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Public Utility Commission of Texas

TO: All Parties of Record

FROM: Hunter Burkhalter 
Administrative Law Judge

RE: Correspondence related to Docket No. 49554 – *Complaint of SWWC Utilities, Inc., dba Water Services, Inc. Against the City of Bulverde and Sue Wahl*

DATE: September 30, 2019

The Commission received the attached correspondence pertaining to the above styled and numbered docket.

Please note that a member or employee of a state agency assigned to render a decision in a contested case may not directly or indirectly communicate in connection with an issue of fact or law with any state agency, person, party, or representative of those entities, except on notice and opportunity for each party to participate. See Administrative Procedures Act, Texas Government Code § 2001.061.

Because it is not clear that this communication was served on all parties, the administrative law judge is filing this memo and attached correspondence on all parties.

The parties are directed to serve all other parties and file the communication with the Commission's Central Record Division in accordance with 16 Texas Administrative Code § 22.74.

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DOCKET NO. 49554

August 26, 2019

**Public Utility Commission of Texas
1701 N. Congress Ave.
Austin, TX 78711**

**ATTN: Mr. Hunter Burkhalter
Administrative Law Judge**

**Re: Complaint of SWWC Utilities, Inc., dba Water Services, Inc.
Against The City of Bulverde and Sue Wahl**

Dear Mr. Burkhalter:

I received your notification Order No. 4 Requiring Additional Briefing From the Parties and I am responding to same.

- September through December of 2017 I received excessive water bills from Water Services, Inc. and did contact the company with regard to these bills. I was told I used that amount of water and if I did not pay my water would be turned off. When I explained that I am gone 8-10 hours a day and it is impossible for me to use that amount of water and I asked for a check of the meters and again was told to pay or the water would be shut off. I received no help or any type of customer service from the company. To be perfectly honest after numerous phone calls and attempts to get some kind of relief I gave up like many other people have done.**
- In August and September of 2018, I once again received very excessive water bills – August I was billed for 41,000 gallons of water usage and in September 52,000 gallons of water usage. I am one person in this home and gone as stated above 8-10 hours a day. This time I called and received the same kind of treatment, pay or we will turn it off. After making numerous phone calls I was told you can go on a payment plan – which I did because of the excessive amounts due.**
- I contacted the PUC in October/November of 2018 to file a complaint against the treatment received from this company and I also filed a complaint with the BBB. The PUC sent me a letter stating that the City of Bulverde had never relinquished the water rights to the PUC so I would have to work through them which I did. In February of 2019 I went before the City Council of Bulverde with my complaint and all of my paper work that showed there were days that I was billed for over 3,000 gallons of water this is impossible. I did have a plumber come out and inspect my entire property inside and outside, including the sprinkler system and pool and no leaks were found anywhere on the property. At this City Council Meeting the water company was able to have someone present also, but they chose not to do so. The City of Bulverde ruled in my favor in the amount of \$604.79**

- I did receive a credit from Water Service, Inc. in the above amount and have continued to receive invoices from them with a zero balance, however, they did have the right to file a counter complaint with the PUC against myself and the City of Bulverde so every month I continue to send a \$100 - \$150 to Water Services, Inc. pending the outcome of this case.
- Numerous documents have been submitted as requested each time of which I have attached copies here also.
- The above is merely a brief synopsis of what has been happening

I understand this is a big company but their customer service and treatment of their customers is truly uncalled for – they provide no assistance at all and are extremely rude. Pay the bill or we will turn off the water or go on a payment plan that is choices you are given. The water company did say they would send someone out to check the meter and I am not sure that happened they say it did but I did not have anyone on my outside cameras during that time checking the meter.

There are many complaints against this company throughout the entire of State of Texas which were previously provided or you may check My3cents.com and type in the company name and see more. Many people in my own neighborhood have had issues but no one wants to take the time and work involved to see if we can get some positive changes going.

I appreciate the time and effort of the PUC in handling this complaint.

Please feel free to contact me if you would like any further information.

Sincerely,
Sue Wahl
4626 Evening Shadows Dr.
Bulverde, TX 78163
210.863.3056

