



Control Number: 49261



Item Number: 54

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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

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Steven Swygard

P.O. Box 69 M38394 La Vernia, TX 78121

INVOICE #

10/8/18

10/8/18

9-00

10.05

303

Bill To:

710.7405017

Phone:

did walk through entire house

Onid ATIC WD LRA's Detected. Ran a static
test and WD press-re drop was witnessed on
water pressure gage

[illegible]

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:

3

Hrs. @ /Hr. \$

9

2

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 <u>08/27/2018</u> 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 OGU 210 215 1368

LEFT MESSAGE 10/12/18

LEFT MESSAGE 10/15/18

D55TPOZUER @ GMAIL.COM



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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 Braden 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 Johanson Keith		303 Hickory Trail		0
	Reread Meter				
102	08/29/2018	09/14/2018	Shannon Wylie	David Strozier	
	7025 Ramos Juan		230 Hickory Run		0
	Reread Meter				
95	07/30/2018	N/A	David Strozier	David Strozier	
	5204 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	
	5019 Brooks Wolkerson Diane		262 Oak Hollow Drive		0
	Reread Meter				
88	07/30/2018	N/A	David Strozier	David Strozier	
	5095 Barnhouse Lisa		900 Hickory Grove		0
	Reread Meter				
87	07/30/2018	N/A	David Strozier	David Strozier	
	7006 Harris Michelle		924 Hickory Grove **RENTER**		0
	Reread Meter				
85	07/30/2018	N/A	David Strozier	David Strozier	
	7032 Beck Brad		241 Hickory Run *NEED CSI		0
	Reread Meter				
85	07/30/2018	N/A	David Strozier	David Strozier	
	515 Kelly Shannon		269 Oak View Drive		97067280
	Reread Meter				