



Control Number: 49261



Item Number: 66

Addendum StartPage: 0



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

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

§
§
§

**BEFORE THE STATE OFFICE
OF
ADMINISTRATIVE HEARINGS**

STAFF EXHIBIT 2 WITH UPDATED CALCULATIONS

COMES NOW the Staff of the Public Utility Commission of Texas (Staff), representing the public interest and files this Exhibit 2 with updated calculations. On June 23, 2020 the Administrative Law Judge asked Staff to file Staff Exhibit 2 Workpapers of Kathryn Eiland after Staff identified a minor error in the overall calculation. The amount in Exhibit 2 that should be refunded now reads \$1783.58 instead of \$1783.13.

Dated: July 6, 2020

Respectfully submitted,

**PUBLIC UTILITY COMMISSION OF TEXAS
LEGAL DIVISION**

Rachelle Nicolette Robles
Division Director

Heath D. Armstrong
Managing Attorney

/s/ Robert Dakota Parish
Robert Dakota Parish
State Bar No. 24116875
1701 N. Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326
(512) 936-7442
(512) 936-7268 (facsimile)
Robert.Parish@puc.texas.gov

66

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

CERTIFICATE OF SERVICE

I certify that, unless otherwise ordered by the presiding officer, notice of the filing of this document was provided to all parties of record via electronic mail on July 6, 2020, in accordance with the Order Suspending Rules, issued in Project No. 50664.

/s/ Robert Dakota Parish
Robert Dakota Parish

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

**COMPLAINT OF MICHAEL E. MOORE
AGAINST C-WILLOW WATER
COMPANY**

§
§
§
§

**BEFORE THE STATE OFFICE
OF
ADMINISTRATIVE
HEARINGS**



**WORKPAPERS OF
KATHRYN EILAND
RATE REGULATION
PUBLIC UTILITY COMMISSION OF TEXAS
APRIL 3, 2020**

WP KE-1

C-Willow's Response to Staff RFI 2-9

Staff 2-9 We admit that referencing the meter reader's list dated September 28, 2018 that Keith Johanson was the customer for Account 7030 for service at 303 Hickory Trail because no communication had been made between parties to clarify at this time. On October 2, 2018 is when he clarified the closing date was July 28, 2018. The builder forgot to contact to cut off the service. A written note or email is what we use to cut off service.

I solemnly swear this information is true and correct.

Sandy Strozier

David Strozier, Water Operator

Office Manager/Owner/Water Operator

C-Willow Water Co

PO Box 597 Floresville TX 78114

830-391-4406

WP KE-2

C-Willow's Response to Order No. 1 at 9

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

WP KE-3

Formal Complaint at 4

new custom home on July 8, 2018. It is not possible for me and my wife to use that amount of water. I do not have any landscaping, grass (just sand), no swimming pool or leaks, no standing water or moisture anywhere and we use bottled water. My house is under warranty. I called the builder and he advised me to call the plumber to come and inspect our house inside and out to check for leaks. Double S Plumbing came out October 8, 2018 and did not find anything wrong. I submitted a copy the of invoice/report to C Willow Water Company by email. My November 1, 2018 bill showed 2910 gallons water and my bill was \$33.84. My first contact with Sandy Strozier with C Willow Water Company regarding this matter was after I received my first bill of \$1808.86. I called their office numerous times and only reached voicemail. I was unable to leave message, because their voicemail box was full. I called the owner, David's cell phone number and he referred me back to Sandy Strozier to resolve the issue. When I reached Sandy by phone I was told they go by the water meter only and the problem was not theirs and I had to pay the bill or they were going to shut my water off. I asked Sandy if I could make payment arrangements and she allowed us to divide the bill into 3 payments. My last conversation I had with Sandy Strozier was by phone in response to her last email message to partiesbyagm@yahoo.com, which I share with my wife. Sandy communicated with both my wife, on my behalf, and myself regarding the high bill. I asked her again to provide me copies of all prior water bills since the water meter was first installed to compare and confirm the beginning and ending meter readings were in alignment with my bill. Sandy explained to me she could not release that information because of privacy. Sandy reiterated that the problem was not on their end and for me to take it up with my builder. The builder, Keith Johanson told me the problem was not his and out of his hands. There is an error somewhere. C Willow Water Company will not work with me in effort to resolve the issue. Since C Willow Water Company did not respond to the Customer Protection Division or contact me regarding my Informal Complaint, I am taking the next step and filing the Formal Complaint.

Company: C Willow Water Company (independently owned and not affiliated with City of Lavernia water system)
Address: PO Box 597 Floresville, TX 78114
Telephone #: (830) 391-4406
Subdivision: Oak Hollow Estates
Lavernia, TX 78121
Wilson County

Filed Informal Complaint: November 12, 2018
I received a response letter back from the Customer Protection Division dated December 6, 2018.

Attached Documents: 1. Informal Complaint
2. Email Notice to C Willow

Michael E. Moore
 Usage Adjustment Calculation
 PUC Docket No. 49261; SOAH Docket No. 473-20-1120.WS

Adjusted usage for service from September 14, 2018 to October 1, 2018

October 1, 2018 meter reading	0505600
September 14, 2018 meter reading	<u>-0504350</u>
Total usage in gallons	0001250
Total usage divided by 1,000 for billing	1.25

C Willow Rate Schedule

Meter Size

5/8" or 3/4"	\$28.00
--------------	---------

Gallonge charge (per 1,000 gallons)

0-5000	\$2.75
5001-150000	\$3.00
15001-20000	\$3.25
20001 and up	\$3.50

Charges for adjusted usage charges (per 1,000 gallons)

\$2.75 x 1.25	\$ 3.44
Charge for meter size	<u>+ 28.00</u>
Staff recommended charge	\$ 31.44

Refund calculation

Usage charges billed on September 01, 2018	\$1,749.75
Adjusted usage charges	<u>- 31.44</u>
Staff recommended adjustment	\$1,718.31

Michael E. Moore
 One-time refund with Interest
 PUC Docket No. 49261, SOAH Docket No. 473-20-1120.WS

Historical Record of Interest Rates Set by the Public Utility Commission of Texas
<http://www.puc.texas.gov/industry/electric/reports/HRates/HistRates.pdf>

Calendar Year	Interest
2018	1.05%
2019	1.99%
2020	2.35%

To coincide with 3
 month payment
 plan, overbilled

Amount Overbilled	amount divided by 3	3 Late Fees of
\$1,718.31	\$572.77	\$5

Month	Interest	Payment + Billed Late Fee	Balance
Beg. Bal.			
Sep-18		\$5.00	\$5.00
Oct-18	0	\$577.77	\$582.77
Nov-18	1	\$577.77	\$1,161.05
Dec-18	1	\$572.77	\$1,734.84
Jan-19	3	\$0.00	\$1,737.72
Feb-19	3	\$0.00	\$1,740.60
Mar-19	3	\$0.00	\$1,743.49
Apr-19	3	\$0.00	\$1,746.38
May-19	3	\$0.00	\$1,749.27
Jun-19	3	\$0.00	\$1,752.17
Jul-19	3	\$0.00	\$1,755.08
Aug-19	3	\$0.00	\$1,757.99
Sep-19	3	\$0.00	\$1,760.91
Oct-19	3	\$0.00	\$1,763.83
Nov-19	3	\$0.00	\$1,766.75
Dec-19	3	\$0.00	\$1,769.68
Jan-20	3	\$0.00	\$1,773.15
Feb-20	3	\$0.00	\$1,776.62
Mar-20	3	\$0.00	\$1,780.10
Apr-20	3	\$0.00	\$1,783.58
Total	\$50.27	\$1,733.31	<u>\$1,783.58</u>

Late fees obtained from C-Willow's Response to Order No. 1 at 9, Workpaper KE-10²

Formal Complaint at 4, Mr. Moore's request to pay \$1808.86 bill in 3 payments, Workpaper KE-11³

Michael E. Moore

One-time refund with Interest

PUC Docket No. 49261; SOAH Docket No. 473-20-1120.WS

Historical Record of Interest Rates Set by the Public Utility Commission of Texas

<http://www.puc.texas.gov/industry/electric/reports/HRates/HistRates.pdf>

Calendar Year	Interest
2018	1.05%
2019	1.99%
2020	2.35%