

inspection or production of documents or things, requests for admissions, and depositions by oral examination. The parties must respond to requests for information within 20 days of receiving same.

- (3) *Rebuttal Testimony.* The parties may submit written testimony rebutting the written testimony of the other party no later than the tenth (10th) day prior to the hearing date.
- (4) *Exclusion of Evidence.* Evidence that was not submitted in writing to the City or provided to any other party as required is not admissible at the hearing. Evidence responsive to a discovery request but that was not provided in response to a discovery request is not admissible at the hearing.
- (5) *Conduct and Nature of Hearings.* All hearings shall be conducted before the City Council in the place and at the time specified in the notice. Hearings shall be conducted by a presiding officer. Unless specified otherwise, the Mayor of the City of Bulverde, Texas shall be the presiding officer. The presiding officer has broad discretion in conducting the course, conduct, and scope of the hearing, including the ability to call and examine witnesses, recess any hearing from time to time, abate any proceeding, or take any other action not prohibited by law or Commission rule that is necessary for an efficient and fair hearing. The presiding officer shall conduct the hearing in such a manner to secure fairness in administration and eliminate unjustifiable delay. The presiding officer shall endeavor to limit the presentation of evidence that creates an unfair prejudice, confuses the issues, or causes undue delay or needless presentation of cumulative evidence. To that end, the presiding officer may set reasonable times for parties to present evidence and cross-examine other parties' witnesses, establish the order in which the parties will present evidence and conduct cross-examination, and limit the number of witnesses. All matters within the power of the presiding officer pertaining to the conduct of the hearing may be reduced to writing and provided to the parties prior to the hearing.
- (6) *Order.* After the conclusion of the hearing, the City Council will issue a written order setting out the City Council's decision pertaining to the complaint. Such written order shall constitute the final decision of the City Council pertaining to the complaint and is appealable to the Commission in accordance with 16 TAC § 22.242(e)(1)(A)(ii).

- (e) Method of Submittal. All written testimony, correspondence, or other information required to be provided to the City shall be submitted via hand delivery, certified mail, return receipt requested, or via such other method specified in the notice. A copy of all written testimony, correspondence, or other information submitted to the City by a party as part of a formal complaint shall be provided to any other party concurrently with the filing of same with the City and in the same manner as submitted to the City.

13.08.005 Continuation of Service

In any case in which a formal complaint has been filed and an allegation is made that a person is threatening to discontinue a utility customer's service, the presiding officer may, after notice and opportunity for hearing, issue an order requiring the person to provide service during the processing of the complaint. The presiding officer may issue such an order for good cause, on such terms as may be reasonable to preserve the rights of the parties during the processing of the complaint.

13.08.006 Authority

The City shall have the same authority to issue subpoenas, compel compliance with these Procedures, and otherwise enforce these Procedures that the Commission has to enforce the Commission rules and other laws.

13.08.007 Notice

(a) City notices. All notices and other correspondence from the City under this Article shall be made via U.S. mail or via email to the email address provided by the parties. For notice or correspondence sent by email, such notice or correspondence shall be deemed sent and received on the date that the City sends such email. For notice or correspondence sent by physical mail, such notice or correspondence shall be deemed to have been received on the third day after the deposit of such notice or correspondence with the United States Postal Service properly addressed and with proper postage.

(b) Party notices. All notices, information, or other correspondence to be sent by a complainant or respondent shall be provided to the City via hand delivery or via certified mail, return receipt requested to City of Bulverde, attn: City Manager, 30360 Cougar Bend, Bulverde, Texas 78163, or such other address as may be designated by the City Manager from time to time and as reflected in the information provided by the City. Such notices or correspondence shall be deemed received by the City on the date of actual receipt. The City may provide alternate methods of providing notice, information, or other correspondence from time to time.

From: noreply@civicplus.com
To: [Danny Batts](#)
Subject: Online Form Submittal: Formal Water Utility Billing Complaint Form
Date: Monday, November 19, 2018 1:42:01 PM

Formal Water Utility Billing Complaint Form

****Note:** State Law requires that a complainant file and process an "Informal Complaint" before the "Formal Complaint" process can be used. Initial complaints submitted using this form will be processed as "Informal Complaints" in accordance with these requirements. ****** Customers of Water Utility Companies under City jurisdiction (operating within the City Limits) may file complaints with the City if they believe that they have been billed incorrectly. In order to file a complaint, the customer must file the appropriate form and follow the City's Billing Dispute Resolution Process.

Please review the [Billing Dispute Resolution Process](#)
City's Billing Dispute
Resolution Process at
the following link.

Account Holder's Name

First Name Sue

Last Name Wahl

Account Holder's e-mail address swahl846@gmail.com

Account Holder's Telephone Number 210-863-3056

Service Address

Address1 4626 Evening Shadows Dr.

Address2 *Field not completed.*

City Bulverde

State TX

Zip 78163

Alternate Contact Address (If different from Service Address)

Address1 *Field not completed.*

Address2 *Field not completed.*

City *Field not completed.*

State *Field not completed.*

Zip *Field not completed.*

Information on Water Utility

Company Complaint Against SWWC

Account Number with Company 001000031673

Details of Complaint Over charging on water bills with no leaks present. I was billed for 52,000 gallons of water which is 1,700 plus gallons per day when I am not even home.

Documents Related to Complaint [Water - 10-17.pdf](#)

Additional Document Upload [Water Bill.pdf](#)

Additional Document Upload [Water.pdf](#)

Additional Document Upload *Field not completed.*

Additional Document Upload *Field not completed.*

Additional Document Upload *Field not completed.*

Additional Document Upload *Field not completed.*

Email not displaying correctly? [View it in your browser.](#)



**Water
Services, Inc.**

A SouthWest Water Company

October 5, 2018

Susan Wahl
4626 Evening Shadows Dr.
Bulverde, Texas 78163

Dear Ms. Wahl:

We are in receipt of your inquiry to the Public Utilities Commission (PUC) regarding rates and charges. Providing each customer with an excellent customer service experience is important to us and thank you for allowing us the opportunity to respond.

Per the PUC inquiry, you are disputing the usage due to being billed excessively since the meter changed to a "Smart Meter." Our records indicate that we replaced the meter register on March 4, 2018. The meter is the same, however, just the register portion of the meter was upgraded as per the notice which accompanied the monthly invoices for March, April, and May that provided Notice of Upcoming Routine Maintenance/Register Upgrades.

The register of the meter installed at your address is an Automatic Meter Reader (AMR) register. These registers send an electronic signal to meter reading software each month allowing for the meters to be read without the need for human intervention. This saves not only time and resources but also inhibits the human element of someone incorrectly keying in a read. Please note that your meter is read every month utilizing this procedure. This is a real read and it is what we use for billing.

Our records further indicate that your account was established on May 18, 2007, for water service, within the Oak Village North area. The monthly meter reads occur on/about the 9th of each month. The invoices in question are for the months of August billed for 41 kgals usage, and September billed for 52 kgals usage.

Based on our records, below are our findings and actions taken on this account:

- August 15th – Billing verified the monthly read of 86, prior to releasing the August bill. No dispute of the 41 kgals was received. We thank you for your payment of \$342.83 on September 5, 2018.
- September 17th - records indicate that a "High Bill Dispute" was received due to usage of 52 kgals billed at \$443.38. We also received your call requesting a payment arrangement, and we did inform that we needed a payment for \$221.69, and then we would assist with setting up the arrangement. Also, we checked for a leak at your property as requested, we recorded the read at 145, and there was no leak detected.
- September 18th – we received this inquiry.
- September 19th – we reread the meter, checked for leaks, and the read was 145, with no leaks detected at the location. Again, the reads were progressing and appeared to be in-line with previous reads and usage recorded and billed.
- October 2, 2018 – we received your payment of \$221.00, and we thank you. The current balance due on your account is \$222.38, which is now past due.
- October 4, 2018 – we received the data log which shows that water went through the meter. Also, we included pictures of before and after the meter accuracy test. The test results revealed the meter is performing accurately and meets the American Water Works Association standards. The read captured was 146, and there was no indication of a leak.

000097

Susan Wahl
October 5, 2018
Page 2

Upon further investigation, we researched the meter reads and found the usage had progressed each month prior to the register upgrade on March 4, 2018, and continues to progress after the register upgrade, without any problems.

Per the inquiry, there was a leak before the meters between your property and your neighbors. According to our records, there have not been any leaks found nor any repairs according to our Field Operations. A check of our records reflect that there was a main line leak repair and flushing within the Oak Village North area, the street affected was Eagle Claw, and this did not affect your property.

To date, there is not a payment arrangement on your account. Although we did advise on September 17, 2018, the payment discussed at that time was \$221.69 and we advised you to call back in order to set up one. We are in accordance with PUC Substantive Rule §24.87 (d) if offering a deferred payment plan between the utility and a customer in which an outstanding bill will be paid in installments. The utility shall offer a deferred payment plan to any residential customer if the customer's bill is more than three times the average monthly bill for that customer for the previous 12 months. In all other cases, the utility is encouraged to offer a deferred payment plan to residential customers who cannot pay an outstanding bill in full but are willing to pay the balance in reasonable installments. Should you feel that one is necessary, please contact us.

Some helpful water conservation tips include:

- Check household faucets for leaks. A faucet with even a slow drip takes 10 to 25 gallons of water.
- A five minute shower can use 10-25 gallons of water. Take short showers and save water.
- Repair leaky toilets. To check for leaks, add 12 drops of food coloring into the tank, and if color appears in the bowl one hour later, your toilet is leaking. (Make sure to flush your toilet at the conclusion of the experiment to prevent staining.)
- Water your lawn in the evening or in the early morning to avoid evaporation. Be careful to water only the lawn and not the sidewalk or street.

Ms. Wahl, we hope that we have answered your concerns. Thank you for being a valued Water Services customer. Should you have any questions or concerns, please contact us at (866) 654-7992 Monday through Friday, 8:30 a.m. to 5:00 p.m.

Sincerely,

Water Services, Inc.
PUC Escalation Team

000098

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

Complaint

Normal

Tuesday, September 18, 2018

Investigator: ., **Unknown**
Date Pending:
Complaint No: **CP2018090639**
Company: **WATER SERVICES INC.**
Complaint: **Rates & Charges**
Service No:

Customer:
Last Name: **Wahl**
First Name: **Susan**
Business:
Date Closed:
Date Received: **9/17/2018**
Account No: **001000031673**
Spanish: No

Service Address:

4626 Evening Shadows Dr

Bulverde TX 78163

Alt Last:
Alt First:

Mail Address:

4626 Evening Shadows Dr

Bulverde TX 78163

Day: **(210) 863-3056**
Alt: **(210) 863-3056**
Email: **swahl846@gmail.com**

Complaint Note:

CCN 11106 : The water company replaced our meters with "Smart Meters" and ever since this has happend I have been billed in excessive amounts 5 different times. The bill I received on Saturday is in the amount of \$444.38 and I am being charged with using 52,000 gallons of water - last month (August) they charged me for 41,000 gallons of water usage! I am at work all day long and have lived in this home for 20+ years and have never had water bills like this - it is ridiculous. When I call them to speak with them they say it must be paid or my water will be turned off. I called them today (9/17) and spoke with them again and she said I have to pay 1/2 which they must have in their hands and they will put me on a payment plan - seriously I did not use 52,000 gallons of water!! There was a water leak in the front

Entered: **9/17/2018 3:45:00 PM**

Entered By: ., **Unknown**

CUSTOMER PROTECTION DIVISION

Complaint

Normal

ON-LINE COMPLAINT FORM

Tuesday, September 18, 2018

between my house and my neighbors (before the meters) and it took them six days to fix it after we noticed there was a leak. I will attach a copy of my bill so you can see that they have previously charged me for 35,000, 27,000 and 25,000 and 19,000 gallons of water usage - I just got tired of arguing with these people and paid it because I can not go without water. I am in the only person in my home. All of these issues have been after these new meters were put in.

Entered: 9/17/2018 3:45:00 PM

Entered By: ., Unknown

000100



MasterLink Data Collection System

10/4/2018 11:31 am

Data Log Report

Page 1 of 7

From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

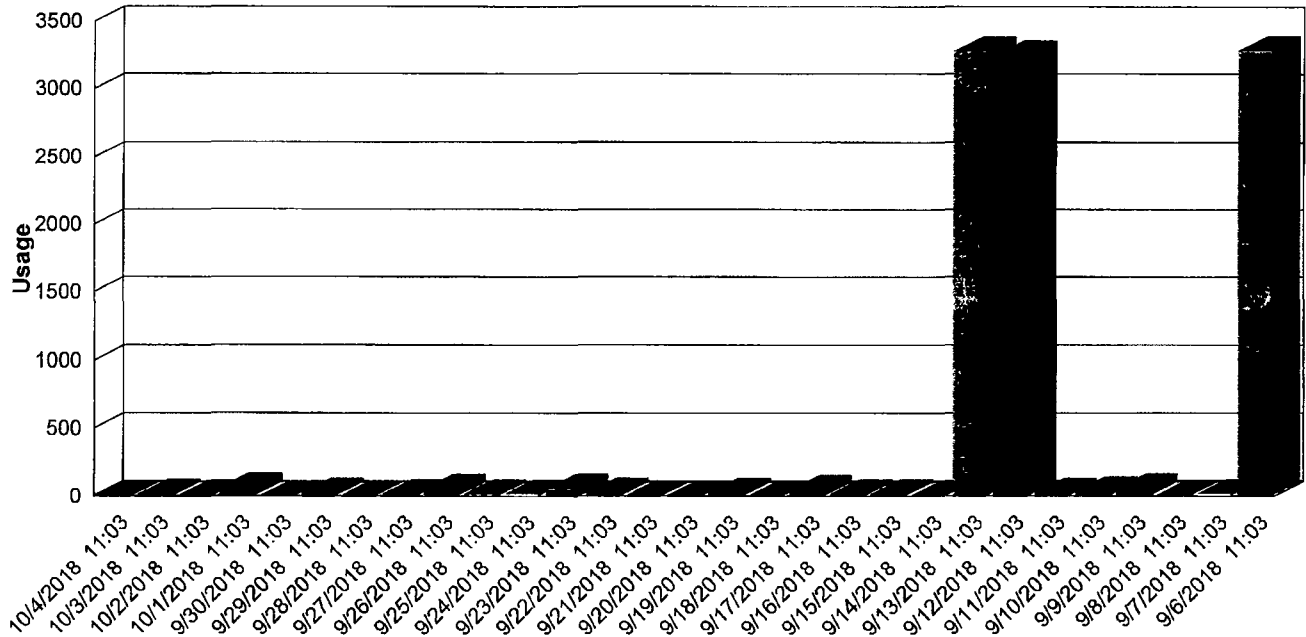
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)



Date & Time	Reading	Usage
10/4/2018 11:03	146080	10
10/3/2018 11:03	146070	20
10/2/2018 11:03	146050	10
10/1/2018 11:03	146040	70
9/30/2018 11:03	145970	10
9/29/2018 11:03	145960	30
9/28/2018 11:03	145930	10
9/27/2018 11:03	145920	20
9/26/2018 11:03	145900	60
9/25/2018 11:03	145840	20
9/24/2018 11:03	145820	20
9/23/2018 11:03	145800	60
9/22/2018 11:03	145740	30
9/21/2018 11:03	145710	10
9/20/2018 11:03	145700	10
9/19/2018 11:03	145690	30
9/18/2018 11:03	145660	10
9/17/2018 11:03	145650	50
9/16/2018 11:03	145600	20
9/15/2018 11:03	145580	20
9/14/2018 11:03	145560	10
9/13/2018 11:03	145550	3280
9/12/2018 11:03	142270	3250
9/11/2018 11:03	139020	30
9/10/2018 11:03	138990	40
9/9/2018 11:03	138950	60
9/8/2018 11:03	138890	10
9/7/2018 11:03	138880	20
9/6/2018 11:03	138860	3290



MasterLink Data Collection System

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Data Log Report

From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

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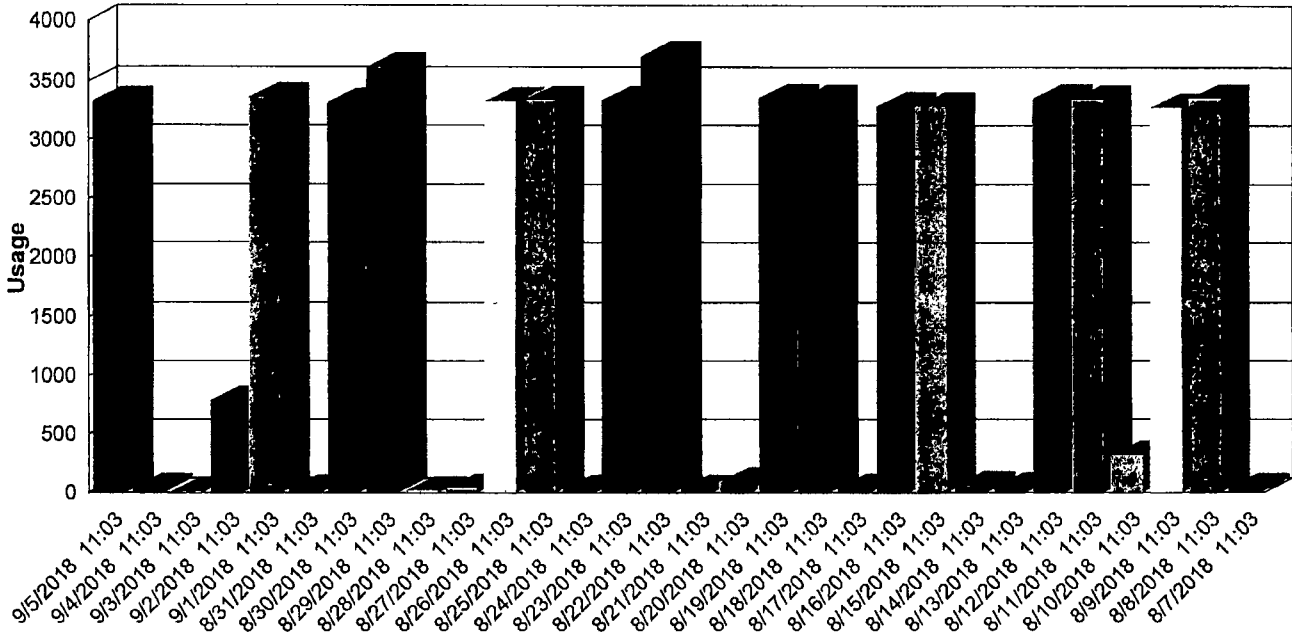
Address: 4626 EVENING SHADOW

Data Log Event: 2583409:

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)



Date & Time	Reading	Usage
9/5/2018 11:03	135570	3330
9/4/2018 11:03	132240	40
9/3/2018 11:03	132200	10
9/2/2018 11:03	132190	790
9/1/2018 11:03	131400	3370
8/31/2018 11:03	128030	30
8/30/2018 11:03	128000	3320
8/29/2018 11:03	124680	3620
8/28/2018 11:03	121060	20
8/27/2018 11:03	121040	40
8/26/2018 11:03	121000	3330
8/25/2018 11:03	117670	3340
8/24/2018 11:03	114330	30
8/23/2018 11:03	114300	3340
8/22/2018 11:03	110960	3710
8/21/2018 11:03	107250	30
8/20/2018 11:03	107220	100
8/19/2018 11:03	107120	3360
8/18/2018 11:03	103760	3350
8/17/2018 11:03	100410	40
8/16/2018 11:03	100370	3290
8/15/2018 11:03	97080	3290
8/14/2018 11:03	93790	60
8/13/2018 11:03	93730	50
8/12/2018 11:03	93680	3360
8/11/2018 11:03	90320	3350
8/10/2018 11:03	86970	320
8/9/2018 11:03	86650	3280
8/8/2018 11:03	83370	3360
8/7/2018 11:03	80010	40



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From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

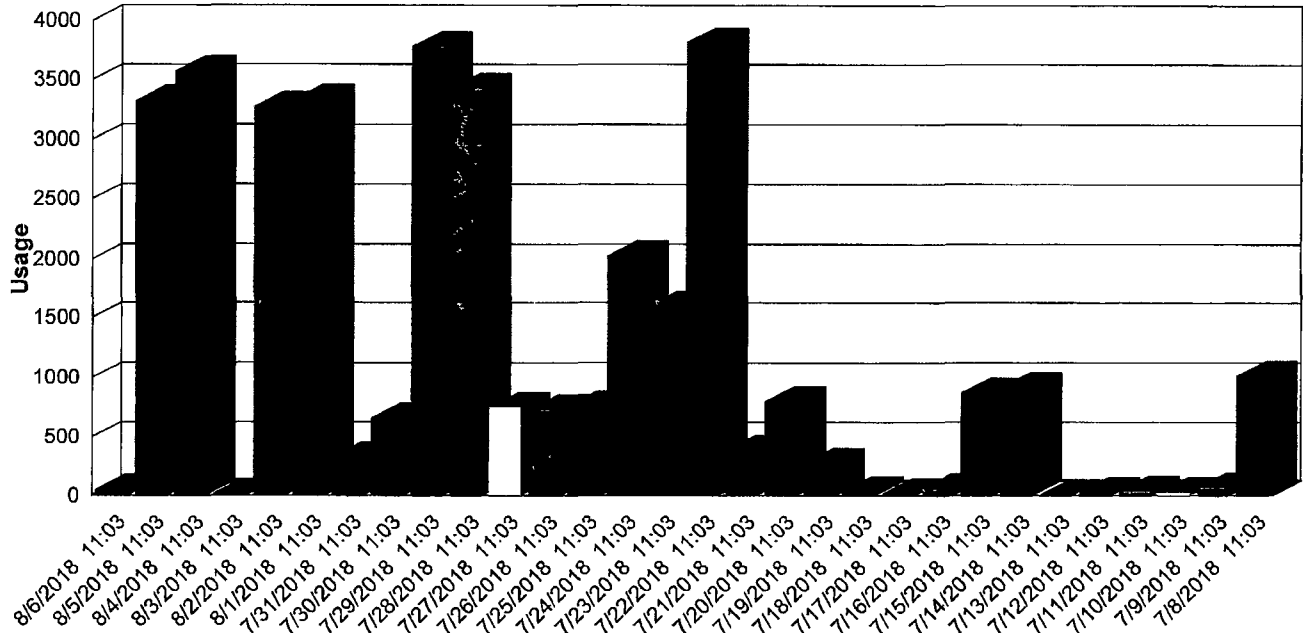
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
8/6/2018 11:03	79970	50
8/5/2018 11:03	79920	3330
8/4/2018 11:03	76590	3570
8/3/2018 11:03	73020	20
8/2/2018 11:03	73000	3280
8/1/2018 11:03	69720	3340
7/31/2018 11:03	66380	330
7/30/2018 11:03	66050	660
7/29/2018 11:03	65390	3780
7/28/2018 11:03	61610	3430
7/27/2018 11:03	58180	750
7/26/2018 11:03	57430	730
7/25/2018 11:03	56700	760
7/24/2018 11:03	55940	2030
7/23/2018 11:03	53910	1600
7/22/2018 11:03	52310	3820
7/21/2018 11:03	48490	390
7/20/2018 11:03	48100	800
7/19/2018 11:03	47300	280
7/18/2018 11:03	47020	40
7/17/2018 11:03	46980	20
7/16/2018 11:03	46960	60
7/15/2018 11:03	46900	870
7/14/2018 11:03	46030	920
7/13/2018 11:03	45110	10
7/12/2018 11:03	45100	30
7/11/2018 11:03	45070	40
7/10/2018 11:03	45030	30
7/9/2018 11:03	45000	70
7/8/2018 11:03	44930	1020



MasterLink Data Collection System

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From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

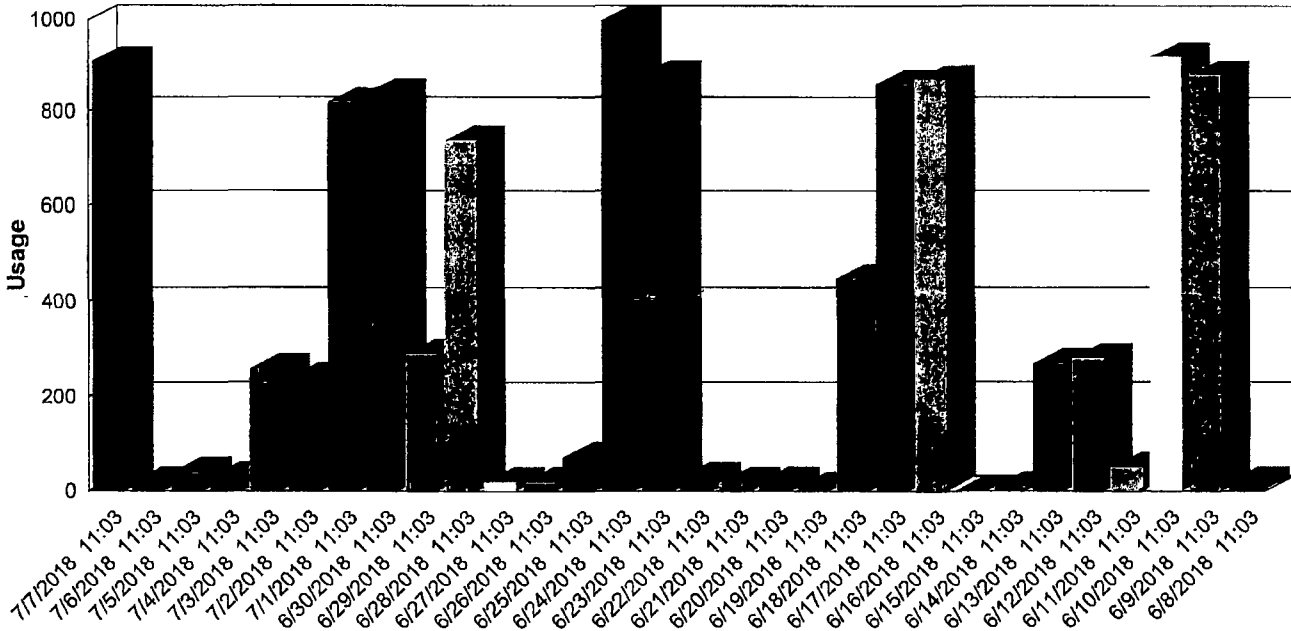
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
7/7/2018 11:03	43910	910
7/6/2018 11:03	43000	20
7/5/2018 11:03	42980	40
7/4/2018 11:03	42940	30
7/3/2018 11:03	42910	260
7/2/2018 11:03	42650	240
7/1/2018 11:03	42410	820
6/30/2018 11:03	41590	840
6/29/2018 11:03	40750	290
6/28/2018 11:03	40460	740
6/27/2018 11:03	39720	20
6/26/2018 11:03	39700	20
6/25/2018 11:03	39680	70
6/24/2018 11:03	39610	1000
6/23/2018 11:03	38610	880
6/22/2018 11:03	37730	30
6/21/2018 11:03	37700	20
6/20/2018 11:03	37680	20
6/19/2018 11:03	37660	10
6/18/2018 11:03	37650	450
6/17/2018 11:03	37200	860
6/16/2018 11:03	36340	870
6/15/2018 11:03	35470	0
6/14/2018 11:03	35470	10
6/13/2018 11:03	35460	270
6/12/2018 11:03	35190	280
6/11/2018 11:03	34910	50
6/10/2018 11:03	34860	920
6/9/2018 11:03	33940	880
6/8/2018 11:03	33060	20



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From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

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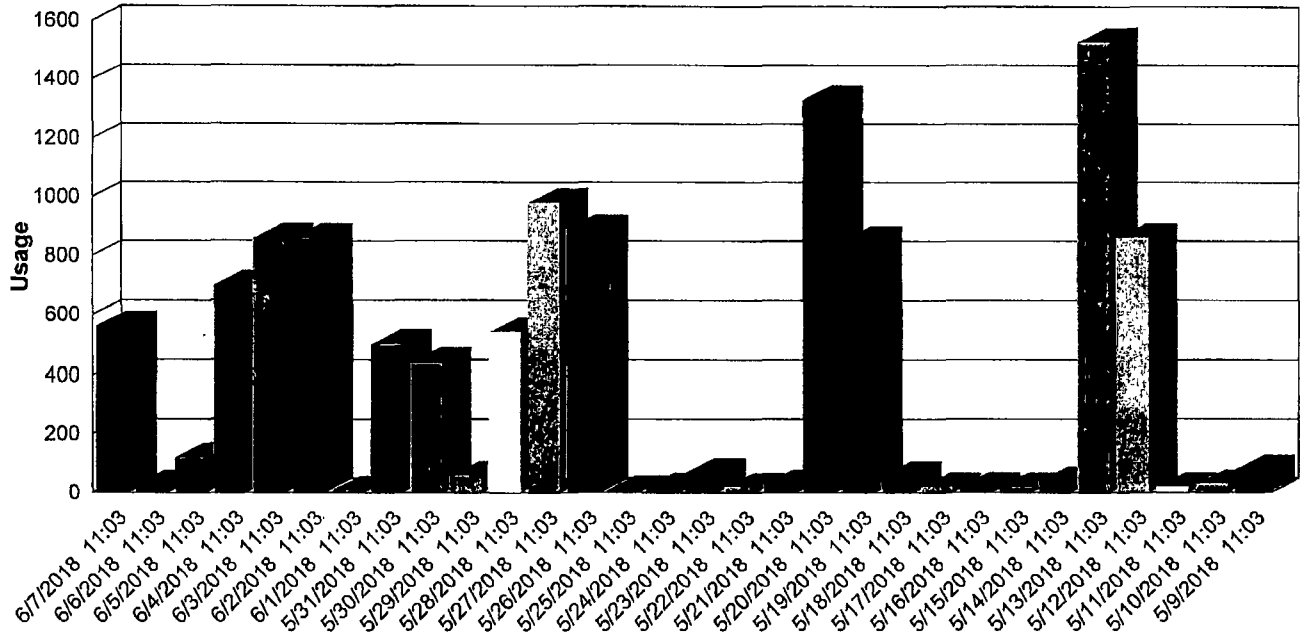
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Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
6/7/2018 11:03	33040	560
6/6/2018 11:03	32480	30
6/5/2018 11:03	32450	120
6/4/2018 11:03	32330	700
6/3/2018 11:03	31630	860
6/2/2018 11:03	30770	860
6/1/2018 11:03	29910	10
5/31/2018 11:03	29900	500
5/30/2018 11:03	29400	440
5/29/2018 11:03	28960	60
5/28/2018 11:03	28900	540
5/27/2018 11:03	28360	980
5/26/2018 11:03	27380	890
5/25/2018 11:03	26490	10
5/24/2018 11:03	26480	20
5/23/2018 11:03	26460	70
5/22/2018 11:03	26390	20
5/21/2018 11:03	26370	30
5/20/2018 11:03	26340	1330
5/19/2018 11:03	25010	850
5/18/2018 11:03	24160	60
5/17/2018 11:03	24100	20
5/16/2018 11:03	24080	20
5/15/2018 11:03	24060	20
5/14/2018 11:03	24040	40
5/13/2018 11:03	24000	1530
5/12/2018 11:03	22470	860
5/11/2018 11:03	21610	20
5/10/2018 11:03	21590	30
5/9/2018 11:03	21560	80



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From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

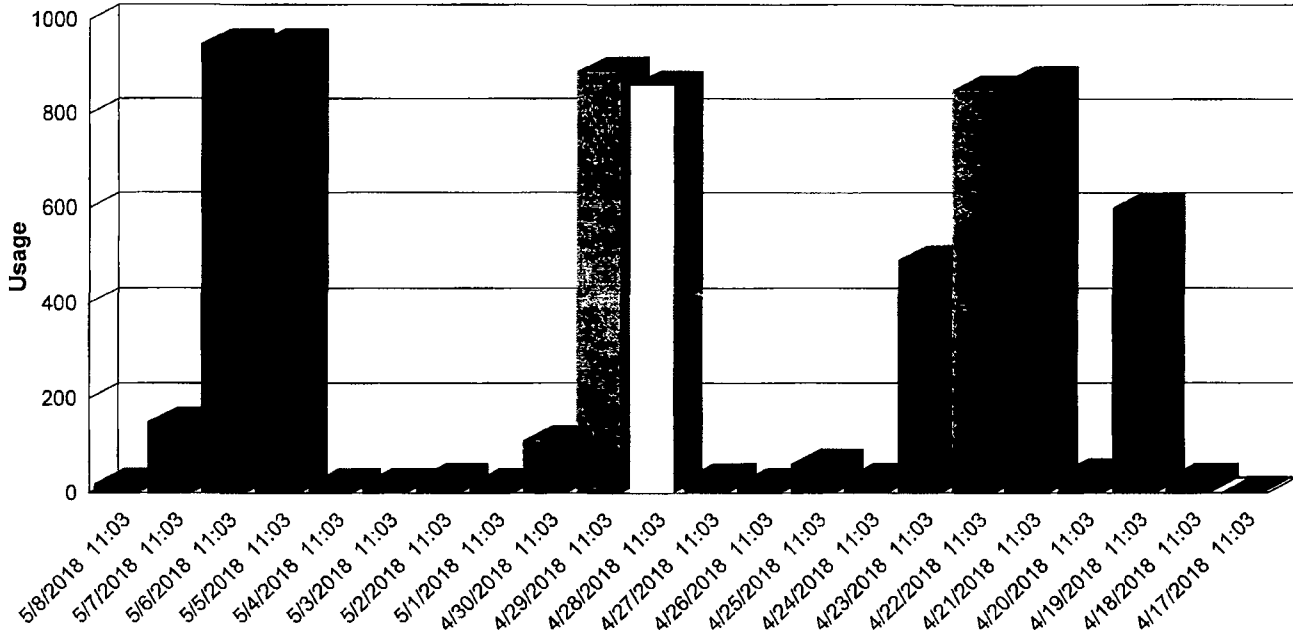
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
5/8/2018 11:03	21480	20
5/7/2018 11:03	21460	150
5/6/2018 11:03	21310	950
5/5/2018 11:03	20360	950
5/4/2018 11:03	19410	20
5/3/2018 11:03	19390	20
5/2/2018 11:03	19370	30
5/1/2018 11:03	19340	20
4/30/2018 11:03	19320	110
4/29/2018 11:03	19210	890
4/28/2018 11:03	18320	860
4/27/2018 11:03	17460	30
4/26/2018 11:03	17430	20
4/25/2018 11:03	17410	60
4/24/2018 11:03	17350	30
4/23/2018 11:03	17320	490
4/22/2018 11:03	16830	850
4/21/2018 11:03	15980	870
4/20/2018 11:03	15110	40
4/19/2018 11:03	15070	600
4/18/2018 11:03	14470	30
4/17/2018 11:03	14440	0



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From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)

Data Log Event: 2583409:

Number of Readings For This Data Log: 171

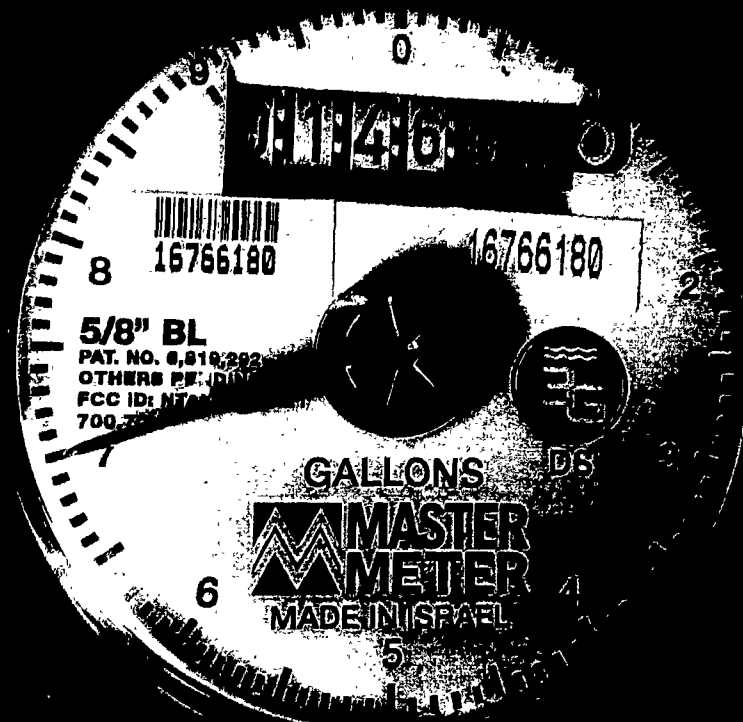
Average Usage For This Data Log: 770

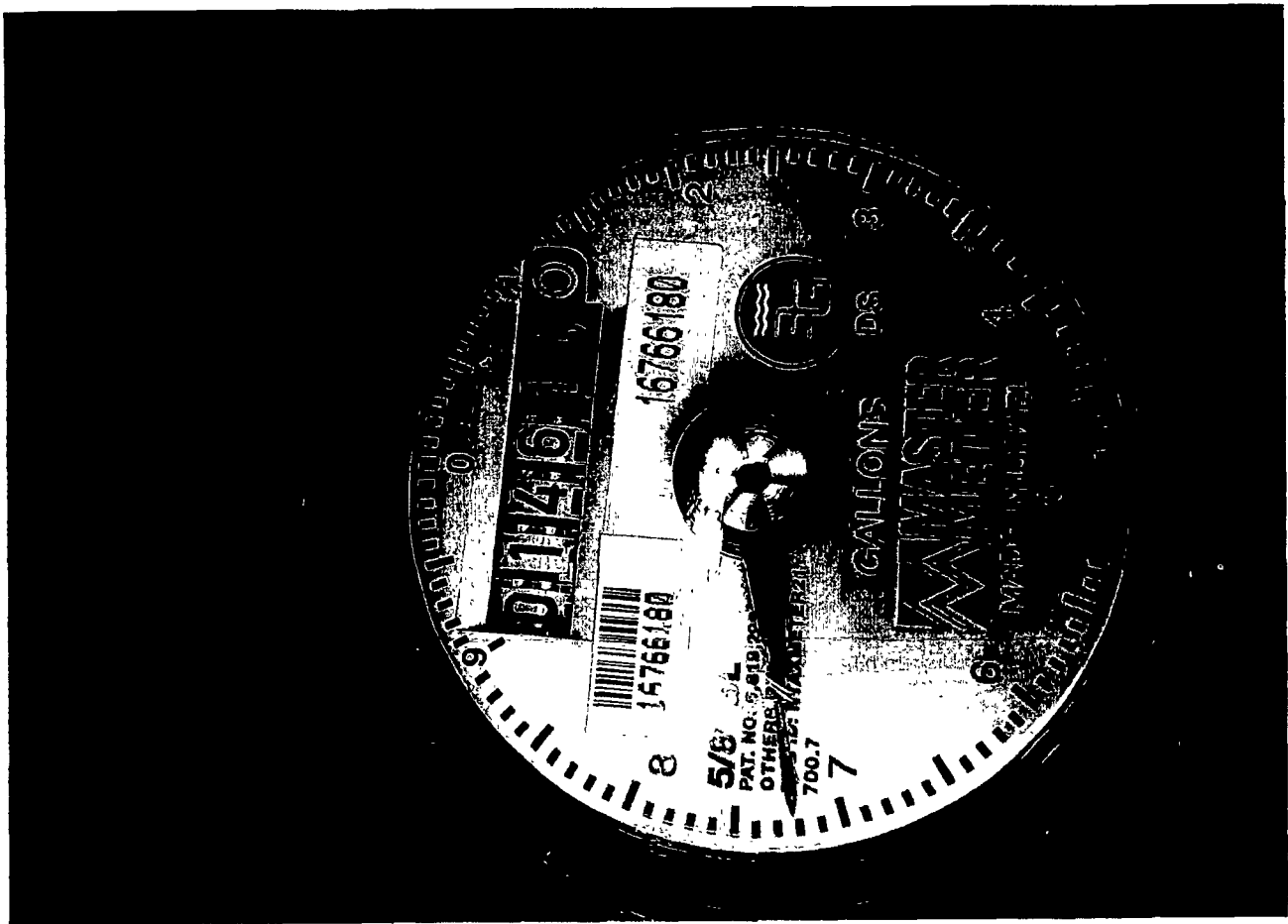
Total Usage For This Data Log: 131640

rev 2/2/2011

000107

000108







**SouthWest
Water Company**

Customer Service
866.654.SWWC (7992)



Notice of Upcoming Routine Maintenance/Register Upgrades

Our Automatic Meter Reader (AMR) system installed in 2011 overall helps us save labor time, prevent recording errors, and allows us to document leaks through usage data collection. To ensure you are receiving the best quality service, we will be conducting routine maintenance on the meter at your residence. This notice is to alert you technicians will be stopping by your meter in the upcoming weeks to upgrade the registers of your meter.

Please do not be alarmed if a technician is near your property. You do not need to be home during our visit. Our crews will be conducting the changes throughout the day during normal business hours.

The register is an essential part of your meter that helps us to accurately and promptly read your usage. AMR technology is what enables the registers to send an electronic signal to software each month allowing for meters to be read without the need for human intervention. We will be upgrading the current version of this technology which will lengthen the signal strength to increase the ease of gathering reads and collecting data. Thank you for allowing us to provide you with safe, quality water and waste water services. If you have any questions, comments or concerns regarding the update, please contact Customer Care at 866.654.7992 Monday - Friday from 8:30 a.m. to 5 p.m. or by email at TXcustomer@swwc.com.

Please print only new address information below and check the appropriate box on the reverse side. Thank you.

Address Change(s)

Mailing address only

Name

Address

City

State

Zip Code

()

Phone Number

E-mail Address

Customer Account Number

Return to remit address on reverse of coupon. Make sure remit address on reverse shows through window of supplied envelope.



Water Services, Inc.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: 001000031673
Invoice Number: 181002129106
Billing Date: 10/16/2018
Total Amount Due By: 11/01/2018



Service Address:
4626 EVENING SHADOW DR
BULVERDE TX 78163

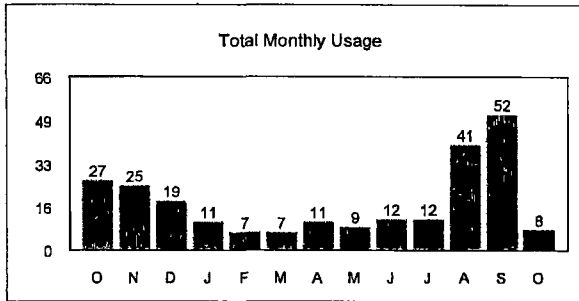
Current Reading Based on Actual

Page 1 of 1

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	09/10/18	10/09/18	30	138.0	146.0	8.0	7938646

*KGal (1000 Gallons) Average Consumption = 17.8

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage Current Month's Usage

Account Summary

Previous Bill Amount	\$443.38
Payment Received 10/02/18 - Thank You (Payments after 5:00pm will NOT reflect on this invoice.)	-\$221.00
Balance	\$222.38
Current Billing and Other Basic Charges	
Water Base	\$47.28
Water Usage	\$31.10
TX. Comm Environ Quality	\$0.78
Total Current Charges	\$79.16
Total Amount Due By 11/01/18	\$301.54
Total Amount Due After 11/01/18	\$309.46

Message Center

Project Wishbone registration is underway for registered H2O customers. See enclosed insert for additional information.

The "Due Date" listed on this bill applies to current charges only. Past due accounts are subject to service termination and will be sent to collections.

Need assistance paying your water bill? Register for Help2Others today.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

WATER SERVICES

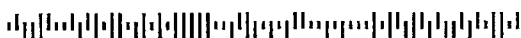
SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

Account Number: 001000031673
Total Amount Due By 11/01/18: \$301.54
Total Amount Due After 11/01/18: \$309.46

Please make check payable to:
WATER SERVICES

Please check here and see reverse for address and phone corrections.

Amount Enclosed



SUSAN WAHL
4626 EVENING SHADOWS DR
BULVERDE TX 78163-2706

WATER SERVICES
P.O. Box 4657
Houston, TX 77210-4657

000000000000 03 00637 00001000031673 9 00 00030154 00030946 0 000111



**Water
Services, Inc.**

A SouthWest Water Company

Date / Fecha: October 10, 2018

RE: Cuenta Del El Plan De Financiamiento: 001000031673

Estimado SUSAN WAHL,

Gracias por contactar con SouthWest Water Company para establecer un acuerdo de pago para el saldo pendiente actualmente en su cuenta. Esta carta detalla los términos y condiciones del acuerdo discutido entre el usuario y SouthWest Water Company.

A la fecha escrita anteriormente, el saldo de su cuenta es \$222.38 Esta cantidad incluye el saldo debido de \$222.38

Usted ha acordado hacer pagos cada mes durante 06 meses por el saldo total adeudado en su cuenta. A partir de la redacción de esta carta, esto equivale a aproximadamente \$37.00 cada mes, además de su factura normal. Tenga en cuenta, si se genera una nueva factura durante el período de espera de 14 días, automáticamente se incorpora a la nueva cantidad debida en el plan de pago cambiando de esta manera el total más arriba.

Los pagos a plazos vencen en o antes de la fecha de vencimiento indicada en la declaración de cada mes, además de la cantidad actual de vencimiento de su factura mensual. **SI NO REALIZA UN PAGO, Y / O NO PAGAR EL TOTAL DE (A PLAZOS Y ACTUAL) CANTIDAD ADEUDADA, POR EL FECHA LÍMITE DE SU SERVICIO ESTÁ SUJETO A LA DESCONEXIÓN.** Si no puede hacer su pago a plazos según lo acordado, o no pueden pagar la facturación del mes actual, póngase en contacto con nosotros **inmediatamente** antes de la fecha de vencimiento del plazo al **(866) 654 7992** para discutir otras opciones.

****IMPORTANTE** - EL ACUERDO DE PAGO NO COMENZARÁ HASTA QUE ESTA FORMA SEA DEVUELTA. EL NO FIRMAR Y DEVUELVEN ESTE ACUERDO A NOSOTROS ANTES DE: October 30, 2018 DISUELVE ACUERDO VERBAL HECHO.**

Por favor, firmar y poner la fecha y enviar una copia del acuerdo a nosotros. Para su comodidad puede enviar por **fax:** (832) 209-5395, **correo electrónico:** txcustomercare@swwc.com o **correo:** SouthWest Water Company, c / o Departamento de Servicio al Cliente, 12535 Reed Rd, Sugarland, TX 77478. Al no completar y devolver este formulario no libera la obligación de pago.

Aviso de terminación:

Debemos recibir el acuerdo de pago firmado y / o su pago total de su saldo vencido \$222.38 antes de las 5:00 pm el October 30, 2018 con el fin de evitar la desconexión.

• Si su servicio es desconectado, se le pedirá que pagar una tarifa de reconexión de \$ 25.00. Si ningún depósito está en el archivo, se requerirá un depósito por servicio (agua / alcantarillado). Todas las cuotas pendientes y saldos de cuentas deben ser pagados **ANTES** de que se restablezca el servicio. Reconexión puede tardar hasta 36 horas. En caso de optar por pagar las siguientes opciones de pago están disponibles:

Pagar en línea en www.swwc.com/myaccount. Normalmente, los pagos se agregan a su cuenta dentro de una hora

Por correo postal: P.O. Box 4657, Houston, TX 77.210 a 4657. Le advertimos que esta opción puede tardar varios días.

En persona: Los pagos pueden hacerse en los centros de servicio al cliente, incluyendo Wal-Mart, Fidelity Express o lugares CHECKFREE.

Le valoramos como cliente y apreciamos la oportunidad de ofrecerle nuestros servicios. Si usted tiene alguna pregunta, por favor, póngase en contacto con nuestro Servicio al Cliente al 866-654-7992 entre las horas de 8:30 am y las 5:00 pm CST.

SouthWest Water Company

Aceptado y acordado:

Mes de ___ Día ___ 20 Nombre

000112



Water Services, Inc.

A SouthWest Water Company

October 10, 2018



SUSAN WAHL
4626 EVENING SHADOWS DR
BULVERDE TX 78163-2706

Re: Installment Plan on Account # 001000031673

Dear SUSAN WAHL,

Thank you for contacting SouthWest Water Company to establish a payment arrangement to satisfy the outstanding balance currently due on your account. This letter details the terms and conditions of the agreement discussed between you and Southwest Water Company.

As of the date written above, the balance due on your account is \$222.38
This amount includes your past due balance of \$222.38

You have agreed to make payments each month for 06 months for the total balance owed on your account. As of the writing of this letter this equates to approximately \$37.00 or each month in addition to your normal bill. Please note, if a new invoice is generated during the 14 day waiting period, it will automatically be incorporated into the new amount due into the payment plan thereby changing the total above.

Installment payments are due on or before the due date indicated on each month's statement, in addition to the current amount due on your monthly bill. IF YOU MISS A PAYMENT, AND/OR DO NOT PAY THE FULL (INSTALLMENT & CURRENT) AMOUNT DUE, BY THE DUE DATE YOUR SERVICE IS SUBJECT TO DISCONNECTION. If you are unable to make your installment payment as agreed, or unable to pay your current month's billing, please contact us immediately before the due date of the installment at (866) 654-7992 to discuss further options.

****IMPORTANT** - THE PAYMENT ARRANGEMENT WILL NOT BEGIN UNTIL THIS FORM IS RETURNED. FAILURE TO SIGN AND RETURN THIS AGREEMENT TO US BY October 30, 2018 DISSOLVES ANY VERBAL AGREEMENT MADE.**

Please date, sign and return a copy of the agreement to us. For your convenience you may fax: (832) 209-5395, email: txcustomer@swwc.com or mail: SouthWest Water Company, c/o Customer Service Department, 12535 Reed Rd, Sugar Land, TX 77478. Failure to complete and return this form does not relieve payment obligation.

TERMINATION NOTICE:

We must receive the signed payment arrangement and/or your full payment of your past due balance of \$222.38 by or before 5:00 pm on October 30, 2018 in order to avoid disconnection.

If your service is disconnected, you will be required to pay a reconnection fee of \$25.00. If no deposit is on file, a deposit per service (water/sewer) will be required. All outstanding fees and account balances must be paid BEFORE service is restored. Reconnection may take up to 36 hours. Should you choose to pay the following payment options are available:

- Pay online at www.swwc.com/myaccount. Payments usually post to your account within one hour.
- By mail: P.O. Box 4657, Houston, TX 77210-4657. Please be advised this option may take several days.
- In person: Payments can be made at Customer walk-in service centers including Wal-Mart, FidelityExpress or Checkfree locations.

We value you as a customer and appreciate this opportunity to be of service. If you have any questions, please contact our Customer Care Center at 866-654-7992 between the hours of 8:30am and 5:00pm CST.

SouthWest Water Company

Accepted and Agreed:
This 19 day of Oct, 2018
Susan Wahl
Print Name

[Signature]
Signature



Water Services, Inc.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: 001000031673
Invoice Number: 180021479805
Billing Date: 09/17/2018
Total Amount Due By: 10/03/2018

Service Address:
4626 EVENING SHADOW DR
BULVERDE TX 78163



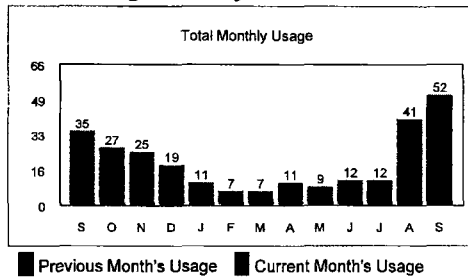
Current Reading Based on Actual

Page 1 of 1

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	08/10/18	09/09/18	31	86.0	138.0	52.0	7938646

*KGal (1000 Gallons) Average Consumption = 19.4

Water Usage History - 13 Month Usage in KGal*



Account Summary

Previous Bill Amount	\$341.83
Payment Received 09/05/18 - Thank You	-\$342.83
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	-\$1.00
Current Billing and Other Basic Charges	
Water Base	\$47.28
Water Usage	\$392.70
TX. Comm Environ Quality	\$4.40
Total Current Charges	\$444.38
Total Amount Due by 10/03/18	\$443.38
Total Amount Due After 10/03/18	\$487.82

Message Center

If you are located within the City of Bulverde, please note effective March 13, 2018, new usage rates are in place per the rate agreement with the city. All other customer service charges will remain the same.

Stay informed of outages and provide us with your email address today!

000114

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount



Water Services, Inc.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: 001000031673
Invoice Number: 180021479805
Billing Date: 09/17/2018
Total Amount Due By: 10/03/2018

Service Address:
4626 EVENING SHADOW DR
BULVERDE TX 78163



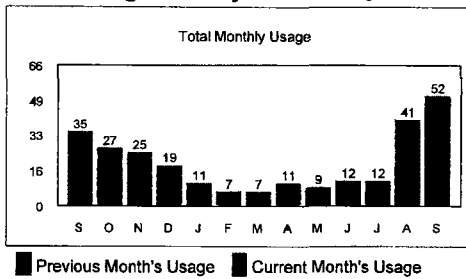
Current Reading Based on Actual

Page 1 of 1

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	08/10/18	09/09/18	31	86.0	138.0	52.0	7938646

*KGal (1000 Gallons) Average Consumption = 19.4

Water Usage History - 13 Month Usage in KGal*



Account Summary

Previous Bill Amount	\$341.83
Payment Received 09/05/18 - Thank You	-\$342.83
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	-\$1.00
Current Billing and Other Basic Charges	
Water Base	\$47.28
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TX. Comm Environ Quality	\$4.40
Total Current Charges	\$444.38
Total Amount Due By 10/03/18	\$443.38
Total Amount Due After 10/03/18	\$487.82

Message Center

If you are located within the City of Bulverde, please note effective March 13, 2018, new usage rates are in place per the rate agreement with the city. All other customer service charges will remain the same.

Stay informed of outages and provide us with your email address today!

000115

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount



**Water
Services, Inc.**

A SouthWest Water Company

Customer Service
866.654.SWWC (7992)

December 19, 2018

City of Bulverde
30360 Cougar Bend
Bulverde, Texas 78163

Dear Honorable City Council:

We have received the formal complaint and wanted to promptly address the matter as it pertains to Ms. Susan Wahl, a Water Services, Inc. utility customer. Per our investigation we have found:

1. The usage at her property in August and September 2018 is similar to that of a year ago. Please see the attached June 2018 bill which shows usage for the prior 13 months and shows usage between 22,000 – 37,000 gallons.
2. The data log shows the usage was accurately calculated. We see consistent, 3,000 gallon spikes within the usage which typically indicates irrigation.
3. We also want to confirm that Ms. Wahl is currently receiving water service during the time of investigation.
4. The meter accuracy test concluded the meter is accurately reading the usage. Three flow tests utilizing 10 gallons each, which is as indicated in the pictures provided of the meter, supported the change in read from 146.09 to 146.12.
5. The meter was tested on December 17, 2018 by an independent third party vendor. The test results reveal that the meter is performing in accordance with the American Water Works Association (AWWA) standards.

After thorough review, the results of this investigation are as follows:

- Both reads of 41,000 in August and 52,000 in September are correct as displayed by consistent meter reads.
- We did not detect any leaks that would affect the customer's usage.

Ms. Wahl is generally a high water user with an average close to 20,000 gallons and spikes up to 52,000 gallons in the summer. The usage is valid and she recently entered into a payment arrangement with us for the remaining balance owed.

We feel that we have fully addressed this matter and will continue to provide quality and accurate service to Ms. Wahl. We truly appreciate her as a customer. If she ever has any other questions or concerns, we encourage her to call Customer Care at 866.654.7992 or by email at TXCustomerCare@swwc.com.

Sincerely,

Charles W. Proffitt, Jr., P.E.
Managing Director, Texas Utilities



Water Services, Inc.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: 001000031673
Invoice Number: 180031265252
Billing Date: 06/15/2018
Total Amount Due By: 07/01/2018

Service Address:
4626 EVENING SHADOW DR
BULVERDE TX 78163



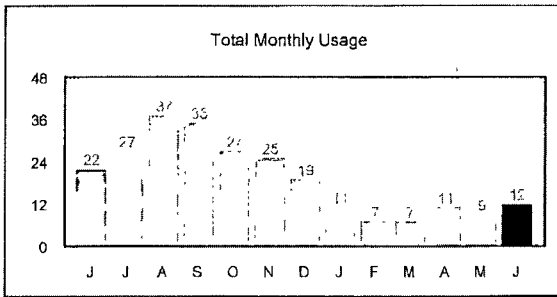
Current Reading Based on Actual

Page 1 of 1

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	05/10/18	06/09/18	31	21.0	33.0	12.0	7938646

*KGal (1000 Gallons) Average Consumption = 18.9

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage Current Month's Usage

Account Summary

Previous Bill Amount **\$75.33**
Payment Received 05/30/18 - Thank You **-\$75.33**
(Payments after 5:00pm will NOT reflect on this invoice.)

Balance \$0.00

Current Billing and Other Basic Charges

Water Base **\$47.28**
Water Usage **\$51.10**
TX. Comm Environ Quality **\$0.98**

Total Current Charges \$99.36

Total Amount Due By 07/01/18 \$99.36

Total Amount Due After 07/01/18 \$109.30

Message Center

If you are located within the City of Bulverde, please note effective March 13, 2018, new usage rates are in place per the rate agreement with the city. All other customer service charges will remain the same.

We updated our drought plan - visit www.swwc.com/texas/drought for more.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

WATER SERVICES

SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

Account Number: 001000031673
Total Amount Due By 07/01/18: **\$99.36**
Total Amount Due After 07/01/18: **\$109.30**

Please make check payable to:
WATER SERVICES

Please check here and see reverse for address and phone corrections.

Amount Enclosed \$



SUSAN WAHL
4626 EVENING SHADOWS DR
BULVERDE TX 78163-2706

WATER SERVICES
P.O. Box 4657
Houston, TX 77210-4657

000000000000 03 00637 00001000031673 9 00 00009936 00010930 3 000117



Water Services, Inc.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: 001000031673
Invoice Number: 180060976850
Billing Date: 08/20/2018
Total Amount Due By: 09/05/2018



Service Address:
4626 EVENING SHADOW DR
BULVERDE TX 78163

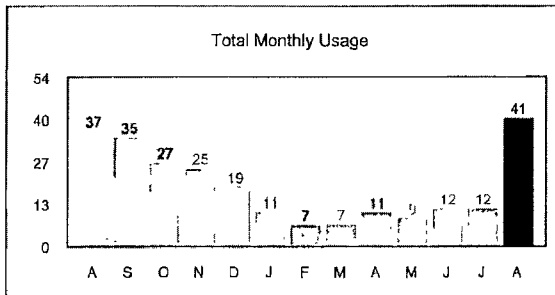
Current Reading Based on Actual

Page 1 of 1

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	07/10/18	08/09/18	31	45.0	86.0	41.0	7938646

*KGal (1000 Gallons) Average Consumption = 18.0

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage Current Month's Usage

Account Summary

Previous Bill Amount	\$99.36
Payment Received 08/03/18 - Thank You	-\$99.36
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$0.00
Current Billing and Other Basic Charges	
Water Base	\$47.28
Water Usage	\$291.17
TX. Comm Environ Quality	\$3.38
Total Current Charges	\$341.83
Total Amount Due By 09/05/18	\$341.83
Total Amount Due After 09/05/18	\$376.01

Message Center

If you are located within the City of Bulverde, please note effective March 13, 2018, new usage rates are in place per the rate agreement with the city. All other customer service charges will remain the same.

We updated our drought plan - visit www.swwc.com/texas/drought for more.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

WATER SERVICES

SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

Account Number: 001000031673
Total Amount Due By 09/05/18: \$341.83
Total Amount Due After 09/05/18: \$376.01

Please make check payable to:
WATER SERVICES

Please check here and see reverse for address and phone corrections.

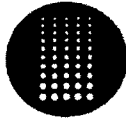
Amount Enclosed \$



SUSAN WAHL
4626 EVENING SHADOWS DR
BULVERDE TX 78163-2706

WATER SERVICES
P.O. Box 4657
Houston, TX 77210-4657

000000000000 03 00637 00001000031673 9 00 000341.83 000376.0100418



Water Services, Inc.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: 001000031673
Invoice Number: 180021479805
Billing Date: 09/17/2018
Total Amount Due By: 10/03/2018

Service Address:
4626 EVENING SHADOW DR
BULVERDE TX 78163



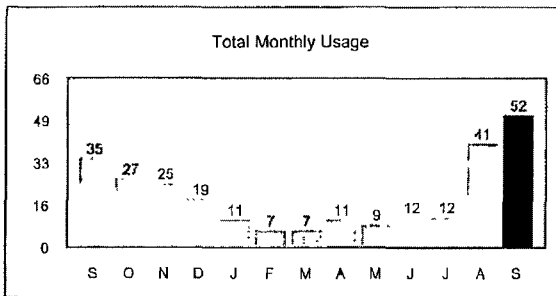
Current Reading Based on Actual

Page 1 of 1

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	08/10/18	09/09/18	31	86.0	138.0	52.0	7938646

*KGal (1000 Gallons) Average Consumption = 19.4

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage Current Month's Usage

Account Summary

Previous Bill Amount	\$341.83
Payment Received 09/05/18 - Thank You	-\$342.83
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	-\$1.00
Current Billing and Other Basic Charges	
Water Base	\$47.28
Water Usage	\$392.70
TX. Comm Environ Quality	\$4.40
Total Current Charges	\$444.38
Total Amount Due By 10/03/18	\$443.38
Total Amount Due After 10/03/18	\$487.82

Message Center

If you are located within the City of Bulverde, please note effective March 13, 2018, new usage rates are in place per the rate agreement with the city. All other customer service charges will remain the same.

Stay informed of outages and provide us with your email address today!

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

WATER SERVICES

SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

Account Number: 001000031673
Total Amount Due By 10/03/18: \$443.38
Total Amount Due After 10/03/18: \$487.82

Please make check payable to:
WATER SERVICES

Please check here and see reverse for address and phone corrections.

Amount Enclosed \$



SUSAN WAHL
4626 EVENING SHADOWS DR
BULVERDE TX 78163-2706

WATER SERVICES
P.O. Box 4657
Houston, TX 77210-4657

000000000000 03 00637 00001000031673 9 00 00044338 00048782 000119



Water Services, Inc.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencies: 866-654-7992
Visit us online: www.swwc.com/texas

Account Number: 001000031673
Invoice Number: 181002129106
Billing Date: 10/16/2018
Total Amount Due By: 11/01/2018

Service Address:
4626 EVENING SHADOW DR
BULVERDE TX 78163

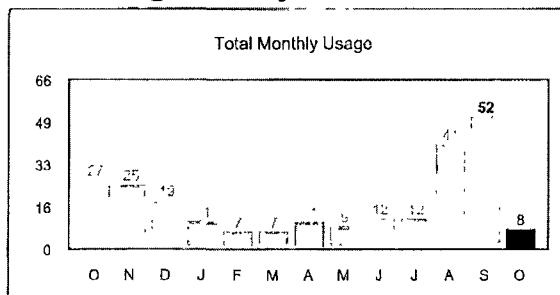


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Meter Number
	From	To		Previous	Current		
5/8" - R	09/10/18	10/09/18	30	138.0	146.0	8.0	7938646

*KGal (1000 Gallons) Average Consumption = 17.8

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage Current Month's Usage

Account Summary

Previous Bill Amount	\$443.38
Payment Received 10/02/18 - Thank You	-\$221.00
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	\$222.38
Current Billing and Other Basic Charges	
Water Base	\$47.28
Water Usage	\$31.10
TX. Comm Environ Quality	\$0.78
Total Current Charges	\$79.16
Total Amount Due By 11/01/18	\$301.54
Total Amount Due After 11/01/18	\$309.46

Message Center

Project Wishbone registration is underway for registered H2O customers. See enclosed insert for additional information.

The "Due Date" listed on this bill applies to current charges only. Past due accounts are subject to service termination and will be sent to collections.

Need assistance paying your water bill? Register for Help2Others today.

Please detach and return the bottom portion with your payment, or pay online at www.swwc.com/myaccount.

WATER SERVICES

SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

Account Number: 001000031673
Total Amount Due By 11/01/18: \$301.54
Total Amount Due After 11/01/18: \$309.46

Please make check payable to:
WATER SERVICES

Please check here and see reverse for address and phone corrections.

Amount Enclosed \$



SUSAN WAHL
4626 EVENING SHADOWS DR
BULVERDE TX 78163-2706

WATER SERVICES
P.O. Box 4657
Houston, TX 77210-4657



Water Services, Inc.

A SouthWest Water Company

October 10, 2018



SUSAN WAHL
4626 EVENING SHADOWS DR
BULVERDE TX 78163-2706

Re: Installment Plan on Account # 001000031673

Dear SUSAN WAHL,

Thank you for contacting SouthWest Water Company to establish a payment arrangement to satisfy the outstanding balance currently due on your account. This letter details the terms and conditions of the agreement discussed between you and Southwest Water Company.

As of the date written above, the balance due on your account is \$222.38
This amount includes your past due balance of \$222.38

You have agreed to make payments each month for 06 months for the total balance owed on your account. As of the writing of this letter this equates to approximately \$37.00 or each month in addition to your normal bill. Please note, if a new invoice is generated during the 14 day waiting period, it will automatically be incorporated into the new amount due into the payment plan thereby changing the total above.

Installment payments are due on or before the due date indicated on each month's statement, in addition to the current amount due on your monthly bill. IF YOU MISS A PAYMENT, AND/OR DO NOT PAY THE FULL (INSTALLMENT & CURRENT) AMOUNT DUE, BY THE DUE DATE YOUR SERVICE IS SUBJECT TO DISCONNECTION. If you are unable to make your installment payment as agreed, or unable to pay your current month's billing, please contact us **immediately** before the due date of the installment at (866) 654-7992 to discuss further options.

****IMPORTANT** - THE PAYMENT ARRANGEMENT WILL NOT BEGIN UNTIL THIS FORM IS RETURNED. FAILURE TO SIGN AND RETURN THIS AGREEMENT TO US BY October 30, 2018 DISSOLVES ANY VERBAL AGREEMENT MADE.**

Please date, sign and return a copy of the agreement to us. For your convenience you may fax: (832) 209-5395, email: txcustomer@swwc.com or mail: SouthWest Water Company, c/o Customer Service Department, 12535 Reed Rd, Sugar Land, TX 77478. Failure to complete and return this form does not relieve payment obligation.

TERMINATION NOTICE:

We must receive the signed payment arrangement and/or your full payment of your past due balance of \$222.38 by or before 5:00 pm on October 30, 2018 in order to avoid disconnection.

If your service is disconnected, you will be required to pay a reconnection fee of \$25.00. If no deposit is on file, a deposit per service (water/sewer) will be required. All outstanding fees and account balances must be paid **BEFORE** service is restored. Reconnection may take up to 36 hours. Should you choose to pay the following payment options are available:

- Pay online at www.swwc.com/myaccount. Payments usually post to your account within one hour.
- By mail: P.O. Box 4657, Houston, TX 77210-4657. Please be advised this option may take several days.
- In person: Payments can be made at Customer walk-in service centers including Wal-Mart, FidelityExpress or Checkfree locations.

We value you as a customer and appreciate this opportunity to be of service. If you have any questions, please contact our Customer Care Center at 866-654-7992 between the hours of 8:30am and 5:00pm CST.

SouthWest Water Company

Accepted and Agreed:

This 19 day of Oct, 2018

Susan Wahl

Print Name

[Signature]

Signature

FMS

FLUID METER SERVICE, CORP.

FMS (800) 944-4472
 (512) 258-3594 Tel.
 (512) 258-4386 Fax

Gary Faber - C.E.O.
 512-428-4035 Mobile
 Email fluidmeter1@aol.com

SALES • REPAIR • TESTING • CALIBRATION
 METERS • CONTROL VALVES • BACKFLOW PREVENTERS

P.O. Box 340215
 Austin, TX 78734-0215

7304 McNeill Dr., #604
 Austin, TX 78729

TO: Southwest Water Company
Oaks Village North
4626 Evening Shadow
 METER LOCATION

DATE: 12-17-2018
 SIZE: 5/8x3/4 MAKE: Muster TYPE: C-708
 METER# 16766190 / 7938646
 Read:
 BEFORE: 014806°

P.O.# _____ W.O.# _____ FMS ORDER # _____

QUANTITY	DESCRIPTION	PRICE
1	AWWA Standard Shop test	
note	meter meets AWWA standards <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	

CERTIFICATE OF CALIBRATION

This is to certify that the physical standards described below were on this day compared to the standards of the state of Texas which are directly traceable to standards of the National Bureau of Standards [NBS Test-No. s 39569,40093,179355,225713] A.W.W.A Test.

DETAILS OF TEST

LINE NO.	CUFF GALS.	RATE OF FLOW G.P.M.	TOTAL CUFF GALS.	% OF ACCURACY	CORRECTED % OF ACCURACY
1	10	1/4	9.8	98.0 %	
2	10	1	10.1	101.0 %	
3	100	15	102.0	102.0 %	

SIGNATURE: G. Faber



MasterLink Data Collection System

10/4/2018 11:31 am

Data Log Report

Page 1 of 7

From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

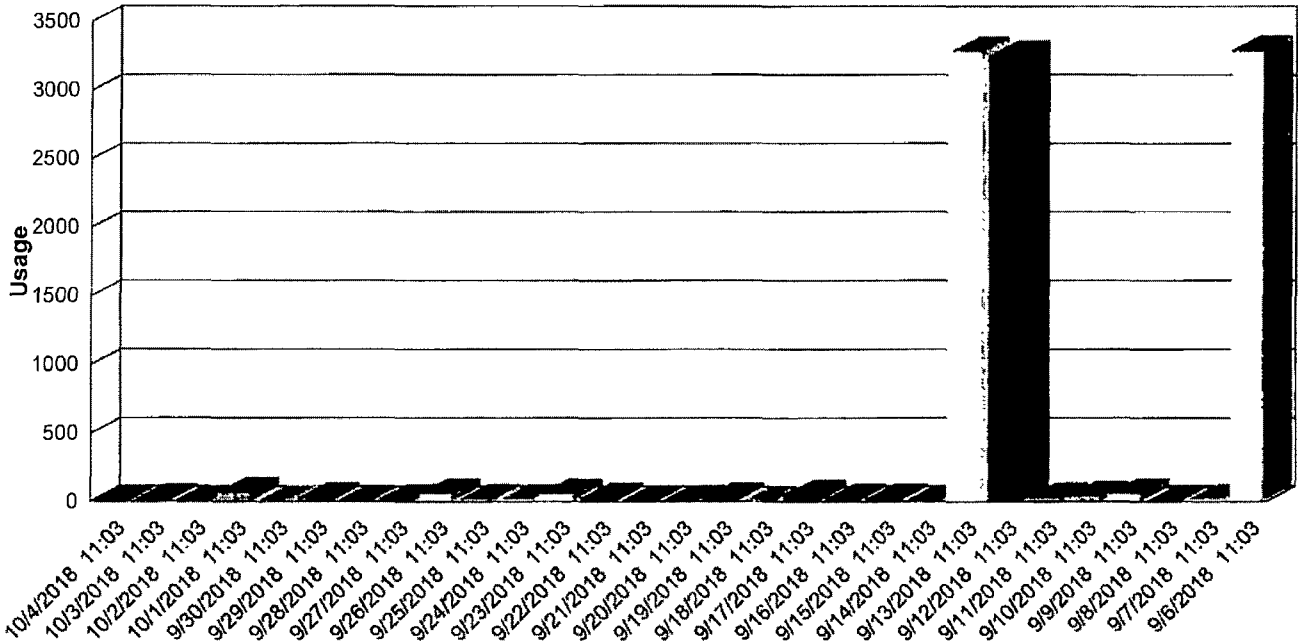
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
10/4/2018 11:03	146080	10
10/3/2018 11:03	146070	20
10/2/2018 11:03	146050	10
10/1/2018 11:03	146040	70
9/30/2018 11:03	145970	10
9/29/2018 11:03	145960	30
9/28/2018 11:03	145930	10
9/27/2018 11:03	145920	20
9/26/2018 11:03	145900	60
9/25/2018 11:03	145840	20
9/24/2018 11:03	145820	20
9/23/2018 11:03	145800	60
9/22/2018 11:03	145740	30
9/21/2018 11:03	145710	10
9/20/2018 11:03	145700	10
9/19/2018 11:03	145690	30
9/18/2018 11:03	145660	10
9/17/2018 11:03	145650	50
9/16/2018 11:03	145600	20
9/15/2018 11:03	145580	20
9/14/2018 11:03	145560	10
9/13/2018 11:03	145550	3280
9/12/2018 11:03	142270	3250
9/11/2018 11:03	139020	30
9/10/2018 11:03	138990	40
9/9/2018 11:03	138950	60
9/8/2018 11:03	138890	10
9/7/2018 11:03	138880	20
9/6/2018 11:03	138860	3290



MasterLink Data Collection System

10/4/2018 11:31 am

Data Log Report

Page 2 of 7

From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

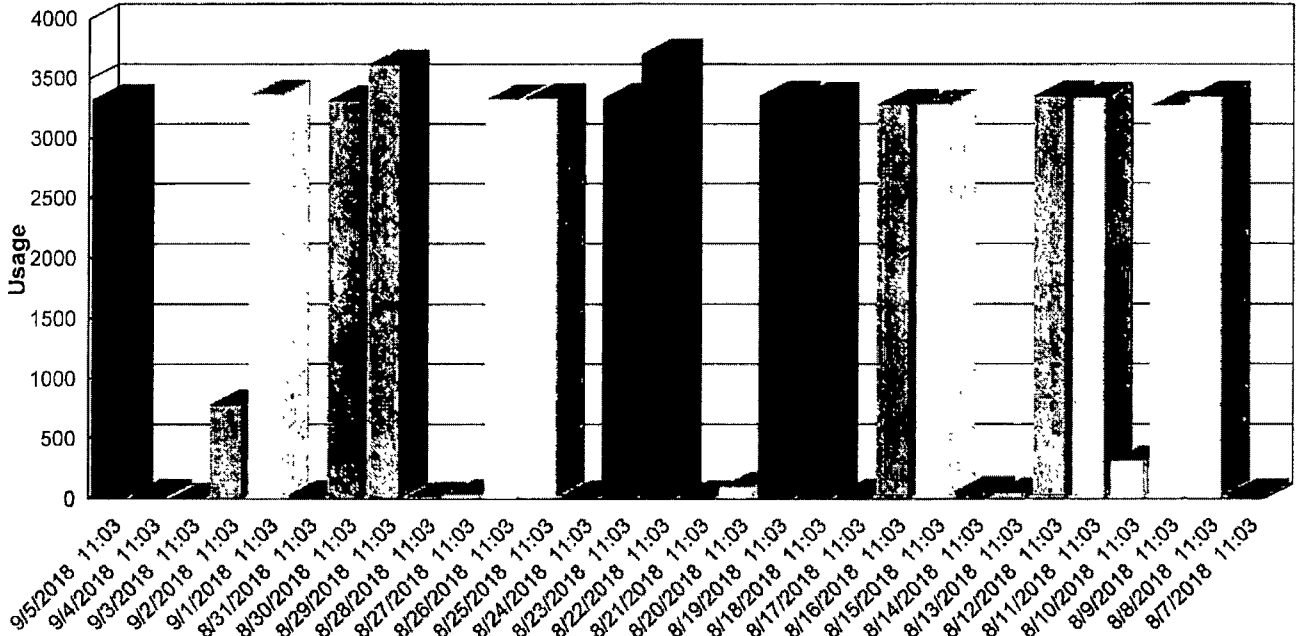
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)



Date & Time	Reading	Usage
9/5/2018 11:03	135570	3330
9/4/2018 11:03	132240	40
9/3/2018 11:03	132200	10
9/2/2018 11:03	132190	790
9/1/2018 11:03	131400	3370
8/31/2018 11:03	128030	30
8/30/2018 11:03	128000	3320
8/29/2018 11:03	124680	3620
8/28/2018 11:03	121060	20
8/27/2018 11:03	121040	40
8/26/2018 11:03	121000	3330
8/25/2018 11:03	117670	3340
8/24/2018 11:03	114330	30
8/23/2018 11:03	114300	3340
8/22/2018 11:03	110960	3710
8/21/2018 11:03	107250	30
8/20/2018 11:03	107220	100
8/19/2018 11:03	107120	3360
8/18/2018 11:03	103760	3350
8/17/2018 11:03	100410	40
8/16/2018 11:03	100370	3290
8/15/2018 11:03	97080	3290
8/14/2018 11:03	93790	60
8/13/2018 11:03	93730	50
8/12/2018 11:03	93680	3360
8/11/2018 11:03	90320	3350
8/10/2018 11:03	86970	320
8/9/2018 11:03	86650	3280
8/8/2018 11:03	83370	3360
8/7/2018 11:03	80010	40



MasterLink Data Collection System

10/4/2018 11:31 am

Data Log Report

Page 3 of 7

From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

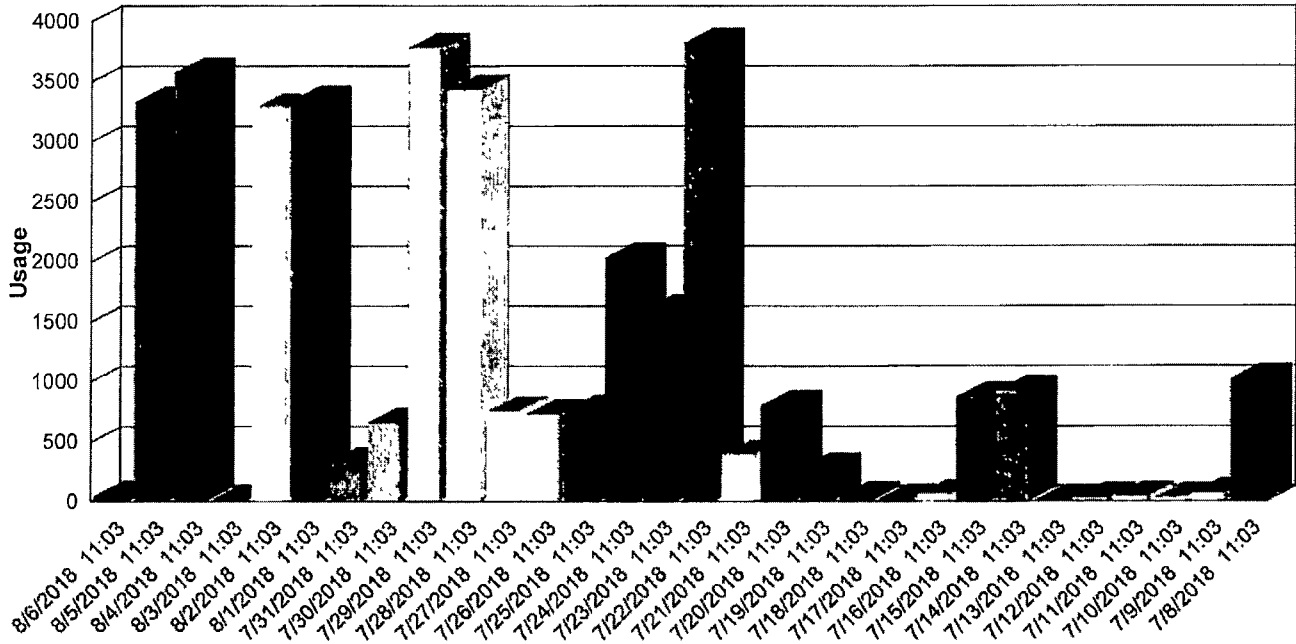
Data Log Event 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
8/6/2018 11:03	79970	50
8/5/2018 11:03	79920	3330
8/4/2018 11:03	76590	3570
8/3/2018 11:03	73020	20
8/2/2018 11:03	73000	3280
8/1/2018 11:03	69720	3340
7/31/2018 11:03	66380	330
7/30/2018 11:03	66050	660
7/29/2018 11:03	65390	3780
7/28/2018 11:03	61610	3430
7/27/2018 11:03	58180	750
7/26/2018 11:03	57430	730
7/25/2018 11:03	56700	760
7/24/2018 11:03	55940	2030
7/23/2018 11:03	53910	1600
7/22/2018 11:03	52310	3820
7/21/2018 11:03	48490	390
7/20/2018 11:03	48100	800
7/19/2018 11:03	47300	280
7/18/2018 11:03	47020	40
7/17/2018 11:03	46980	20
7/16/2018 11:03	46960	60
7/15/2018 11:03	46900	870
7/14/2018 11:03	46030	920
7/13/2018 11:03	45110	10
7/12/2018 11:03	45100	30
7/11/2018 11:03	45070	40
7/10/2018 11:03	45030	30
7/9/2018 11:03	45000	70
7/8/2018 11:03	44930	1020



MasterLink Data Collection System

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Data Log Report

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From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

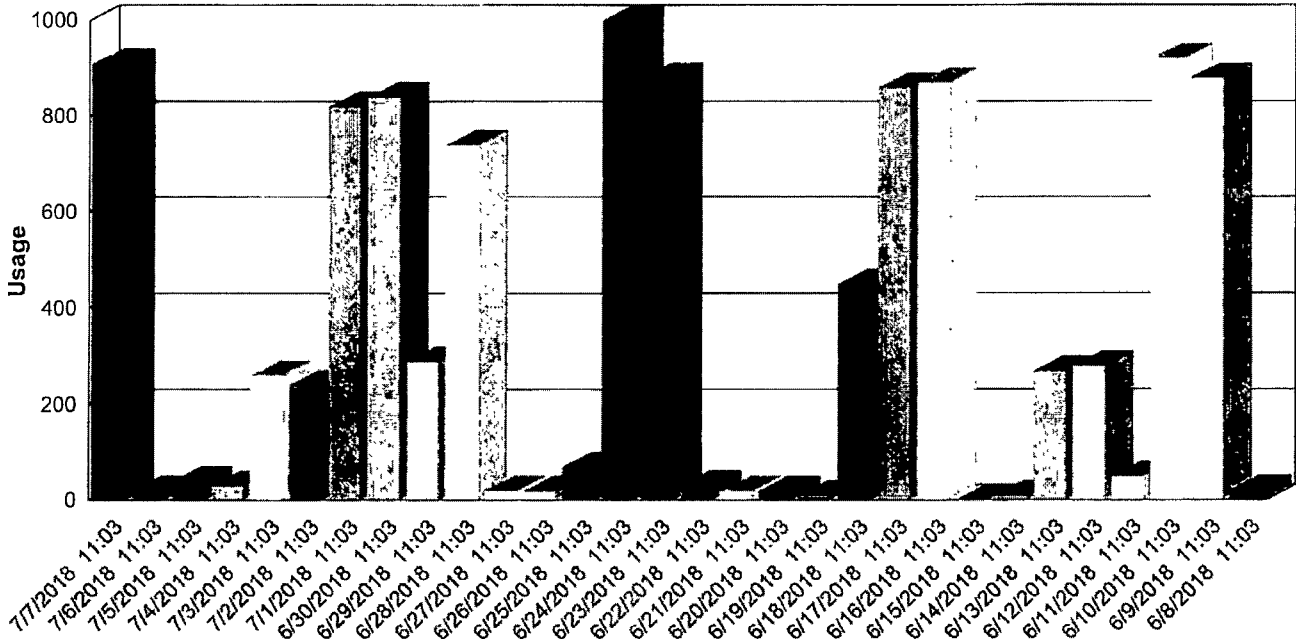
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)



Date & Time	Reading	Usage
7/7/2018 11:03	43910	910
7/6/2018 11:03	43000	20
7/5/2018 11:03	42980	40
7/4/2018 11:03	42940	30
7/3/2018 11:03	42910	260
7/2/2018 11:03	42650	240
7/1/2018 11:03	42410	820
6/30/2018 11:03	41590	840
6/29/2018 11:03	40750	290
6/28/2018 11:03	40460	740
6/27/2018 11:03	39720	20
6/26/2018 11:03	39700	20
6/25/2018 11:03	39680	70
6/24/2018 11:03	39610	1000
6/23/2018 11:03	38610	880
6/22/2018 11:03	37730	30
6/21/2018 11:03	37700	20
6/20/2018 11:03	37680	20
6/19/2018 11:03	37660	10
6/18/2018 11:03	37650	450
6/17/2018 11:03	37200	860
6/16/2018 11:03	36340	870
6/15/2018 11:03	35470	0
6/14/2018 11:03	35470	10
6/13/2018 11:03	35460	270
6/12/2018 11:03	35190	280
6/11/2018 11:03	34910	50
6/10/2018 11:03	34860	920
6/9/2018 11:03	33940	880
6/8/2018 11:03	33060	20



MasterLink Data Collection System

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Data Log Report

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From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

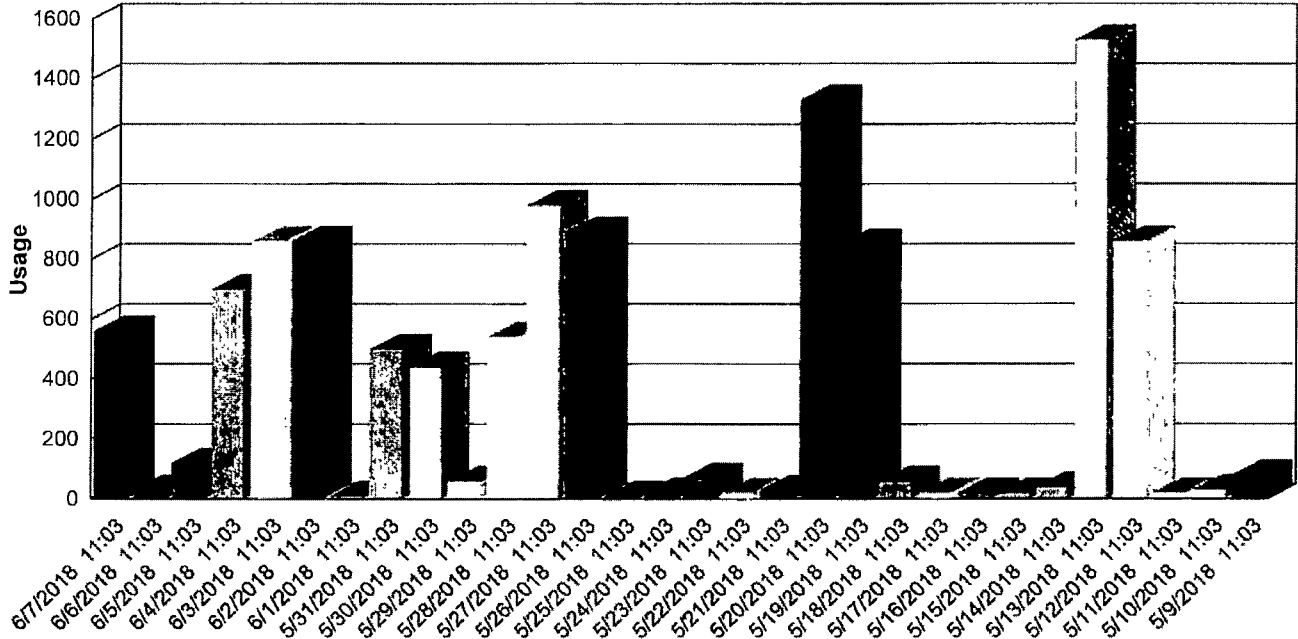
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)



Date & Time	Reading	Usage
6/7/2018 11:03	33040	560
6/6/2018 11:03	32480	30
6/5/2018 11:03	32450	120
6/4/2018 11:03	32330	700
6/3/2018 11:03	31630	860
6/2/2018 11:03	30770	860
6/1/2018 11:03	29910	10
5/31/2018 11:03	29900	500
5/30/2018 11:03	29400	440
5/29/2018 11:03	28960	60
5/28/2018 11:03	28900	540
5/27/2018 11:03	28360	980
5/26/2018 11:03	27380	890
5/25/2018 11:03	26490	10
5/24/2018 11:03	26480	20
5/23/2018 11:03	26460	70
5/22/2018 11:03	26390	20
5/21/2018 11:03	26370	30
5/20/2018 11:03	26340	1330
5/19/2018 11:03	25010	850
5/18/2018 11:03	24160	60
5/17/2018 11:03	24100	20
5/16/2018 11:03	24080	20
5/15/2018 11:03	24060	20
5/14/2018 11:03	24040	40
5/13/2018 11:03	24000	1530
5/12/2018 11:03	22470	860
5/11/2018 11:03	21610	20
5/10/2018 11:03	21590	30
5/9/2018 11:03	21560	80



MasterLink Data Collection System

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Data Log Report

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From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

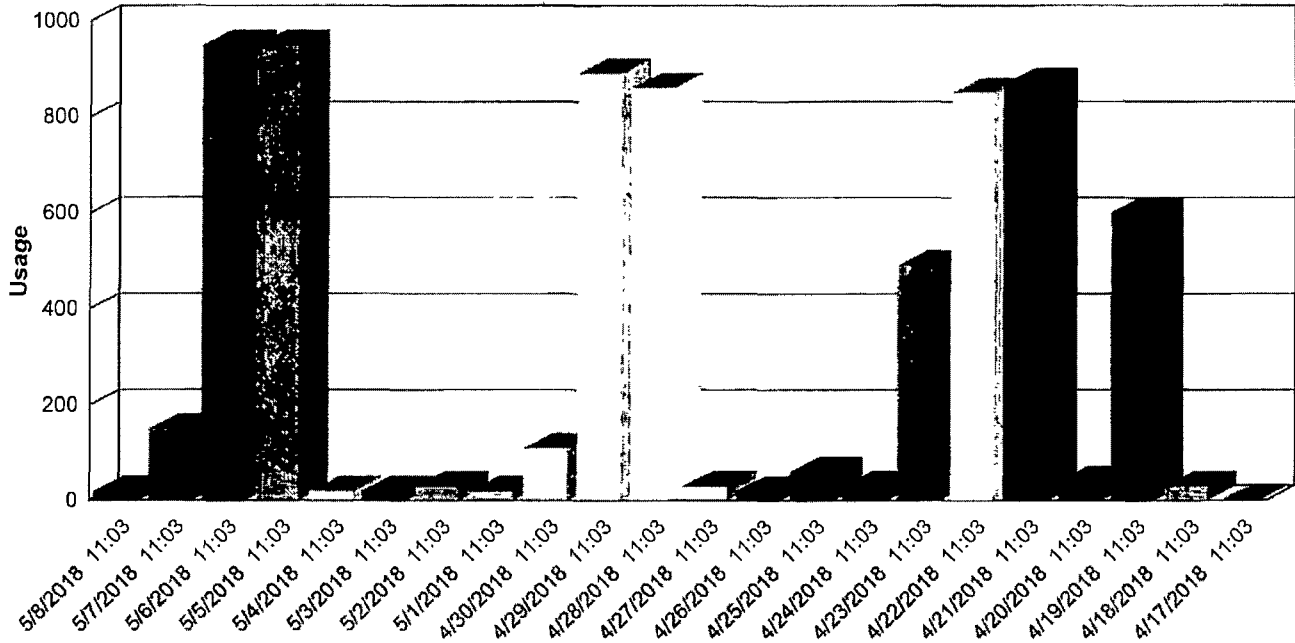
Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

Peak Consumption: 3820 Occurred 7/22/2018 (11:03)

Data Log Event: 2583409:



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
5/8/2018 11:03	21480	20
5/7/2018 11:03	21460	150
5/6/2018 11:03	21310	950
5/5/2018 11:03	20360	950
5/4/2018 11:03	19410	20
5/3/2018 11:03	19390	20
5/2/2018 11:03	19370	30
5/1/2018 11:03	19340	20
4/30/2018 11:03	19320	110
4/29/2018 11:03	19210	890
4/28/2018 11:03	18320	860
4/27/2018 11:03	17460	30
4/26/2018 11:03	17430	20
4/25/2018 11:03	17410	60
4/24/2018 11:03	17350	30
4/23/2018 11:03	17320	490
4/22/2018 11:03	16830	850
4/21/2018 11:03	15980	870
4/20/2018 11:03	15110	40
4/19/2018 11:03	15070	600
4/18/2018 11:03	14470	30
4/17/2018 11:03	14440	0



MasterLink Data Collection System

10/4/2018 11:31 am

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Data Log Event: 2583409:

Data Log Report

From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

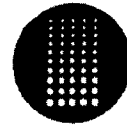
Peak Consumption: 3820 Occurred 7/22/2018 (11:03)

Number of Readings For This Data Log: 1/1

Average Usage For This Data Log: 770

Total Usage For This Data Log: 131640

rev 2/2/2011



**Water
Services, Inc.**

A SouthWest Water Company

Customer Service
866.654.SWWC (7992)

October 18, 2018

Dear Mr. Batts,

Thank you for bringing this concern to our attention, so we may discuss with you the findings that were sent to the customer, Sue Wahl.

We received your letter and wanted to promptly address the actions taken for Ms. Wahl's concerns.

1. We immediately began our investigation after notification of the issue by the Public Utility Commission.
2. We provided our response on October 5.
3. Within this letter, you will also find the response and supporting documentation for your reference.
4. We also want to confirm that Ms. Wahl is currently receiving water service and was in service during time of investigation.

After thorough review, the results of this investigation are as follows:

- Both reads of 41,000 and 52,000 are correct as displayed by consistent meter reads.
- We did not detect any leaks that would affect the customer's usage.
- The data log shows the usage was accurately calculated. We do see consistent, 3,000 gallon spikes within the usage which can typically indicate the use of irrigation.
- The meter accuracy test concluded the meter is accurately reading the usage. Three flow test utilizing 10 gallons each which, as indicated in the pictures provided of the meter, supported the change in read from 146.09 to 146.12.

To further address Ms. Wahl's concerns about the meter reading device, the meter is the same as before, which has been accurately reading the water usage at the home for many years. We did upgrade the register of the meter. This is the electrical component of the meter that sends signals to our technician of the read each month and helps provide detailed information of usage.

Ms. Wahl is generally a high water user with an average close to 20,000 gallons and spikes up to 35,000 gallons in the summer. However, although the usage is valid, we do understand the bill in questions is an abnormal spike and so we do offer the ability for a payment arrangement. It should be noted Ms. Wahl has recently entered into a payment arrangement with us for the remaining balance owed.

We feel we have fully addressed this matter and hopefully provided Ms. Wahl with as much information needed so she can be confident in knowing she is receiving quality, accurate service. We truly appreciate her as a customer. If she ever has any other questions or concerns, we encourage her to call Customer Care at 866.654.7992 or by email at TXCustomerCare@swwc.com.

Sincerely,

Charles W. Profilet, Jr., P.E.
Managing Director, Texas Utilities

000130



**Water
Services, Inc.**

A SouthWest Water Company

October 5, 2018

Susan Wahl
4626 Evening Shadows Dr.
Bulverde, Texas 78163

Dear Ms. Wahl:

We are in receipt of your inquiry to the Public Utilities Commission (PUC) regarding rates and charges. Providing each customer with an excellent customer service experience is important to us and thank you for allowing us the opportunity to respond.

Per the PUC inquiry, you are disputing the usage due to being billed excessively since the meter changed to a "Smart Meter." Our records indicate that we replaced the meter register on March 4, 2018. The meter is the same, however, just the register portion of the meter was upgraded as per the notice which accompanied the monthly invoices for March, April, and May that provided Notice of Upcoming Routine Maintenance/Register Upgrades.

The register of the meter installed at your address is an Automatic Meter Reader (AMR) register. These registers send an electronic signal to meter reading software each month allowing for the meters to be read without the need for human intervention. This saves not only time and resources but also inhibits the human element of someone incorrectly keying in a read. Please note that your meter is read every month utilizing this procedure. This is a real read and it is what we use for billing.

Our records further indicate that your account was established on May 18, 2007, for water service, within the Oak Village North area. The monthly meter reads occur on/about the 9th of each month. The invoices in question are for the months of August billed for 41 kgals usage, and September billed for 52 kgals usage.

Based on our records, below are our findings and actions taken on this account:

- August 15th - Billing verified the monthly read of 86, prior to releasing the August bill. No dispute of the 41 kgals was received. We thank you for your payment of \$342.83 on September 5, 2018.
- September 17th - records indicate that a "High Bill Dispute" was received due to usage of 52 kgals billed at \$443.38. We also received your call requesting a payment arrangement, and we did inform that we needed a payment for \$221.69, and then we would assist with setting up the arrangement. Also, we checked for a leak at your property as requested, we recorded the read at 145, and there was no leak detected.
- September 18th - we received this inquiry.
- September 19th - we reread the meter, checked for leaks, and the read was 145, with no leaks detected at the location. Again, the reads were progressing and appeared to be in-line with previous reads and usage recorded and billed.
- October 2, 2018 - we received your payment of \$221.00, and we thank you. The current balance due on your account is \$222.38, which is now past due.
- October 4, 2018 - we received the data log which shows that water went through the meter. Also, we included pictures of before and after the meter accuracy test. The test results revealed the meter is performing accurately and meets the American Water Works Association standards. The read captured was 146, and there was no indication of a leak.

000131

Susan Wahl
October 5, 2018
Page 2

Upon further investigation, we researched the meter reads and found the usage had progressed each month prior to the register upgrade on March 4, 2018, and continues to progress after the register upgrade, without any problems.

Per the inquiry, there was a leak before the meters between your property and your neighbors. According to our records, there have not been any leaks found nor any repairs according to our Field Operations. A check of our records reflect that there was a main line leak repair and flushing within the Oak Village North area, the street affected was Eagle Claw, and this did not affect your property.

To date, there is not a payment arrangement on your account. Although we did advise on September 17, 2018, the payment discussed at that time was \$221.69 and we advised you to call back in order to set up one. We are in accordance with PUC Substantive Rule §24.87 (d) if offering a deferred payment plan between the utility and a customer in which an outstanding bill will be paid in installments. The utility shall offer a deferred payment plan to any residential customer if the customer's bill is more than three times the average monthly bill for that customer for the previous 12 months. In all other cases, the utility is encouraged to offer a deferred payment plan to residential customers who cannot pay an outstanding bill in full but are willing to pay the balance in reasonable installments. Should you feel that one is necessary, please contact us.

Some helpful water conservation tips include:

- Check household faucets for leaks. A faucet with even a slow drip takes 10 to 25 gallons of water.
- A five minute shower can use 10-25 gallons of water. Take short showers and save water.
- Repair leaky toilets. To check for leaks, add 12 drops of food coloring into the tank, and if color appears in the bowl one hour later, your toilet is leaking. (Make sure to flush your toilet at the conclusion of the experiment to prevent staining.)
- Water your lawn in the evening or in the early morning to avoid evaporation. Be careful to water only the lawn and not the sidewalk or street.

Ms. Wahl, we hope that we have answered your concerns. Thank you for being a valued Water Services customer. Should you have any questions or concerns, please contact us at (866) 654-7992 Monday through Friday, 8:30 a.m. to 5:00 p.m.

Sincerely,

Water Services, Inc.
PUC Escalation Team



**SouthWest
Water Company**

Customer Service
866.654.3WWC (7992)



Notice of Upcoming Routine Maintenance/Register Upgrades

Our Automatic Meter Reader (AMR) system installed in 2011 overall helps us save labor time, prevent recording errors, and allows us to document leaks through usage data collection. To ensure you are receiving the best quality service, we will be conducting routine maintenance on the meter at your residence. This notice is to alert you technicians will be stopping by your meter in the upcoming weeks to upgrade the registers of your meter.

Please do not be alarmed if a technician is near your property. You do not need to be home during our visit. Our crews will be conducting the changes throughout the day during normal business hours.

The register is an essential part of your meter that helps us to accurately and promptly read your usage. AMR technology is what enables the registers to send an electronic signal to software each month allowing for meters to be read without the need for human intervention. We will be upgrading the current version of this technology which will lengthen the signal strength to increase the ease of gathering reads and collecting data. Thank you for allowing us to provide you with safe, quality water and waste water services. If you have any questions, comments or concerns regarding the update, please contact Customer Care at 866.654.7992 Monday - Friday from 8:30 a.m. to 5 p.m. or by email at TXcustomer@swwc.com.

Please print only new address information below and check the appropriate box on the reverse side. Thank you.

Address Change(s)

Mailing address only

Name

Address

City

State

Zip Code

()
Phone Number

E-mail Address

Customer Account Number

Return to remit address on reverse of coupon. Make sure remit address on reverse shows through window of supplied envelope.



MASTER METER

MADE IN ISRAEL

GALLONS

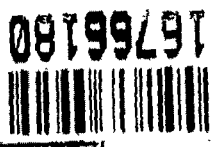
DS



PAT. NO. 5,818,292
OTHERS PENDING
FCC ID: N16766180
700.2

5/8" BL

16766180



0

