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PUC (Public Utility Commission)

RECEIVED  
February 22, 2019  
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PUBLIC UTILITY COMMISSION  
FILING CLERK

My name is Jerry Gribble, my Account No. is 910..66 with Double Diamond Utilities of Dallas, Texas, who provides my water and sewer, at my address of 10066 Lakeview Court, in White Bluff Resort, Whitney, Texas 76692. My phone number is 254- 694-2355. I must mail my payment, monthly, to Dallas or Houston, Texas. There is no local place to pay my utilities. I do not live in a city limits and am approximately 12 miles from a town, Whitney, Texas.

My Property Owners Association currently has a Case #46245 filed with the PUC. My informal complaint process # is CP2018120657 and was not found in my favor. Please review your correspondence from Kenneth Wilson of the PUC, to me, dated 12-31-2018 and 1-10-2019 to understand my complaint #CP2018120657.

Your regulations state that there must be a payment location within twenty miles of the service area, and there is not. I would like to have the option to pay locally and not by the U.S. mail which has proven to be, not always on time.

Please assign a PUC staff attorney to review this complaint. He or she can read your rules and procedures and will see that my complaint is justified. I was charged a late fee of \$7.27 and a reconnect fee of \$50.00, for which I would like a credit on my statement from Double Diamond Utilities, 5495 Belt Line Road, Dallas, Texas 75254.

Thank You  
Jerry L. Gribble

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