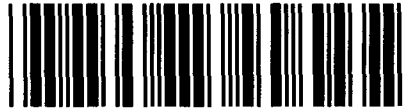




Control Number: 49554



Item Number: 4

Addendum StartPage: 0

RECEIVED

COMPLAINT OF SWWC UTILITIES,	§	PUBLIC UTILITY COMMISSION
INC. DBA WATER SERVICES INC.	§	
AGAINST THE CITY OF BULVERDE	§	PUBLIC UTILITY COMMISSION
AND SUE WAHL	§	OF TEXAS

**NOTICE OF APPEARANCE AND
RESPONSE OF CITY OF BULVERDE, TEXAS**

Pursuant to Order No. 1 in this case issued May 21, 2019 (“*Order No. 1*”), the City of Bulverde (the “*City*”) files this Response. Order No. 1 requires the City to respond to the complaint filed in this case (the “*Complaint*”)¹ filed by SWWC Utilities, Inc. d/b/a Water Services, Inc. (the “*Utility*”) and address the following matters: (1) jurisdiction; (2) allegations raised in the complaint; (3) applicable statutes, rules, orders, and tariff provisions; (4) copies of any rates or tariffs that are the subject of the Complaint; and (5) any other matters relevant to the Complaint.

I. JURISDICTION

The Public Utility Commission has jurisdiction over this matter pursuant to Chapter 13, Texas Water Code, and 15 TAC § 22.242.

II. ALLEGATIONS RAISED IN THE COMPLAINT

In the Complaint, the Utility asserts that there is no documentation in the record that indicates how the City determined the refund amount of \$604.79 awarded to Sue Wahl.² The documentation and evidence relied on by the City in issuing the Order dated February 12, 2019, in Complaint No. 2018-001 (the “*City Order*”) is attached as Exhibit A to the City Order. A true and correct copy of the City Order is attached hereto as Exhibit 1. Additionally, the City Council

¹ *Complaint of SWWC Utilities, Inc. dba Water Services, Inc. Against the City of Bulverde, Texas for its Decision Issued on February 12, 2019 in Complaint No. 2018-01 and Sue Wahl, the Complainant in that Case, Docket No. 49554 (May 20, 2019) (the “Complaint”).*

² Complaint at 4.

4

of the City of Bulverde considered the statements and deliberations of the members of City Council and testimony offered at the hearing on February 12, 2019.

III. APPLICABLE STATUTES, RULES, ORDERS, AND TARIFF PROVISIONS

The applicable statute, rules, orders, and tariff provisions are as follows:

1. **Statutes.** Chapter 13, Texas Water Code, and Chapters 22 and 24, Title 16, Texas Administrative Code.
2. **Rules.** Article 13.08, Code of Ordinances of the City of Bulverde, Texas, attached hereto as Exhibit 2.
3. **Orders.** The City Order attached hereto as Exhibit 1.
4. **Tariff Provisions.** The relevant provisions of the Utility's tariff. The City does not have a copy of the Utility's tariff.

IV. COPIES OF RATES OR TARIFFS THAT ARE THE SUBJECT OF THE COMPLAINT

Based on the Complaint, it does not appear that any rates or tariffs are the subject of the Complaint.

V. OTHER MATTERS RELEVANT TO THE COMPLAINT

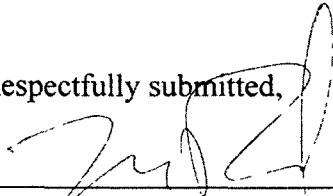
The Utility did not appear at the City Council meeting convened to decide the initial complaint filed by Ms. Wahl.

VI. NOTICE OF APPEARANCE

Jason M. Rammel files a Notice of Appearance on behalf of the City pursuant to 16 TAC § 22.101. Any documents to be served on the City in the above referenced docket should be served upon the authorized representative named below as counsel on behalf of the City:

Jason M. Rammel
The Law Office of Jason M. Rammel
Texas State Bar No. 24056179
17080 Hwy. 46 West, Suite 108-B
Spring Branch, Texas 78070
Phone: (830) 885-2406
Cell: (512) 981-8868
Fax: (866) 561-5512
therammelfirm@gmail.com

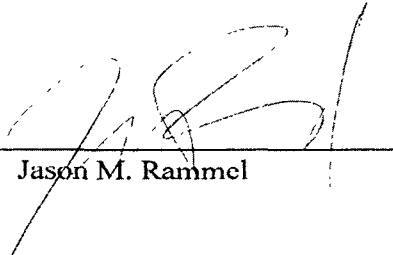
Respectfully submitted,



Jason M. Rammel
Law Office of Jason M. Rammel, P.C.
State Bar No. 24056179
17080 Hwy. 46 West, Suite 108-B
Spring Branch, Texas 78070
Phone: (830) 885-2406
Fax: (866) 561-5512
therammelfirm@gmail.com
Attorney for City of Bulverde, Texas

CERTIFICATE OF SERVICE

I hereby certify that on this 6th day of June, 2017, a true and correct copy of the foregoing document was served on all parties of record in accordance with 16 Tex. Admin. Code § 22.74 and Order No. 1.



Jason M. Rammel

COMPLAINT NO. 2018-01

COMPLAINT OF	§	BEFORE THE CITY COUNCIL
	§	
SUE WAHL,	§	
Complainant	§	
	§	OF
AGAINST	§	
	§	
WATER SERVICES, INC,	§	
Respondent	§	BULVERDE, TEXAS

ORDER

On this, the 12 day of February, 2019, came to be heard before the City Council of the City of Bulverde, Texas (the “**City**”) the complaint filed in the above-styled matter (the “**Complaint**”) by Sue Wahl, Complainant, against Water Services, Inc., Respondent, filed with the City pursuant to Texas Water Code § 13.042 and Article 13.08, Code of Ordinances of the City of Bulverde, Texas (“**Article 13.08**”). Having considered the Complaint, the matters on file with the City, and the statements of the Complainant and the Respondent, if any, and the recommendations of City staff, if any, the City Council finds, determines, and orders as follows:

I.
FINDINGS OF FACT

The City Council makes the following findings of fact:

1. Respondent provides water service to Complainant at 4626 Evening Shadows Dr., Bulverde, Texas 78163, an address that is within the corporate limits of the City.
2. Complainant filed an informal complaint against Respondent on October 10, 2018 through the City’s online Water Utility Billing Complaint portal alleging that Respondent overcharged Complainant for water services.
3. The City forwarded the informal complaint to Respondent on October 12, 2018.
4. Respondent replied to the Complaint on October 18, 2018 disputing the informal complaint.
5. Complainant filed a formal complaint on November 19, 2018 (the “**Complaint**”).

6. On December 3, 2018, the City notified Complainant and Respondent that the City Council would consider the Complaint, requested a response within 30 days including all evidence that the Respondent wanted the City Council to consider, and informed Complainant and Respondent of the rules of procedure under Article 13.08.
7. Respondent filed its response with the City by letter dated December 19, 2018. The response did not request a hearing.
8. Because the Respondent did not request a hearing, pursuant to Section 13.07.004(c), Code of Ordinances of the City of Bulverde, Texas, the City Council heard the Complaint without following the formal hearing procedures and considered the information on file, the same being attached to this Order as Exhibit A, and the recommendation of staff, if any.
9. The City Council heard the complaint on the 12 day of February, 2019, at a meeting that was open to the public and at which meeting Complainant and Respondent were given the opportunity to appear in person or through an attorney.
10. Based on the information attached as Exhibit A, and the recommendation of City staff, if any, the City Council hereby finds that Respondent overcharged Complainant by in the amount of \$ 604.79.

II CONCLUSIONS OF LAW

The City Council makes the following conclusions of law:

1. Respondent is a utility under Texas Water Code § 13.002(23).
2. Respondent provides water service within the corporate boundaries of the City.
3. The City has exclusive original jurisdiction over the Complaint pursuant to Texas Water Code § 13.042.
4. Pursuant to Texas Water Code § 13.082(b), within its corporate limits, the City has the same regulatory powers under the same standards and rules as the Public Utility Commission of Texas (the "**Commission**") or other rules and standards not inconsistent with them.
5. The City is a home-rule municipality and adopted Article 13.08 setting forth the rules and standards pertaining to complaints against utilities, and such rules and standards are consistent with the Commission's rules.

6. This matter was processed was in accordance with Chapter 13, Texas Water Code, Article 13.08 and, to the extent applicable, the rules of the Commission, including but not limited to providing proper notice and an opportunity to be heard.

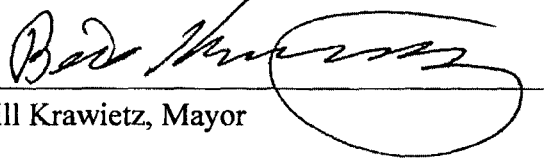
III
ORDER

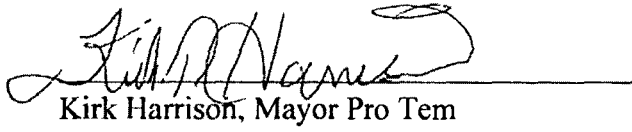
In accordance with the above findings of fact and conclusions of law, it is hereby ORDERED that:

1. Respondent shall reduce any amounts owed to Respondent by Complainant, including amounts owed for the current billing cycle, by the amount of \$604.79 within 10 days of the date of this Order and make any necessary and appropriate credits or adjustments to Complainant's account with Respondent.
2. Respondent shall provide Complainant and the City with proof that the ordered reduction has been made within 30 days of the effective date of this Order.
3. Pursuant to Texas Water Code § 13.414, if Respondent fails to comply with this Order, then Respondent shall be liable to the City for a civil penalty of \$5,000.00 for each day that such failure continues.
4. The City Attorney, or the designee thereof, is hereby authorized to institute suit on behalf of the City in a court of competent jurisdiction to recover the civil penalty imposed under Texas Water Code § 13.414, enjoin a violation of this Order under Texas Water Code § 13.411, institute proceedings for contempt under Texas Water Code § 13.417, and to pursue any other remedy available at law or equity.
5. This Order is effective as of the date that it is signed.
6. This Order is the final order regarding the Complaint, and is appealable to the Commission pursuant to Title 16, Texas Administrative Code § 22.242(e)(1)(A)(ii)

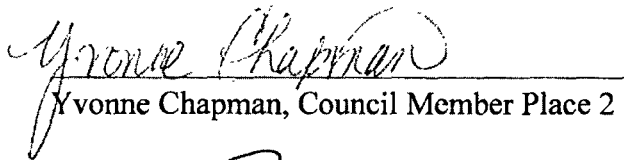
SIGNED on the 12th day of February, 2019

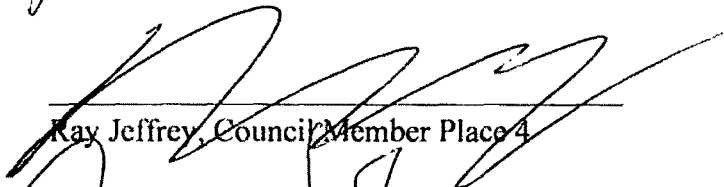
CITY COUNCIL:

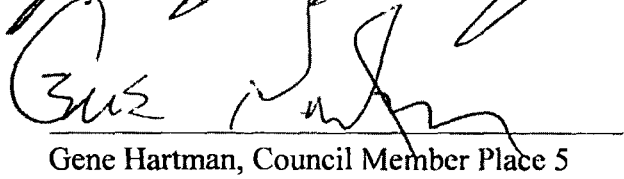

Bill Krawietz, Mayor

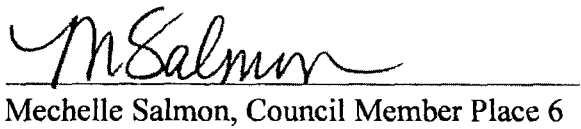

Kirk Harrison, Mayor Pro Tem

Absent
Robert Hurst, Council Member Place 1

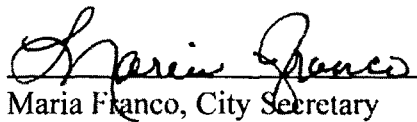

Yvonne Chapman, Council Member Place 2


Ray Jeffrey, Council Member Place 4


Gene Hartman, Council Member Place 5


Mechelle Salmon, Council Member Place 6

ATTEST:


Maria Franco, City Secretary

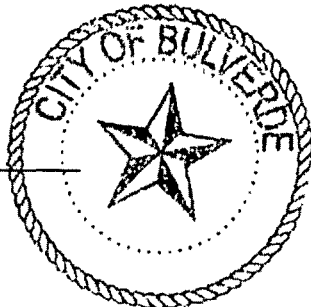


Exhibit "A"

City Manager's Office
30360 Cougar Bend
Bulverde, Tx 78163
P:830-980-8832 F:830-438-4339
dbatts@bulverdetx.gov



12/03/2018

SWWC Utilities, Inc.
Attn: Managing Director
12535 Reed Rd.
Sugar Land, Texas 77478

Via U.S. Mail, First Class, Postage Prepaid
Certified Mail No. 7018 0360 0001 1993 0066

Sue Wahl
4626 Evening Shadows Dr.
Bulverde TX 78163

Via email: swahl846@gmail.com

RE: Customer Complaint
Customer Account Number: 001000031673
Customer Name: Sue Wahl
Customer Address: 4626 Evening Shadows Dr., Bulverde TX 78163

Greetings:

The City of Bulverde (the "**City**") has received the enclosed complaint (the "**Complaint**") regarding the above utility customer (the "**Customer**") served by SWWC Utilities, Inc. (the "**Utility**"). Because the Customer's service address is within its municipal boundaries, the City has original jurisdiction over the Complaint pursuant to Texas Water Code § 13.042.

Pursuant to Article 13.08, Code of Ordinances of the City of Bulverde, Texas ("**Article 13.08**"), the City hereby notifies the Customer and the Utility as follows (as indicated by a mark next to the option selected):

The City will not consider the Complaint. No further action will be taken or is necessary under Article 13.08. The Customer may file the Complaint with the Public Utility Commission of Texas pursuant to 16 Tex. Admin. Code § 22.242(e)(1)(A)(i).

The City will consider the Complaint. Pursuant to Article 13.08, the Utility must submit a response to the City within thirty (30) days of the date of this correspondence. Such response may request a hearing and must include all evidence that the respondent wants the City Council to consider in resolving the complaint. If the response is not filed within the 30-day time limit, then the City Council will decide the complaint based on the contents of the complaint and the recommendation of City staff only. If respondent does not request a hearing, then the City Council will decide the complaint based on the information on file and the recommendation of City staff without a hearing. Any hearing regarding the

Complaint shall be conducted in accordance with Article 13.08, a copy of which is enclosed.

The Utility must continue service to the Customer during the resolution of the Complaint. If service to the Customer has been discontinued, then the Utility must restore service to the Customer and continue service during the resolution of the Complaint.

Sincerely,

Danny Batts,
City Manager

Enclosures:
Complaint
Article 13.08

ARTICLE 13.08
WATER AND WASTEWATER UTILITY COMPLAINT PROCEDURES

13.08.001 Applicability

The procedures set forth in this Article apply to all complaints regarding water and wastewater utilities within the city limits of the City of Bulverde, Texas that are subject to the jurisdiction of the City pursuant to Texas Water Code § 13.042.

13.08.002 Definitions

In this Article, the following terms have the meaning ascribed to them below:

Affected person. Any person or entity whose utility service or rates are affected by any proceeding before the City under these Procedures.

City Council. The city council of the City of Bulverde, Texas.

Commission. The Public Utility Commission of Texas.

Commission rules. The rules and regulations adopted by the Commission and the provisions of the Texas Water Code pertaining to the Commission.

Complainant. A person that files a complaint with the City under these Procedures.

Complaint. An informal or formal complaint filed under these Procedures.

Person. Natural persons, organizations, government or governmental subdivision or agency, business trust, estate, trust, partnership, association, utility, and any other legal entity.

Procedures. The procedures and terms of this Article.

Respondent. The person against which a complaint is filed under these Procedures.

TAC. The Texas Administrative Code.

13.08.003 Complaints

(a) **Availability.** Any affected person may complain to the City in writing setting forth any act or thing done or omitted to be done by any person pertaining to water or wastewater rates, services, or operations under the jurisdiction of the City in violation or in claimed violation of any order, ordinance, rule, regulation, or law of the City or of the Commission over which the City has jurisdiction.

(b) **Contents of Complaint.** All complaints submitted under these Procedures must be submitted to the City in writing either by hand delivery, United States Postal Service, or via the City's online portal for such complaints, if any. The complainant must send a copy of the complaint to the respondent on the same date that the complaint is filed with the City. No complaint shall be considered received by the City unless and until the City receives the information specified in this subsection. All complaints submitted under these Procedures must contain the following information:

- (1) the name, address, telephone number, and email address, if available, of the complainant or complainants and of the complainant's representative, if any;
- (2) the name, address, telephone number, and email address of the respondent and the account number, or similar identifying information, of the complainant maintained by the respondent, if any;
- (3) a description of the facts that gave rise to the complaint;
- (4) a statement of the relief that the complainant is seeking;
- (5) all documentation or information supporting complainant's request for relief;
- (6) copies of all correspondence between complainant and the respondent; and
- (7) a statement that a copy of the complaint has been provided to the respondent.

(c) **Informal Complaints.**

(1) *Required; Exceptions.* All complaints must be submitted to the City for informal resolution by City staff before presenting a formal complaint to the City with the following exceptions:

- (A) the complainant is City staff or a governmental entity;
- (B) the complainant alleges that a water or sewer utility has abandoned the service of the utility;
- (C) the complainant alleges that a wholesale water or sewer provider has discontinued, reduced or impaired its wholesale water or sewer service to its customers for reasons other than those specified in 16 TAC § 24.88.
- (D) the complainant has requested and been granted a waiver of informal resolution by City staff. Such waiver request shall clearly state the reasons that informal resolution is not appropriate. City staff may only grant a waiver request for good cause.

(2) *Termination.* City staff shall attempt to informally resolve all complaints within 35 days of the date of receipt of the informal complaint. City staff shall notify, in writing, the complainant and respondent of the status of the dispute at or before the end of the 35-day period. Such notification shall include a copy of these Procedures or a link to a City website containing these procedures. If the complaint has not been resolved to the satisfaction of the complainant within the 35-day period, then the complainant may submit a formal complaint to the City Council.

(d) **Formal Complaints.** If an attempt at informal resolution fails, or is not required, the complainant may present a formal complaint to the City Council. If an informal complaint is required, a formal complaint must be filed within 10 days of receiving the notification required by subsection (c)(2) of this Section 13.08.003, above. If the formal complaint is not filed within the 10-day period required by this paragraph, the City Council will not consider the formal complaint and complainant may submit the complaint to the Commission pursuant to 16 TAC § 22.242(e)(1)(A)(i).

13.08.004 Formal Complaint Procedures

The following procedures apply to a formal complaint filed with the City:

- (a) Notice. Following receipt of a formal complaint, the City will notify the complainant and the respondent that the City has received the formal complaint and state whether or not the City will consider the complaint.
- (b) Declining to Consider. Notwithstanding anything to the contrary, if the notice states that the City will not consider the complaint, no further action will be taken or is necessary under these Procedures, and the complainant may file the complaint with the Commission pursuant to 16 TAC § 22.242(e)(1)(A)(i).
- (c) Response. Within 30 days of the date that the notice is delivered to respondent, respondent shall file a response to the complaint. If the respondent desires a hearing before the City Council, respondent must request such hearing in its response. If the respondent does not desire a hearing, then the response shall include all evidence that the respondent wants the City Council to consider in resolving the complaint. If the response is not filed within the 30-day time limit, then the City Council will decide the complaint based on the contents of the complaint and the recommendation of City staff only. If respondent does not request a hearing, then the City Council will decide the complaint based on the information on file and the recommendation of City staff without a hearing.
- (d) Hearing Procedures. If the respondent requests a hearing, then the City shall docket the hearing. The City shall provide the complainant and respondent with notice of the hearing date. The notice shall include a copy of these Procedures as well as a schedule governing the submittal of written testimony, conducting discovery, the hearing location and time, and any other matter pertaining to the complaint. Prior to sending the notice, the City may conduct a pre-hearing conference with the parties to determine the schedule and other matters to be contained in the schedule. The procedures applicable to the hearing under this subsection are as follows:
 - (1) *Written Testimony*. The parties shall submit written testimony to the City setting forth all issues of law and fact that supports the parties' cases. The City Council will consider all evidence and testimony that is useful in determining any matter.
 - (2) *Discovery*. The parties to the hearing may obtain information from each other through written requests for information, which include requests for

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.

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

CUSTOMER PROTECTION DIVISION

Complaint

Normal

ON-LINE COMPLAINT FORM

Tuesday, September 18, 2018

Investigator: ., Unknown

Customer:

Date Pending:

Last Name: **Wahl**

Complaint No: **CP2018090639**

First Name: **Susan**

Company: **WATER SERVICES INC.**

Business:

Complaint: **Rates & Charges**

Date Closed:

Service No:

Date Received: **9/17/2018**

Account No: **001000031673**

Spanish: No

Service Address:

Mail Address:

4626 Evening Shadows Dr

4626 Evening Shadows Dr

Bulverde TX

78163

Bulverde TX

78163

Alt Last:

Day: **(210) 863-3056**

Alt First:

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
ON-LINE COMPLAINT FORM**

Complaint

Normal

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



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)

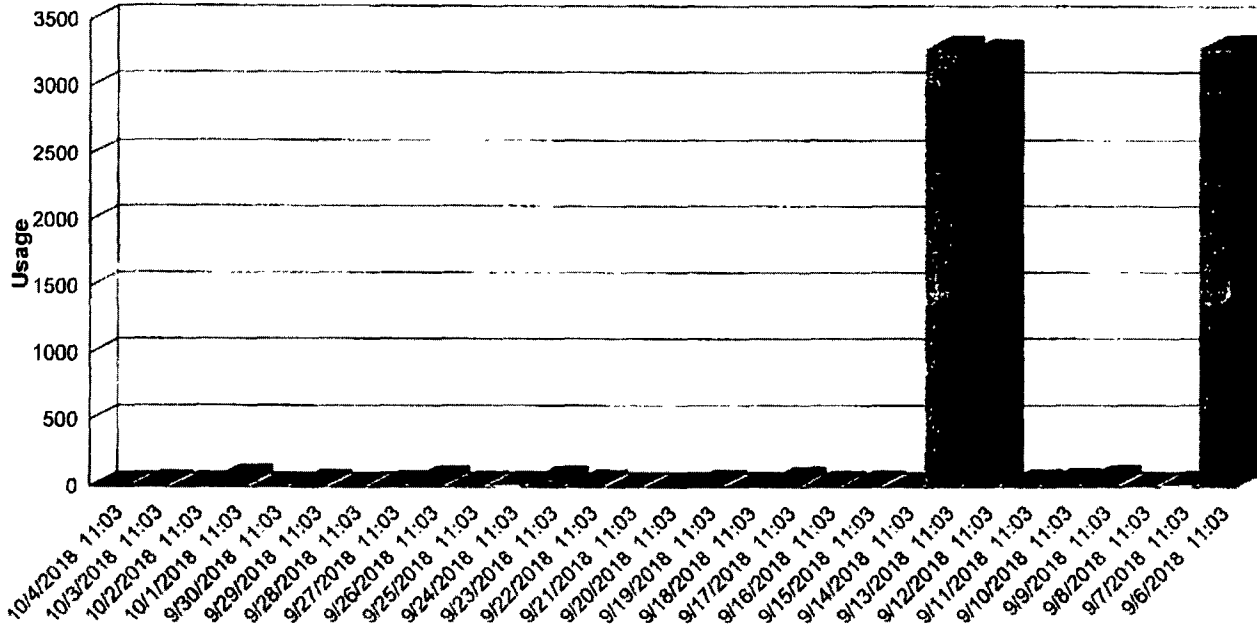
Data Log Event: 2583409:

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

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)

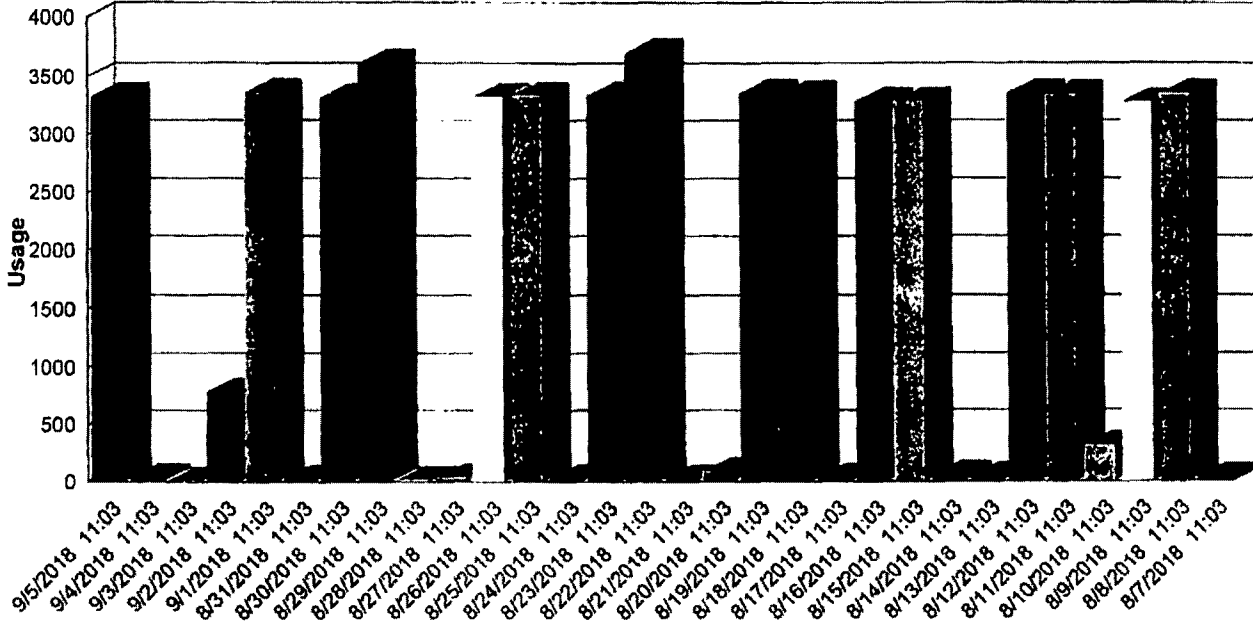
Address: 4626 EVENING SHADOW

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



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)

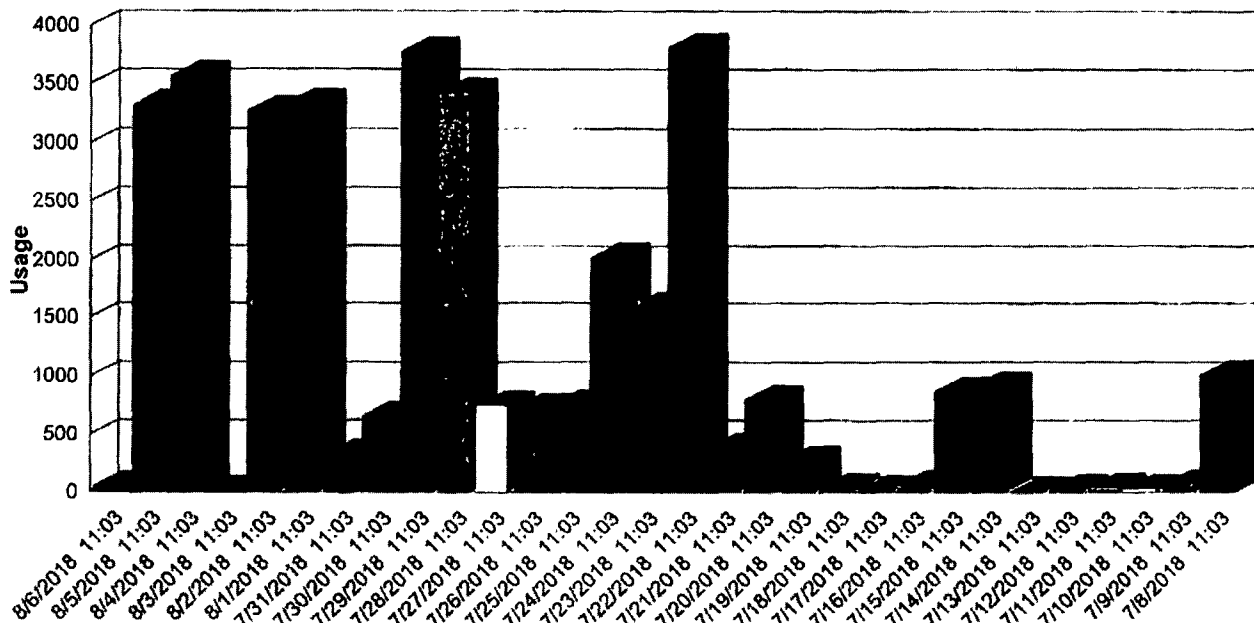
Data Log Event: 2583409:

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

10/4/2018 11:31 am

Data Log Report

Page 4 of 7

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

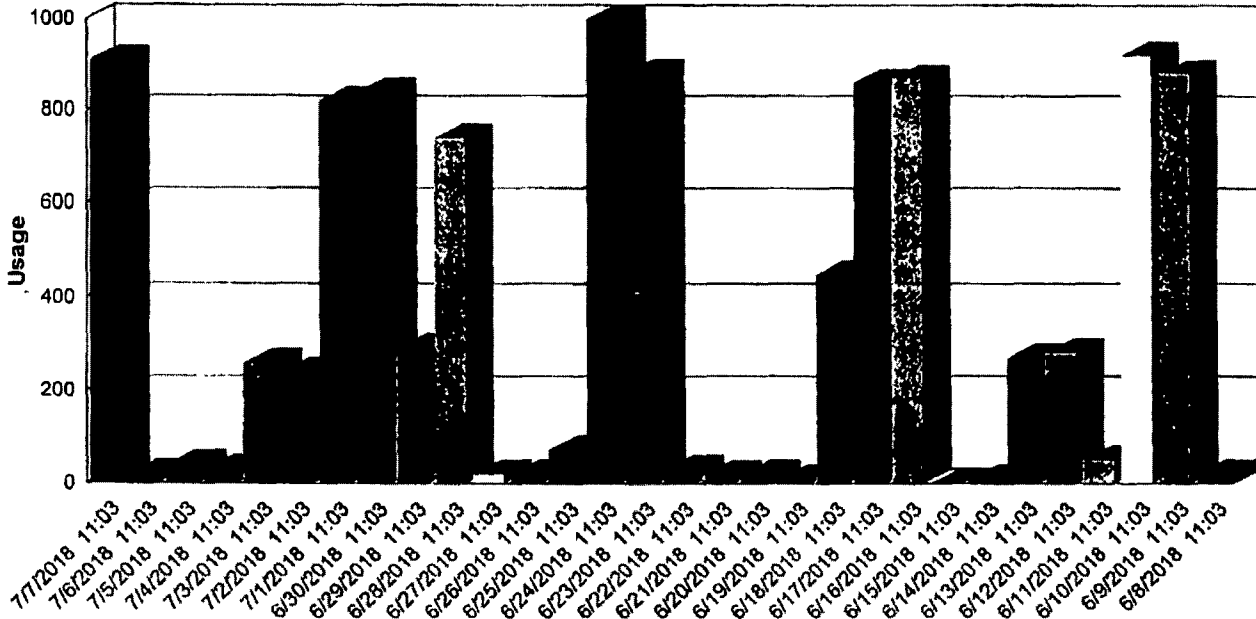
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 18766180

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	42850	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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From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

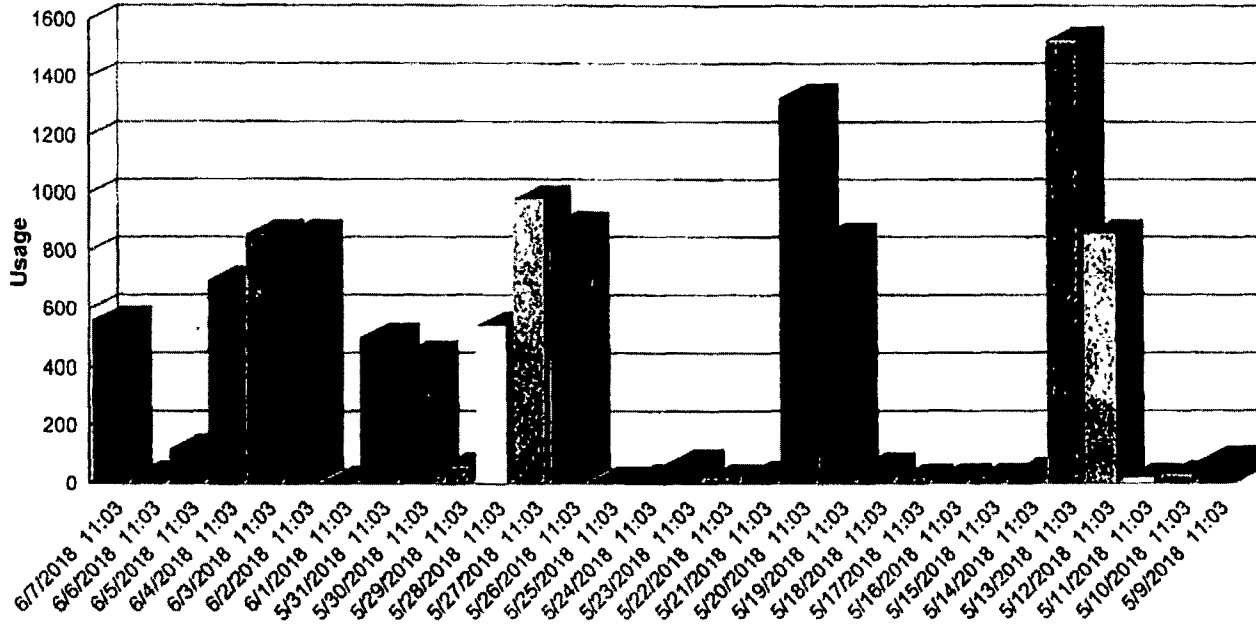
Data Log Event: 2583409:

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)

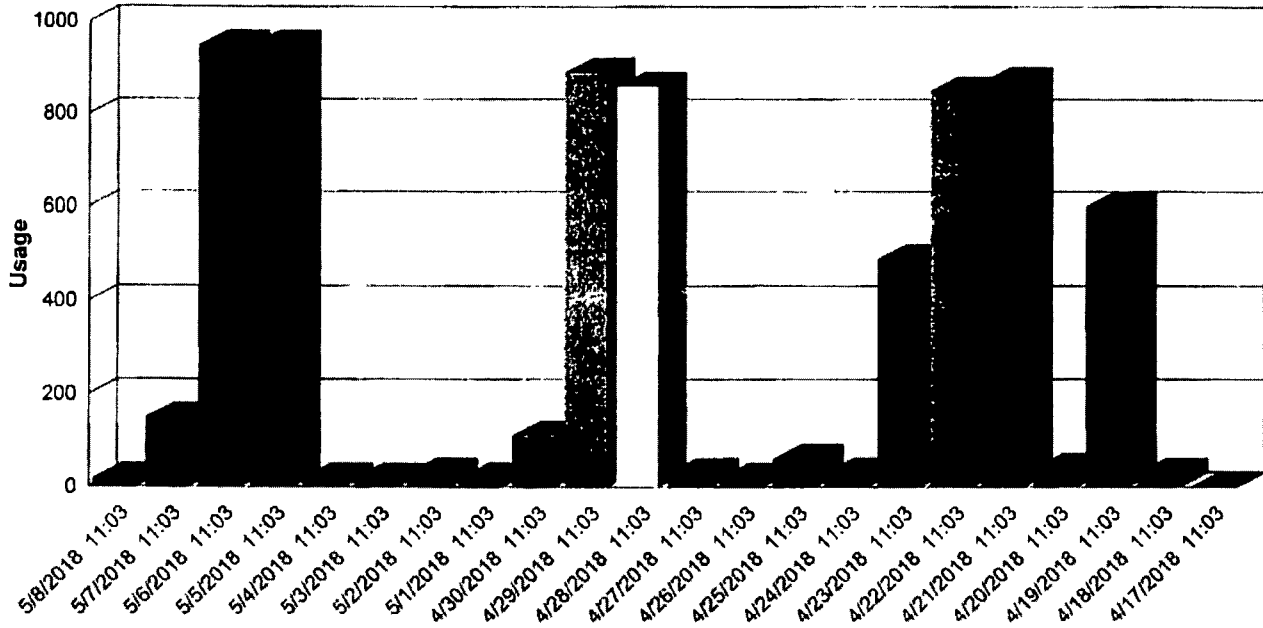
Data Log Event: 2583409:

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
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

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)

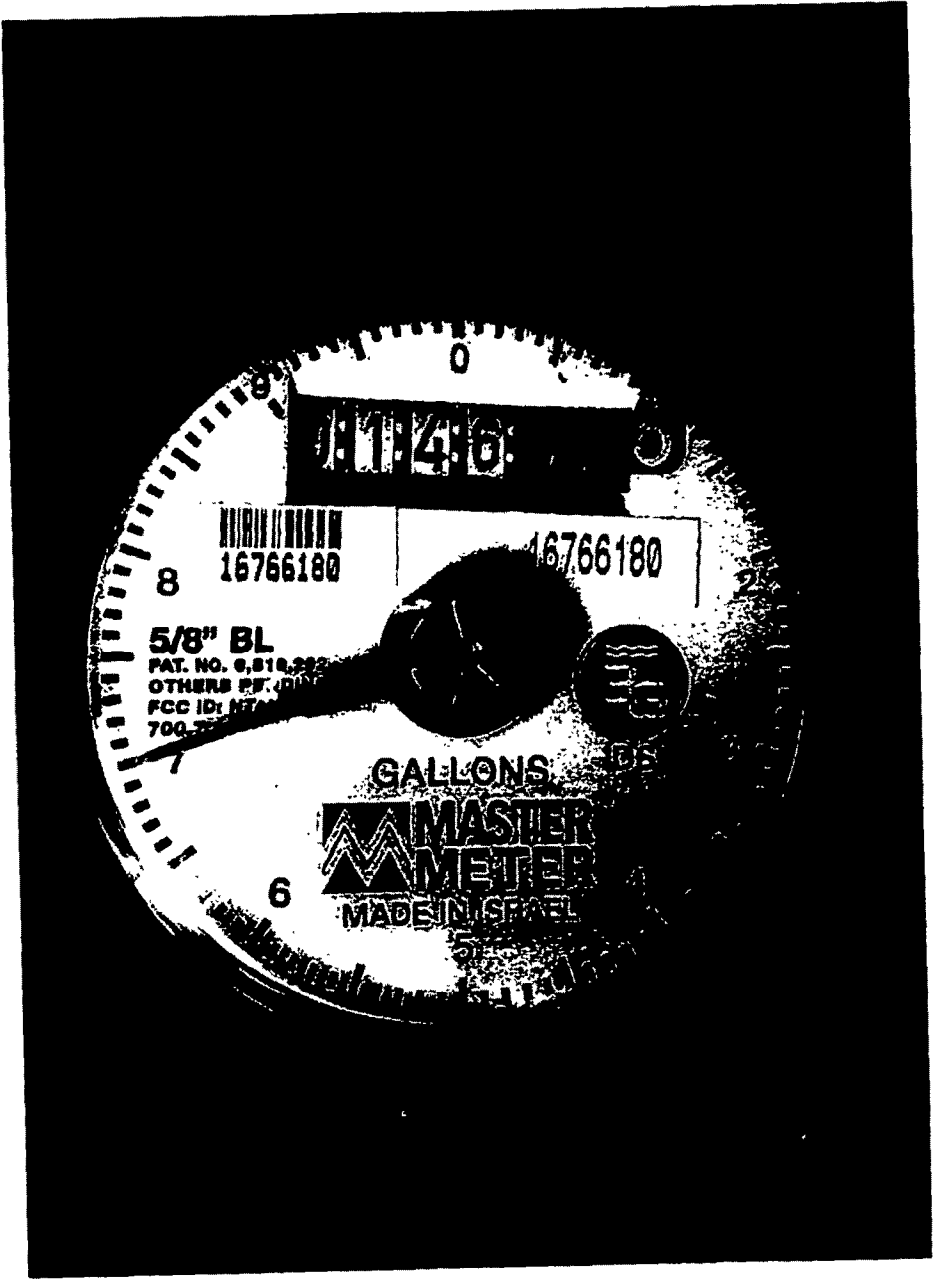
Data Log Event: 2583409:

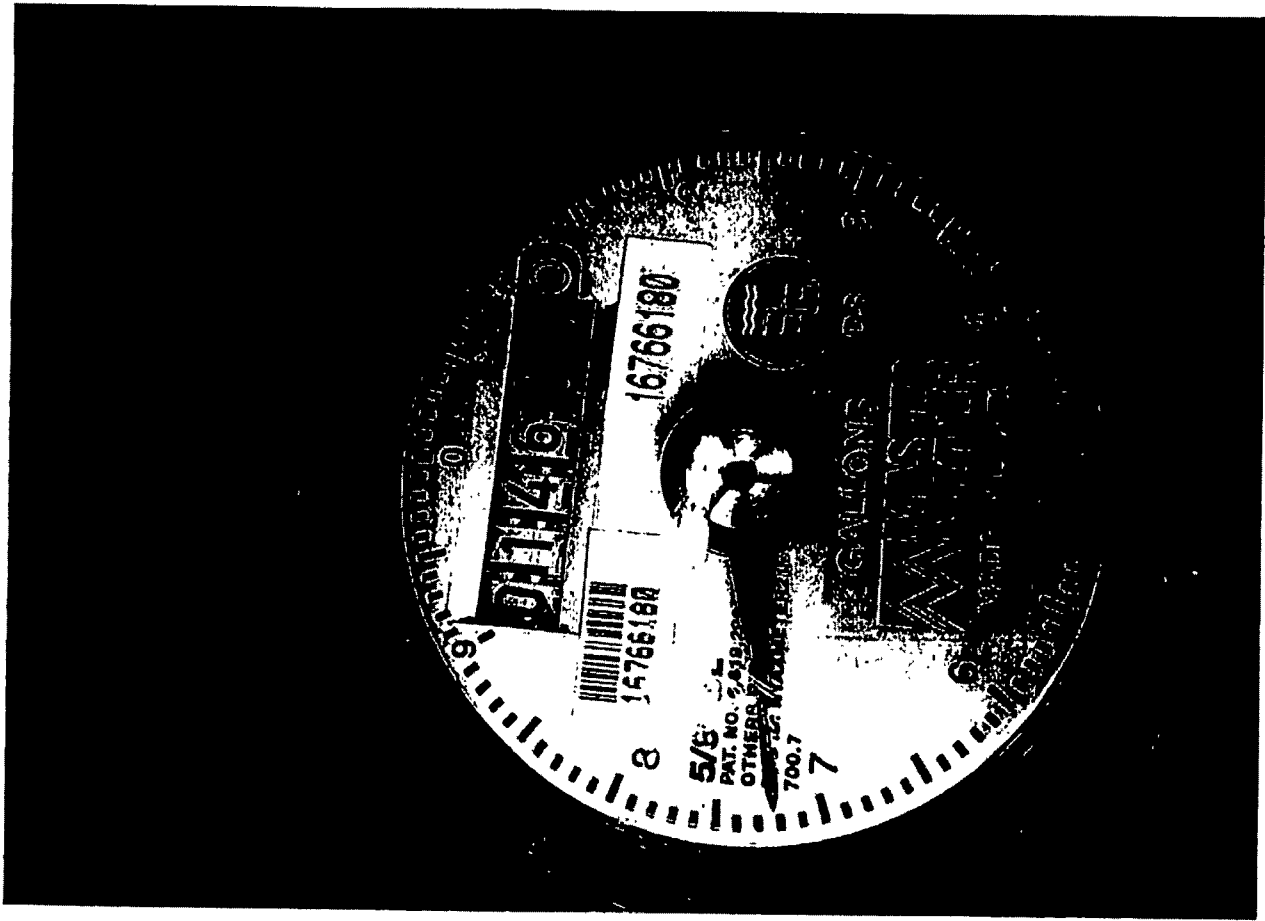
Number of Readings For This Data Log: 171

Average Usage For This Data Log: 770

Total Usage For This Data Log: 131640

rev 2/2/2011







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

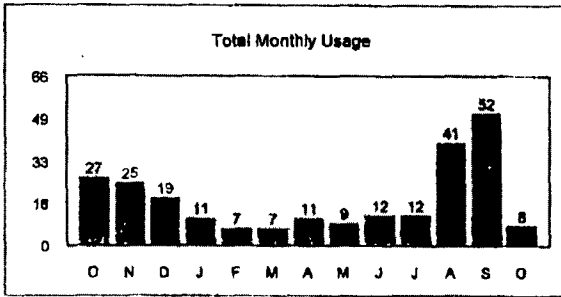
Current Reading Based on Actual

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 (light bar) Current Month's Usage (dark bar)

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

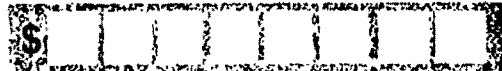
SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

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

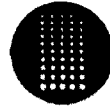


SUSAN WAHL
4626 EVENING SHADOWS DR
BULVERDE TX 78163-2706

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

000000000000 03 00637 00001000031673 9 00 00030154 00030946 0

32 of 113



**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: bxcustomer@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 ___ Dia ___ 20 Nombre



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.

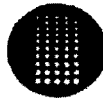
SouthWest Water Company

Accepted and Agreed:

This 17 day of Oct, 2018

Print Name

Signature



Water Services, Inc.

A SouthWest Water Company

Customer Service: 866-654-7992
Emergencias: 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



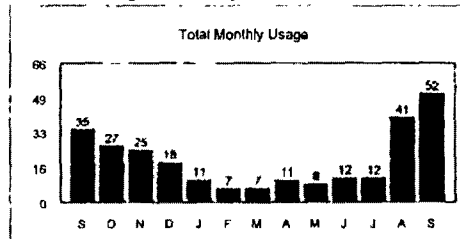
Current Reading Based on Actual

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	7938648

*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, 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

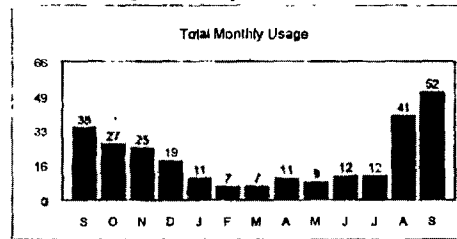
Page 1 of 1

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	7938846

*KGal (1000 Gallons) Average Consumption = 19.4

Account Summary

Water Usage History - 13 Month Usage in KGal*



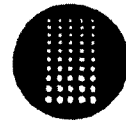
Previous Bill Amount	\$341.83
Payment Received 09/05/18 - Thank You (Payments after 5:00pm will NOT reflect on this invoice.)	-342.83
Balance	-\$1.00
Current Billing and Other Basic Charges	
Water Base	\$47.28
Water Usage	\$392.70
TX. Comm Environ Quality	\$4.40
Total Current Charges	\$444.38
Total Amount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

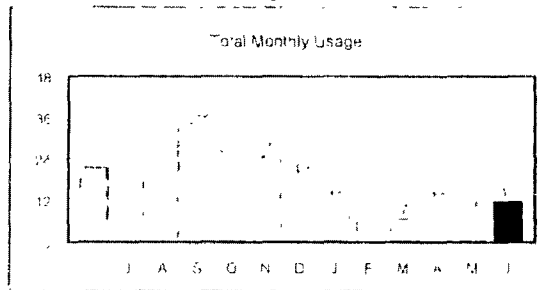
Page 1 of 1

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

Account Summary

Water Usage History - 13 Month Usage in KGal*



Previous Month's Usage Current Month's Usage

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

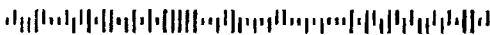
SOUTHWEST WATER COMPANY
P O Box 4657
Houston, TX 77210-4657

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

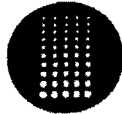
Please check here and see reverse for address and phone corrections.

Amount Enclosed \$



SUSAN WAHL
4626 EVENING SHADOWS DR
BULVERDE TX 78163-2706

WATER SERVICES
P O Box 4657
Houston, TX 77210 4657



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

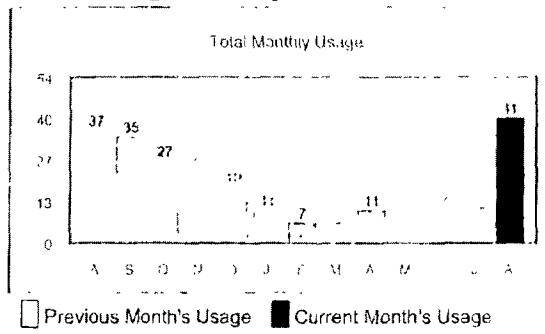


Current Reading Based on Actual

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*



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

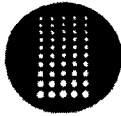
Please check here and see reverse for address and phone corrections.

Amount Enclosed \$



SUSAN WAHL
 4626 EVENING SHADOWS DR
 BUI VERDE TX 78163-2706

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



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

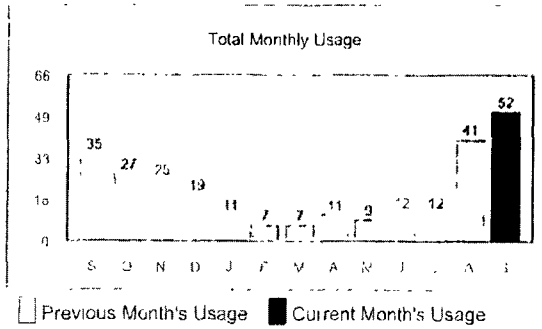


Current Reading Based on Actual

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!

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



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

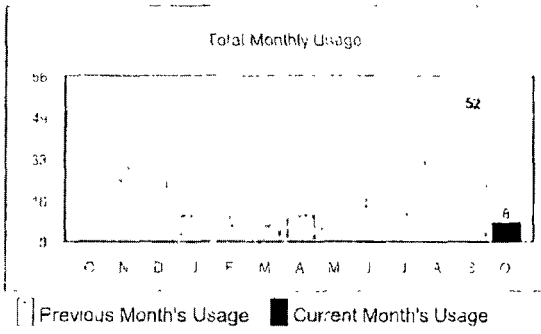


Current Reading Based on Actual

Rate Type	Meter Read Dates		Number Of Days	Meter Reading		Usage KGAL	Page 1 of 1 Meter Number
	From	To		Previous	Current		
5/8" - R	09/10/18	10/09/18	30	138.0	146.0	8.0	7938645

*KGal (1000 Gallons) Average Consumption = 17.8

Water Usage History - 13 Month Usage in KGal*



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 15 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.
512-428-4085 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: 5/8 x 3/4" MAKE: Master TYPE: C-708
METER# 16766190 / 7938646
Read: 014806°
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	1.5	102.0	102.0 %	

SIGNATURE: _____





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)

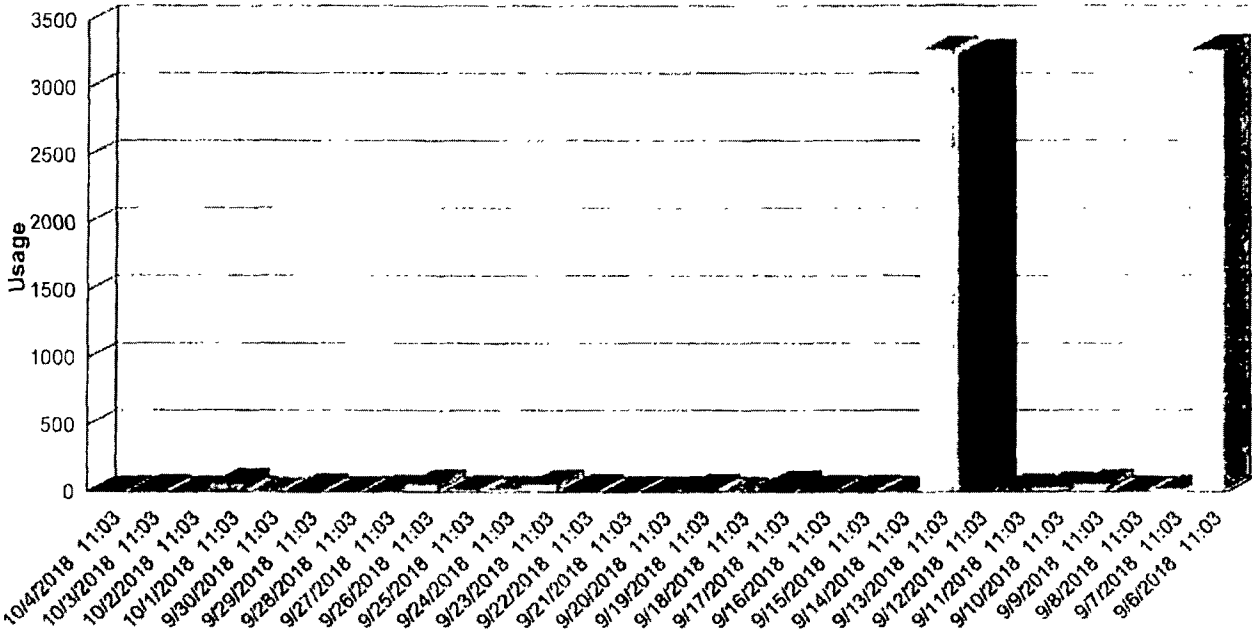
Data Log Event 2583409:

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)

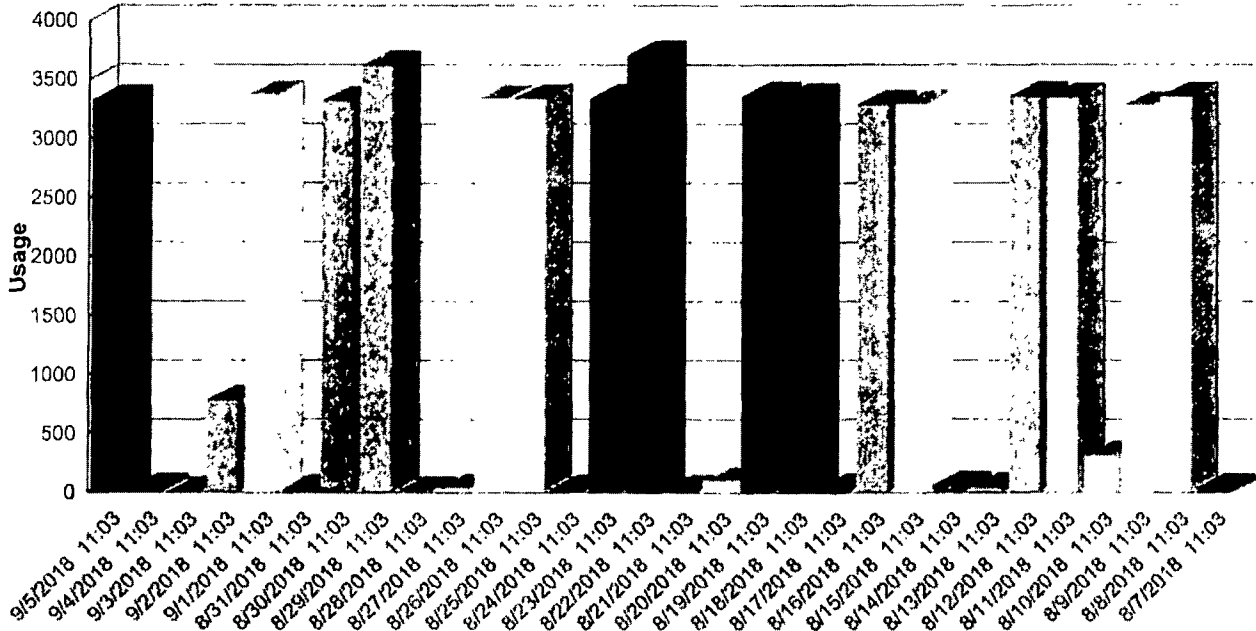
Data Log Event: 2583409:

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)

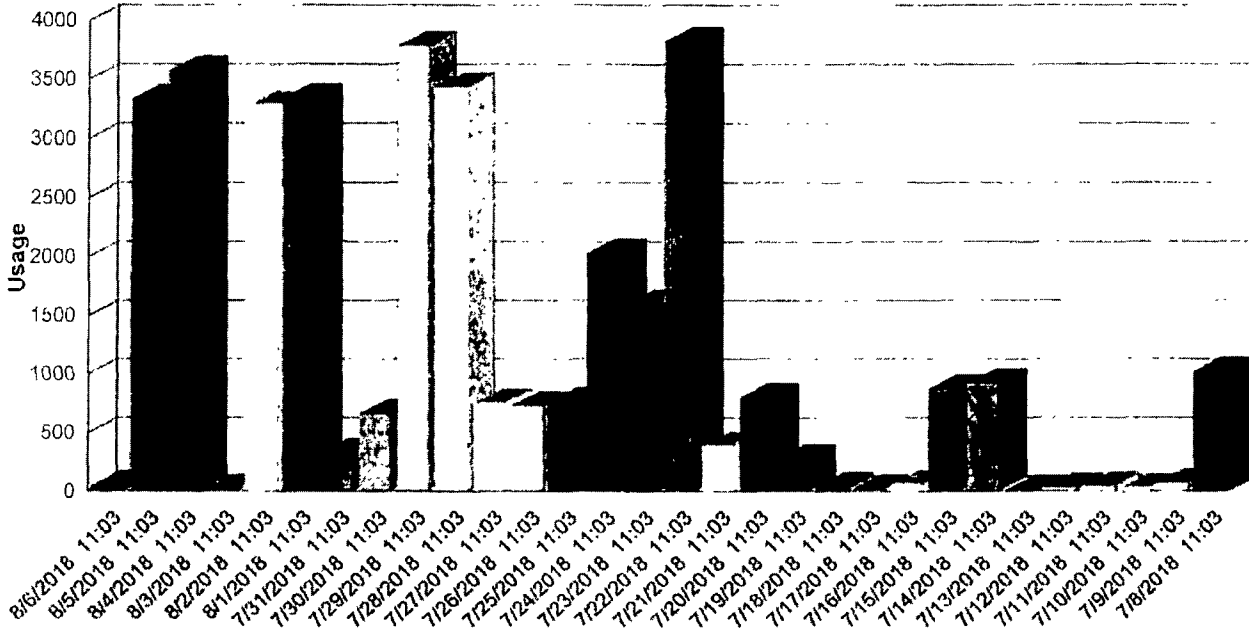
Address: 4626 EVENING SHADOW

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>
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



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Data Log Report

Page 4 of 7

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

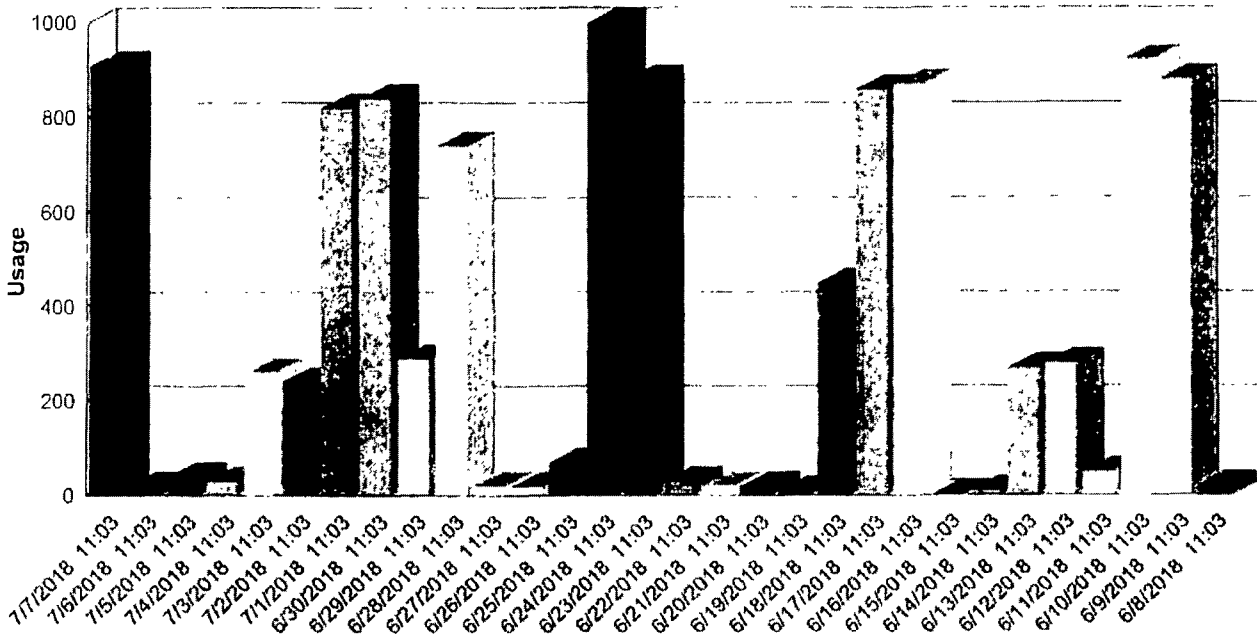
Address: 4626 EVENING SHADOW

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
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)

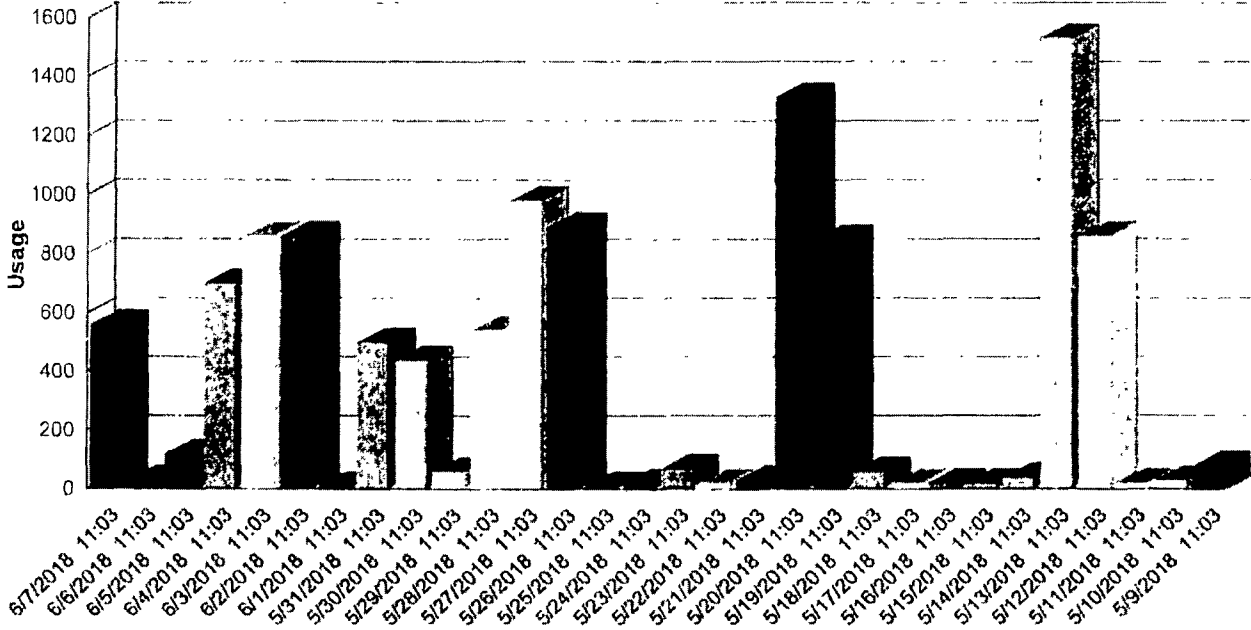
Address: 4626 EVENING SHADOW

Data Log Event. 2583409:

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<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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Data Log Report

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

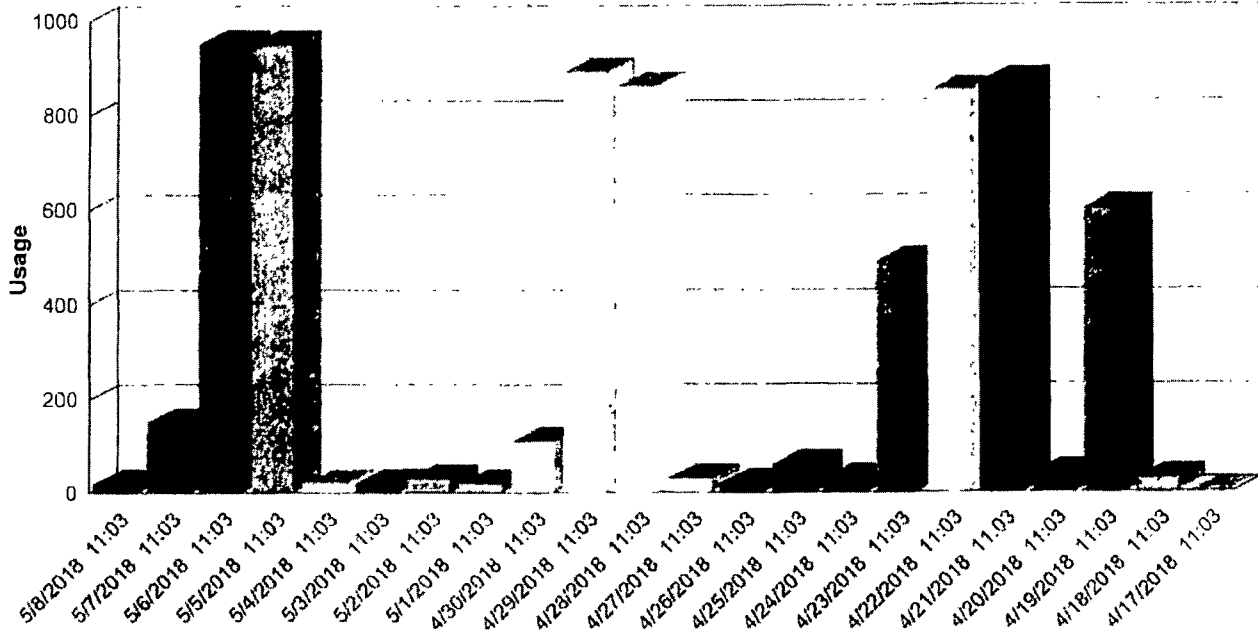
Address: 4626 EVENING SHADOW

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

Data Log Report

Page 7 of 7

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

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16768180

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

Data Log Event: 2583409:

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



**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.

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.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 _____

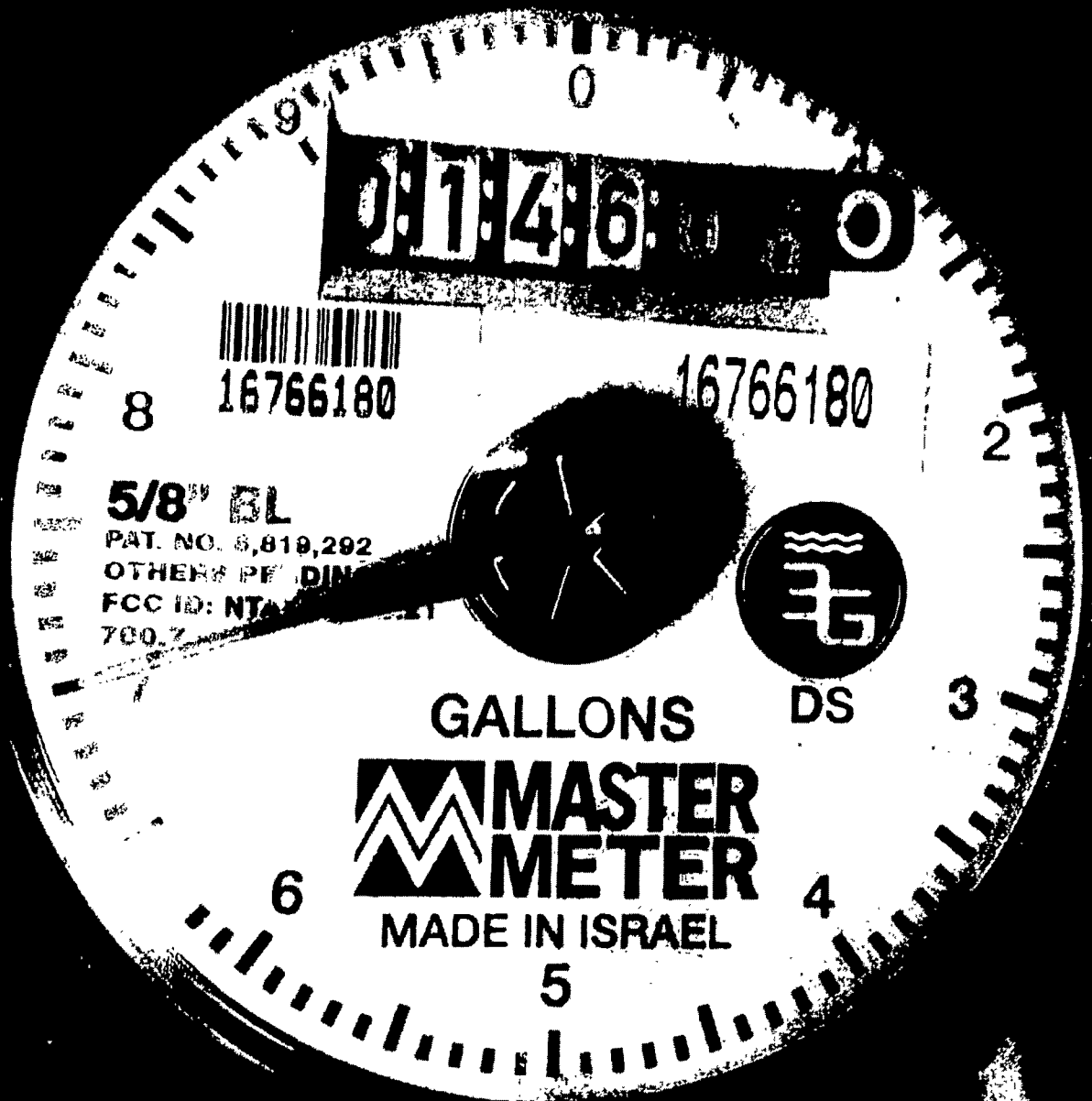
City _____

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.



0:1:4:6

16766180

16766180

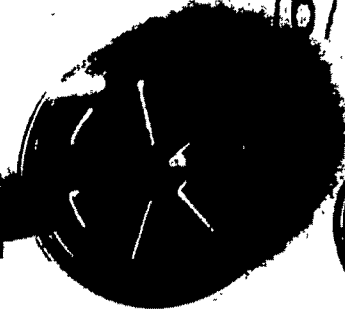
5/8" BL

PAT. NO. 6,819,292

OTHERS PENDING

FCC ID: NTA

700.7



GALLONS

DS

**MASTER
METER**

MADE IN ISRAEL

5



01460

16766180

16766180

5/8
PAT. NO. 2,819,292
OTHER
MAXMETER21
700.1



GALLONS

DS

**MASTER
METER**

MADE IN ISRAEL

Exhibit "A"

City Manager's Office
30360 Cougar Bend
Bulverde, Tx 78163
P:830-980-8832 F:830-438-4339
dbatts@bulverdetx.gov



12/03/2018

SWWC Utilities, Inc.
Attn: Managing Director
12535 Reed Rd.
Sugar Land, Texas 77478

Via U.S. Mail, First Class, Postage Prepaid
Certified Mail No. 7018 0360 0001 1993 0066

Sue Wahl
4626 Evening Shadows Dr.
Bulverde TX 78163

Via email: swahl846@gmail.com

RE: Customer Complaint
Customer Account Number: 001000031673
Customer Name: Sue Wahl
Customer Address: 4626 Evening Shadows Dr., Bulverde TX 78163

Greetings:

The City of Bulverde (the "**City**") has received the enclosed complaint (the "**Complaint**") regarding the above utility customer (the "**Customer**") served by SWWC Utilities, Inc. (the "**Utility**"). Because the Customer's service address is within its municipal boundaries, the City has original jurisdiction over the Complaint pursuant to Texas Water Code § 13.042.

Pursuant to Article 13.08, Code of Ordinances of the City of Bulverde, Texas ("**Article 13.08**"), the City hereby notifies the Customer and the Utility as follows (as indicated by a mark next to the option selected):

The City will not consider the Complaint. No further action will be taken or is necessary under Article 13.08. The Customer may file the Complaint with the Public Utility Commission of Texas pursuant to 16 Tex. Admin. Code § 22.242(e)(1)(A)(i).

The City will consider the Complaint. Pursuant to Article 13.08, the Utility must submit a response to the City within thirty (30) days of the date of this correspondence. Such response may request a hearing and must include all evidence that the respondent wants the City Council to consider in resolving the complaint. If the response is not filed within the 30-day time limit, then the City Council will decide the complaint based on the contents of the complaint and the recommendation of City staff only. If respondent does not request a hearing, then the City Council will decide the complaint based on the information on file and the recommendation of City staff without a hearing. Any hearing regarding the

Complaint shall be conducted in accordance with Article 13.08, a copy of which is enclosed.

The Utility must continue service to the Customer during the resolution of the Complaint. If service to the Customer has been discontinued, then the Utility must restore service to the Customer and continue service during the resolution of the Complaint.

Sincerely,

Danny Batts,
City Manager

Enclosures:
Complaint
Article 13.08

ARTICLE 13.08
WATER AND WASTEWATER UTILITY COMPLAINT PROCEDURES

13.08.001 Applicability

The procedures set forth in this Article apply to all complaints regarding water and wastewater utilities within the city limits of the City of Bulverde, Texas that are subject to the jurisdiction of the City pursuant to Texas Water Code § 13.042.

13.08.002 Definitions

In this Article, the following terms have the meaning ascribed to them below:

Affected person. Any person or entity whose utility service or rates are affected by any proceeding before the City under these Procedures.

City Council. The city council of the City of Bulverde, Texas.

Commission. The Public Utility Commission of Texas.

Commission rules. The rules and regulations adopted by the Commission and the provisions of the Texas Water Code pertaining to the Commission.

Complainant. A person that files a complaint with the City under these Procedures.

Complaint. An informal or formal complaint filed under these Procedures.

Person. Natural persons, organizations, government or governmental subdivision or agency, business trust, estate, trust, partnership, association, utility, and any other legal entity.

Procedures. The procedures and terms of this Article.

Respondent. The person against which a complaint is filed under these Procedures.

TAC. The Texas Administrative Code.

13.08.003 Complaints

(a) **Availability.** Any affected person may complain to the City in writing setting forth any act or thing done or omitted to be done by any person pertaining to water or wastewater rates, services, or operations under the jurisdiction of the City in violation or in claimed violation of any order, ordinance, rule, regulation, or law of the City or of the Commission over which the City has jurisdiction.

(b) **Contents of Complaint.** All complaints submitted under these Procedures must be submitted to the City in writing either by hand delivery, United States Postal Service, or via the City's online portal for such complaints, if any. The complainant must send a copy of the complaint to the respondent on the same date that the complaint is filed with the City. No complaint shall be considered received by the City unless and until the City receives the information specified in this subsection. All complaints submitted under these Procedures must contain the following information:

- (1) the name, address, telephone number, and email address, if available, of the complainant or complainants and of the complainant's representative, if any;
- (2) the name, address, telephone number, and email address of the respondent and the account number, or similar identifying information, of the complainant maintained by the respondent, if any;
- (3) a description of the facts that gave rise to the complaint;
- (4) a statement of the relief that the complainant is seeking;
- (5) all documentation or information supporting complainant's request for relief;
- (6) copies of all correspondence between complainant and the respondent; and
- (7) a statement that a copy of the complaint has been provided to the respondent.

(c) Informal Complaints.

(1) *Required; Exceptions.* All complaints must be submitted to the City for informal resolution by City staff before presenting a formal complaint to the City with the following exceptions:

- (A) the complainant is City staff or a governmental entity;
- (B) the complainant alleges that a water or sewer utility has abandoned the service of the utility;
- (C) the complainant alleges that a wholesale water or sewer provider has discontinued, reduced or impaired its wholesale water or sewer service to its customers for reasons other than those specified in 16 TAC § 24.88.
- (D) the complainant has requested and been granted a waiver of informal resolution by City staff. Such waiver request shall clearly state the reasons that informal resolution is not appropriate. City staff may only grant a waiver request for good cause.

(2) *Termination.* City staff shall attempt to informally resolve all complaints within 35 days of the date of receipt of the informal complaint. City staff shall notify, in writing, the complainant and respondent of the status of the dispute at or before the end of the 35-day period. Such notification shall include a copy of these Procedures or a link to a City website containing these procedures. If the complaint has not been resolved to the satisfaction of the complainant within the 35-day period, then the complainant may submit a formal complaint to the City Council.

(d) Formal Complaints. If an attempt at informal resolution fails, or is not required, the complainant may present a formal complaint to the City Council. If an informal complaint is required, a formal complaint must be filed within 10 days of receiving the notification required by subsection (c)(2) of this Section 13.08.003, above. If the formal complaint is not filed within the 10-day period required by this paragraph, the City Council will not consider the formal complaint and complainant may submit the complaint to the Commission pursuant to 16 TAC § 22.242(e)(1)(A)(i).

13.08.004 Formal Complaint Procedures

The following procedures apply to a formal complaint filed with the City:

- (a) **Notice**. Following receipt of a formal complaint, the City will notify the complainant and the respondent that the City has received the formal complaint and state whether or not the City will consider the complaint.

- (b) **Declining to Consider**. Notwithstanding anything to the contrary, if the notice states that the City will not consider the complaint, no further action will be taken or is necessary under these Procedures, and the complainant may file the complaint with the Commission pursuant to 16 TAC § 22.242(e)(1)(A)(i).

- (c) **Response**. Within 30 days of the date that the notice is delivered to respondent, respondent shall file a response to the complaint. If the respondent desires a hearing before the City Council, respondent must request such hearing in its response. If the respondent does not desire a hearing, then the response shall include all evidence that the respondent wants the City Council to consider in resolving the complaint. If the response is not filed within the 30-day time limit, then the City Council will decide the complaint based on the contents of the complaint and the recommendation of City staff only. If respondent does not request a hearing, then the City Council will decide the complaint based on the information on file and the recommendation of City staff without a hearing.

- (d) **Hearing Procedures**. If the respondent requests a hearing, then the City shall docket the hearing. The City shall provide the complainant and respondent with notice of the hearing date. The notice shall include a copy of these Procedures as well as a schedule governing the submittal of written testimony, conducting discovery, the hearing location and time, and any other matter pertaining to the complaint. Prior to sending the notice, the City may conduct a pre-hearing conference with the parties to determine the schedule and other matters to be contained in the schedule. The procedures applicable to the hearing under this subsection are as follows:
 - (1) ***Written Testimony***. The parties shall submit written testimony to the City setting forth all issues of law and fact that supports the parties' cases. The City Council will consider all evidence and testimony that is useful in determining any matter.

 - (2) ***Discovery***. The parties to the hearing may obtain information from each other through written requests for information, which include requests for

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](#)

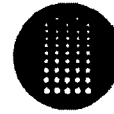
Additional Document Upload *Field not completed.*

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.

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

**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



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)

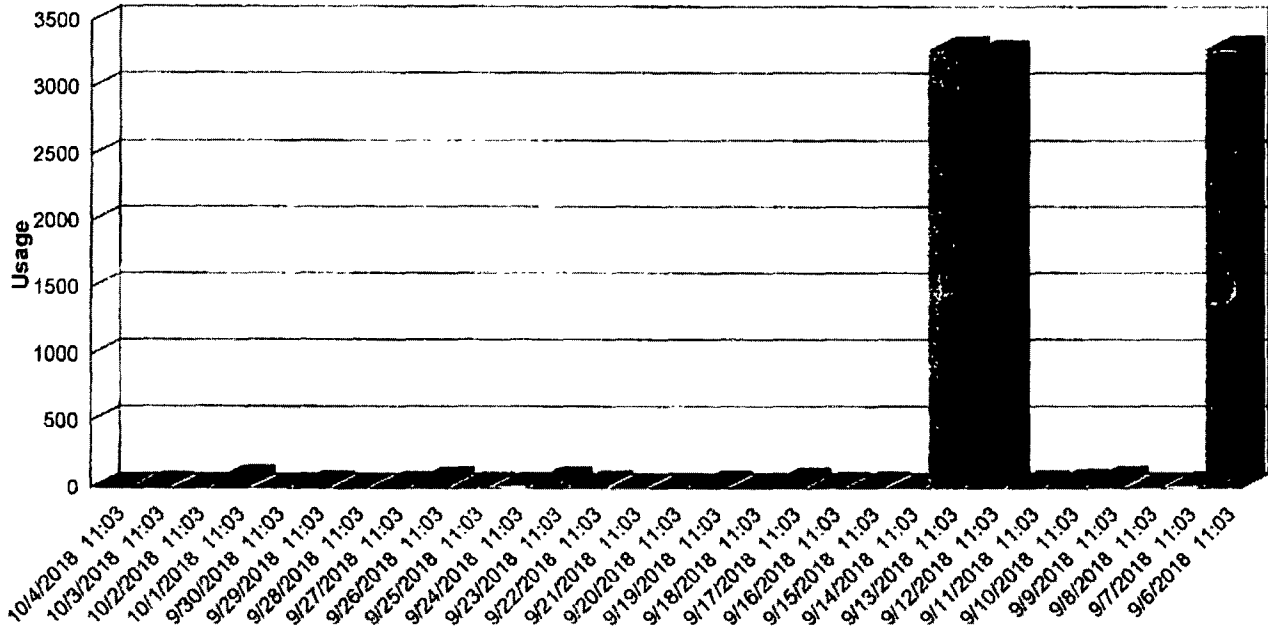
Data Log Event: 2583409:

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

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)

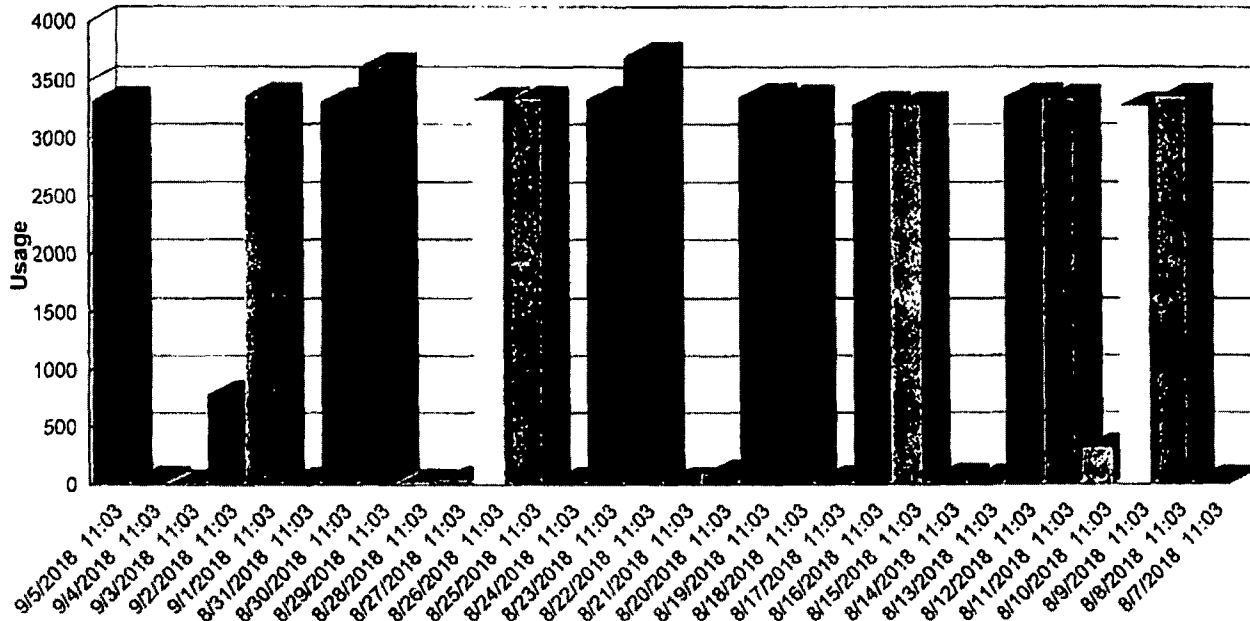
Address: 4626 EVENING SHADOW

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



MasterLink Data Collection System

10/4/2018 11:31 am

Data Log Report

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

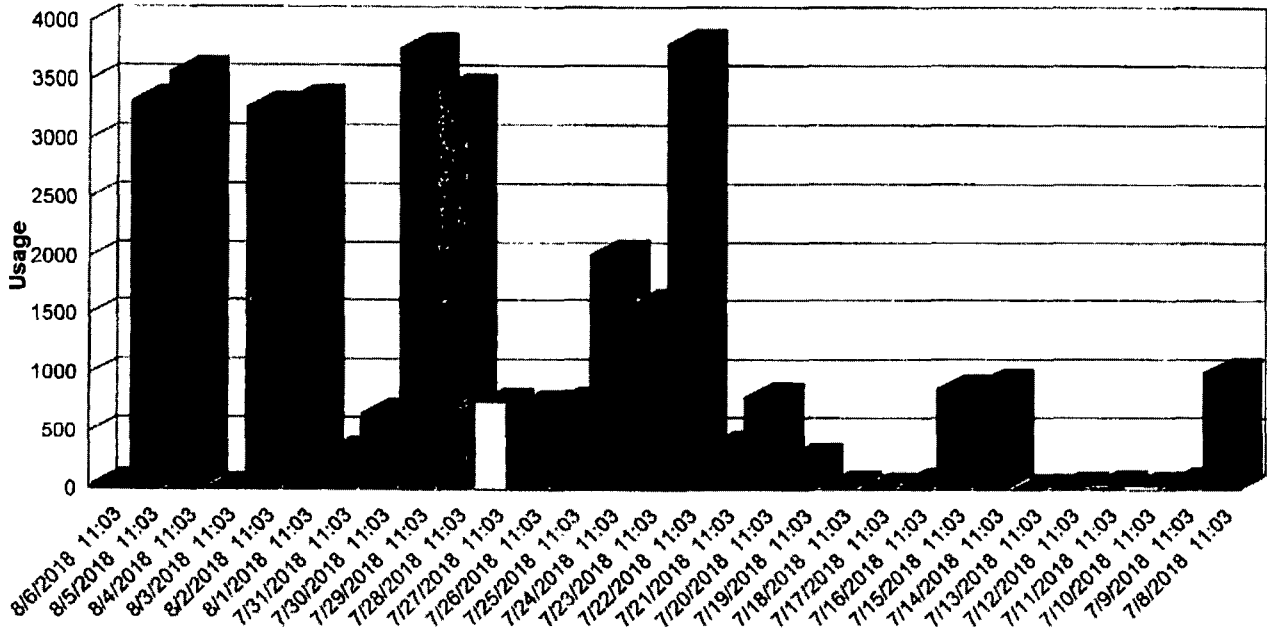
Data Log Event: 2583409:

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
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)

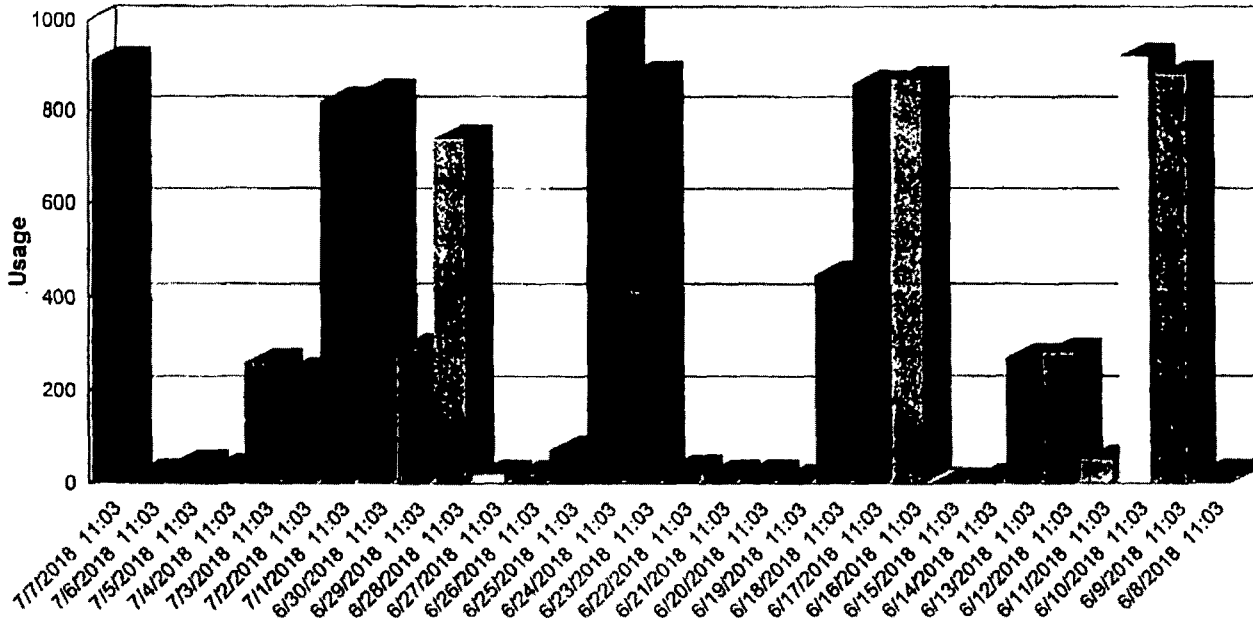
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 18768180

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	42850	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	34880	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)

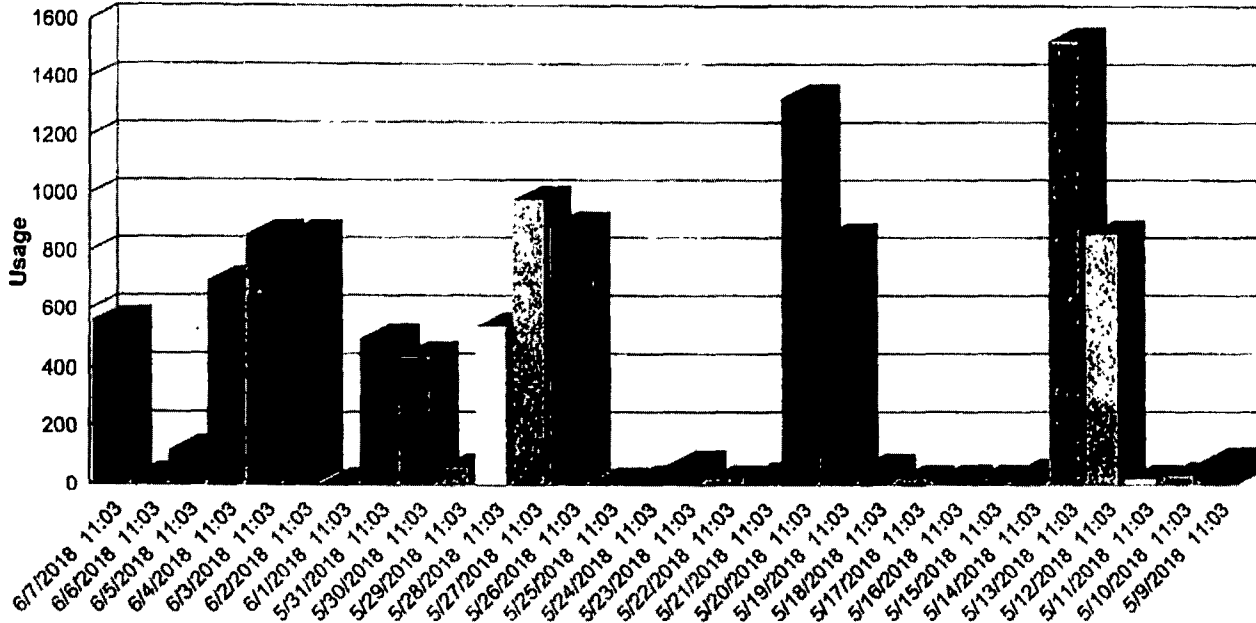
Data Log Event: 2583409:

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

10/4/2018 11:31 am

Data Log Report

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

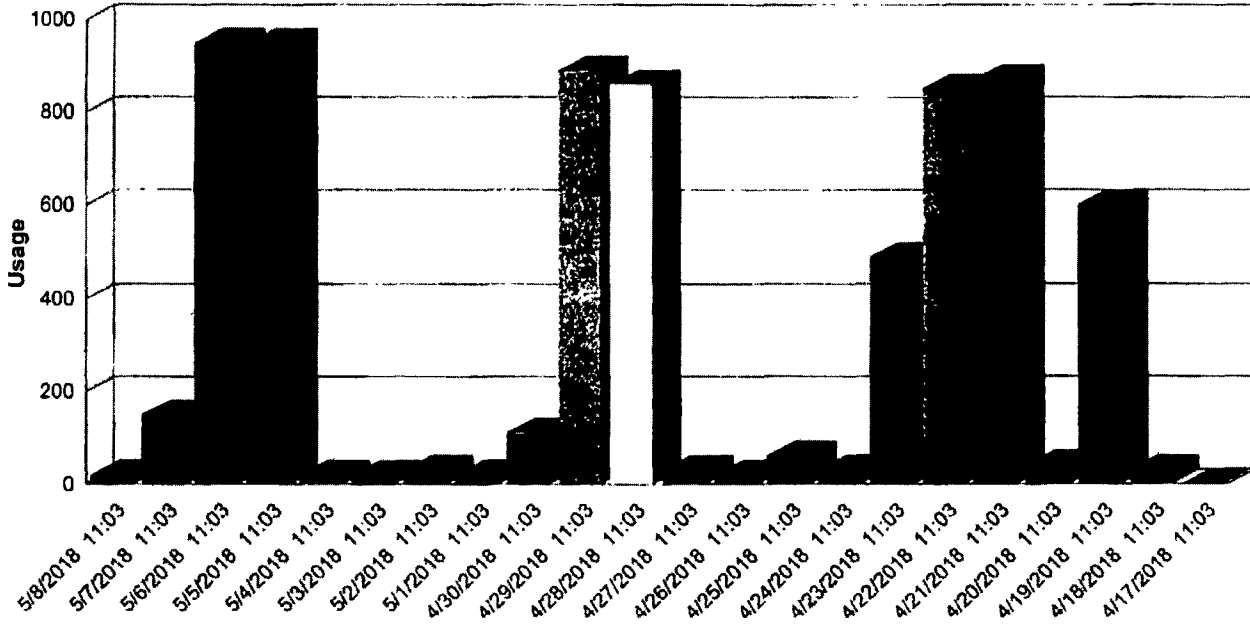
Address: 4626 EVENING SHADOW

Data Log Event 2583409:

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<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



10/4/2018 11:31 am

Data Log Event: 2583409:

MasterLink Data Collection System

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)

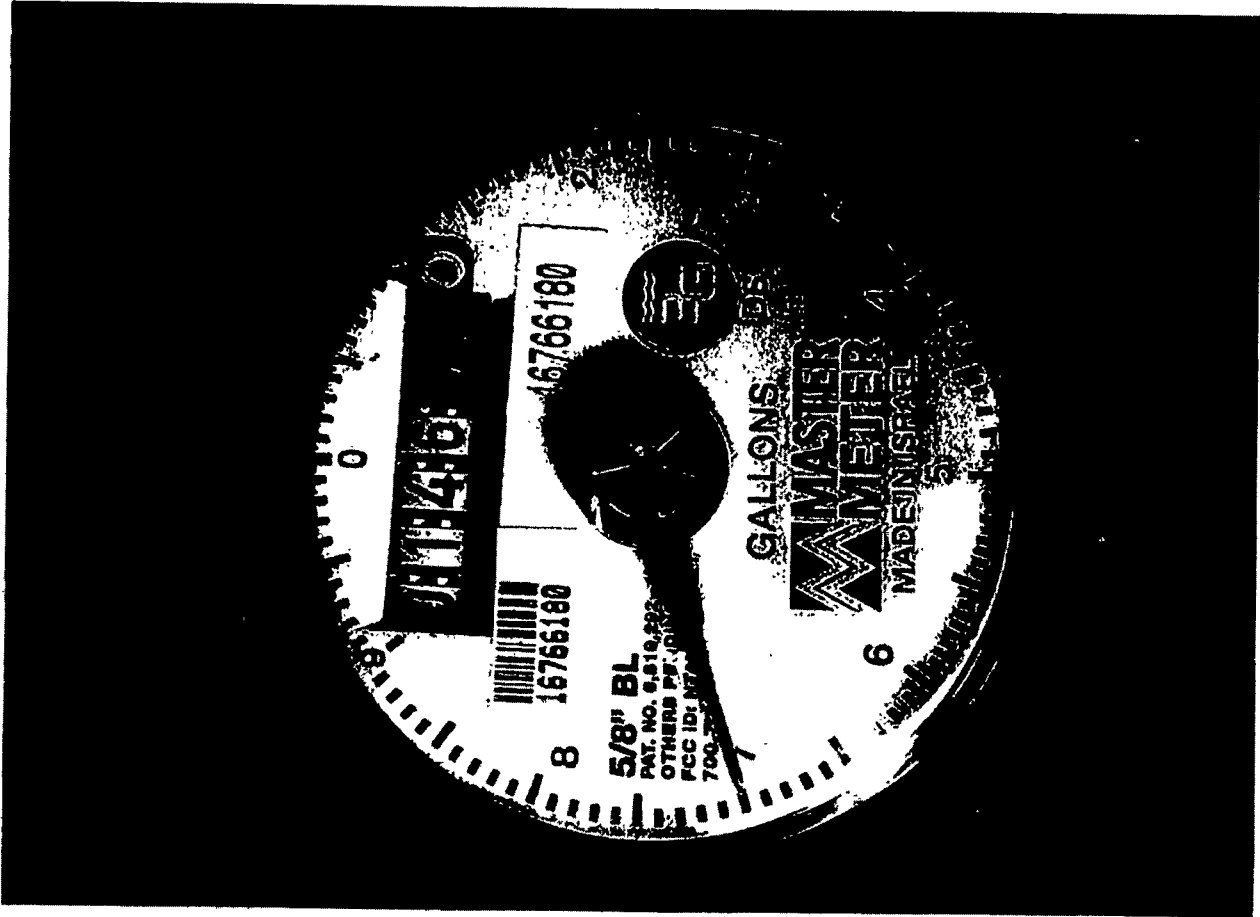
Page 7 of 7

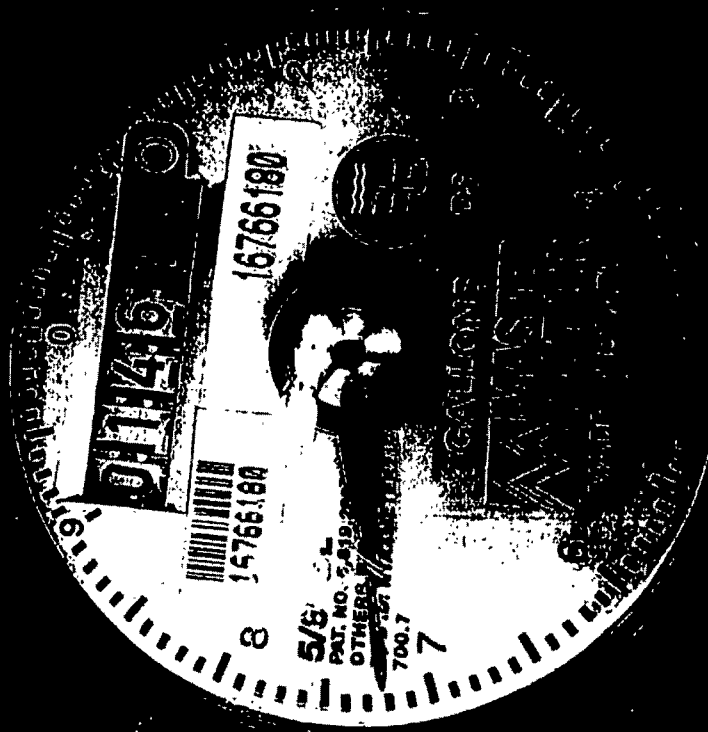
Number of Readings For This Data Log: 171

Average Usage For This Data Log: 770

Total Usage For This Data Log: 131640

rev 2/2/2011







**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



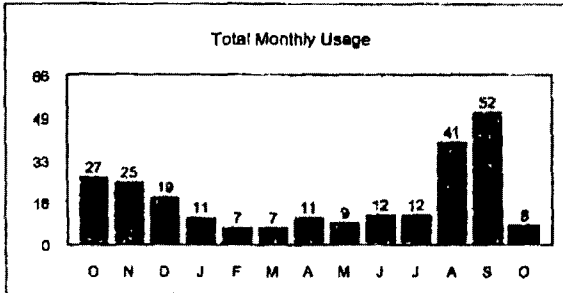
Current Reading Based on Actual

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	-\$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

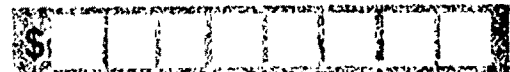
SOUTHWEST WATER COMPANY
P.O. Box 4657
Houston, TX 77210-4657

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

81 of 113

000000000000 03 00637 00001000031673 9 00 00030154 00030946 0



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



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:

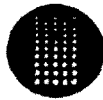
This 17 day of Oct, 2018

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



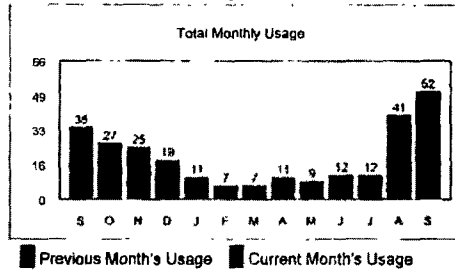
Current Reading Based on Actual

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	7936646

*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!

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

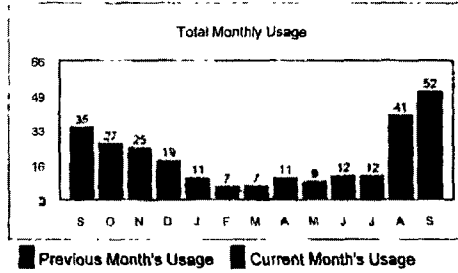
Page 1 of 1

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

Account Summary

Water Usage History - 13 Month Usage in KGal*



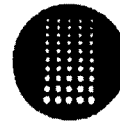
Previous Bill Amount	\$341.83
Payment Received 09/05/18 - Thank You	-\$342.83
(Payments after 5:00pm will NOT reflect on this invoice.)	
Balance	-\$1.00
Current Billing and Other Basic Charges	
Water Base	\$47.28
Water Usage	\$392.70
TX. Comm Environ Quality	\$4.40
Total Current Charges	\$444.38
Total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

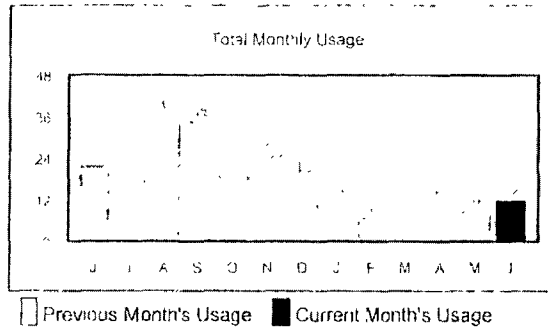
Page 1 of 1

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

Account Summary

Water Usage History - 13 Month Usage in KGal*



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



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



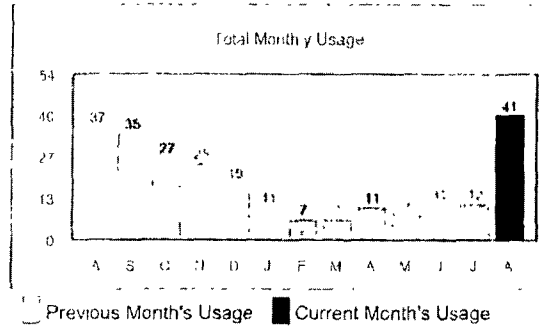
Current Reading Based on Actual

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*



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



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

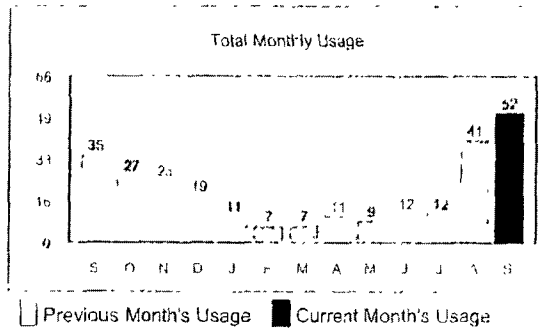


Current Reading Based on Actual

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!

!! 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 WAHI
 4626 EVENING SHADOWS DR
 BULVERDE TX 78163-2708

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



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

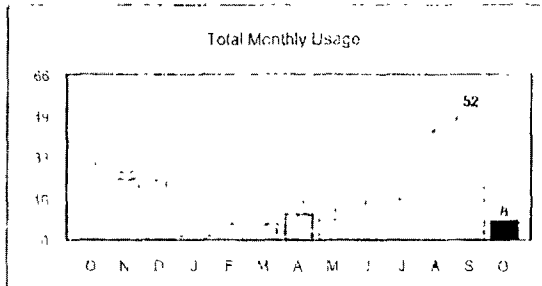
Current Reading Based on Actual

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

Page 1 of 1

*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 10 day of Oct, 2018
Susan Wahl
Print Name

[Signature]
Signature

FMS

FLUID METER SERVICE, CORP.

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

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

Gary Faber - C.E.O.
512-426-4035 Mobile
Email fluidmeter1@aol.com

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

7304 McNeil 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: G-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		

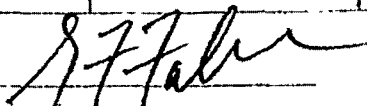
CERTIFICATE OF CALIBRATION

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: _____





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)

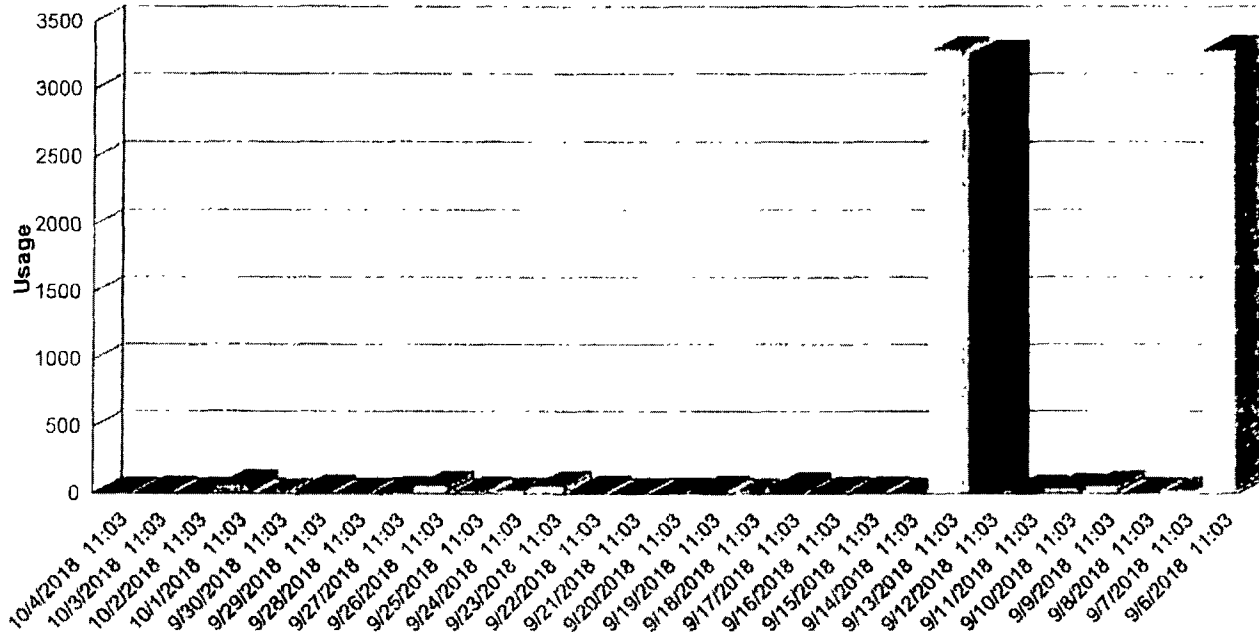
Address: 4626 EVENING SHADOW

Data Log Event: 2583409:

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<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

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Page 2 of 7

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

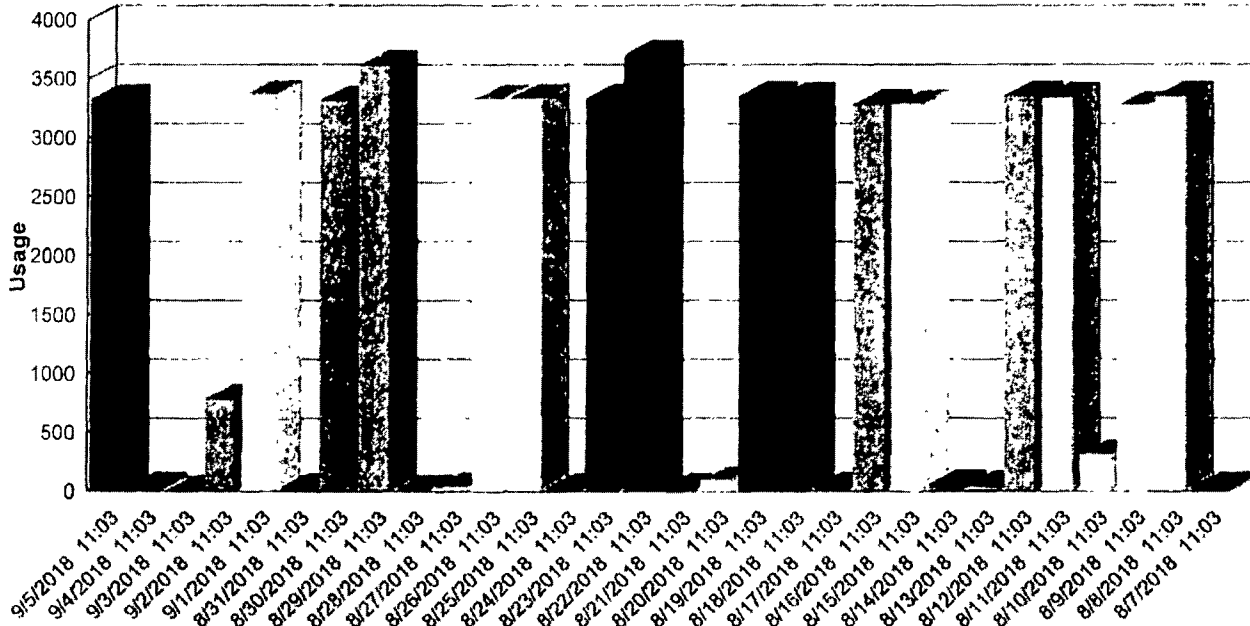
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<u>Date & Time</u>	<u>Reading</u>	<u>Usage</u>
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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Data Log Report

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

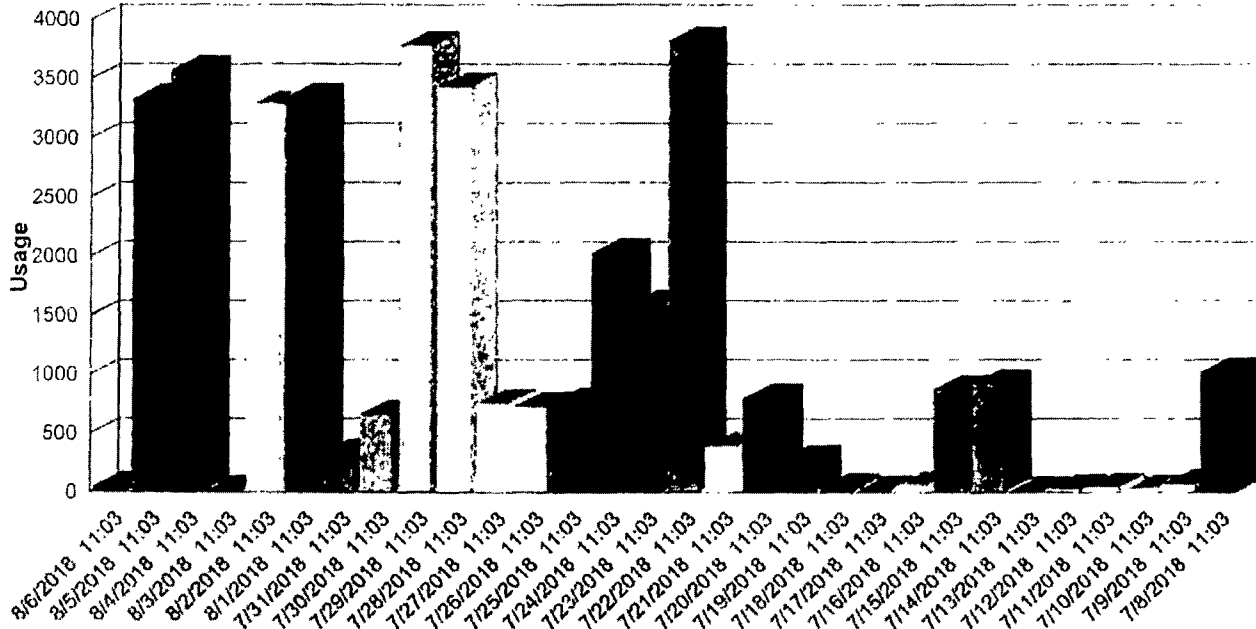
Data Log Event 2583409:

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
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	45960	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)

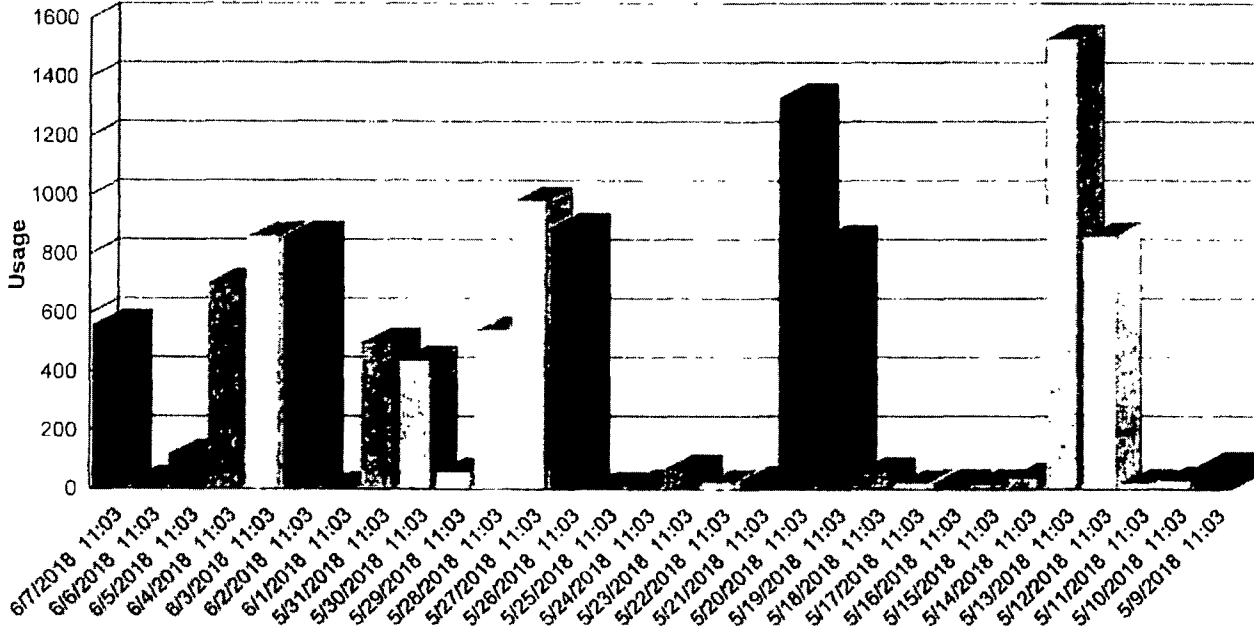
Address: 4626 EVENING SHADOW

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

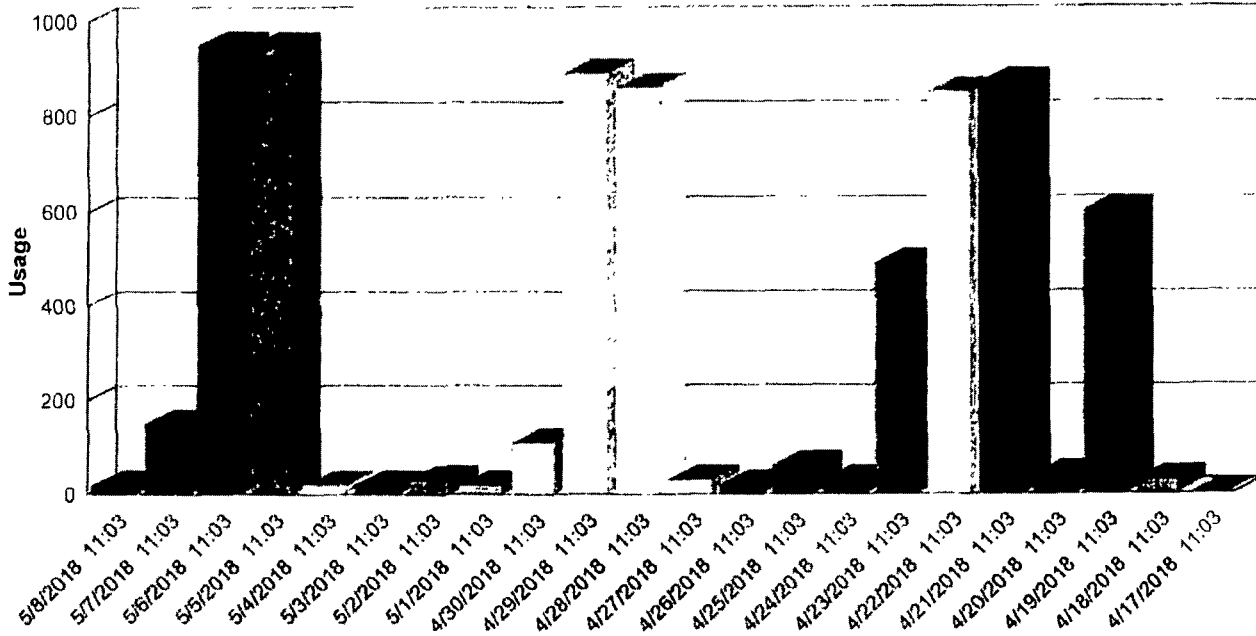
Data Log Event: 2583409:

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



MasterLink Data Collection System

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Data Log Event: 2583409:

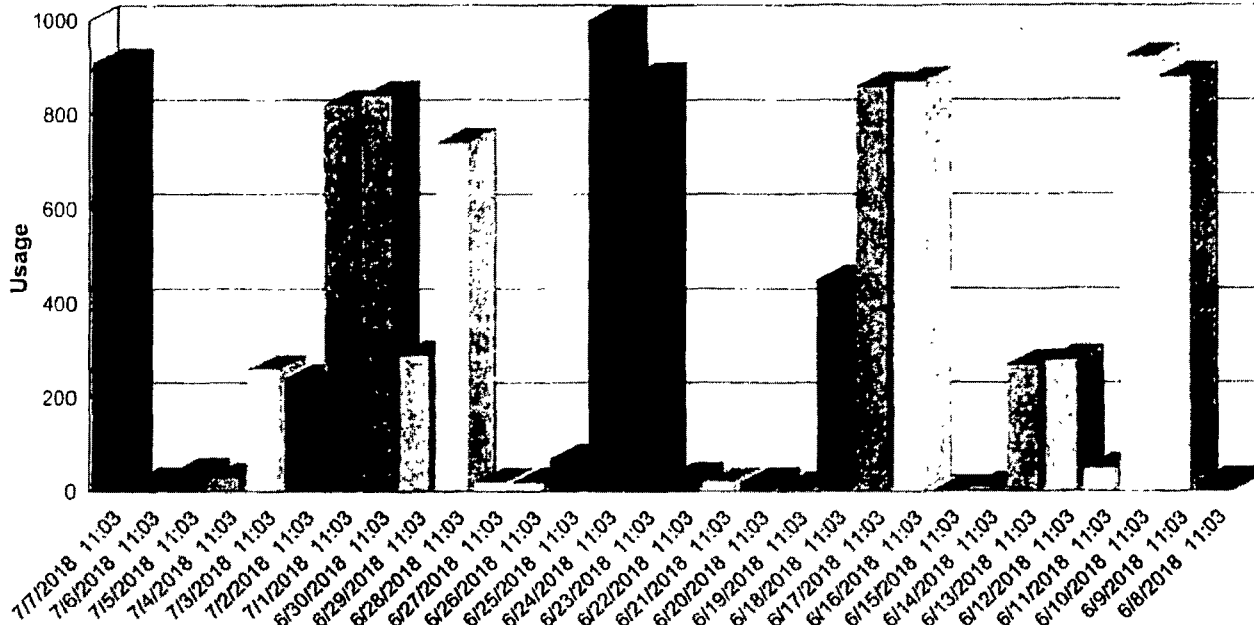
Data Log Report
From: 4/17/2018 (11:03) To: 10/4/2018 (11:03)

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<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



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)

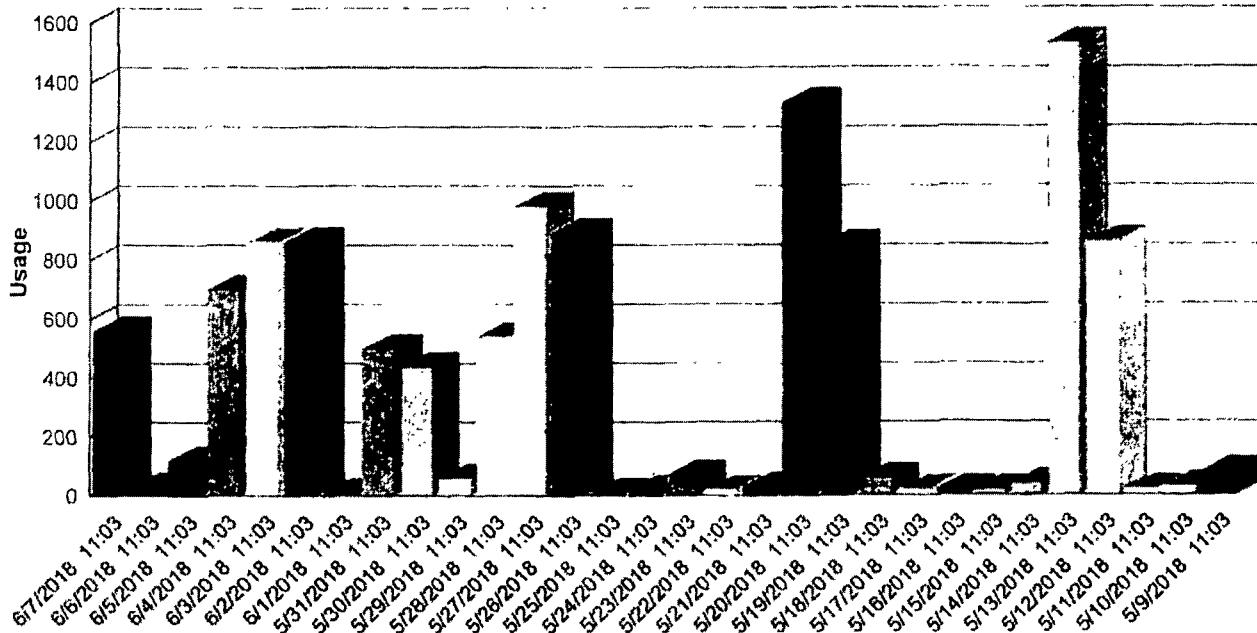
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 18766180

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



MasterLink Data Collection System

10/4/2018 11:31 am

Data Log Report

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

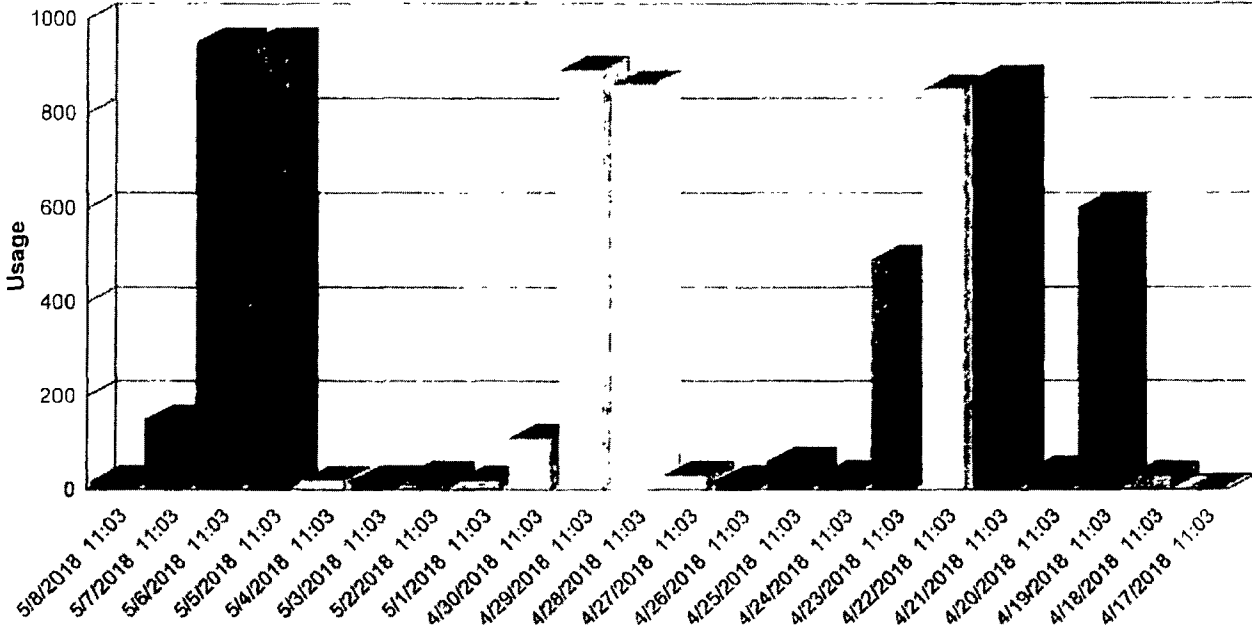
Data Log Event 2583409:

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
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



10/4/2018 11:31 am

Data Log Event: 2583409;

MasterLink Data Collection System

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)

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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



**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.

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.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 _____

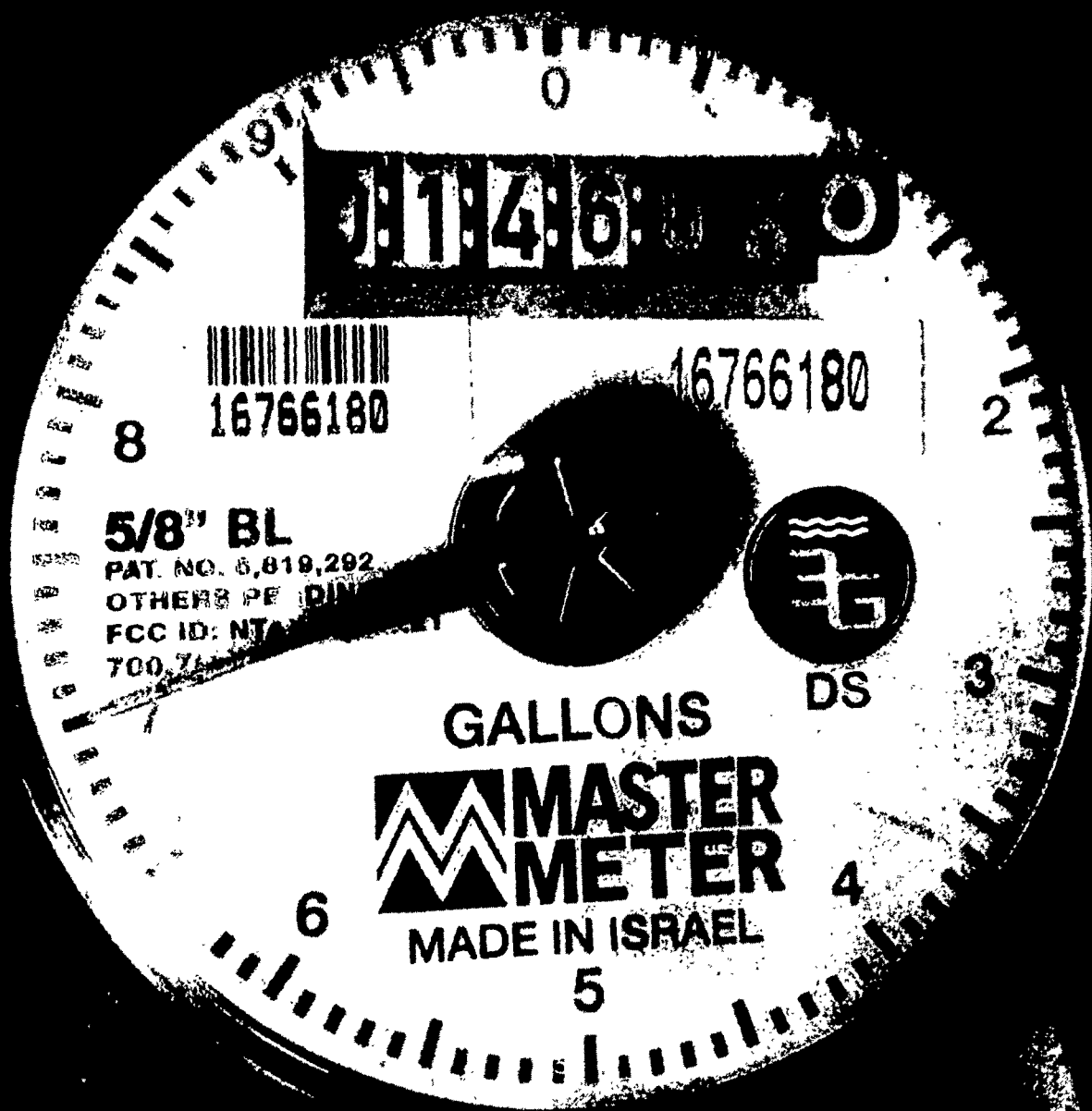
City _____

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.



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OTHERS PENDING

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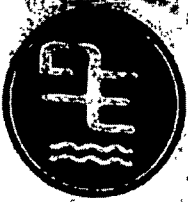
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ARTICLE 13.08
WATER AND WASTEWATER UTILITY COMPLAINT PROCEDURES

13.08.001 **Applicability**

The procedures set forth in this Article apply to all complaints regarding water and wastewater utilities within the city limits of the City of Bulverde, Texas that are subject to the jurisdiction of the City pursuant to Texas Water Code § 13.042.

13.08.002 **Definitions**

In this Article, the following terms have the meaning ascribed to them below:

Affected person. Any person or entity whose utility service or rates are affected by any proceeding before the City under these Procedures.

City Council. The city council of the City of Bulverde, Texas.

Commission. The Public Utility Commission of Texas.

Commission rules. The rules and regulations adopted by the Commission and the provisions of the Texas Water Code pertaining to the Commission.

Complainant. A person that files a complaint with the City under these Procedures.

Complaint. An informal or formal complaint filed under these Procedures.

Person. Natural persons, organizations, government or governmental subdivision or agency, business trust, estate, trust, partnership, association, utility, and any other legal entity.

Procedures. The procedures and terms of this Article.

Respondent. The person against which a complaint is filed under these Procedures.

TAC. The Texas Administrative Code.

13.08.003 **Complaints**

(a) Availability. Any affected person may complain to the City in writing setting forth any act or thing done or omitted to be done by any person pertaining to water or wastewater rates, services, or operations under the jurisdiction of the City in violation or in claimed violation of any order, ordinance, rule, regulation, or law of the City or of the Commission over which the City has jurisdiction.

(b) Contents of Complaint. All complaints submitted under these Procedures must be submitted to the City in writing either by hand delivery, United States Postal Service, or via the City's online portal for such complaints, if any. The complainant must send a copy of the complaint to the respondent on the same date that the complaint is filed with the City. No complaint shall be considered received by the City unless and until the City receives the information specified in this subsection. All complaints submitted under these Procedures must contain the following information:

- (1) the name, address, telephone number, and email address, if available, of the complainant or complainants and of the complainant's representative, if any;
- (2) the name, address, telephone number, and email address of the respondent and the account number, or similar identifying information, of the complainant maintained by the respondent, if any;
- (3) a description of the facts that gave rise to the complaint;
- (4) a statement of the relief that the complainant is seeking;
- (5) all documentation or information supporting complainant's request for relief;
- (6) copies of all correspondence between complainant and the respondent; and
- (7) a statement that a copy of the complaint has been provided to the respondent.

(c) Informal Complaints.

(1) *Required; Exceptions.* All complaints must be submitted to the City for informal resolution by City staff before presenting a formal complaint to the City with the following exceptions:

- (A) the complainant is City staff or a governmental entity;
- (B) the complainant alleges that a water or sewer utility has abandoned the service of the utility;
- (C) the complainant alleges that a wholesale water or sewer provider has discontinued, reduced or impaired its wholesale water or sewer service to its customers for reasons other than those specified in 16 TAC § 24.88.
- (D) the complainant has requested and been granted a waiver of informal resolution by City staff. Such waiver request shall clearly state the reasons that informal resolution is not appropriate. City staff may only grant a waiver request for good cause.

(2) *Termination.* City staff shall attempt to informally resolve all complaints within 35 days of the date of receipt of the informal complaint. City staff shall notify, in writing, the complainant and respondent of the status of the dispute at or before the end of the 35-day period. Such notification shall include a copy of these Procedures or a link to a City website containing these procedures. If the complaint has not been resolved to the satisfaction of the complainant within the 35-day period, then the complainant may submit a formal complaint to the City Council.

(d) Formal Complaints. If an attempt at informal resolution fails, or is not required, the complainant may present a formal complaint to the City Council. If an informal complaint is required, a formal complaint must be filed within 10 days of receiving the notification required by subsection (c)(2) of this Section 13.08.003, above. If the formal complaint is not filed within the 10-day period required by this paragraph, the City Council will not consider the formal complaint and complainant may submit the complaint to the Commission pursuant to 16 TAC § 22.242(e)(1)(A)(i).

13.07.004 Formal Complaint Procedures

The following procedures apply to a formal complaint filed with the City:

- (a) Notice. Following receipt of a formal complaint, the City will notify the complainant and the respondent that the City has received the formal complaint and state whether or not the City will consider the complaint.
- (b) Declining to Consider. Notwithstanding anything to the contrary, if the notice states that the City will not consider the complaint, no further action will be taken or is necessary under these Procedures, and the complainant may file the complaint with the Commission pursuant to 16 TAC § 22.242(e)(1)(A)(i).
- (c) Response. Within 30 days of the date that the notice is delivered to respondent, respondent shall file a response to the complaint. If the respondent desires a hearing before the City Council, respondent must request such hearing in its response. If the respondent does not desire a hearing, then the response shall include all evidence that the respondent wants the City Council to consider in resolving the complaint. If the response is not filed within the 30-day time limit, then the City Council will decide the complaint based on the contents of the complaint and the recommendation of City staff only. If respondent does not request a hearing, then the City Council will decide the complaint based on the information on file and the recommendation of City staff without a hearing.
- (d) Hearing Procedures. If the respondent requests a hearing, then the City shall docket the hearing. The City shall provide the complainant and respondent with notice of the hearing date. The notice shall include a copy of these Procedures as well as a schedule governing the submittal of written testimony, conducting discovery, the hearing location and time, and any other matter pertaining to the complaint. Prior to sending the notice, the City may conduct a pre-hearing conference with the parties to determine the schedule and other matters to be contained in the schedule. The procedures applicable to the hearing under this subsection are as follows:
 - (1) *Written Testimony*. The parties shall submit written testimony to the City setting forth all issues of law and fact that supports the parties' cases. The City Council will consider all evidence and testimony that is useful in determining any matter.
 - (2) *Discovery*. The parties to the hearing may obtain information from each other through written requests for information, which include requests for

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 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.