	6,690		28.00		28.00
4/1/2018	TX	TAX				0.28		28.28
4/5/2018	WR	Check 2484 for \$28.28					28.00	0.28
4/5/2018	TX	Check 2484 for \$28.28					0.28	0.00
5/1/2018	WR	Read on 04/27/2018 KeyedIn	6,690	6,690		28.00		28.00
5/1/2018	TX	TAX				0.28		28.28
5/8/2018	WR	Check 2566 for \$28.28					28.00	0.28
5/8/2018	TX	Check 2566 for \$28.28					0.28	0.00
6/1/2018	WR	Read on 05/27/2018 KeyedIn	6,690	6,690		28.00		28.00
6/1/2018	TX	TAX				0.28		28.28
6/8/2018	WR	Check 2620 for \$28.28					28.00	0.28
6/8/2018	TX	Check 2620 for \$28.28					0.28	0.00
7/1/2018	WR	Read on 06/27/2018 KeyedIn	6,690	6,690		28.00		28.00
7/1/2018	TX	TAX				0.28		28.28
7/2/2018	WR	Check 2670 for \$28.28					28.00	0.28
7/2/2018	TX	Check 2670 for \$28.28					0.28	0.00
8/1/2018	WR	Read on 07/27/2018 KeyedIn	6,690	6,690		28.00		28.00
8/1/2018	TX	TAX				0.28		28.28
8/9/2018	WR	Check 2722 for \$28.28					28.00	0.28
8/9/2018	TX	Check 2722 for \$28.28					0.28	0.00
8/29/2018	WorkOrd	101 Reread Meter						0.00
10/3/2018	Update	Changed Acct # from 7030 to 7030.1						0.00

C-Willow Water Company

3/16/2019

PO Box 597 Floresville TX 78114 PH: 830-391-4406

1

CUSTOMER HISTORY 08/10/2018 to 03/06/2019

Acct: 7030 Moore Michael Home:210-861-1746
 303 Hickory Trail La Vernia TX 78121 Current Balance: **-\$3.73 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
10/16/2018	WR	Credit Card Website for \$602.95					602.95	1205.91
10/18/2018	LC	Added on 10/19/2018				5.00		1210.91
11/1/2018	WR	Read on 10/27/2018 KeyedIn	505,600	508,510	2,910	33.50		1244.41
11/1/2018	TX	TAX				0.34		1244.75
11/18/2018	LC	Added on 11/18/2018				5.00		1249.75
11/19/2018	WR	Credit Card 8305 for \$602.95					602.95	646.80
12/1/2018	WR	Read on 11/27/2018 KeyedIn	508,510	511,820	3,310	36.25		683.05
12/1/2018	TX	TAX				0.36		683.41
12/14/2018	WR	Credit Card 8305 for \$681.00					649.85	33.56
12/14/2018	TX	Credit Card 8305 for \$681.00					18.56	15.00
12/14/2018	LC	Credit Card 8305 for \$681.00					12.59	2.41
1/1/2019	WR	Read on 12/27/2018 KeyedIn	511,820	514,420	2,600	33.50		35.91
1/1/2019	TX	TAX				0.34		36.25
1/16/2019	WR	Credit Card 8305 for \$36.25					33.50	2.75
1/16/2019	TX	Credit Card 8305 for \$36.25					0.34	2.41
1/16/2019	LC	Credit Card 8305 for \$36.25					2.41	0.00
2/1/2019	WR	Read on 01/27/2019 KeyedIn	514,420	517,990	3,570	36.25		36.25
2/1/2019	TX	TAX				0.36		36.61
2/13/2019	WR	Credit Card 8305 for \$40.34					39.98	-3.37
2/13/2019	TX	Credit Card 8305 for \$40.34					0.36	-3.73

C-Willow Water Company

3/16/2019

PO Box 597 Floresville TX 78114 PH: 830-391-4406

2

CUSTOMER HISTORY 08/10/2018 to 03/06/2019

Acct: 7030 Moore Michael Home:210-861-1746
303 Hickory Trail La Vernia TX 78121 Current Balance: -\$3.73 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
3/1/2019	WR	Read on 02/26/2019 KeyedIn	517,990	519,820	1,830	30.75		27.02
3/1/2019	TX	TAX				0.31		27.33
3/6/2019	WR	Credit Card 8305 for \$31.06					30.75	-3.42
3/6/2019	TX	Credit Card 8305 for \$31.06					0.31	-3.73

303 Hickory Trail

12 messages

Amy Moore <partiesbyagm@yahoo.com>
Reply-To: "partiesbyagm@yahoo.com" <partiesbyagm@yahoo.com>
To: Sandy Strozier <dsstrozier@gmail.com>
Cc: Mybylnr98 <mybylnr98@att.net>

Wed, Oct 3, 2018 at 10:16 AM

Hello Sandy. My name is Amy Moore and my husband spoke to you a couple of days ago regarding our nearly 1800.00 water bill. You are already calling us and we haven't even received our bill yet. Please explain to me how this could be? It's just my husband and I. We don't wash much and we use bottled water. We use paper plates and plastic cups. We hardly have any dishes and I've only used my brand new dishwasher 3 times since we moved here...we do use the toilets but at a normal level. plus we go out to eat almost every day and we have no yard to water. We had a pool in San Antonio and our maximum water bill was 300.00. The phone number we called was 830-217-4276, 830-217-4279, also called the phone number at the front of the subdivision and talked to David explained to him that we have been trying to contact you. He gave us your number and the mailbox was full every time we called and couldn't leave a message. That is why we called Keith to see if we could get additional contact information and Keith gave us your email. In any event, there has to be a problem somewhere. On my way home, no one was at home, I stopped to check the meter to see if it was running and it was spinning. Send me your cell number and I will attach the video took. I just tried to attach it to this email and it said it was too large. I know it's not too large to text, because I texted it to Mike. Please follow up with me regarding this matter so we can get it resolved.

Thank you,
Amy Moore
210-240-5017

sent from Yahoo! Mail on a mobile device

Sandy Strozier <dsstrozier@gmail.com>
To: partiesbyagm@yahoo.com, Sandy Strozier <dsstrozier@gmail.com>

Wed, Oct 3, 2018 at 1:29 PM

Thanks for your e-mail. I already replied to your husband. Those are not our phone numbers. I am not sure where you got those. I sent this bill to Mr. Johanson a month or so because no one reached out to call us like they said when they e-mailed me in July. I'm guessing they gave you wrong information. Our office phone number is 830-391-4406 and if your file is that big it will not hold the storage either. I explained to your husband a spinning meter indicates a leak somewhere if everything is off. I would contact your builder to further discuss since he owns the adjoining property or to check for a leak? Please keep us posted.

If you spoke with David he is the owner and the emergency contact and the person who installed your meter. His phone number is 210-639-6052.

Thank You!

Sandy Strozier
Office Manager/Owner
C-Willow Water Co
PO Box 597
Floresville TX 78114
830-391-4406

Thank You!

Sandy Strozier <dsstrozier@gmail.com>

Wed, Oct 3, 2018 at 4:50 PM

To: partiesbyagm@yahoo.com, mmoore@northparklexus.com, Sandy Strozier <dsstrozier@gmail.com>

Cc: Shannon Wylie <shannonwylie248@hotmail.com>

I have replied to both e-mails and not sure if there is still a question. Please note that we will be pulling the meter if this account does not get resolved soon. Thank you.

[Quoted text hidden]

Sandy Strozier <dsstrozier@gmail.com>

Wed, Oct 3, 2018 at 4:51 PM

To: partiesbyagm@yahoo.com, mmoore@northparklexus.com, Sandy Strozier <dsstrozier@gmail.com>,

Shannon Wylie <shannonwylie248@hotmail.com>

This will include an additional \$75.00 fee to pull meter.

[Quoted text hidden]

Sandy Strozier <dsstrozier@gmail.com>

Wed, Oct 3, 2018 at 5:20 PM

To: partiesbyagm@yahoo.com, mmoore@northparklexus.com, Shannon Wylie

<shannonwylie248@hotmail.com>

Our website is watercompanies.tx.com to pay by credit card.

[Quoted text hidden]

Mike Moore <mmoore@northparklexus.com>

Tue, Nov 20, 2018 at 7:51 AM

To: Sandy Strozier <dsstrozier@gmail.com>

Cc: mybylnr98@att.net

Good morning,

I have not received a bill for our water in the mail. The only bill I have received is the initial one that has a balance of 1806.86 which was provided by you. Could you please send me a current one by email? I wonder why I am not getting them in the mail. Thanks.

MM

Michael Moore

Controller

North Park Lexus of San Antonio

210-442-3054

mmoore@northparklexus.com

[Quoted text hidden]



Sandy Strozier <dsstrozier@gmail.com>

303 Hickory Trail LaVernia, TX 78121

4 messages

Michael Moore <mybylnr98@att.net>
Reply-To: Michael Moore <mybylnr98@att.net>
To: "dsstrozier@gmail.com" <dsstrozier@gmail.com>

Mon, Oct 15, 2018 at 11:37 AM

Sandy,

This is Michael Moore. I am reaching out to you per my conversation last week with David Strozier about my extraordinary high water bill which still cannot be explained by you or him. Anyway, I have left a message on 10/12/18 and again today 10/15/18 for you to call me back to make payment arrangements which he agreed to. In fact he asked me to call you because he was going to talk to you about our account when he and I spoke last week. I will be taking the balance of 1808.86 and dividing it in 3 months which will be 602.95. Thank you for your time.

Michael Moore
210-861-1746

Sandy Strozier <dsstrozier@gmail.com>
To: mybylnr98@att.net

Mon, Oct 15, 2018 at 12:30 PM

Thank you for the e-mail. I will check our message but it should state we work till Thursday noon and not in on Friday. The phone calls are for emergencies on the weekends. He is aware we do not offer payment plans to keep up with but if not paid by December, we will pull your meter. We have numerous times confirmed your bill is correct and checked with builder and he said this is not their bill. All it takes is for a house to leave a hose or faucet dripping for a month to get this kind of bill. If you had the account in your name the bill would have gone to you and you could have monitored it monthly. We did not have cold temperatures to blame any broken pipes either. It is difficult to determine leaks in the sand with it acting like a sponge. Thank you for taking care of this matter.

Thank You,

Sandy Strozier
Office Manager/Owner
C-Willow Water
PO Box 597
Floresville TX 78114
830-391-4406

[Quoted text hidden]

mybylnr98 <mybylnr98@att.net>
To: Sandy Strozier <dsstrozier@gmail.com>

Mon, Oct 15, 2018 at 2:19 PM

Thank you. Just for your information all the message says about water restrictions and not to water your lawn. It does not State anything about working hours or days off. That's just for your information. Have a good day.

Sent via the Samsung Galaxy S7 active an AT&T 4G LTE smartphone
[Quoted text hidden]

Sandy Strozier <dsstrozier@gmail.com>
To: mybylnr98@att.net

Tue, Oct 16, 2018 at 12:10 PM

Thank you! Did you verify the readings as well?

[Quoted text hidden]

PO Box 597
Floresville, TX 78114
US

8303914406

Order Information

Description

Order Number

P.O. Number

Customer ID: 5bf3152cae7d3

Invoice Number

Billing Information

Shipping Information

Michael Moore
2711 Lakemist
San Antonio TX 78222
US

Shipping 0.00
Tax 0.00
Total: USD 624.05

Payment Information

Date/Time: 19-Nov-2018 11:55:24 PST
Transaction ID 61404743524
Transaction Type Authorization w/ Auto Capture
Transaction Status Settled Successfully
Authorization Code 135585
Payment Method MasterCard XXXX8305



Public Utility Commission Of Texas

1701 N. Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326
(888) 782-8477
www.puc.texas.gov

Water Complaint Form

Rec'd: 11/12/2018 7:14:53 PM

Complaint No: CP2018110366
Account Holder: Michael Moore
E-mail Address: Mybylnr98@att.net
Service Address: 303 Hickory Trail

Service Address: Amy Moore (Spouse)

Mailing Address:

Lavemia TX 78121
Wilson County

Day Phone: (210) 861-1746

Complaint Against: C-Willow Water

Service Phone:

Complaint Information:

Uploaded Files: [File](#)

Operating Number: (210) 861-1746

Complaint Type: Billing

Complaint No: 7030

	<u>Size</u>
Total: 0	0

No Data

**CUSTOMER PROTECTION DIVISION
ON-LINE COMPLAINT FORM**

Complaint

Normal

Tuesday, November 13, 2018

Investigator: ., **Unknown**

Date Pending: 12/4/2018

Complaint No: **CP2018110366**

Company: **C WILLOW WATER**

Complaint: **Rates & Charges**

Service No:

Customer:

Last Name: **Moore**

First Name: **Michael**

Business:

Date Closed:

Date Received: **11/13/2018**

Account No: **7030**

Spanish: No

Service Address:

303 Hickory Trail

Mail Address:

303 Hickory Trail

Lavernia TX 78121

Lavernia TX 78121

Alt Last: **Moore**

Day: **(210) 861-1746**

Alt First: **Amy**

Alt: (210) 861-1746

Email: Mybylnr98@att.net

Complaint Note:

CCN 12240 - C-Willo Water LP said we used 495,280 gallons of water in 30 days. Our beginning water meter reading was 6690 and the ending 501970. We live in a brand new home, no landscaping or yard, no swimming pool. Only 2 adult in home. Water company will not look into the situation and prove how we could have an unimaginable amount of water. We had a plumber inspect our property for leaks. Our bill is 1808.50 and they said we have to pay or they will pull our meter and shut our water off. There is absolutely no way we used this amount of water.

Entered: **11/12/2018 6:31:00 PM**

Entered By: ., **Unknown**

[Complaint No:CP2018110366] - Michael Moore

1 message

Ford, Kenneth <Kenneth.Ford@puc.texas.gov>
To: "dsstrozier@gmail.com" <dsstrozier@gmail.com>

Tue, Nov 13, 2018 at 2:27 PM

DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.state.tx.us
Respond only to complaint: CP2018110366

Please note: If this complaint involves a non-regulated service that is not within the jurisdiction of the PUC, please respond immediately to immediateattention@puc.texas.gov


This email is to inform you that a customer has filed a complaint against your company and that the PUC is currently beginning an investigation. According to PUC Procedural Rules, you must respond to this complaint within 21 days of the date of this Notice. Your complete response MUST include a copy of ALL documentary evidence relied upon by the company to support its position in this matter. In the case of an alleged slam or cram, documentary evidence includes, a signed letter of agency, third party verification, and electronically recorded authorization & verification.


Disconnection is prohibited under Substantive Rule 25.483 (e)(5) and 25.485 (e)(2)(A) while the informal complaint process is pending.


Per Substantive Rule §25.480 (l) when responding, please advise if this premise has a switch-hold due to average payment plan or deferred payment plan.

Per Substantive Rule §25.126 (g) when responding, please advise if this premise has a switch-hold due to tampering.

3 attachments

 **CP2018110366_CoverSheet.pdf**
6K

 **CP2018110366_18111811004406.txt**
1K

 **CP2018110366_18111811004405.pdf**
38K



Complaint No.CP2018110366-Michael Moore

_ messages

Sandy Strozier <dsstrozier@gmail.com>

Fri, Nov 16, 2018 at 7:21 PM

To: puccomplaints@puc.state.tx.us, Sandy Strozier <dsstrozier@gmail.com>

RE: 303 Hickory Trail, La Vernia, TX

I am responding to a complaint for C-Willow Water Company. First of all this customer had moved into a new home without contacting us for service. The builder had the account set up and is a prior customer with good credit with at least 15 properties. I contacted the builder to see if they were aware of any high water usage from the new build or any aware of any leaks? This property is in the sand which is very hard to determine if there is a leak. I have made phone contacts and e-mail contacts with this customer to confirm that we have checked the reading four times and the customer, Mrs. and Mr. Moore have also verified the reading is correct. There was no other customer other than the builder. We explained how they may have left something on the last few months or a running toilet but no luck in some of our explanations or the builders. Please let us know what else would be needed to give you more details.

Thanks You!

[Faint, illegible text, possibly a signature or stamp]

Sandy Strozier <dsstrozier@gmail.com>

Fri, Nov 16, 2018 at 7:23 PM

To: Shannon Wylie <shannonwylie248@hotmail.com>

make a file for this

Complaint No.CP2018110366-Michael Moore

message

puccomplaints@puc.texas.gov <puccomplaints@puc.texas.gov>

Fri, Nov 16, 2018 at 7:22 PM

Reply-To: puccomplaints@puc.texas.gov

To: dsstrozier@gmail.com

!!!!!!!!!!!! IMPORTANT NOTICE !!!!!!!!!!!!!!!!!!!!!!!

This email is to inform you that our automated system has rejected your email response to a complaint email that was sent to you. This rejection is most likely due to an incorrect format in the subject line of the email. In order for our automated process to work, the subject must contain the complaint number in the same format that it was sent out.

[Complaint No:#####] - Customer Name

The information contained within the brackets [] of the subject line can not be changed when replying to emails through our system! Anything before or after the brackets [] may be modified. In order to avoid having emails rejected by our system it is best not to modify the subject line at all when replying to emails.

All outgoing emails sent from our system contain a header in the body of the email to inform recipients that the subject field should not be altered. The following is an example of the header in our emails:

```

*****
*
*      !!! DO NOT CHANGE THE SUBJECT LINE !!!
*
* Reply to Email address : puccomplaints@puc.texas.gov
* Respond only to complaint: CP#####
*****

```

Other reasons emails can be rejected:

* Improper characters in file names for attachments. Spaces and dashes are okay, but some characters can cause problems during processing. Some of the characters that should be avoided: ampersand & | percent % | periods . | commas , | asterisk * | Single & Double Quotes ' "

* Attaching emails to emails. We only process the first level of attachments. If you send emails that have emails as attachments, and they also have attachments, they will not be processed.

* Responding to more than one complaint per email. Emails are sent out from us on a per complaint basis. They need to be received in the same manner.

Please contact the PUC for help with this issue so that the complaint can be resolved as soon as possible.

SUBJECT AND BODY OF ORIGINAL EMAIL

Subject: Complaint No.CP2018110366-Michael Moore

Body: WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

RE: 303 Hickory Trail, La Vernia, TX

I am responding to a complaint for C-Willow Water Company. First of all this customer had moved into a new home without contacting us for service. The builder had the account set up and is a prior customer with good credit with at least 15 properties. I contacted the builder to see if they were aware of any high water usage from the new build or any aware of any leaks? This property is in the sand which is very hard to determine if there is a leak. I have made phone contacts and e-mail contacts with this customer to confirm that we have checked the reading four times and the customer, Mrs. and Mr. Moore have also verified the reading is correct. There was no other customer other than the builder. We explained how they may have left something on the last few months or a running toilet but no luck in some of our explanations or the builders. Please let us know what else would be needed to give you more details.

Thanks You!

Sandy Strozier
Office Manger/Owner/Water Operator
C-Willow Water Co
PO Box 597
Floresville TX 78114
830-391-4406



CP2018110366

1 message

puccomplaints@puc.texas.gov <puccomplaints@puc.texas.gov>
Reply-To: puccomplaints@puc.texas.gov
To: dsstrozier@gmail.com

Fri, Nov 16, 2018 at 7:26 PM

!!!!!!!!!!!! IMPORTANT NOTICE !!!!!!!!!!!!!!!!!!!!!!!

This email is to inform you that our automated system has rejected your email response to a complaint email that was sent to you. This rejection is most likely due to an incorrect format in the subject line of the email. In order for our automated process to work, the subject must contain the complaint number in the same format that it was sent out.

[Complaint No:#####] - Customer Name

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```
*****
*
*      !!! DO NOT CHANGE THE SUBJECT LINE !!!
*
* Reply to Email address : puccomplaints@puc.texas.gov
* Respond only to complaint: CP#####
*****
```

Other reasons emails can be rejected:

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- * Attaching emails to emails. We only process the first level of attachments. If you send emails that have emails as attachments, and they also have attachments, they will not be processed.
- * Responding to more than one complaint per email. Emails are sent out from us on a per complaint basis. They need to be received in the same manner.

Please contact the PUC for help with this issue so that the complaint can be resolved as soon as possible.

SUBJECT AND BODY OF ORIGINAL EMAIL

Subject: CP2018110366

Body: WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

RE: 303 Hickory Trail, La Vernia, TX

Dear Sirs:

I am responding to a complaint for C-Willow Water Company. First of all this customer had moved into a new home without contacting us for service. The builder had the account set up and is a prior customer with good credit with at least 15 properties. I contacted the builder to see if they were aware of any high water usage from the new build or any aware of any leaks? This property is in the sand which is very hard to determine if there is a leak. I have made phone contacts and e-mail contacts with this customer to confirm that we have checked the reading four times and the customer, Mrs. and Mr. Moore have also verified the reading is correct. There was no other customer other than the builder. We explained how they may have left something on the last few months or a running toilet but no luck in some of our explanations or the builders. Please let us know what else would be needed to give you more details.

Thanks You!

Sandy Strozier
Office Manger/Owner/Water Operator
C-Willow Water Co
PO Box 597
Floresville TX 78114
830-391-4406

[Complaint No CP2018110366] - Michael Moore

1 Messages

puccomplaints@puc.texas.gov <puccomplaints@puc.texas.gov>

Fri, Nov 16, 2018 at 7:31 PM

Reply-To: puccomplaints@puc.texas.gov

To: dsstrozier@gmail.com

!!!!!!!!!!!! IMPORTANT NOTICE !!!!!!!!!!!!!!!!!!!!!!!

This email is to inform you that our automated system has rejected your email response to a complaint email that was sent to you. This rejection is most likely due to an incorrect format in the subject line of the email. In order for our automated process to work, the subject must contain the complaint number in the same format that it was sent out.

[Complaint No:#####] - Customer Name

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```

*****
*
*      !!! DO NOT CHANGE THE SUBJECT LINE !!!
*
* Reply to Email address : puccomplaints@puc.texas.gov
* Respond only to complaint: CP#####
*****

```

Other reasons emails can be rejected:

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Please contact the PUC for help with this issue so that the complaint can be resolved as soon as possible.

SUBJECT AND BODY OF ORIGINAL EMAIL

Subject: [Complaint No CP2018110366] - Michael Moore

Body: WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

RE: 303 Hickory Trail, La Vernia, TX

Dear Sirs:

I am responding to a complaint for C-Willow Water Company. First of all this customer had moved into a new home without contacting us for service. The builder had the account set up and is a prior customer with good credit with at least 15 properties. I contacted the builder to see if they were aware of any high water usage from the new build or any aware of any leaks? This property is in the sand which is very hard to determine if there is a leak. I have made phone contacts and e-mail contacts with this customer to confirm that we have checked the reading four times and the customer, Mrs. and Mr. Moore have also verified the reading is correct. There was no other customer other than the builder. We explained how they may have left something on the last few months or a running toilet but no luck in some of our explanations or the builders. Please let us know what else would be needed to give you more details.

Thanks You!

Sandy Strozier
Office Manger/Owner/Water Operator
C-Willow Water Co
PO Box 597
Floresville TX 78114
830-391-4406

puccomplaints@puc.texas.gov <puccomplaints@puc.texas.gov>
Reply-To: puccomplaints@puc.texas.gov
To: dsstrozier@gmail.com

Fri, Nov 16, 2018 at 7:37 PM



[Complaint No CP2018110366] - Michael Moore

message

Sandy Strozier <dsstrozier@gmail.com>

Fri, Nov 16, 2018 at 7:36 PM

To: puccomplaints@puc.state.tx.us, Sandy Strozier <dsstrozier@gmail.com>

RE: 303 Hickory Trail, La Vernia, TX

Dear Sirs:

I am responding to a complaint for C-Willow Water Company. First of all this customer had moved into a new home without contacting us for service. The builder had the account set up and is a prior customer with good credit with at least 15 properties. I contacted the builder to see if they were aware of any high water usage from the new build or any aware of any leaks? This property is in the sand which is very hard to determine if there is a leak. I have made phone contacts and e-mail contacts with this customer to confirm that we have checked the reading four times and the customer, Mrs and Mr. Moore have also verified the reading is correct. There was no other customer other than the builder. We explained how they may have left something on the last few months or a running toilet but no luck in some of our explanations or the builders. Please let us know what else would be needed to give you more details.

Thanks You!

Sandy Strozier
Office Manger/Owner/Water Operator
C-Willow Water Co
PO Box 597
Floresville TX 78114
830-391-4406

14

[Complaint No CP2018110366] - Michael Moore

1 message

Sandy Strozier <dsstrozier@gmail.com>

Mon, Nov 19, 2018 at 2:14 PM

To: puccomplaints@puc.state.tx.us, Sandy Strozier <dsstrozier@gmail.com>

RE: 303 Hickory Trail, La Vernia, TX

Dear Sirs:

I am responding to a complaint for C-Willow Water Company. First of all this customer had moved into a new home without contacting us for service. The builder had the account set up and is a prior customer with good credit with at least 15 properties. I contacted the builder to see if they were aware of any high water usage from the new build or any aware of any leaks? This property is in the sand which is very hard to determine if there is a leak. I have made phone contacts and e-mail contacts with this customer to confirm that we have checked the reading four times and the customer, Mrs. and Mr. Moore have also verified the reading is correct. There was no other customer other than the builder. We explained how they may have left something on the last few months or a running toilet but no luck in some of our explanations or the builders. Please let us know what else would be needed to give you more details.

Thanks You!

Office Manager



[Complaint No CP2018110366] - Michael Moore

1 message

puccomplaints@puc.texas.gov <puccomplaints@puc.texas.gov>

Mon, Nov 19, 2018 at 2:16 PM

Reply-To: puccomplaints@puc.texas.gov
To: dsstrozier@gmail.com

!!!!!!!!!!!! IMPORTANT NOTICE !!!!!!!!!!!!!!!!!!!!!!!

This email is to inform you that our automated system has rejected your email response to a complaint email that was sent to you. This rejection is most likely due to an incorrect format in the subject line of the email. In order for our automated process to work, the subject must contain the complaint number in the same format that it was sent out.

[Complaint No:#####] - Customer Name

The information contained within the brackets [] of the subject line can not be changed when replying to emails through our system! Anything before or after the brackets [] may be modified. In order to avoid having emails rejected by our system it is best not to modify the subject line at all when replying to emails.

All outgoing emails sent from our system contain a header in the body of the email to inform recipients that the subject field should not be altered. The following is an example of the header in our emails:

```

*****
*
*      !!! DO NOT CHANGE THE SUBJECT LINE !!!
*
* Reply to Email address : puccomplaints@puc.texas.gov
* Respond only to complaint: CP#####
*****

```

Other reasons emails can be rejected:

- * Improper characters in file names for attachments. Spaces and dashes are okay, but some characters can cause problems during processing. Some of the characters that should be avoided: ampersand & | percent % | periods . | commas , | asterisk * | Single & Double Quotes ' "
- * Attaching emails to emails. We only process the first level of attachments. If you send emails that have emails as attachments, and they also have attachments, they will not be processed.
- * Responding to more than one complaint per email. Emails are sent out from us on a per complaint basis. They need to be received in the same manner.

Please contact the PUC for help with this issue so that the complaint can be resolved as soon as possible.

SUBJECT AND BODY OF ORIGINAL EMAIL

Subject: [Complaint No CP2018110366] - Michael Moore

Body: WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

RE: 303 Hickory Trail, La Vernia, TX

Dear Sirs:

I am responding to a complaint for C-Willow Water Company. First of all this customer had moved into a new home without contacting us for service. The builder had the account set up and is a prior customer with good credit with at least 15 properties. I contacted the builder to see if they were aware of any high water usage from the new build or any aware of any leaks? This property is in the sand which is very hard to determine if there is a leak. I have made phone contacts and e-mail contacts with this customer to confirm that we have checked the reading four times and the customer, Mrs. and Mr. Moore have also verified the reading is correct. There was no other customer other than the builder. We explained how they may have left something on the last few months or a running toilet but no luck in some of our explanations or the builders. Please let us know what else would be needed to give you more details.

Thanks You!

Sandy Strozier
Office Manger/Owner/Water Operator
C-Willow Water Co
PO Box 597
Floresville TX 78114
830-391-4406



[Complaint No:CP2018110366] - Michael Moore

7 messages

Wilson, Kenneth <Kenneth.Wilson@puc.texas.gov>
To: "dsstrozier@gmail.com" <dsstrozier@gmail.com>


Thu, Dec 6, 2018 at 10:19 AM


DO NOT CHANGE THE SUBJECT LINE

Reply to Email address : puccomplaints@puc.state.tx.us
Respond only to complaint: CP2018110366

This email is to inform you that this customer file has been closed by the Customer Protection Division of The Public Utility Commission of Texas.

2 attachments

 **CP2018110366_CoverSheet.pdf**
6K


 **CP2018110366_1812001820.doc**
207K


Sandy Strozier <dsstrozier@gmail.com>
To: Shannon Wylie <shannonwylie248@hotmail.com>

Thu, Dec 6, 2018 at 2:48 PM

Forwarded by email

2 attachments

 **CP2018110366_CoverSheet.pdf**
6K

 **CP2018110366_1812001820.doc**
207K

Sandy Strozier <dsstrozier@gmail.com>
To: Shannon Wylie <shannonwylie248@hotmail.com>

Thu, Dec 6, 2018 at 2:48 PM

you said it went thru...

Forwarded by email

Sandy Strozier <dsstrozier@gmail.com>
To: Shannon Wylie <shannonwylie248@hotmail.com>

Thu, Dec 6, 2018 at 2:49 PM

need to send proof

Shannon Wylie <shannonwylie248@hotmail.com>
To: Sandy Strozier <dsstrozier@gmail.com>

Thu, Dec 6, 2018 at 7:36 PM

I thought it did, I didn't get a return email like you did. Look at the sent folder

From: Sandy Strozier <dsstrozier@gmail.com>
Sent: Thursday, December 6, 2018 2:48 PM
To: Shannon Wylie
Subject: Re: [Complaint No:CP2018110366] - Michael Moore

Sandy Strozier <dsstrozier@gmail.com>
To: Shannon Wylie <shannonwylie248@hotmail.com>

Thu, Feb 28, 2019 at 4:35 PM

----- Forwarded message -----
From: **Shannon Wylie** <shannonwylie248@hotmail.com>
Date: Thu, Dec 6, 2018 at 7:36 PM
Subject: Re: [Complaint No:CP2018110366] - Michael Moore
To: Sandy Strozier <dsstrozier@gmail.com>

Sandy Strozier <dsstrozier@gmail.com>
To: Shannon Wylie <shannonwylie248@hotmail.com>

Thu, Feb 28, 2019 at 4:35 PM

hello

**CUSTOMER PROTECTION DIVISION
ON-LINE COMPLAINT FORM**

Complaint

Normal

Thursday, December 06, 2018

Investigator: **Wilson, Kenneth**
Date Pending: 12/4/2018
Complaint No: **CP2018110366**
Company: **C WILLOW WATER**
Complaint: **Rates & Charges**
Service No:

Customer:
Last Name: **Moore**
First Name: **Michael**
Business:
Date Closed: **12/6/2018**
Date Received: **11/13/2018**
Account No: **7030**
Spanish: No

Service Address:

303 Hickory Trail

Mail Address:

303 Hickory Trail

Lavernia TX 78121

Lavernia TX 78121

Alt Last: **Moore**

Day: **(210) 861-1746**

Alt First: **Amy**

Alt: **(210) 861-1746**

Email: **Mybylnr98@att.net**

Complaint Note:

CCN 12240 - C-Willo Water LP said we used 495,280 gallons of water in 30 days. Our beginning water meter reading was 6690 and the ending 501970. We live in a brand new home, no landscaping or yard, no swimming pool. Only 2 adult in home. Water company will not look into the situation and prove how we could have an unimaginable amount of water. We had a plumber inspect our property for leaks. Our bill is 1808.50 and they said we have to pay or they will pull our meter and shut our water off. There is absolutely no way we used this amount of water.

Entered: **11/12/2018 6:31:00 PM**

Entered By: **., Unknown**

MR & MRS MICHAEL MOORE
303 HICKORY TRAIL
LAVERNIA TX 78121

DeAnn Walker
Chairman

Greg Abbott
Governor

Arthur C. D'Andrea
Commissioner

Shelly L. Botkin
Commissioner

John Paul Urban
Executive Director

Public Utility Commission of Texas

12/6/2018

Mr & Mrs Michael Moore
303 Hickory Trail
Lavernia TX 78121

RE: Complaint #CP2018110366

Dear Mr & Mrs Moore:

On 11/13/2018 the Customer Protection Division of the Public Utility Commission of Texas (CPD) forwarded the referenced consumer complaint to C Willow Water regarding the high usage reported for your premise. According to the Commission's Informal Complaint Procedures, C Willow Water is required to investigate and advise the commission in writing of the results of its investigation of the complaint within 21 days of the date forwarded by the commission. Review of our records show that C Willow Water response was not filed within the 21-day period provided for by the Rules.

Based on our investigation, the Customer Protection Division has determined that the actions of C Willow Water were not consistent with Substantive Rule §24.171 Continuity of Service. For this reason, CPD has determined that the company failed to respond in a timely manner. Failing to respond in a timely manner is a violation of Substantive Rule §24.153. Therefore, the company may be subject to administrative penalties per day, per complaint.

We recommend that C Willow Water take the following corrective actions:

- Resolve the issues described in your complaint according to applicable PUC Substantive Rules
- Provide the PUC documentation of the actions taken to resolve the complaint

If you have any questions, please feel free to contact our Customer Protection Hotline at (888) 782-8477 or visit us online at <http://www.puc.texas.gov>.

Sincerely,

Kenneth Wilson
Customer Protection Division
Public Utility Commission of Texas



cc: C Willow Water

HP LaserJet M1536dnf MFP

Fax Confirmation

David & Sandra Strozier
8303933055
Feb-28-2019 2:00PM

Job	Date	Time	Type	Identification	Duration	Pages	Result
1513	2/28/2019	1:59:32PM	Receive	512-936-7069	0:31	3	OK

82/28/19 14:26:49 512-936-7069 > 8303933055 PUC-TEXAS Page 001

FAX

To: Sandra Strozier
Company
Fax 18303933055
Phone

From: Desiree.Garcia@puc.texas.gov
Fax
Phone (512) 936-7219
E-mail Desiree.Garcia@puc.texas.gov

NOTES:

49261

Date and time of transmission: Thursday, February 28, 2019 1:25:59 PM
Number of pages including this cover sheet: 03

2/29/19 Desiree said this is a computer
and can not fax back to her.
Can't send in fax need to do what
says

C-Willow Water

PO Box 597, Floresville, TX 78114

(830) 391-4406 | (830) 393-3055 | <http://watercompaniestx.com>

fax

TO: Desiree Garcia

FROM: Sandra Strozier

FAX: (512) 936-7069

PAGES: 3

PHONE: (512) 936-7219

DATE: February 28, 2019

RE: Docket Number 49261

CC:

Urgent

For Review

Please Comment

Please Reply

Please
Recycle

Comments: Please see attached



CP#2018110366-Michael Moore

2 messages

Sandy Strozier <dsstrozier@gmail.com>

Thu, Feb 28, 2019 at 4:51 PM

To: kenneth.ford@puc.texas.gov, Sandy Strozier <dsstrozier@gmail.com>

Bcc: Shannon Wylie <shannonwylie248@hotmail.com>

RE: Michael Moore

303 Hickory Trail, La Vernia, TX

Here is my response that I sent in with 5 attempts and no one calling to say nothing received or resolved. There is no phone to reach any of the TCEQ reps e-mailing me either (Kenneth Ford). We received a random fax today from the TCEQ in regards to this complaint that has been resolved because the customer has paid. Please be aware your system is not working most of the time. Thank you!

To TCEQ in NOVEMBER:

I am responding to a complaint for C-Willow Water Company. First of all this customer had moved into a new home without contacting us for service. The builder had the account set up and is a prior customer with good credit with at least 15 properties. I contacted the builder to see if they were aware of any high water usage from the new build or any aware of any leaks? This property is in the sand which is very hard to determine if there is a leak I have made phone contacts and e-mail contacts with this customer to confirm that we have checked the reading four times and the customer, Mrs. and Mr. Moore have also verified the reading is correct. There was no other customer other than the builder. We explained how they may have left something on the last few months or a running toilet but no luck in some of our explanations or the builders. Please let us know what else would be needed to give you more details

Thanks You!

Sandy Strozier

Office Manger/Owner/Water Operator

C-Willow Water Co

PO Box 597

Floresville TX 78114

830-391-4406

Shannon Wylie <shannonwylie248@hotmail.com>

Thu, Feb 28, 2019 at 7:54 PM

To: Sandy Strozier <dsstrozier@gmail.com>

Is Public Utilities Commission part of TCEQ?

Sent from my LG G3, an AT&T 4G LTE smartphone

Sandy Strozier <dsstrozier@gmail.com>

Mon, Mar 11, 2019 at 11:17 PM

To: Shannon Wylie <shannonwylie248@hotmail.com>

.....

yes

Subject:CP#2018110366

7 messages

puccomplaints@puc.texas.gov <puccomplaints@puc.texas.gov>

Thu, Feb 28, 2019 at 4:51 PM

Reply-To: puccomplaints@puc.texas.gov

To: dsstrozier@gmail.com

!!!!!!!!!!!! IMPORTANT NOTICE !!!!!!!!!!!!!!!!!!!!!!!

This email is to inform you that our automated system has rejected your email response to a complaint email that was sent to you. This rejection is most likely due to an incorrect format in the subject line of the email. In order for our automated process to work, the subject must contain the complaint number in the same format that it was sent out.

[Complaint No:#####] - Customer Name

The information contained within the brackets [] of the subject line can not be changed when replying to emails through our system! Anything before or after the brackets [] may be modified. In order to avoid having emails rejected by our system it is best not to modify the subject line at all when replying to emails.

All outgoing emails sent from our system contain a header in the body of the email to inform recipients that the subject field should not be altered. The following is an example of the header in our emails:

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*****
*
*      !!! DO NOT CHANGE THE SUBJECT LINE !!!
*
* Reply to Email address : puccomplaints@puc.texas.gov
* Respond only to complaint: CP#####
*****

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Other reasons emails can be rejected:

* Improper characters in file names for attachments. Spaces and dashes are okay, but some characters can cause problems during processing. Some of the characters that should be avoided: ampersand & | percent % | periods . | commas , | asterisk * | Single & Double Quotes ' "

* Attaching emails to emails. We only process the first level of attachments. If you send emails that have emails as attachments, and they also have attachments, they will not be processed.

* Responding to more than one complaint per email. Emails are sent out from us on a per complaint basis. They need to be received in the same manner.

Please contact the PUC for help with this issue so that the complaint can be resolved as soon as possible.

SUBJECT AND BODY OF ORIGINAL EMAIL

Subject: Subject:CP#2018110366

Body: WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

RE: Michael Moore
303 Hickory Trail, La Vernia, TX

Here is my response that I sent in with 5 attempts and no one calling to say nothing received or resolved. There is no phone to reach any of the TCEQ reps e-mailing me either. (Kenneth Ford). We received a random fax today from the TCEQ in regards to this complaint that has been resolved because the customer has paid. Please be aware your system is not working most of the time. Thank you!

To TCEQ in NOVEMBER:

I am responding to a complaint for C-Willow Water Company. First of all this customer had moved into a new home without contacting us for service. The builder had the account set up and is a prior customer with good credit with at least 15 properties. I contacted the builder to see if they were aware of any high water usage from the new build or any aware of any leaks? This property is in the sand which is very hard to determine if there is a leak. I have made phone contacts and e-mail contacts with this customer to confirm that we have checked the reading four times and the customer, Mrs. and Mr. Moore have also verified the reading is correct. There was no other customer other than the builder. We explained how they may have left something on the last few months or a running toilet but no luck in some of our explanations or the builders. Please let us know what else would be needed to give you more details.

Thanks You!

Sandy Strozier
Office Manger/Owner/Water Operator
C-Willow Water Co
PO Box 597
Floresville TX 78114
830-391-4406

Sandy Strozier <dsstrozier@gmail.com>
To: kenneth.ford@puc.texas.gov

Thu, Feb 28, 2019 at 6:03 PM