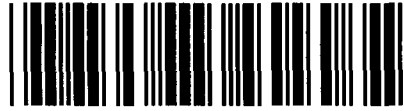


Control Number: 49554



Item Number: 5

Addendum StartPage: 0

June 1, 2019

Public Utility Commission of Texas  
1701 N. Congress Ave.  
P.O. Box 13326  
Austin, TX 78711-3326

RECEIVED  
2019 JUN 14 AM 9:08  
PUBLIC UTILITY COMMISSION  
FILING CLERK

Re: Docket No. 49554  
Complaint of SWWC Utilities, Inc. dba Water Services, Inc.  
Against the City of Bulverde and Sue Wahl

To Whom It May Concern:

With regard to an appeal filed by SWWC Utilities, Inc. dba Water Services, Inc. against the City of Bulverde and Sue Wahl (myself) please see my information as referenced below and thank you for your time and review of this matter.

In September, October and November of 2017 I reached out by phone to SWWC Utilities, Inc. dba Water Services, Inc. with regard to my water bill as I had been charged for the month of September, 2017 for usage of 35,000 gallons of water which is extremely high considering the fact that I work 8-10 hours a day, I am gone on Saturdays and most times only home for an entire day on Sunday. I was told by the water company staff that I used that much water and I had to pay it or they would disconnect my water at this point I was not even offered a billing arrangement. In October of 2017 my water usage was at 27,000 gallons again I phoned the water company and was told the same thing and also told that since the new smart meters had been put in they had to play catch up because the old meters were not calibrated correctly! In November of 2017 I was charged with 25,000 gallons of water usage and again I made phone calls to the water company to no avail. The staff is very rude and not understanding or accommodating at all – you pay or your water is shut off. In December of 2017 another high bill of 19,000 gallons of water to be perfectly I honest I gave up calling because of the way you are treated when you speak with the customer service representatives and resigned myself to the fact I will have higher than normal water bills.

In August of 2018 I received a statement for 41,000 gallons of water which was ridiculous I made the phone call again to the water utility company and once again was told that is what I owed the meters are not wrong and I needed to pay it which I did. In September of 2018 my statement was for 52,000 gallons of water usage which was really unbelievable. I again called the water utility company and was told the very same thing including the smart meters are playing “catch up” from the old meters which makes no sense at all. After numerous phone calls and no help I contacted the Public Utility Commission of Texas to file a complaint against SWWC Utilities, Inc. dba Water Services, Inc. I was told by the gentleman I spoke with that they could not turn the water off once a complaint was filed of record. I received by mail from PUC of Texas a letter stating that the City of Bulverde had not relinquished the water rights to the PUC so I would need to work through them directly.

After receiving the above information I did set up a payment plan with the water utility company and I was told by the woman I spoke with at the water company I had to pay \$221 and they would then

S

set up a payment arrangement. Once this was done I filed a formal complaint with the City of Bulverde and went through the normal process not just for myself but for the other people in the neighborhood who are also having issues with over billing and no resolution from the water utility company SWWC.

I was notified by the City of Bulverde that on February 12, 2019 I could appear as well as a representative from SWWC Utilities at the city council meeting. I did go to the meeting, went before the council and stated my case with my information. There was not representative from SWWC Utilities at the meeting. The City of Bulverde did rule in my favor with a credit to be issued to my account in the amount of \$604.79.

My water bills recently have had a zero balance due, however, because of the ongoing dispute I have been sending in anywhere from \$50 to \$125 each month regardless of the -0- billing until this issue is resolved.

Please note that I do have a pool and also an in-ground sprinkler system. The sprinkler system has been off for over a year and half now. On May 27<sup>th</sup> of 2019 I did put water in the pool which was probably more than I normally do put in.


Please see attached the following information for your information and records:

- #1 – Red Tab: Copies of Water Statements
- #2 – Green Tab: Statement from Chambliss Plumbing Company that the property inside and outside was checked and there were no leaks
- #3 – Dark Blue Tab: Information/Ruling from the City of Bulverde – this shows there are days where water usage shows 3,000+ gallons of water used and I am not home
- #4 – Yellow Tab: Information from Nextdoor.com which shows that there are other people who are also having issues with the water utility company
- #5 – Light Blue Tab: Reviews on my3cents with regard to Southwest Water Company, the billing and non-responsiveness of the customer service representatives
- #6 – Small Yellow Tab: General Information on Smart Water Meters and the issues with some of them

In conclusion: My reason for doing this is because there is no way that I can use this amount of water when I am not home and there are no leaks on the property or in my home. 52,000 gallons of water is 1,300+ gallons a day! I am not the only individual in my neighborhood that is having issues and upon getting no help or understanding from the customer service reps or individuals you speak with and you are told pay it or we turn the water off it is not right. This is a very long process and most people do not want to mess with it but after this happening for 2 years at random times it needed to be addressed. Why was the meter not replaced? I am one person who is not home during the day and I do not use 1,300 gallons of water in one evening!

Thank you for your time and please let me know if there is any other information that needs to be submitted.

Sincerely,



Sue Wahl

**cc: The City of Bulverde, Texas  
c/o Danny Batts, City Manager  
30360 Cougar Bend  
Bulverde, TX 78163**

**SWWC Utilities, Inc. dba Water Services, Inc.  
c/o George Freitag, P.E.  
12535 Reed Road  
Sugar Land, TX 77478**

#### IV. Filings

Unless otherwise specified, an original and 10 copies of documents relating to this proceeding must be filed with the Commission filing clerk in accordance with 16 TAC § 22.71. A copy of each document filed with the Commission must also be served on all parties as required by 16 TAC § 22.74. All filings can be accessed on the Commission's Interchange webpage at, <http://interchange.puc.texas.gov>.

#### V. Ex Parte Communications

*Ex parte* communications with the administrative law judge (ALJ) are prohibited per 16 TAC § 22.3(b)(2). Parties must communicate with the ALJ only through written documents filed with the Commission's Filing Clerk and served on all parties. Questions concerning this Order or any other order must be submitted in writing, filed with the Commission, and served on all parties of record.

#### VI. Notifying Office of Public Utility Counsel

The Office of Public Utility Counsel is notified of this proceeding by copy of this Order.

Signed at Austin, Texas the 21<sup>st</sup> day of May 2019.

**PUBLIC UTILITY COMMISSION OF TEXAS**

  
**HUNTER BURKHALTER**  
**ADMINISTRATIVE LAW JUDGE**

COMPLAINT OF SWWC UTILITIES,  
INC., DBA WATER SERVICES, INC.  
AGAINST THE CITY OF BULVERDE  
AND SUE WAHL.

§  
§  
§  
§

PUBLIC UTILITY COMMISSION

OF TEXAS

2019 MAY 21 AM 11:57

FILED  
PUBLIC UTILITY COMMISSION  
FILING CLERK

**ORDER NO. 1  
REQUIRING RESPONSES**

**I. Background**

On May 20, 2019, SWWC Utilities, Inc. dba Water Services, Inc. filed a complaint against the City of Bulverde and Sue Wahl regarding water usage, billing amounts, and refunds. A similar proceeding was filed by Water Services in Docket No. 49290<sup>1</sup> but withdrawn, following Commission Staff's recommendation that the matter could be more accurately conducted as a complaint proceeding under 16 Texas Administrative Code (TAC) § 22.242. This filing is available on the Commission's Interchange webpage at, <http://interchange.puc.texas.gov>.

**II. Requiring Response**

Bulverde and Sue Wahl must file a response to the complaint by no later than June 10, 2019. The response must address the following:

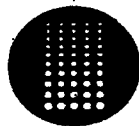
1. the Commission's jurisdiction over this proceeding;
2. allegations raised in the complaint;
3. applicable statutes, rules, orders, and tariff provisions;
4. copies of any rates or tariffs that are the subject of this complaint; and
5. any other matters relevant to the complaint.

**III. Statement of Position from Commission Staff**

Commission Staff is required to file a statement of position regarding the complaint by June 7, 2019.

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<sup>1</sup> *Petition of SWWC Utilities, Inc. dba Water Services, Inc. Appealing the Order of the City of Bulverde in Complaint No. 2018-01, Docket No. 49290, Order No. 2, Granting Withdrawal and Dismissing Petition (May 3, 2019).*



# 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:  
4628 EVENING SHADOW DR  
BULVERDE TX 78163



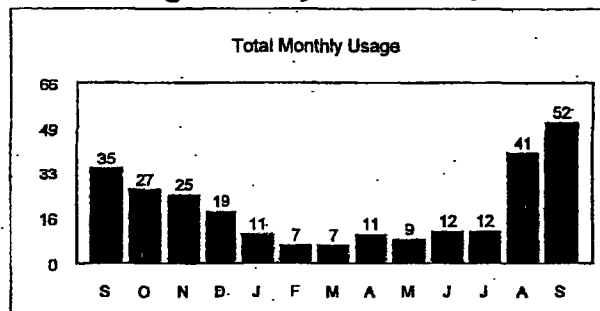
### Current Reading Based on Actual

Page 1 of 1

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

\*KGal (1000 Gallons) Average Consumption = 19.4

### Water Usage History - 13 Month Usage in KGal\*



■ Previous Month's Usage ■ Current Month's Usage

### Account Summary

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

### 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/mvaccount](http://www.swwc.com/mvaccount)



# 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: 180011739479  
Billing Date: 01/25/2019  
Service Address:  
4626 EVENING SHADOW DR  
BULVERDE TX 78163



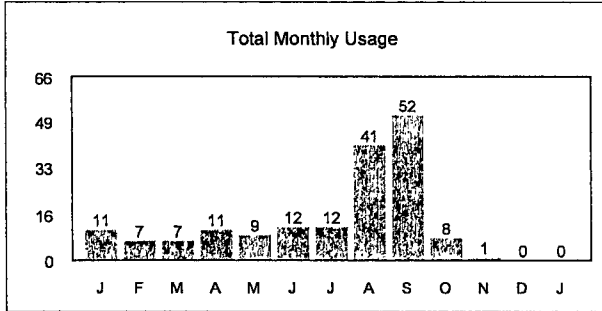
### Current Reading Based on Actual

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	12/10/18	01/09/19	31	147.0	147.0	0.0	7938646

\*KGal (1000 Gallons) Average Consumption = 13.3

### Water Usage History - 13 Month Usage in KGal\*



Previous Month's Usage  Current Month's Usage

### Account Summary

Installment Plan Balance	\$111.00
Previous Bill Amount	-\$48.04
Payment Received 01/10/19 - Thank You	-\$100.00
(Payments after 5:00pm will NOT reflect on this invoice.)	
<b>Balance</b>	<b>-\$148.04</b>
<b>Current Billing and Other Basic Charges</b>	
Installment Plan Due	\$37.00
Water Base	\$47.28
TX. Comm Environ Quality	\$0.47
<b>Total Current Charges</b>	<b>\$84.75</b>
<b>Current Account Balance</b>	<b>-\$63.29</b>

### Message Center

Need help paying your bill? See if you qualify for our Help2Others program at [www.swwc.com/texas/help2others/](http://www.swwc.com/texas/help2others/). Registration is happening now!

**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](http://www.swwc.com/myaccount).

### WATER SERVICES

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

Account Number: 001000031673  
Current Account Balance: -\$63.29

Please make check payable to:  
WATER SERVICES

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

Amount Enclosed **DO NOT PAY**



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 00006329 00005851 1





# Water Services, Inc.

A SouthWest Water Company

Account Number: 001000031673  
Invoice Number: 180061041147  
Billing Date: 02/18/2019  
Service Address:  
4626 EVENING SHADOW DR  
BULVERDE TX 78163



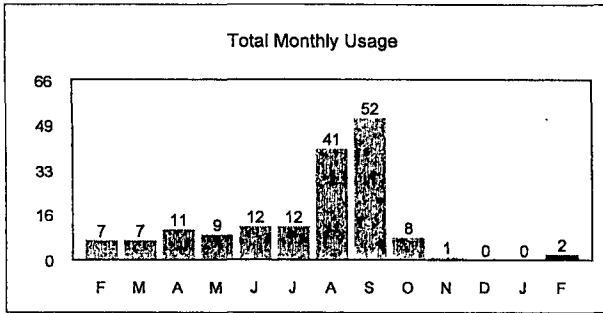
Customer Service: 866-654-7992  
Emergencies: 866-654-7992  
Visit us online: www.swwc.com/texas

### 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	01/10/19	02/09/19	31	147.0	149.0	2.0	7938646

\*KGal (1000 Gallons) Average Consumption = 12.9

### Water Usage History - 13 Month Usage in KGal\*



Previous Month's Usage  Current Month's Usage

### Account Summary

Installment Plan Balance	\$74.00
Previous Bill Amount	-\$63.29
Payment Received 02/08/19 - Thank You	-\$75.00
(Payments after 5:00pm will NOT reflect on this invoice.)	
<b>Balance</b>	<b>-\$138.29</b>
<b>Current Billing and Other Basic Charges</b>	
Installment Plan Due	\$37.00
Water Base	\$50.70
Water Usage	\$6.20
TX. Comm Environ Quality	\$0.57
<b>Total Current Charges</b>	<b>\$94.47</b>
<b>Current Account Balance</b>	<b>-\$43.82</b>

### Message Center

Easy Ways to Save Water: Use a broom instead of a hose to clean patios, sidewalks and driveways.

**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](http://www.swwc.com/myaccount).

### WATER SERVICES

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

Account Number: 001000031673  
Current Account Balance: -\$43.82

Please make check payable to:  
WATER SERVICES

Amount Enclosed **DO NOT PAY**

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



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 00004382 00003807 0



# Water Services, Inc.

A SouthWest Water Company

Account Number: 001000031673  
Invoice Number: 181002238304  
Billing Date: 03/15/2019  
Service Address:  
4626 EVENING SHADOW DR  
BULVERDE TX 78163



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

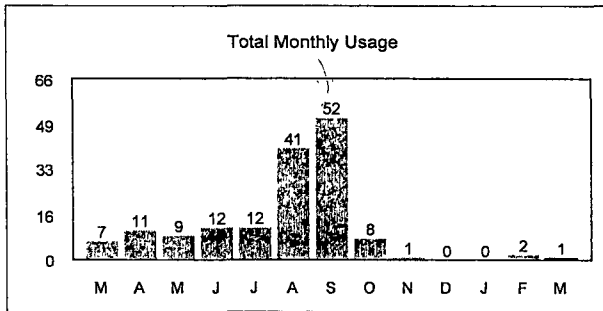
### Current Reading Based on Actual

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	02/10/19	03/09/19	28	149.0	150.0	1.0	7938646

\*KGal (1000 Gallons) Average Consumption = 12.4

### Water Usage History - 13 Month Usage in KGal\*



Previous Month's Usage  Current Month's Usage

### Account Summary

Previous Bill Amount	-\$43.82
Payment Received 03/12/19 - Thank You	-\$75.00
Miscellaneous Adjustment	-\$604.79
Broken Installment Plan	\$74.00
(Payments after 5:00pm will NOT reflect on this invoice.)	
<b>Balance</b>	<b>-\$649.61</b>

### Current Billing and Other Basic Charges

Water Base	\$50.70
Water Usage	\$3.10
TX. Comm Environ Quality	\$0.54
<b>Total Current Charges</b>	<b>\$54.34</b>

**Current Account Balance** **-\$595.27**

### Message Center

Stay informed by signing up for text alerts. Details? Check out the flyer in your bill.

**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](http://www.swwc.com/myaccount).

### WATER SERVICES

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

Account Number: 001000031673  
Current Account Balance: **-\$595.27**

Please make check payable to:  
WATER SERVICES

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

Amount Enclosed **DO NOT PAY**



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 00059527 00058984 9



# Water Services, Inc.

A SouthWest Water Company

Account Number: 001000031673  
Invoice Number: 181002262431  
Billing Date: 04/17/2019  
Service Address:  
4626 EVENING SHADOW DR  
BULVERDE TX 78163



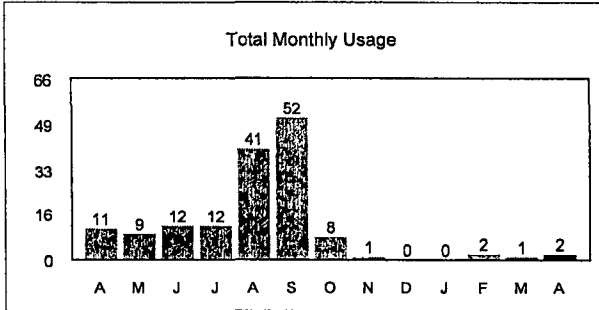
Customer Service: 866-654-7992  
Emergencies: 866-654-7992  
Visit us online: www.swwc.com/texas

### 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	03/10/19	04/10/19	32	150.0	152.0	2.0	7938646

\*KGal (1000 Gallons) Average Consumption = 11.7

### Water Usage History - 13 Month Usage in KGal\*



Legend: Previous Month's Usage (light bar), Current Month's Usage (dark bar)

### Account Summary

Previous Bill Amount	-\$595.27
Payment Received 04/09/19 - Thank You (Payments after 5:00pm will NOT reflect on this invoice.)	-\$125.00
<b>Balance</b>	<b>-\$720.27</b>
<b>Current Billing and Other Basic Charges</b>	
Water Base	\$50.70
Water Usage	\$6.20
TX. Comm Environ Quality	\$0.57
<b>Total Current Charges</b>	<b>\$57.47</b>
<b>Current Account Balance</b>	<b>-\$662.80</b>

### Message Center

Stay informed by signing up for text alerts. Details? Check out the flyer in your bill.

**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](http://www.swwc.com/myaccount).

### WATER SERVICES

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

Account Number: 001000031673  
Current Account Balance: -\$662.80

Please make check payable to:  
WATER SERVICES

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

Amount Enclosed **DO NOT PAY**



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

Account Number: 001000031673  
Invoice Number: 180011814258  
Billing Date: 05/15/2019  
Service Address:  
4626 EVENING SHADOW DR  
BULVERDE TX 78163



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

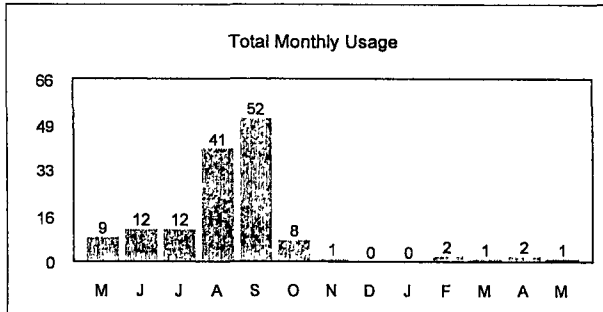
### Current Reading Based on Actual

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	04/11/19	05/09/19	29	152.0	153.0	1.0	7938646

\*KGal (1000 Gallons) Average Consumption = 11.0

### Water Usage History - 13 Month Usage in KGal\*



Previous Month's Usage  Current Month's Usage

### Account Summary

Previous Bill Amount	-\$662.80
Payment(s) Received through 05/15/19 (Payments after 5:00pm will NOT reflect on this invoice.)	\$0.00
<b>Balance</b>	<b>-\$662.80</b>
<b>Current Billing and Other Basic Charges</b>	
Water Base	\$50.70
Water Usage	\$3.10
TX. Comm Environ Quality	\$0.54
<b>Total Current Charges</b>	<b>\$54.34</b>
<b>Current Account Balance</b>	<b>-\$608.46</b>

### Message Center

What's the 4-1-1 on SouthWest Water? Check out our quarterly newsletter ""Currents"" located inside your bill.

**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](http://www.swwc.com/myaccount).

### WATER SERVICES

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

Account Number: 001000031673  
Current Account Balance: -\$608.46

Please make check payable to:  
WATER SERVICES

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

Amount Enclosed **DO NOT PAY**



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 00060846 00060303 3

# Proposal

## Chambliss Plumbing Company

1875 E Borgfeld Dr  
San Antonio, Texas 78260  
(210) 490-7910  
chamblissplumbing.com/

September 19, 2018

Reference No. 5377-101  
Bid/Estimate No. 9/19/2018

WAHL  
4626 Evening Shadows  
Bulverde, TX 78163

Job Name

WAHL  
4626 Evening Shadows  
Bulverde, TX 78163

210-863-3056

210-863-3056

**We Hereby Submit Specifications And Estimates For:**

Proposal to install Chambliss provided meter to test water usage between meter and our meter to determine proper water usage. \$380.00

Pressure tested home and waterline for 30 mins, no leaks present at this time.

**We propose hereby to furnish material and labor - complete in accordance with the above specifications, for the sum of: \$0.00**

### ACCEPTANCE OF PROPOSAL

The above prices, specifications and conditions are hereby accepted.  
Person/Company signing this proposal is giving authorization to perform work Specified and will be responsible for payment.

Authorized  
Signature \_\_\_\_\_

Acceptance  
Signature \_\_\_\_\_

Date \_\_\_\_\_

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](mailto: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

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## 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](mailto: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	<i>Field not completed.</i>
State	<i>Field not completed.</i>
Zip	<i>Field not completed.</i>
<b>Information on Water Utility</b>	
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	<a href="#">Water - 10-17.pdf</a>
Additional Document Upload	<a href="#">Water Bill.pdf</a>
Additional Document Upload	<a href="#">Water.pdf</a>
Additional Document Upload	<i>Field not completed.</i>
Additional Document Upload	<i>Field not completed.</i>
Additional Document Upload	<i>Field not completed.</i>
Additional Document Upload	<i>Field not completed.</i>
Additional Document Upload	<i>Field not completed.</i>

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 9<sup>th</sup> 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 15<sup>th</sup> – 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 17<sup>th</sup> - 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 18<sup>th</sup> – we received this inquiry.
- September 19<sup>th</sup> – 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)

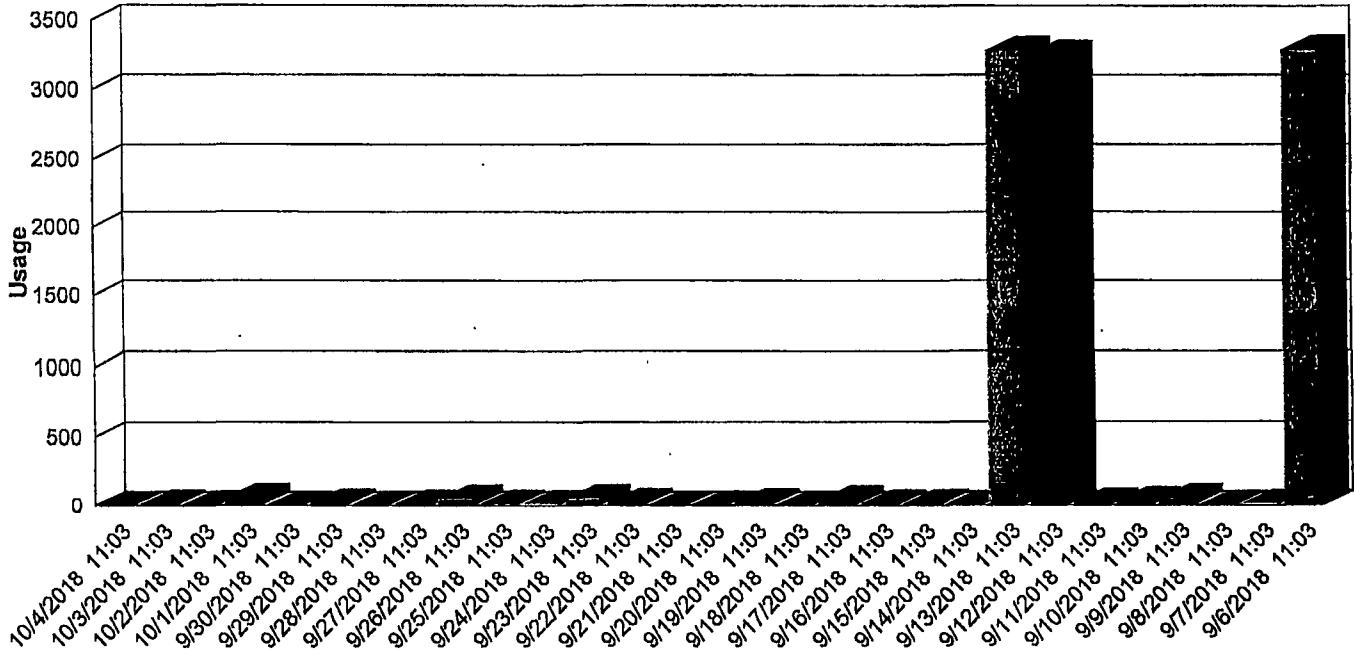
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<u>Date &amp; 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	145800	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)

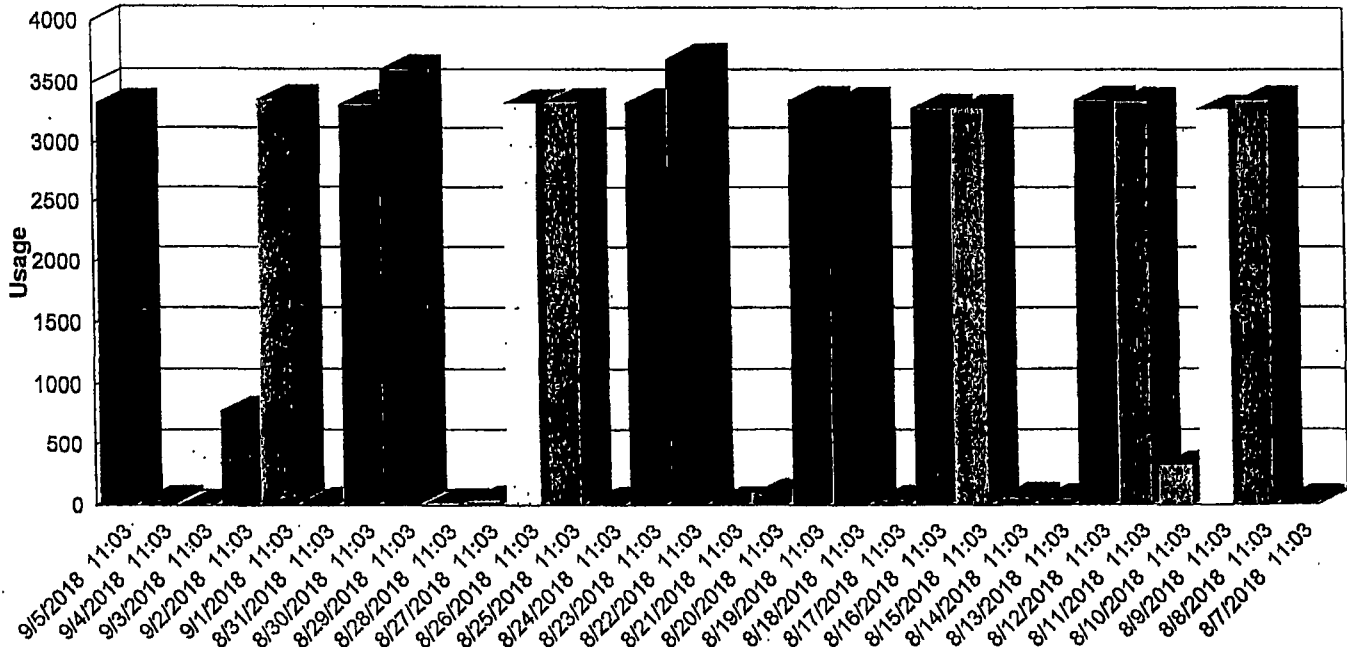
Address: 4626 EVENING SHADOW

Data Log Event: 2583409:

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<u>Date &amp; 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	3380
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	88970	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

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## Data Log Report

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

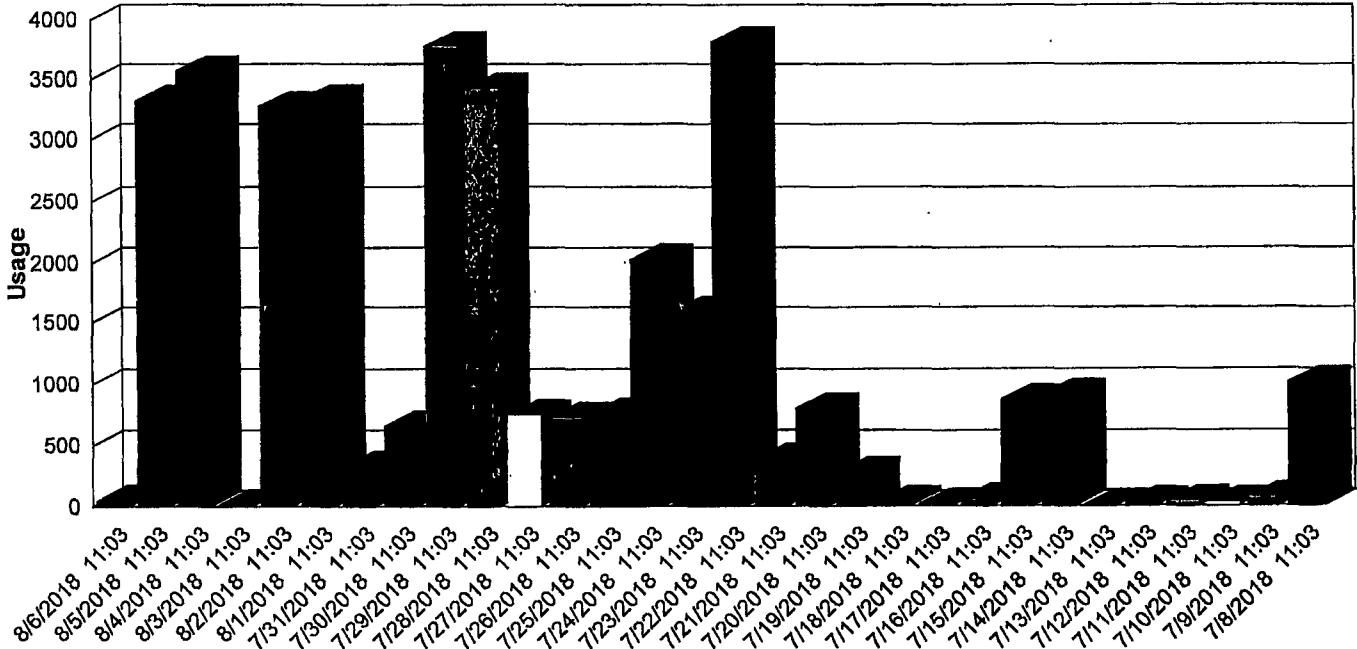
Data Log Event: 2583409:

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	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)

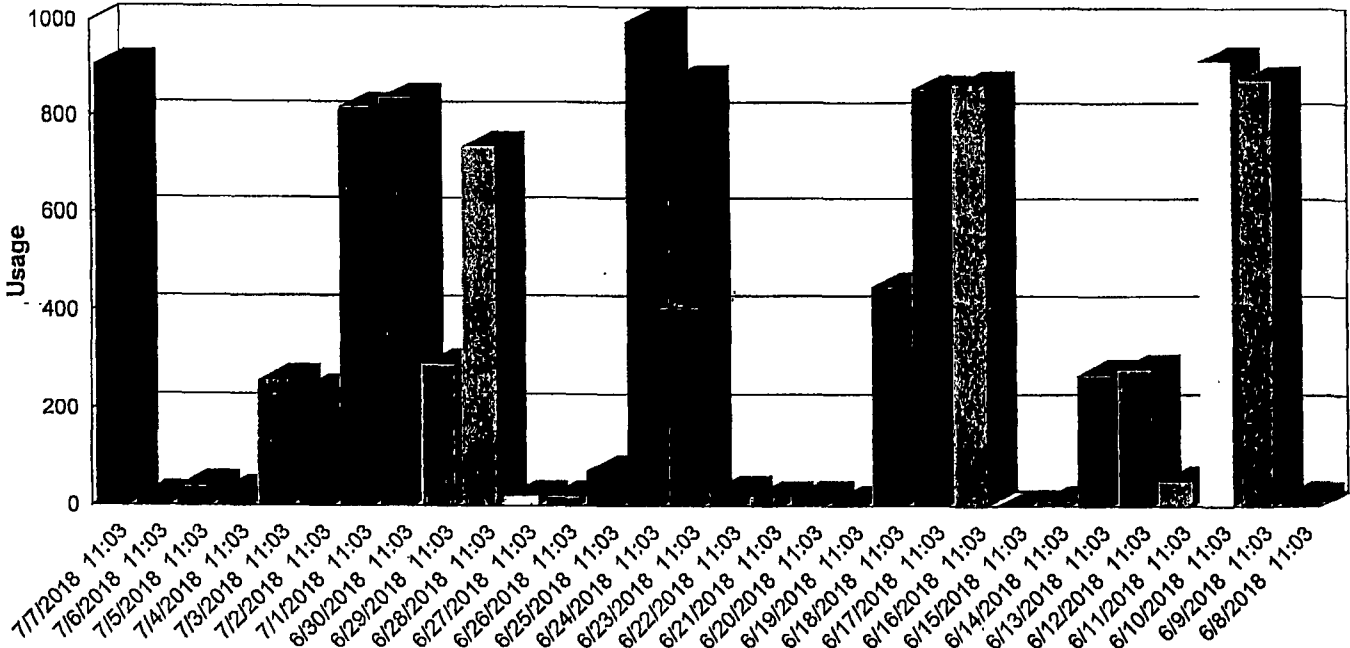
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Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<u>Date &amp; 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

10/4/2018 11:31 am

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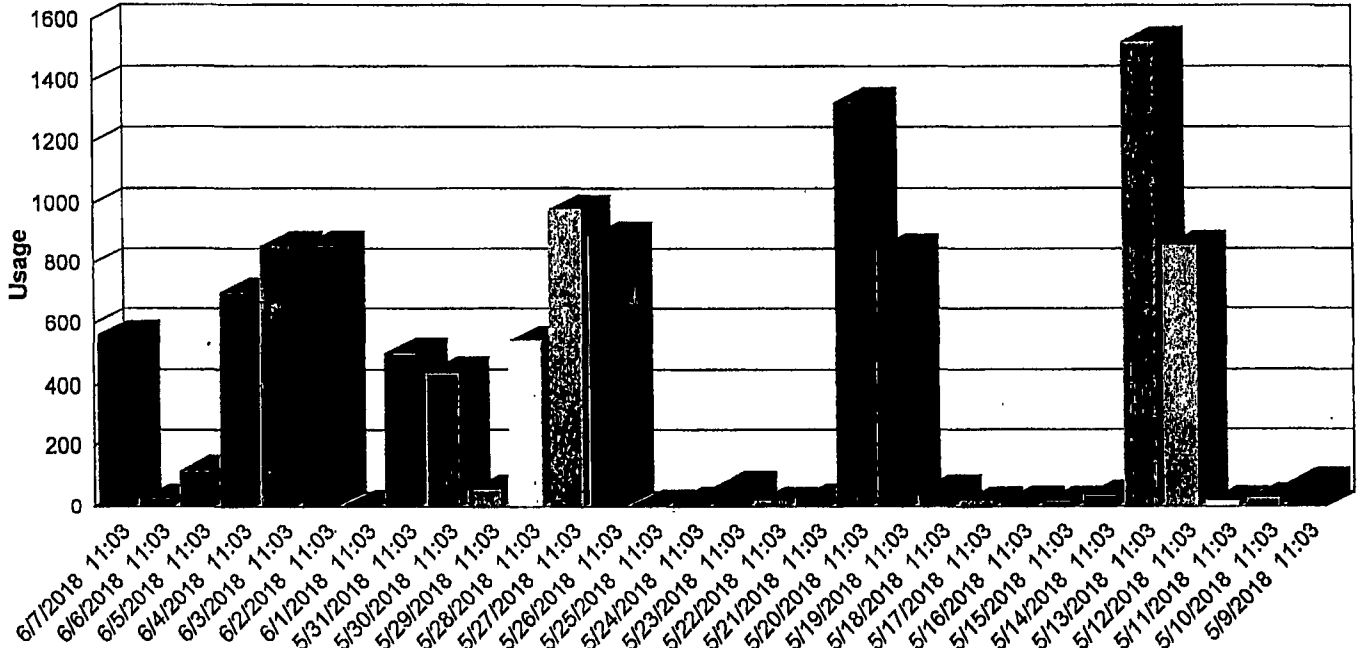
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Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<u>Date &amp; 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

Page 6 of 7

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

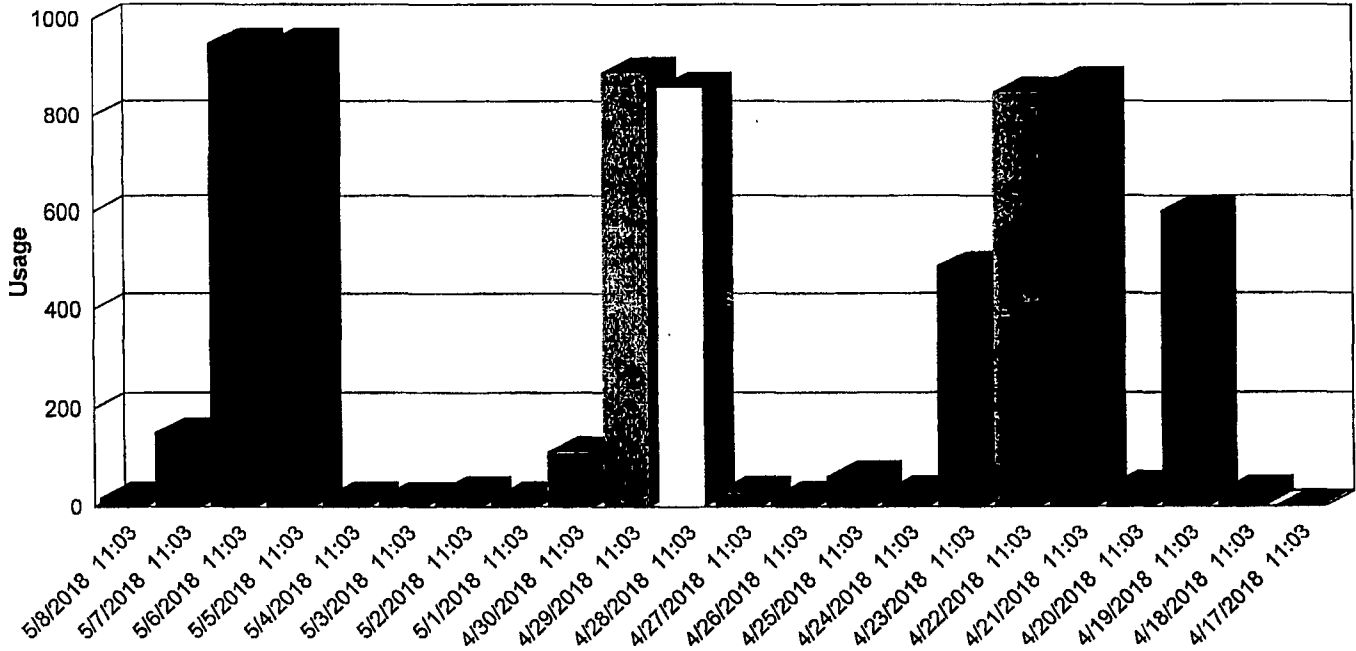
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<u>Date &amp; 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: 16766180**

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

Data Log Event: 2583409:

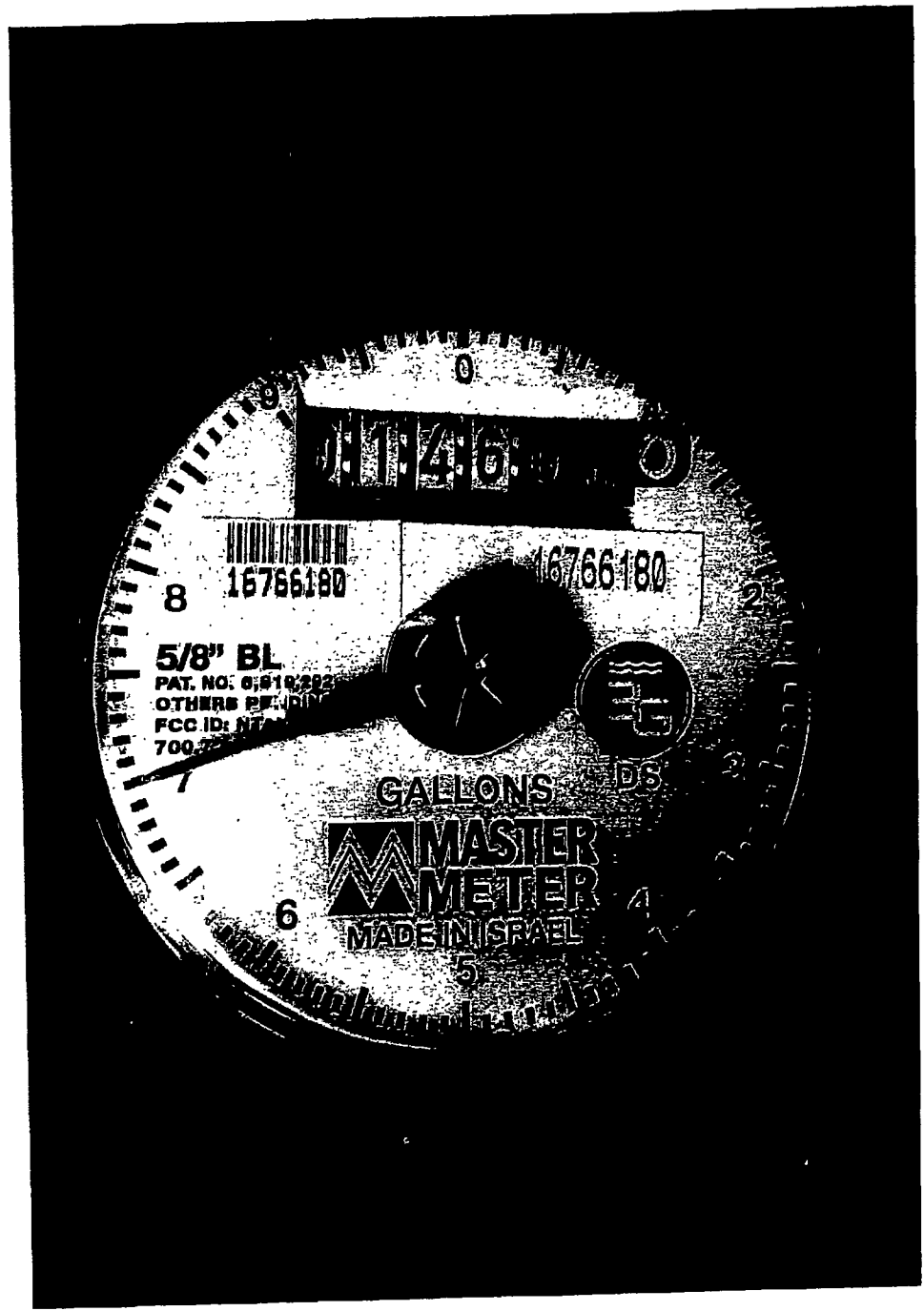
---

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



0 1 2 3 4 5 6 7 8 9

15766180

16766180

5/8" BL

PAT. NO. 6,910,222  
OTHERS PENDING  
FCC ID: NTA  
700,222

GALLONS DS

**MASTER  
METER**  
MADE IN ISRAEL

6

5

4





**SouthWest  
Water Company**

Customer Service  
866.664.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](mailto: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

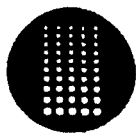
\_\_\_\_\_  
City

\_\_\_\_\_  
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

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

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

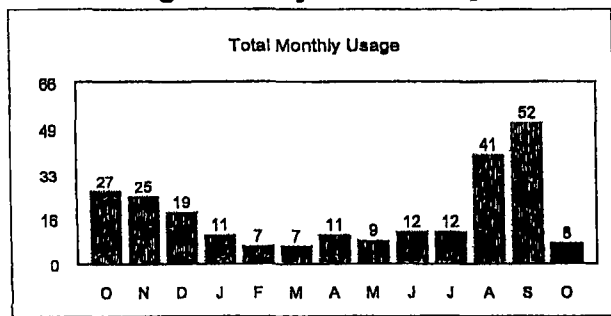
### Current Reading Based on Actual

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.)	
<b>Balance</b>	<b>\$222.38</b>
<b>Current Billing and Other Basic Charges</b>	
Water Base	\$47.28
Water Usage	\$31.10
TX. Comm Environ Quality	\$0.78
<b>Total Current Charges</b>	<b>\$79.16</b>
<b>Total Amount Due By 11/01/18</b>	<b>\$301.54</b>
<b>Total Amount Due After 11/01/18</b>	<b>\$309.46</b>

### 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](http://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



**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:** [txcustomer@swwc.com](mailto:txcustomer@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](http://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](mailto: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](http://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

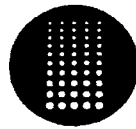
Accepted and Agreed:

This 10 day of Oct, 2018

Print Name

Signature





# Water Services, Inc.

A SouthWest Water Company

Customer Service: 866-654-7992  
Emergencies: 866-654-7992  
Visit us online: [www.swwc.com/texas](http://www.swwc.com/texas)

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

Service Address:  
4626 EVENING SHADOW DR  
BULVERDE TX 78163



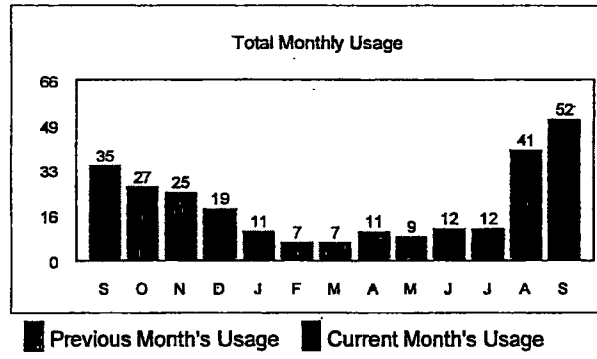
### Current Reading Based on Actual

Page 1 of 1

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

\*KGal (1000 Gallons) Average Consumption = 19.4

### Water Usage History - 13 Month Usage in KGal\*



### Account Summary

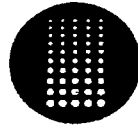
Previous Bill Amount	\$341.83
Payment Received 09/05/18 - Thank You	-\$342.83
(Payments after 5:00pm will NOT reflect on this invoice.)	
<b>Balance</b>	<b>-\$1.00</b>
<b>Current Billing and Other Basic Charges</b>	
Water Base	\$47.28
Water Usage	\$392.70
TX. Comm Environ Quality	\$4.40
<b>Total Current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

### 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/mvaccount](http://www.swwc.com/mvaccount).



# Water Services, Inc.

A SouthWest Water Company

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

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

Service Address:  
4626 EVENING SHADOW DR  
BULVERDE TX 78163



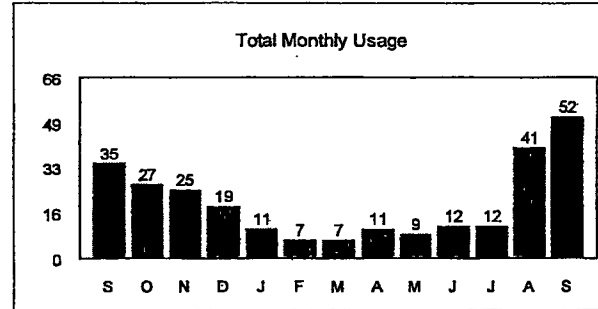
### Current Reading Based on Actual

Page 1 of 1

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

\*KGal (1000 Gallons) Average Consumption = 19.4

### Water Usage History - 13 Month Usage in KGal\*



■ Previous Month's Usage ■ Current Month's Usage

### Account Summary

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

### 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/mvaccount](http://www.swwc.com/mvaccount).



**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](mailto:TXCustomerCare@swwc.com).

Sincerely,

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



# Water Services, Inc.

A SouthWest Water Company

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

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



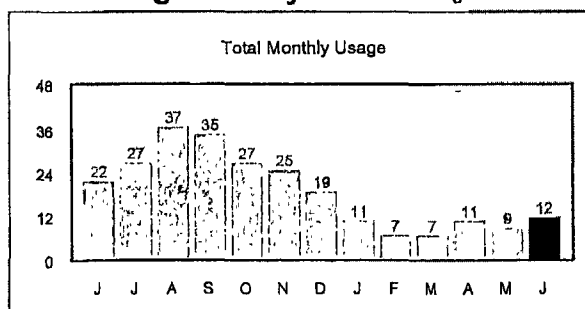
Service Address:  
4626 EVENING SHADOW DR  
BULVERDE TX 78163

### Current Reading Based on Actual

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	7938846

\*KGal (1000 Gallons) Average Consumption = 18.9

### 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	\$75.33
Payment Received 05/30/18 - Thank You	-\$75.33
(Payments after 5:00pm will NOT reflect on this invoice.)	
<b>Balance</b>	<b>\$0.00</b>
<b>Current Billing and Other Basic Charges</b>	
Water Base	\$47.28
Water Usage	\$51.10
TX. Comm Environ Quality	\$0.98
<b>Total Current Charges</b>	<b>\$99.36</b>
<b>Total Amount Due By 07/01/18</b>	<b>\$99.36</b>
<b>Total Amount Due After 07/01/18</b>	<b>\$109.30</b>

### 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](http://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](http://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



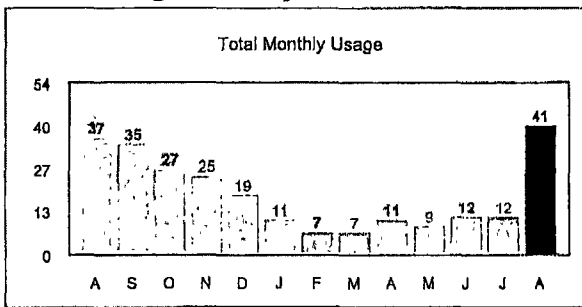
### Current Reading Based on Actual

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\*



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

### 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.)	
<b>Balance</b>	<b>\$0.00</b>
<b>Current Billing and Other Basic Charges</b>	
Water Base	\$47.28
Water Usage	\$291.17
TX. Comm Environ Quality	\$3.38
<b>Total Current Charges</b>	<b>\$341.83</b>
<b>Total Amount Due By 09/05/18</b>	<b>\$341.83</b>
<b>Total Amount Due After 09/05/18</b>	<b>\$376.01</b>

### 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](http://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](http://www.swwc.com/myaccount).

### WATER SERVICES

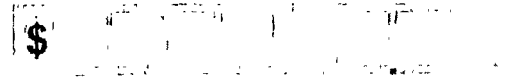
SOUTHWEST WATER COMPANY  
P.O. Box 4657  
Houston, TX 77210-4657

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

Please make check payable to:  
WATER SERVICES

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

Amount Enclosed \$



SUSAN WAHL  
4626 EVENING SHADOWS DR  
BULVERDE TX 78163-2706

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

000000000000 03 00637 00001000031673 9 00 00034183 00037601 4



# 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

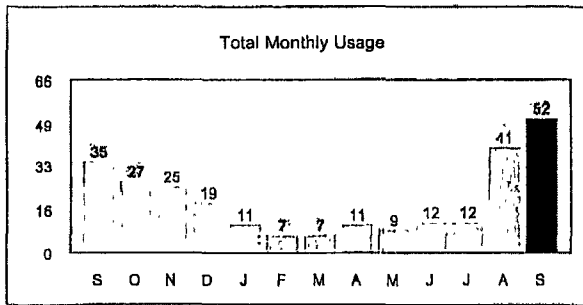


### Current Reading Based on Actual

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\*



Previous Month's Usage  Current Month's Usage

### Account Summary

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

### 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](http://www.swwc.com/myaccount).

### WATER SERVICES

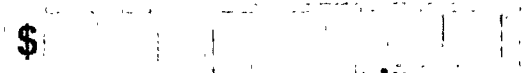
SOUTHWEST WATER COMPANY  
P.O. Box 4657  
Houston, TX 77210-4657

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

Please make check payable to:  
WATER SERVICES

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

Amount Enclosed \$



SUSAN WAHL  
4626 EVENING SHADOWS DR  
BULVERDE TX 78163-2706

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

000000000000 03 00637 00001000031673 9 00 00044338 00048782 3



# Water Services, Inc.

A SouthWest Water Company

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



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

Service Address:  
4626 EVENING SHADOW DR  
BULVERDE TX 78163

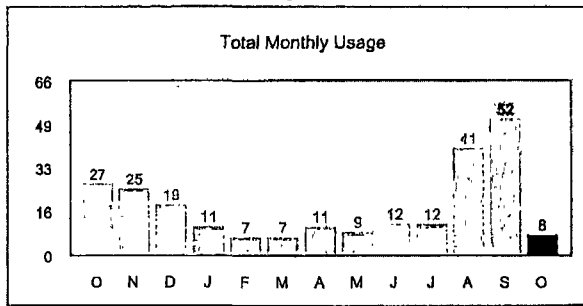
### Current Reading Based on Actual

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.)	
<b>Balance</b>	<b>\$222.38</b>
<b>Current Billing and Other Basic Charges</b>	
Water Base	\$47.28
Water Usage	\$31.10
TX. Comm Environ Quality	\$0.78
<b>Total Current Charges</b>	<b>\$79.16</b>
<b>Total Amount Due By 11/01/18</b>	<b>\$301.54</b>
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](http://www.swwc.com/myaccount).

### WATER SERVICES

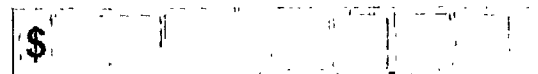
SOUTHWEST WATER COMPANY  
P.O. Box 4657  
Houston, TX 77210-4657

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



**Water Services, Inc.**

A SouthWest Water Company

October 10, 2018



SUSAN WAHL  
4626 EVENING SHADOWS DR  
BULVERDÉ 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](mailto: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](http://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.

FMS (800) 944-4472  
 (512) 258-3594 Tel.  
 (512) 258-4366 Fax

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

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

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

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: Master TYPE: C-708  
 METER# 16766190 / 7938646  
 Read: 014806°  
 BEFORE:

P.O.# \_\_\_\_\_ W.O.# \_\_\_\_\_ FMS ORDER # \_\_\_\_\_

QUANTITY	DESCRIPTION	PRICE
1	AWWA Standard Shop test	
	note: meter meets AWWA standards <u>Yes</u> <del>NO</del>	

### 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, [79355,225713] A.W.W.A Test.

### DETAILS OF TEST

LINE NO.	CU.FT. GALS.	RATE OF FLOW G.P.M.	TOTAL CU.FT. 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: \_\_\_\_\_

*[Handwritten 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)

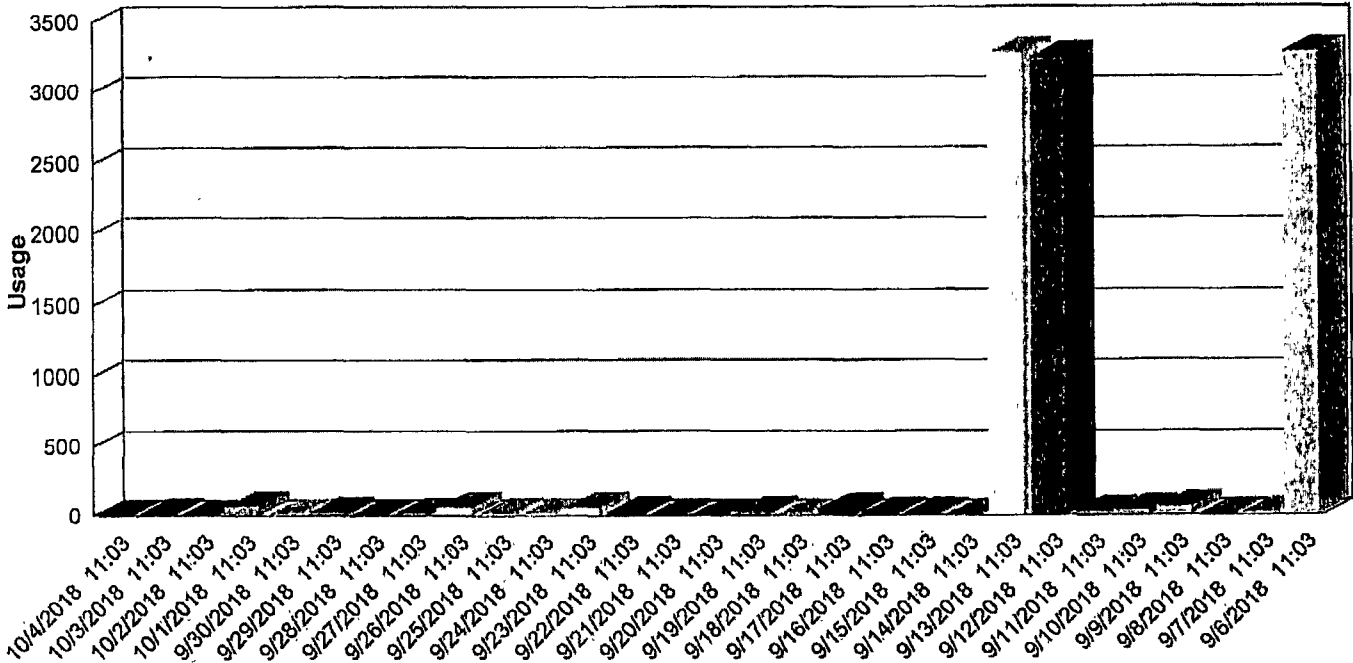
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<u>Date &amp; 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)

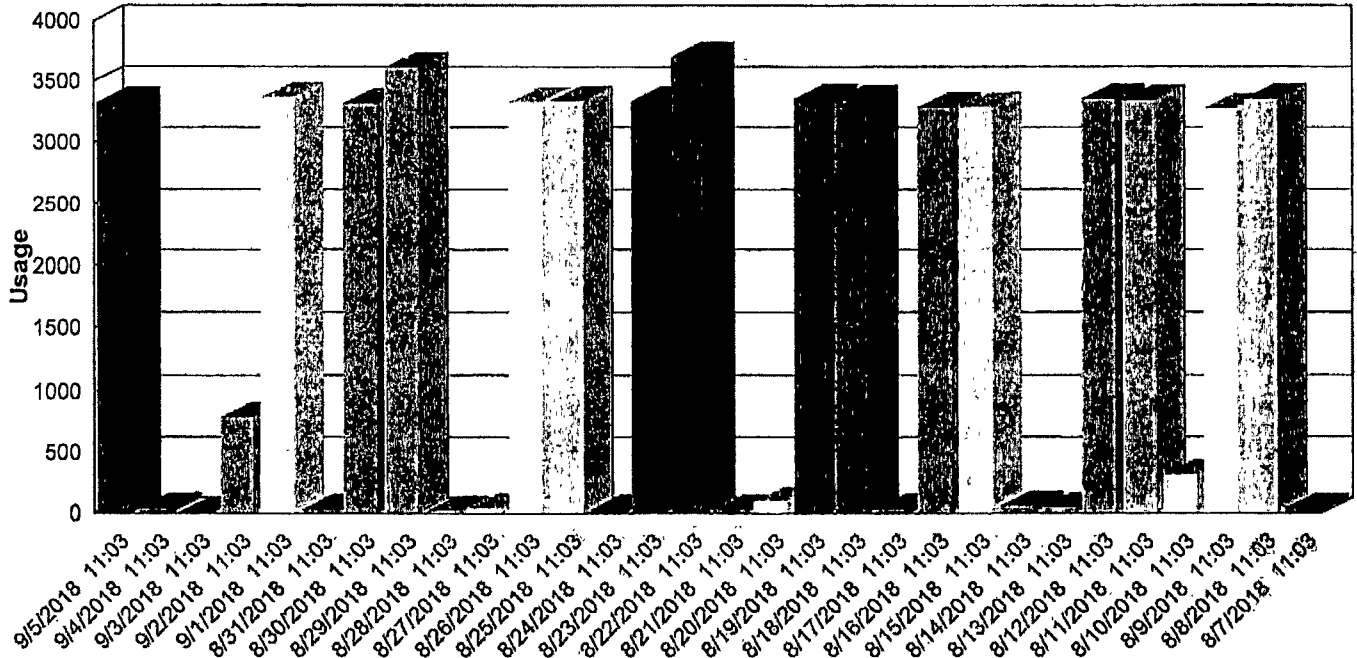
Address: 4626 EVENING SHADOW

Data Log Event: 2583409:

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<u>Date &amp; 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



# 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)

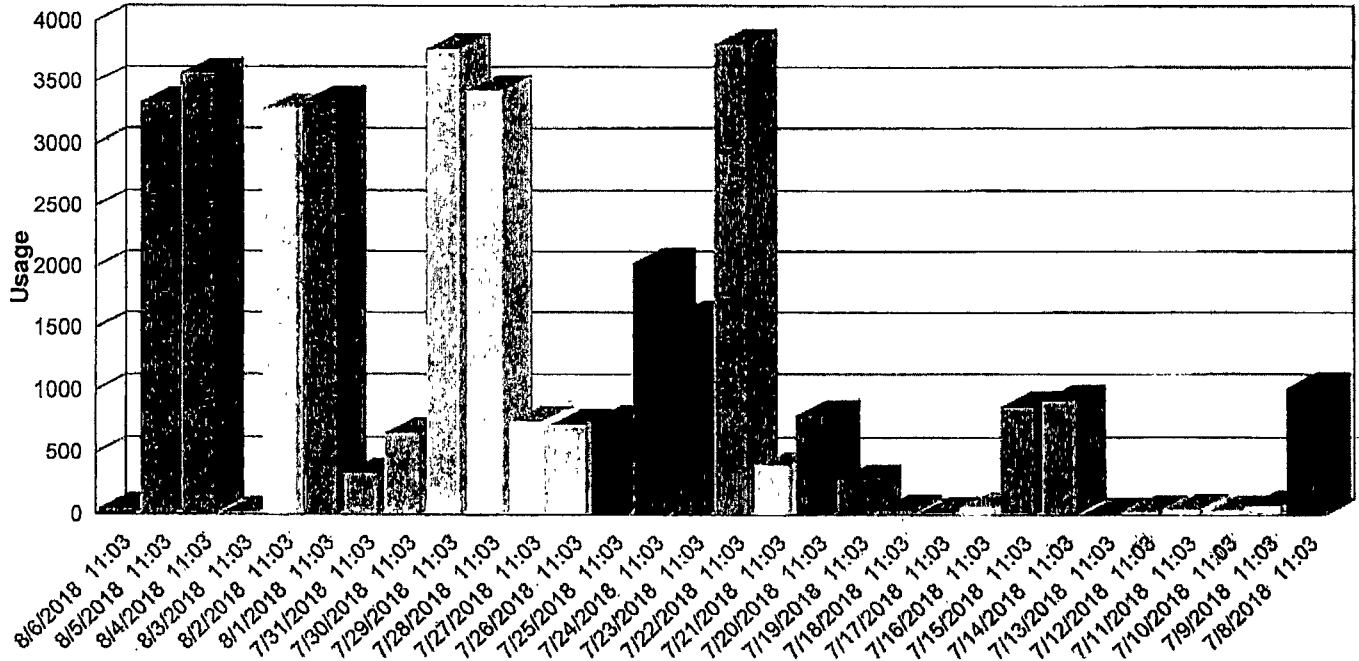
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<u>Date &amp; 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	780
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)

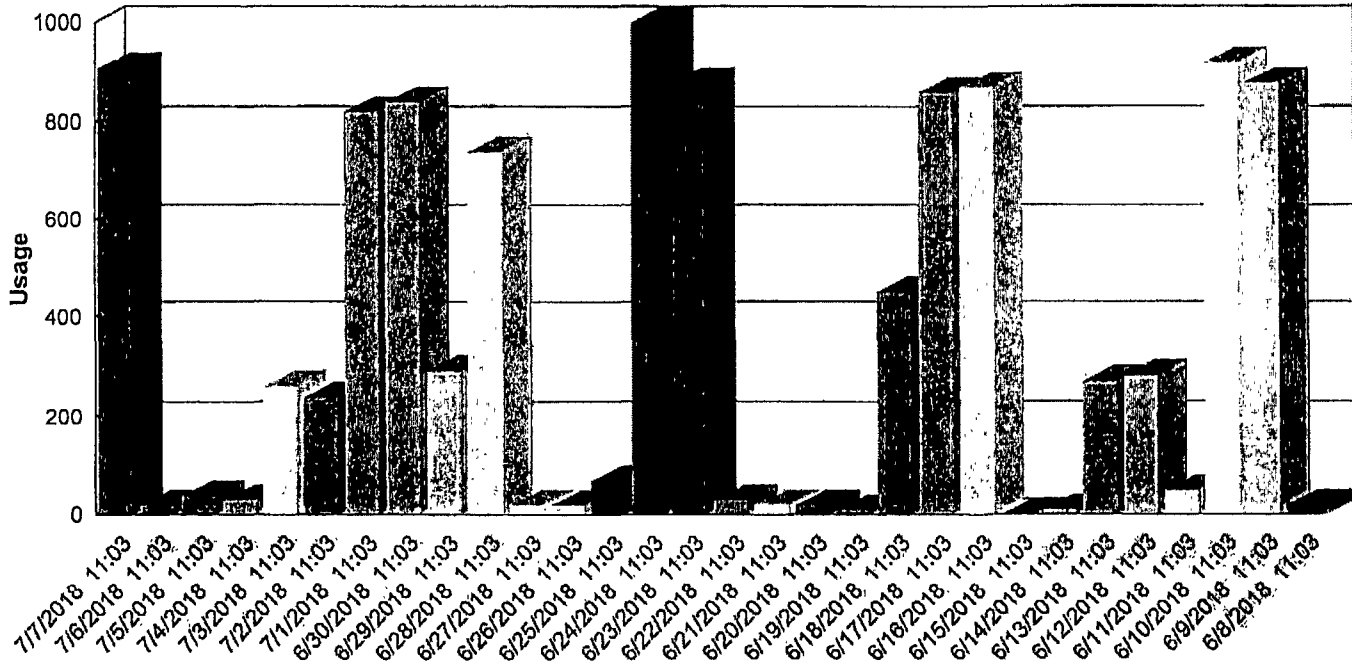
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<u>Date &amp; 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

10/4/2018 11:31 am

## Data Log Report

Page 5 of 7

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

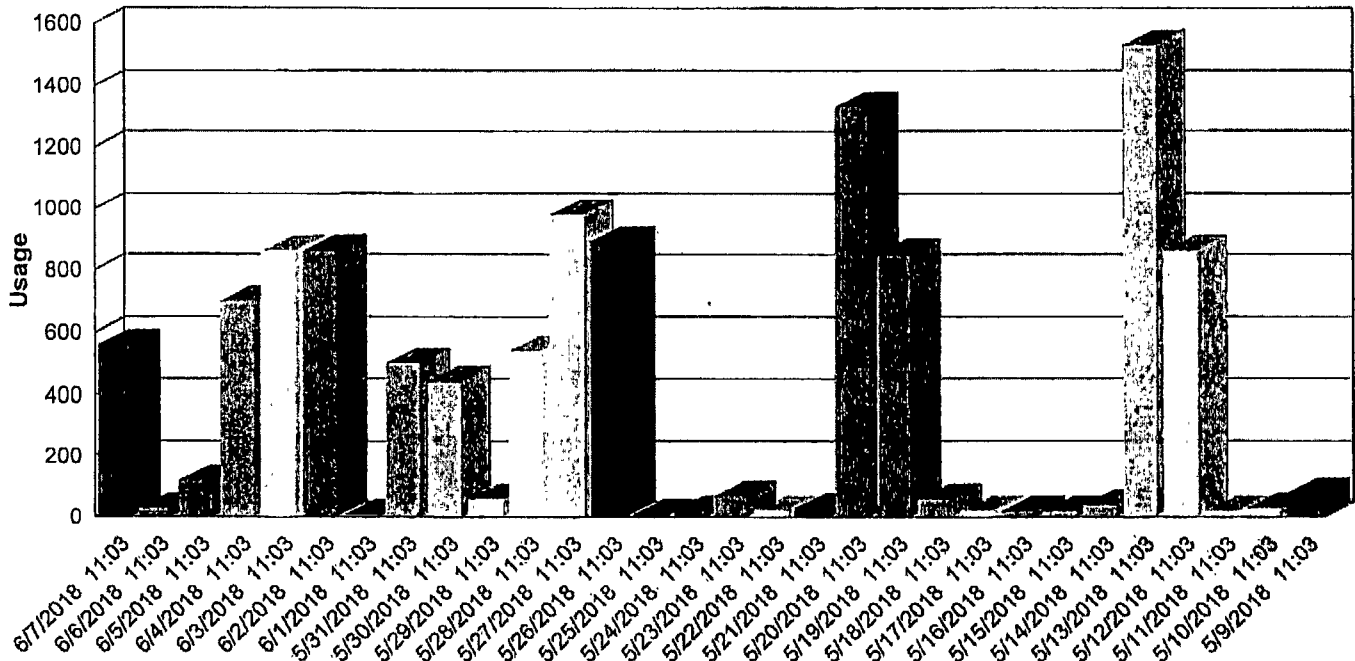
Address: 4626 EVENING SHADOW

Data Log Event: 2583409:

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<u>Date &amp; 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

Page 6 of 7

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

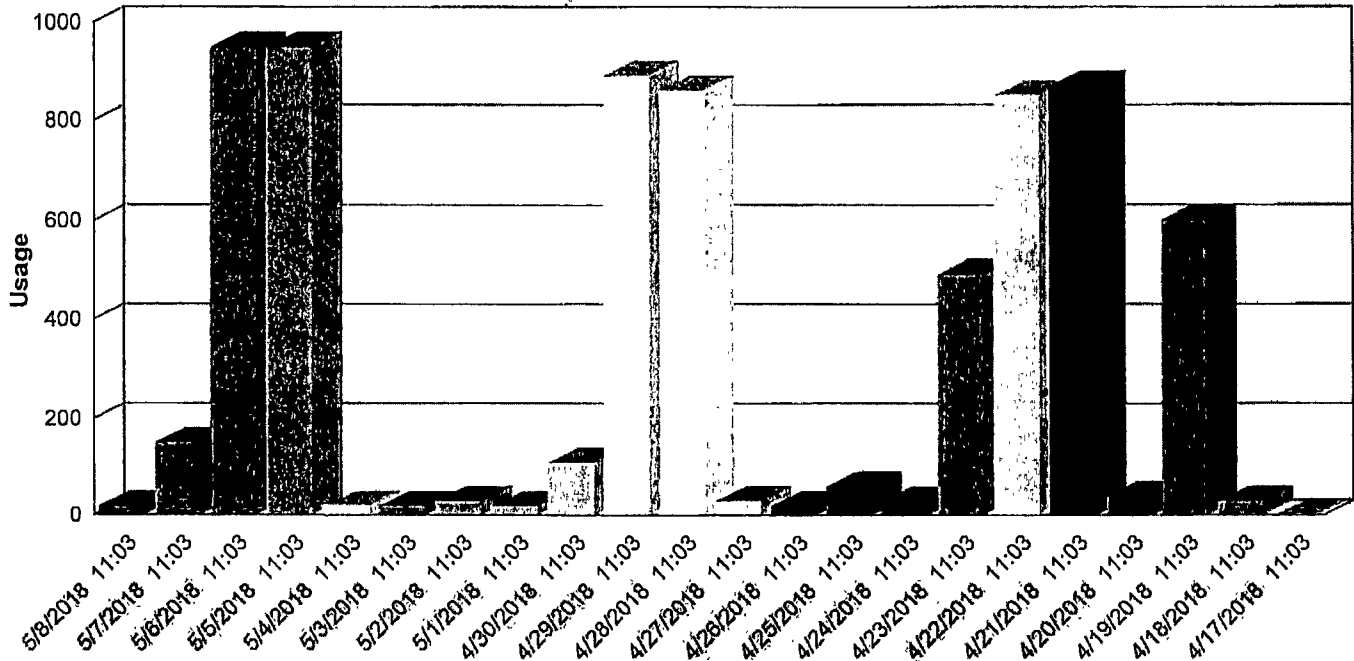
Data Log Event: 2583409:

Address: 4626 EVENING SHADOW

Customer: SUSAN WAHL

MeterSN: 7938646 Electronic ID: 16766180

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



<u>Date &amp; 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

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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](mailto:TXCustomerCare@swwc.com).

Sincerely,

Charles W. Proffitt, 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 9<sup>th</sup> 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 15<sup>th</sup> – 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 17<sup>th</sup> - 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 18<sup>th</sup> – we received this inquiry.
- September 19<sup>th</sup> – 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](mailto: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 0 8 0

16766180

16766180

5/8" DL

PAT. NO. 6,819,292

OTHERS PENDING

FCC ID: NTA-1121

700.2



DS

GALLONS

**MASTER  
METER**

MADE IN ISRAEL



0 1 4 6 1 2 0

16766180

16766180

5/2  
PAT. NO. 3,818,299  
OTHER PAT. NO. 3,818,299  
MAXMETER21  
1987

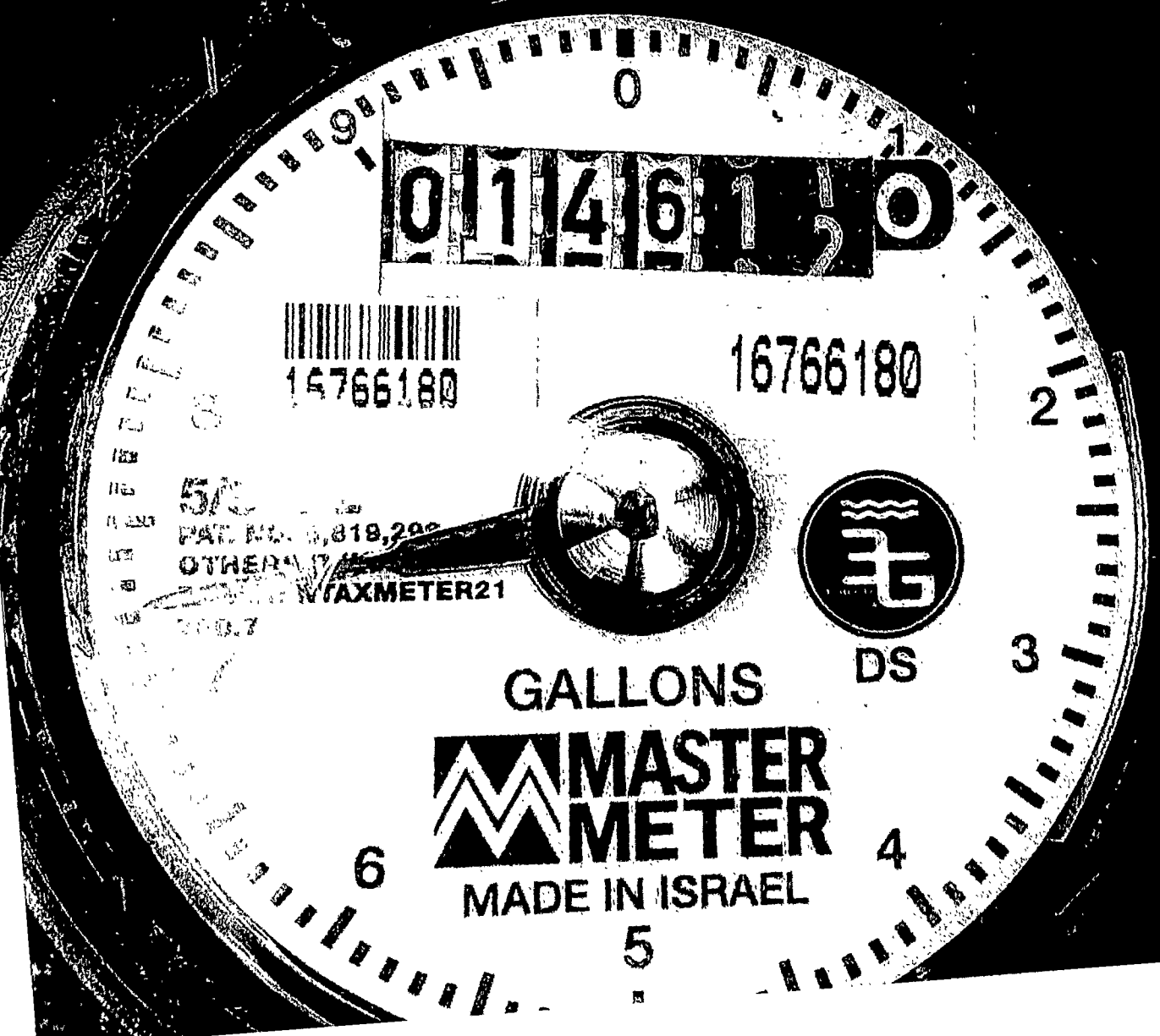


GALLONS

DS

**MASTER  
METER**

MADE IN ISRAEL



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 12<sup>th</sup> day of February, 2019

**CITY COUNCIL:**

Bill Krawietz  
Bill Krawietz, Mayor

Kirk Harrison  
Kirk Harrison, Mayor Pro Tem

Absent  
Robert Hurst, Council Member Place 1

Yvonne Chapman  
Yvonne Chapman, Council Member Place 2

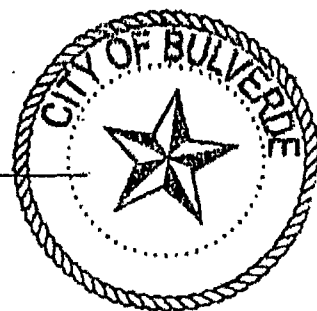
Ray Jeffrey  
Ray Jeffrey, Council Member Place 4

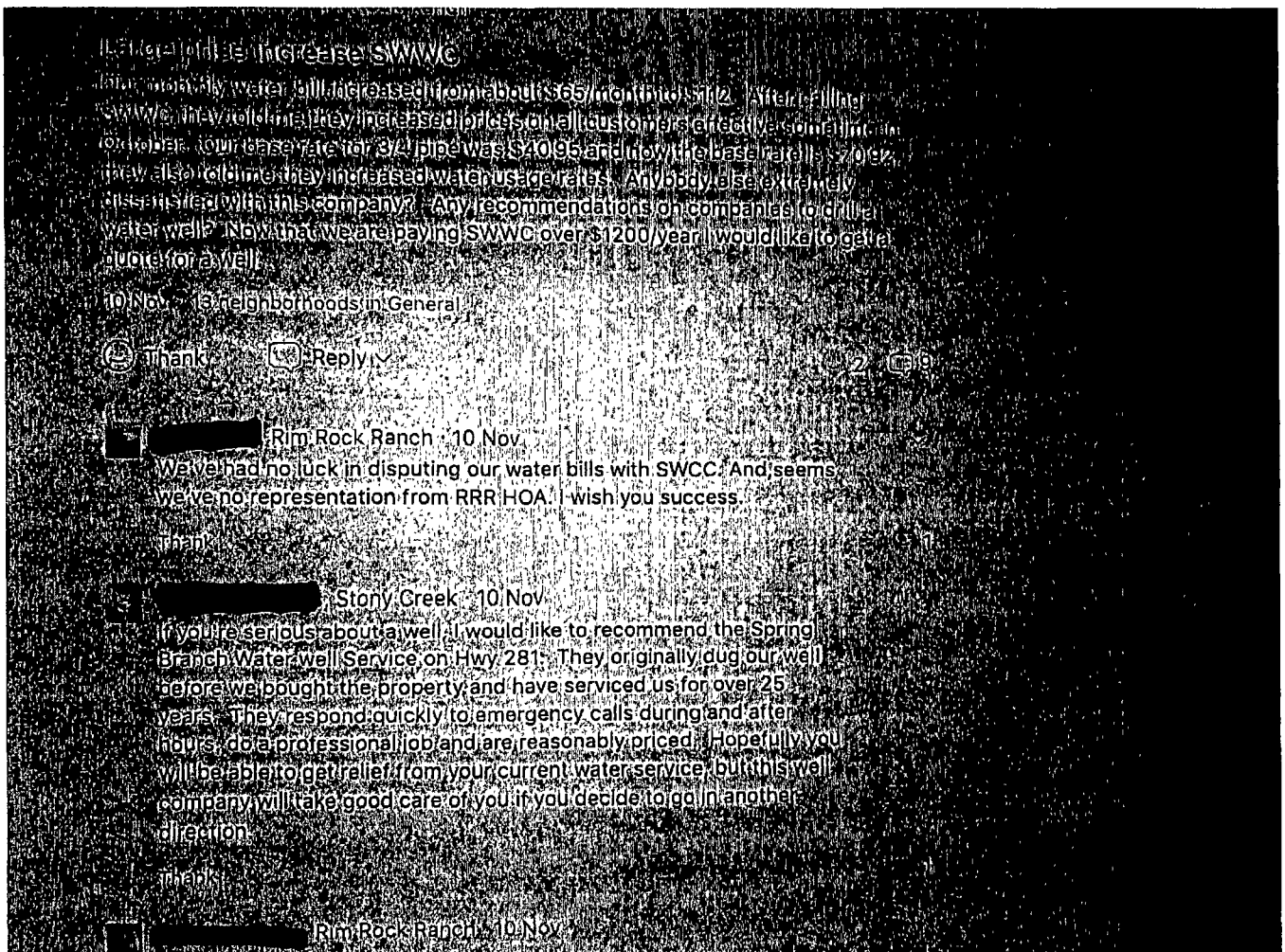
Gene Hartman  
Gene Hartman, Council Member Place 5

Mechelle Salmon  
Mechelle Salmon, Council Member Place 6

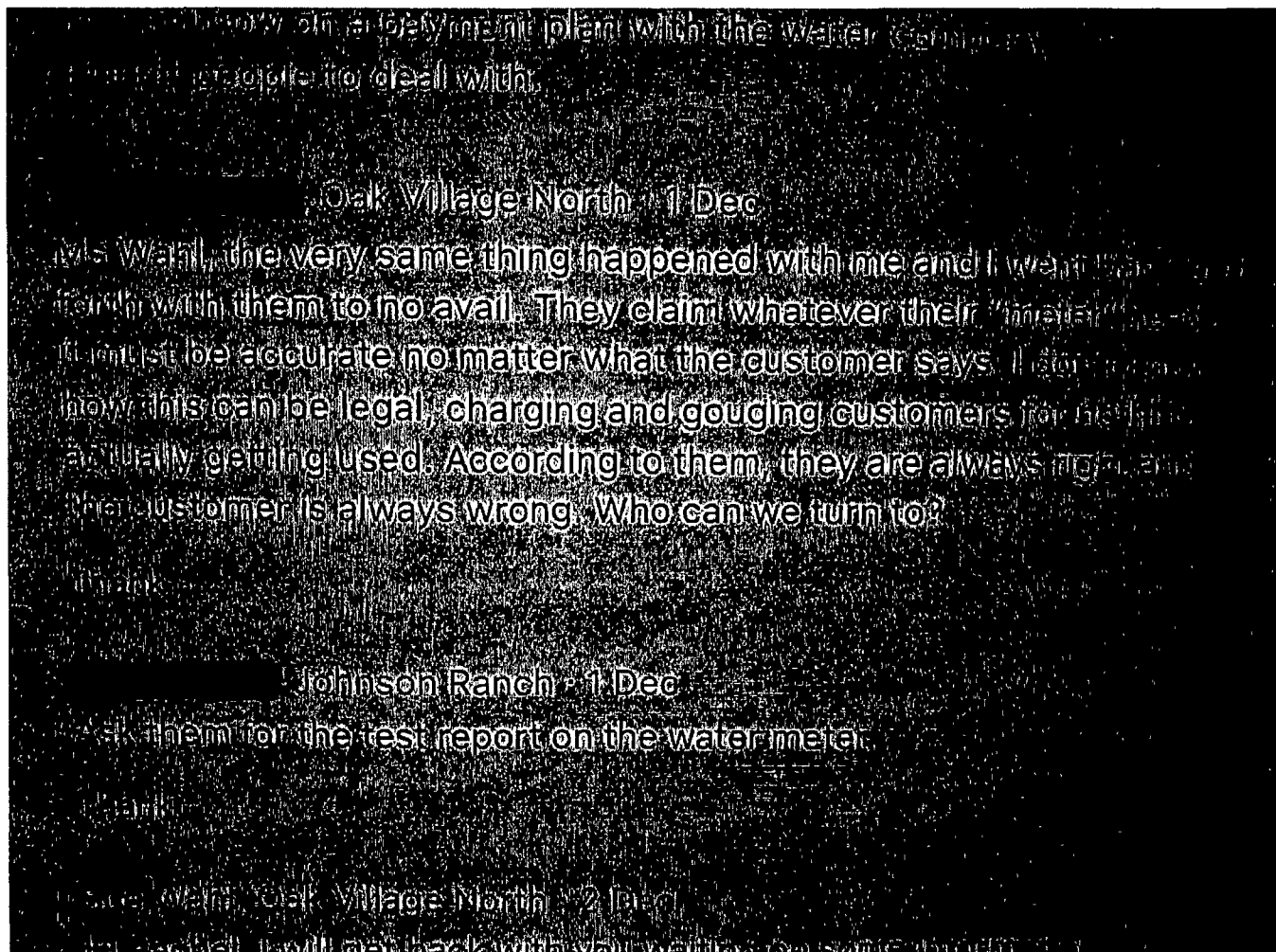
**ATTEST:**

Maria Franco  
Maria Franco, City Secretary

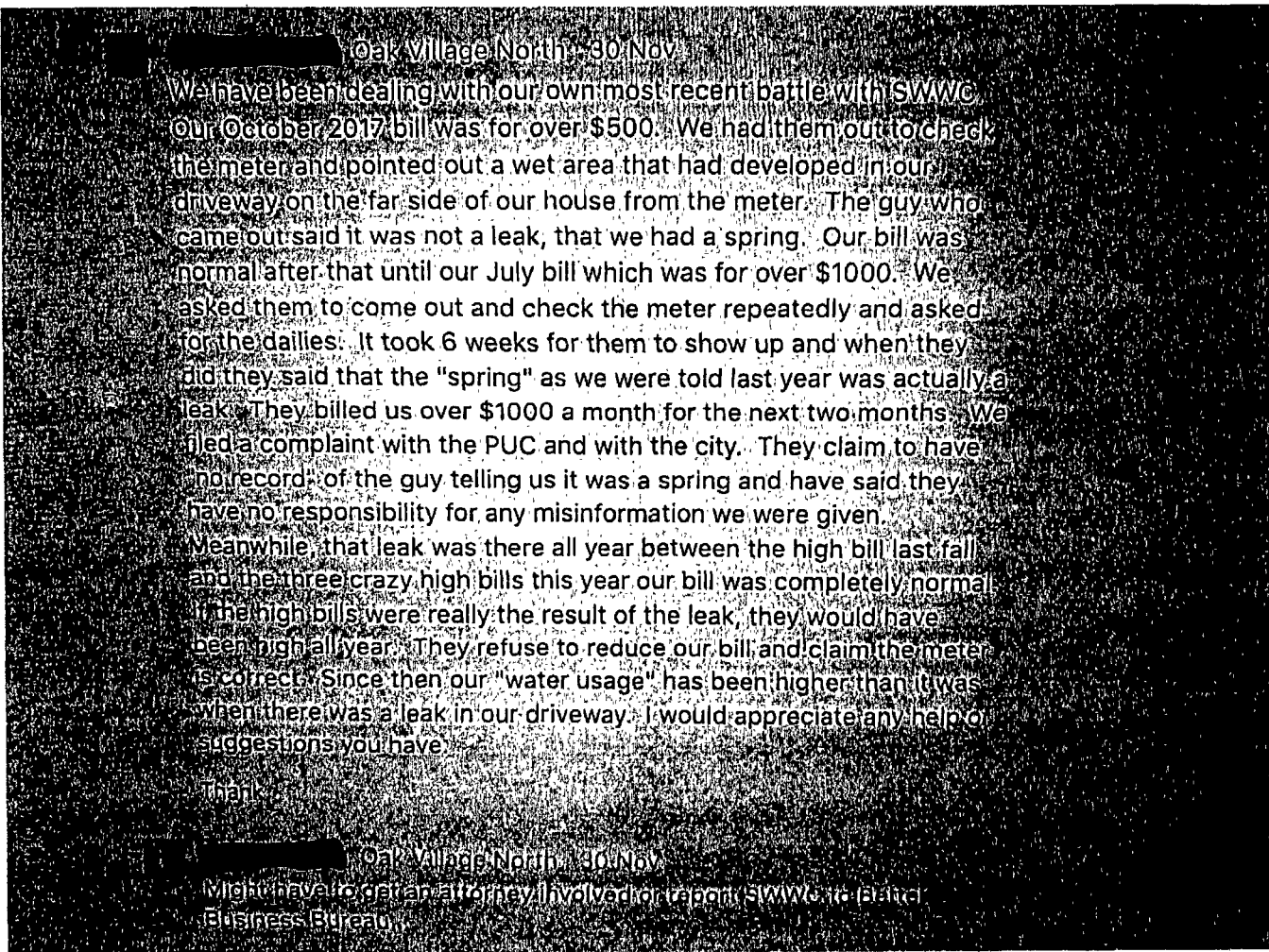




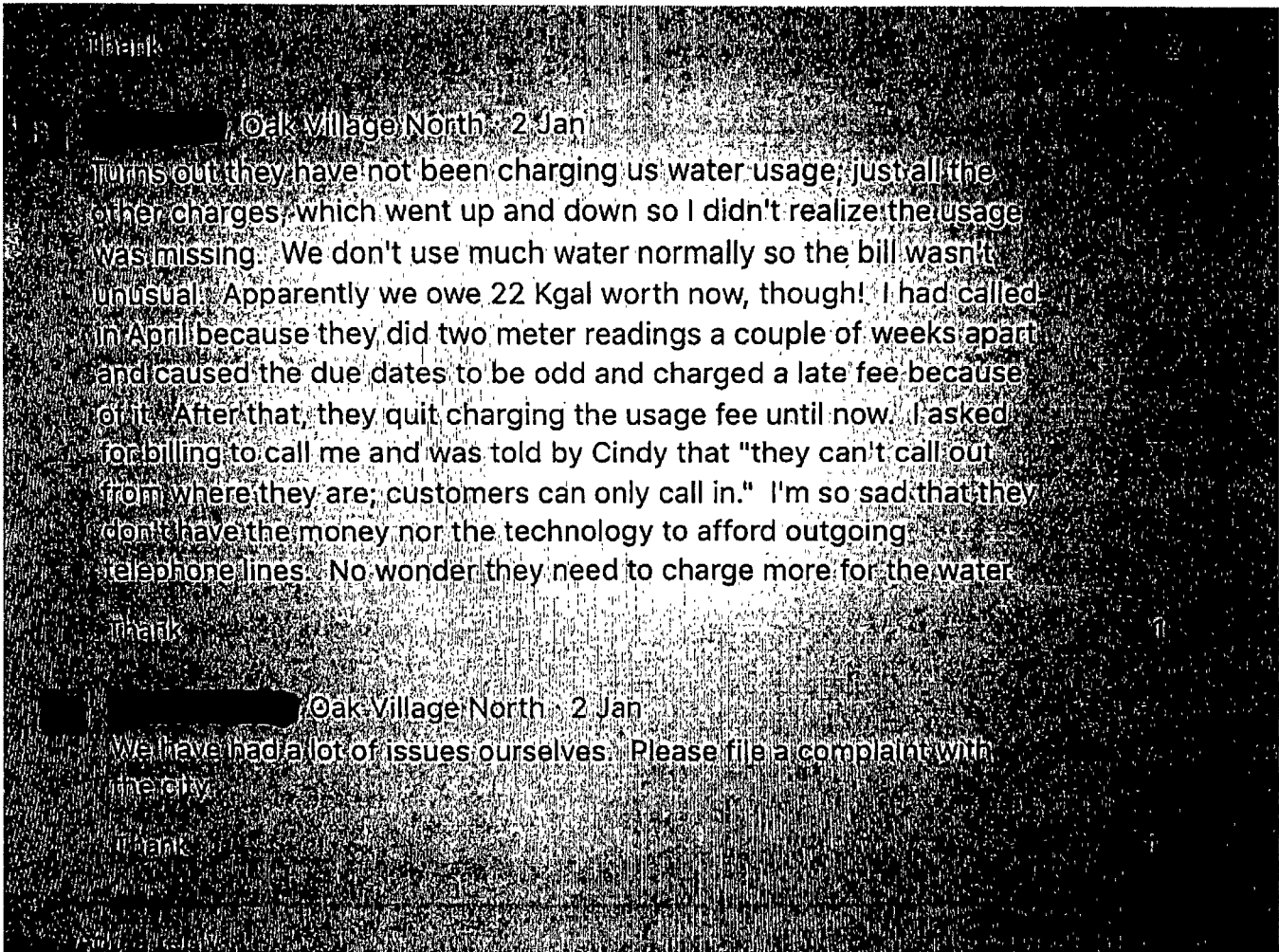
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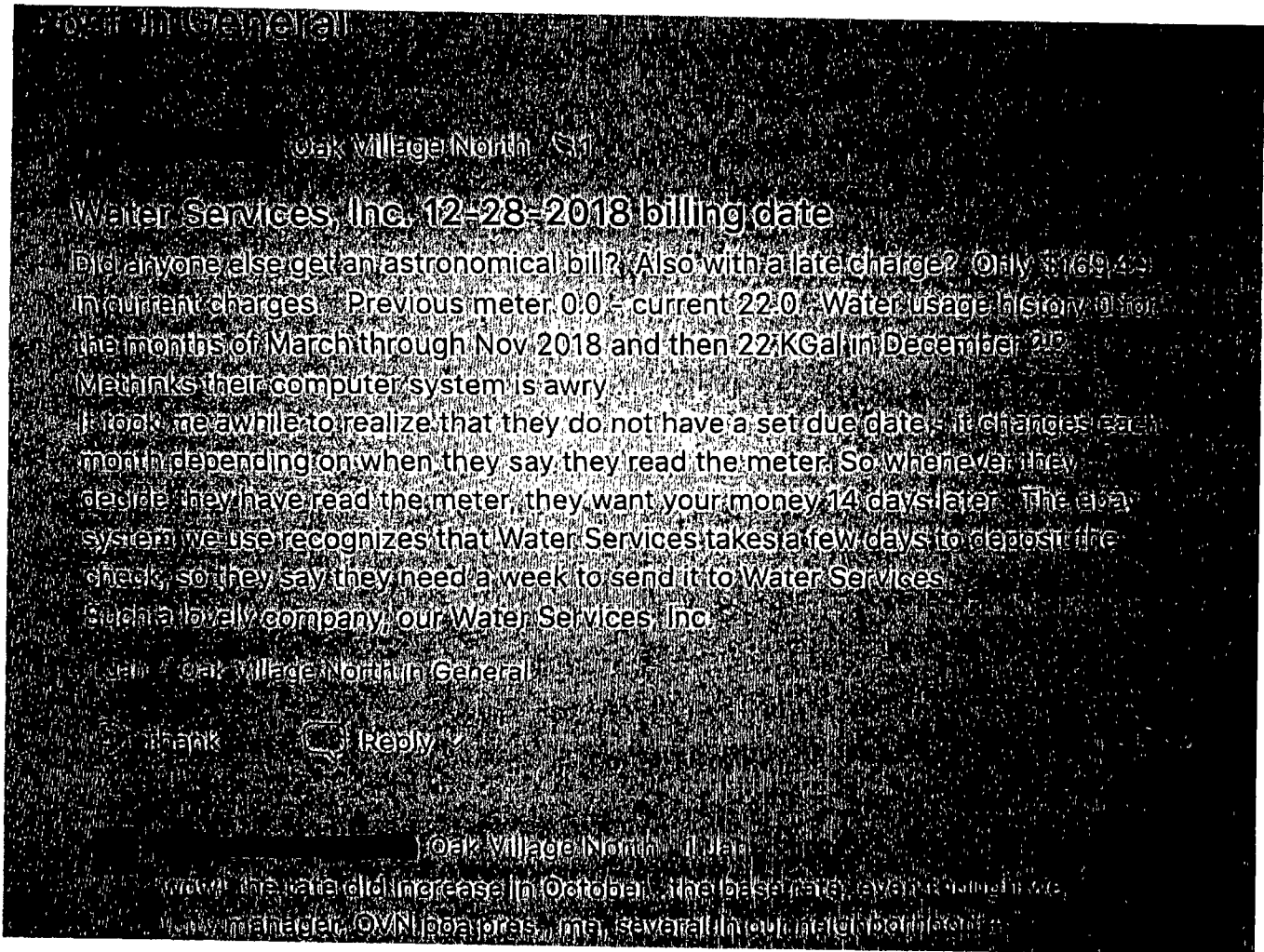
2018



2018



2019



Sub: Walnut Oak Village North - 14 Feb

Residents not in the City of Bulverde can go straight to the Public Utility Commission to complain.

[Redacted] Rim Rock Ranch - 14 Feb

Good to know! Like you, we had several months of unexplainable hikes and SWWC was unwilling to acknowledge these hikes were totally out of the ordinary. So glad you had the patience and willingness to pursue. So, are they required to refund you? Or what will shoot now?

Thank

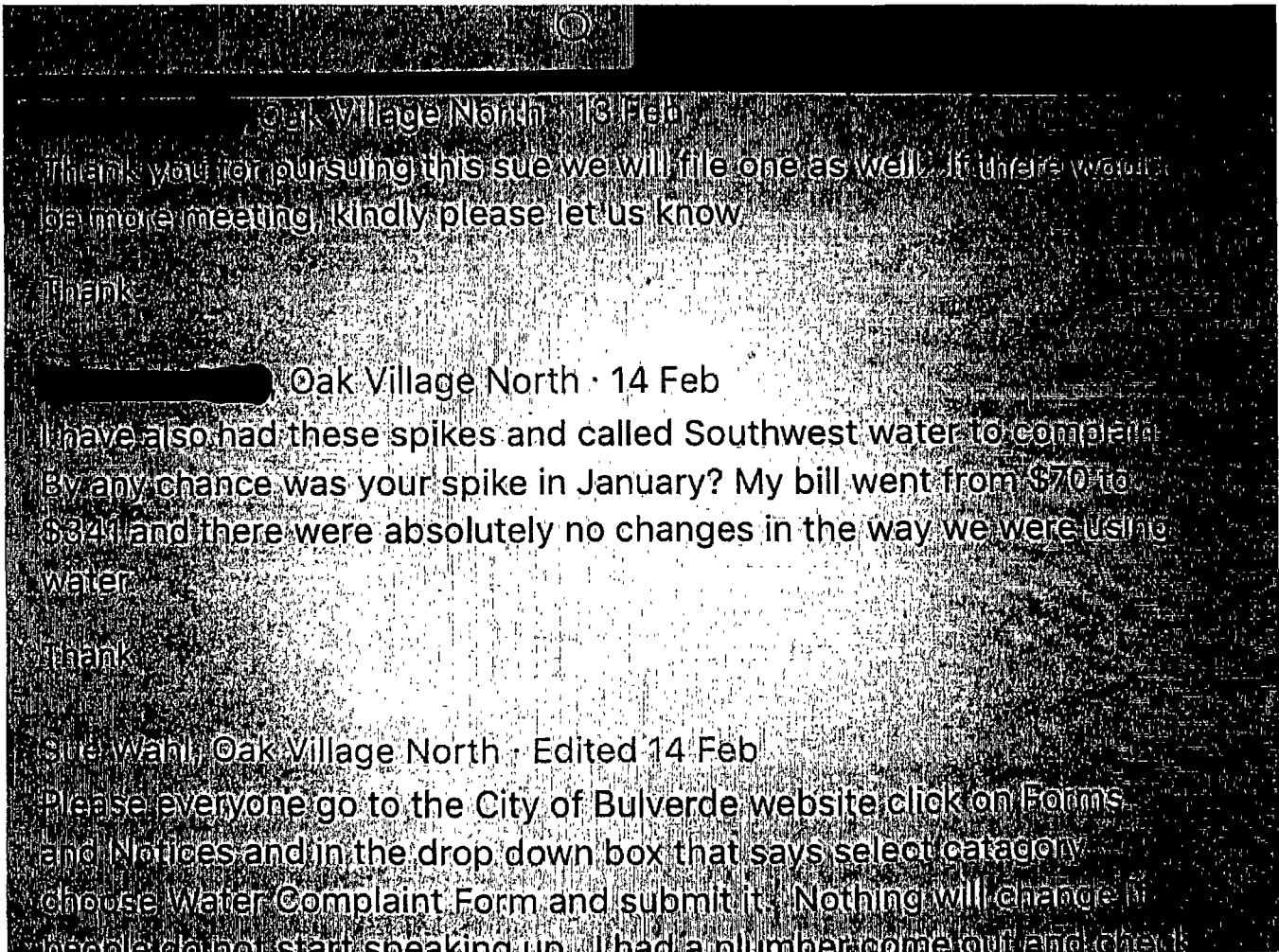
[Redacted] Rim Rock Ranch - 14 Feb

Meant, what will happen now?

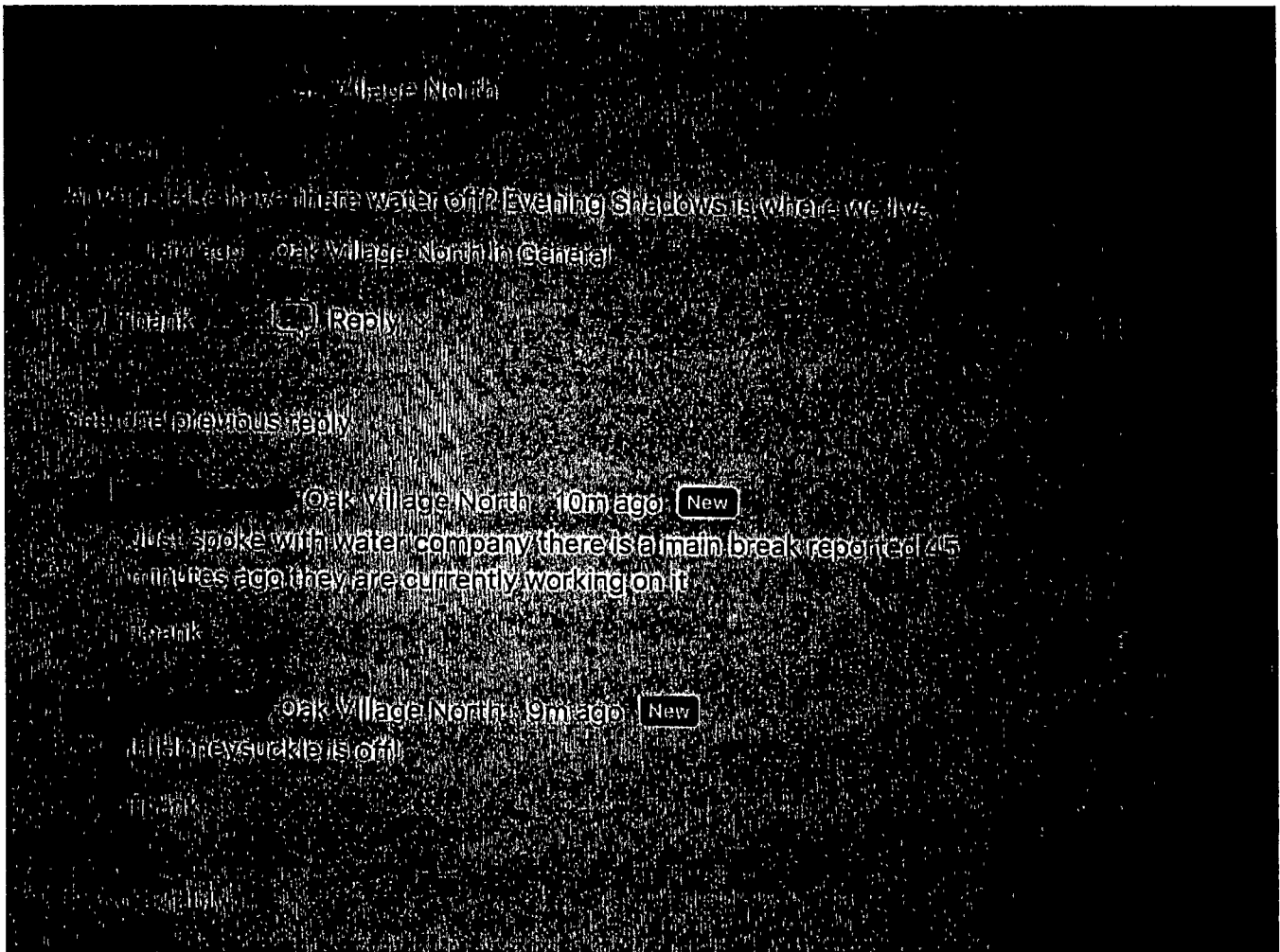
Thank

2/2019

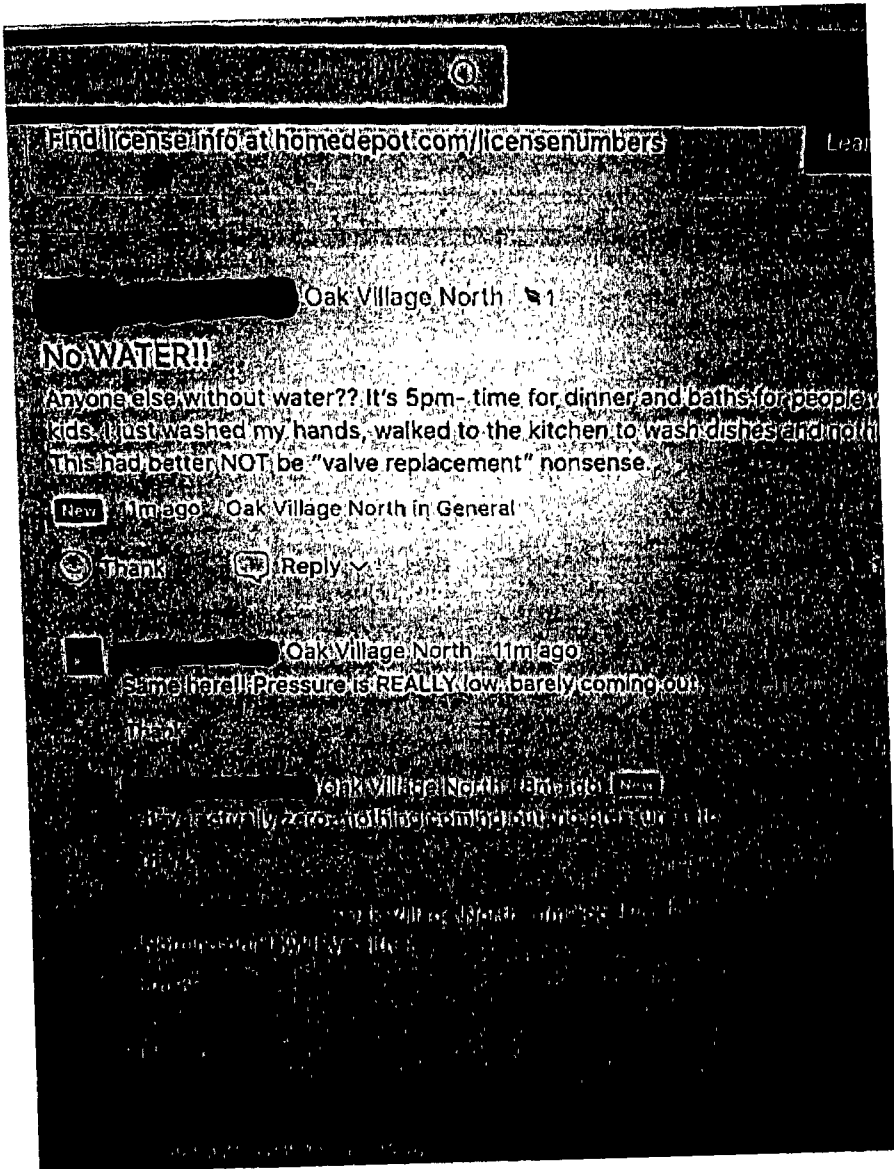




2/2019



5/28/19



5/28/19

wish we could get water companies deregulated but I don't see it happening anytime soon!!!

**Company Response 10/15/2018:**

Hi there, We appreciate your feedback in our to help improve our customer service. We encourage you to contact us at 866.654.7992 or TXCustomerCare@swwc.com so we can discuss your account in detail and investigate any additional concerns you may have.

Helpful? YES NO



Replies

## Hornsby Bend Subdivision in Austin Texas

By Danny - 04/09/2018

AUSTIN, TEXAS -- This Company is a crooked scam. Me and my wife pay a "base" fee of 165.00 a month. No matter how much water we use under 1000 gallons. Our actual usage avg around 50.00 a month. They tell me the fees are for "future repairs and upgrades" to the system. Stay away from Hornsby Bend! We are moving out ASAP!

**Company Response 10/15/2018:**

Hi there, we work hard to give our customers great service at acceptable rates. Please give us a call at 866.654.7992 or TXCustomerCare@swwc.com, so we can review your experience in detail.

Helpful? YES NO



Replies

# Southwest Water Company Consumer Reviews

Most Popular | [Newest](#) | [More Options >](#)

## Base Fees Are Criminal

By R. - 10/23/2018

AUSTIN, TEXAS -- Since day one of starting services with them has been hell. Customer service is rude and very unprofessional. Some of them can't even explain policies. I did finally get one agent that was very kind and understanding. However, I do not understand and do not think it's fair that they charge a base fee for water and sewage in addition to usage. The bill is \$100 before I even use any water or flush a toilet. This should be criminal. It's only my son and me on one income. I need a second job just to pay the water bill. I'm in the Austin Colony area and I wish I knew this before choosing to buy a home in this area. There has to be a way this can be remedied.

Helpful? YES NO



Replies

## 1 Over 20 Years Of Experience

Advertisement

For Over 35 Years Slab Leaks Plus, Inc Has Been The Industry Standard For Leak Detection. Slab Leaks Plus

## 2 Mudslide and Flood Assistance - Remove, Decontaminate & Dry

Mudslide and flood response servicemasterventuracounty.com

By Mona - 01/31/2017

SOUTHWEST WATER COMPANY 12535 REED ROAD, SUGAR LAN, TEXAS -- I am a single person living in a camper. A camper. My water bill from this company is always around \$135-\$160 each month, with no explanation of why it is that large. I can only afford to pay this bill at the end of the month. Because of that delay they charge a ridiculous late charge that even Reliant Energy would be ashamed to charge.

Helpful? YES NO



Replies

## Unethical - Poor Customer Service: Southwest Water Company

By Windstone Colony Hmwnr - 08/10/2010

HOUSTON, TEXAS -- I also had a problem with this same company. When I lost my job I also had to decide whether to pay my water bill or buy food so a lot of times I made it just before being disconnected. This company makes up random rules to charge you the reconnection fee. I made the payment due and called at 9:00 AM to advise them of this on the day that I was scheduled to be disconnected. They then informed me that I had to pay the reconnection fee so that they could call dispatch and cancel the disconnection. I asked to speak to a supervisor and gave my number to them. They promised to call me back and never did.

I was disconnected @ 4:00 PM that day (even though I posted a copy of my payment where the service man could see it). The technician said that all they had to do was pick up the phone and call him. Also, until 12:00 PM they are working the orders from the day before so Ec-Resources could have called him easily to cancel the disconnect, thereby negating any reconnect fee. He would never have driven out to disconnect my service.

Also, no one ever called me as I was promised. \$50.00 to make a phone call is outrageous and I should not have had to pay this fee. I know that I am living month-to-month and should try to pay this bill on time. However, this is an unethical charge and Eco-Resources (now Southwest Water Company) just doesn't care. They tell other people that if you call before 12 that day you won't be disconnected. But it seems to be just random rules depending on whom you talk to. I can't seem to find out who decides rules and regulations since they aren't governed the way that normal water companies (in cities) are in which policies and procedures are straight forward.

Helpful? YES NO



Replies

## Unreliable Billing Information

By nitnot - 06/29/2009

CALIFORNIA -- One Wilshire Building, 624 S. Grand Ave., Ste. 290. I just recently moved to the US and have my water service from SWWC. I paid the bill every month far away before due date. On April and May, my bill is very low and is written due to the credit balance. No idea what is that, I paid it as it is. Suddenly on June, received a bill which include past due balance from April and May plus a late fee. I paid it anyway. However 1 day later, I received a warning letter saying my payment has not been received and as such an additional 10USD should be paid for delinquent fee. My payment must have crossed path with the warning letter.

I paid that 10 USD anyway, because I want to avoid complication of service being terminated and extra fee, etc. However with the 10USD payment, I sent a complaint letter and also call the customer service to complain. Their answer was not very nice. It took me 30 min before I got a response to the call and when someone answer, their question was "What is your problem, Ma'am... Your payment is already received anyway and now all should be OK."

That is not the kind of answer that I want. So I explained to her that I'm angry because there is no notification on the past due balance from April and May before it was too late to pay. If they can send me a warning letter, why they never able send me notification prior to June billing that I have a past due balance so that I don't need to pay late fee and also another 10 USD of warning letter fee.

I sent a complaint to their customer service website via email after that and I received no response. If I am not thinking about possibility to lose the deposit I gave to them in the beginning of the service and extra installation cost to move to another water company, I would already change water provider. I don't know where is their address, in the website is in California. However, I paid my bill every month to Brazoria County Mud#29 in Humble Texas.

Helpful? YES NO



Replies

# Always Always Always Overcharged And Nickel And Dimed To Death



By Kenny - 09/18/2018

JOSHUA, TEXAS -- Received a \$511 water bill for one month. That is literally impossible! No way possible with 2 adults showering once daily, watering the yard a little bit, putting some water in the pool every once in a while, and ABSOLUTELY NO LEAKS that we went through/used what they claimed is 44k gallons of water during that cycle. Just not possible. I've always suspected for the last 15 years they were a dirty company, but this takes the cake! And to add icing to the cake, they charged a \$51 late fee! Not sure how I'm going to pay this. I did waste my time calling customer service but just as I suspected, they did nothing! VERY VERY DIRTY company! Unfortunately there's nothing you can do about it because they monopolize all the water here! I'm Pissed.

### Company Response 10/15/2018:

Hi Kenny, A \$500 bill is not a typical amount for a customer. We strongly encourage you to contact our Customer Care at 866.654.7992 or TXCustomerCare@swwc.com.

Helpful? YES NO



Replies

# Water Company From Hell



By Valerieuk - 02/25/2018

SUGARLAND, TEXAS -- Several years ago, SWWC bought out the Mom and Pop water companies in Texas. It has been pure hell ever since. At first it was billing practices. Even though my bill was paid before the due date I was still getting charged a late charge. I was told they didn't get it until after the due...funny how it had cleared my bank before the due date.

Next it was charging customers triple than what our bills were before. TAMER was formed by a group of people and met in Austin to fight these ridiculous prices but to no avail. Now, would somebody please explain to me how my bill ranged from \$111 to \$130 a month with anywhere from three to ten people in my house to \$122 with just one person in the house!!! It doesn't include trash pickup, I pay another company for that. It doesn't include sewer either as I am on septic tanks. Oh how I



# 1 Over 20 Years Of Experience

For Over 35 Years Slab Leaks Plus, Inc Has Been The Industry Standard For Leak Detection. Slab Leaks Plus

# 2 0% intro APR until nearly 2021

11 cards offering 0% intro APR CompareCards

Overcharge way too much for water. Water bill is nearly twice my electric bill. I live by myself.

By C. - 03/28/2018

MABANK, TEXAS -- Well it's simple. I work a lot. Not home much and live alone. I use 60-80\$ a month for electricity but a whopping 150\$ month for water. Their rates are based on a scale 1-5. My scale is 1 every month but doesn't matter because the base minimum is 147\$ a month. This company is a scam. Never in my life have I heard a water bill 2x your electric bill especially being single. On my bill it says 5\$ actual water usage. This company is pathetic.

### Company Response 10/15/2018:

Hi there, we do our best to provide our customers with quality service at reasonable prices. Please give us a call at 866.654.7992 or TXCustomerCare@swwc.com, so we can review your experience in detail.

Helpful? YES NO



Replies

This Company Provides VERY Poor Quality Water While Taking Advantage of People

# CEP

Center for Electrosmog Prevention

a California nonprofit working to  
protect public health

*click here to learn about*

**THE SCIENCE BEHIND THE HARM**

## Smart meters overcharge – CPUC emails reveal coverup



Smart meter, above, identified by the digital display.

*CPUC caught promoting inaccurate smart utility meters, falsely touting report as independent.*

Smart meters, installed on every home by California's utilities, can malfunction and overcharge customers, according to a raft of insider emails recently released by the California Public Utility Commission (CPUC). CPUC engaged in a systematic coverup of smart meter accuracy problems while forcing them on California utility customers. The Structure Group, a widely-touted, so-called "independent" company from Texas, was charged by CPUC to investigate smart meter accuracy in 2010, and determined smart meters were accurate, even while customers reported skyrocketing bills that doubled, tripled, or even quadrupled, once the wireless

meters were installed.

As it turns out, the CPUC emails reveal that the Structure Group held lucrative contracts with PG&E, the utility whose smart meters were under fire, for the past five years. CPUC emails reveal behind-the-scenes maneuvering to keep that conflict of interest quiet. Previously hidden communications between top CPUC and utility staff disclose that smart meters were actually malfunctioning in several ways – resubmitting data multiple times that was read and billed as such, and providing inaccurate data when the temperatures were too cold or too hot for the inexpensive, flawed meters to function.

CPUC President Michael Peevey, recently resigned and under criminal investigation by the state attorney general's office, complained numerous times to PG&E by email that his own utility bills, at a vacation home rarely occupied, had doubled. As a result, he wanted it to be "smart meter-free". Simultaneously, Peevey (former CEO of Southern CA Edison) and the CPUC were helping utilities promote the accuracy of

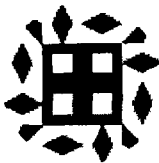
smart meters to the public, while forcing the lucrative, profitable devices on utility customers, statewide.

The flawed Structure Group Report, falsely claimed to be an independent investigation, is still used nationally to show smart meter accuracy. For more information in a detailed article by EMF Safety Network, quoting the revealing CPUC emails, [click here](#).

Want to get rid of the smart meter on your home? Have your bills been higher since installation? A smart meter opt-out is available by calling SDG&E, or your other California utility. Live in another location? Increasingly, in response to consumer outcries, utilities across the nation are providing opt-outs – free (in VT) or for-fee. Having an accurate, electromechanical analog meter, the kind used for the past century without problems, will likely save you money, while preventing exposure to hazardous electrosmog pollution emitted by the wireless smart meters. According to a recent Decision at the CPUC, smart meter opt-out fees will be charged for the first three years of a customer opt-out, then the widely unpopular fees will be dropped.

Fill out a SDG&E form to request an opt-out from a smart meter.

Susan Brinchman, as Director of the Center for Electrosmog Prevention, a La Mesa, CA 501c3 nonprofit, has represented utility customers in CPUC legal proceedings concerning smart meters since May, 2012, working to obtain an opt-out, eliminate fees, remove banks of smart meters, and ban them altogether.



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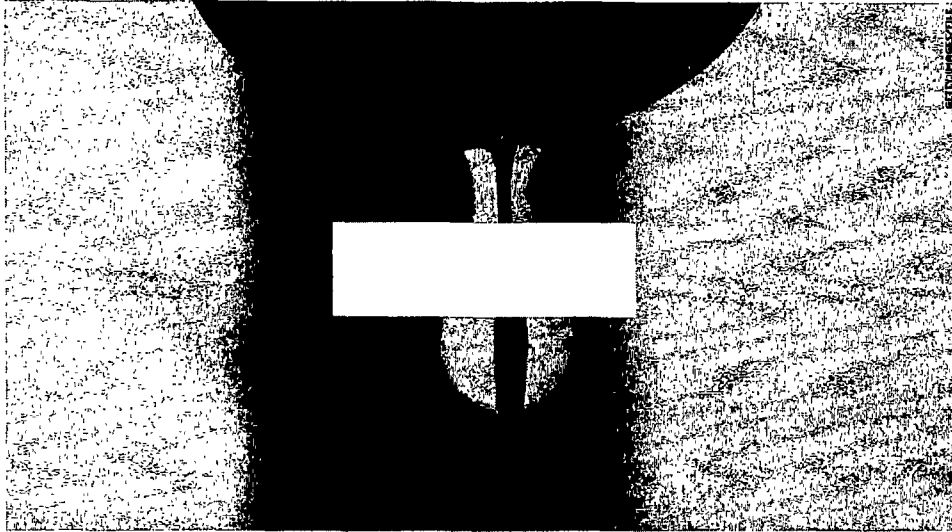
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## Skyrocketing water bills mystify, anger residents

See show times >

**NEWSROOM**

By **Scott Zamost and Kyra Phillips**, CNN Special Investigations Unit  
 March 2, 2011 9:42 a.m. EST



Water wars: Bills rise to the thousands

### STORY HIGHLIGHTS

Atlanta woman reacts to her \$3,000 water bill: I'm "sinking in a hole of water"

City water officials received more than 22,000 calls in January

Many problems arise after installation of automated water meters

Similar water bill spikes reported in Ohio, Massachusetts, North Carolina and Florida

**Editor's note:** This report follows a four-month look into Atlanta water bill complaints conducted by CNN's Kyra Phillips and the CNN Special Investigations Unit. Follow CNN Senior Investigative Producer Scott Zamost on Twitter.

**Atlanta (CNN)** -- Imagine paying as much for water as you do for your mortgage.

Residents throughout Atlanta are outraged by hundreds, even thousands of dollars in monthly spikes in their water bills, and have questioned the legitimacy of the charges for years. Now, they're demanding answers.

"I thought we were sinking in a hole of water," said Debbi Scarborough. "It scared me to death. I thought we had a major leak when I got the bill."

Over two months last summer, her family's monthly water bill, shot up to \$1,805 in July and then \$1,084 in August, leaving a balance due of more than \$3,000. She said in the past her bill has averaged \$200 to \$250.

"I'm not paying a \$3,000 bill. And for those three months, we were pretty much out of town most of the time and there's no leaks," she said, showing CNN a copy of her plumber's report.

The city installed a device on her meter to track daily usage. In the meantime, Scarborough's bill remains unpaid while she disputes the charges.

She is not alone.

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City	State	Year	Rate
Albuquerque	New Mexico	2013	\$1.18
Albuquerque	New Mexico	2012	\$1.18
Atlanta	Georgia	2013	\$1.01
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Atlanta	Georgia	2011	\$1.01
Atlanta	Georgia	2010	\$1.01
Atlanta	Georgia	2009	\$1.01
Atlanta	Georgia	2008	\$1.01
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Atlanta	Georgia	1988	\$1.01
Atlanta	Georgia	1987	\$1.01



America's crumbling water infrastructure



Water main break flips car, causes flood

While similar complaints about huge water bill spikes have popped up in Cleveland, Ohio; Charlotte, North Carolina; Tampa, Florida; and Brockton, Massachusetts; it appears that the issue has lasted the longest in Atlanta.

See how top 50 cities rank

It's led to a class-action lawsuit, countless meetings with city officials and continuing complaints from fed-up residents.

Thousands of residents who have seen unusual spikes have appealed their high water bills. Just last year, the city issued credits totaling \$466,368 to customers.

Atlanta, with more than 500,000 residents, says it already has the highest water rates of any major city in the United States, due in part to federal consent decrees to overhaul the city's water supply infrastructure.

Many of the problems arose after the installation of new, automated water meters, which began nearly five years ago, and involved contracts for meter installations, the electronic meters and software equipment.

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**Water Leak Facts**

- Yearly home leaks could exceed annual water amounts used by Los Angeles, Chicago and Miami combined -- or more than a trillion gallons
- 10% of homes have water leaks totaling at least 90 gallons a day
- A constantly running toilet wastes at least 200 gallons of water daily
- A leaky faucet with one drip per second wastes more than 3,000 gallons a year

Source: EPA.gov

The automated meter-reading technology eliminates the need for city workers to manually check every meter. Instead, they retrieve the data by driving by each property. The meter electronically transmits data showing the amount of water used.

From the beginning, there were problems.

In 2007, city auditors found they were "unable to verify electronic meter readings" because of "meter read errors, equipment failures or human errors."

Specifically, the audit said "about 9% of the meters could not be read due to broken or malfunctioning equipment."

Two years later, another audit concluded that a "high number of accounts" were not getting "actual meter readings" because of "meter read errors, equipment failures or human errors."

**I thought we were sinking in a hole of water. It scared me to death. I thought we had a major leak when I got the bill.**

--Debbi Scarborough, Atlanta residential water customer

CNN reviewed hundreds of complaints from Atlanta residents as well as city e-mails obtained through a public records request.

On August 26, 2010, Mitch Elliott, a sales executive of Neptune Technologies, which manufactured the meters, wrote to a city official: "It has been an industry experience that typically when a utility does an AMR (automatic meter reading) meter changeout and also switches software billing companies that generally high bill complaints are either due to new meter accuracy and/or a billing multiplier error."

Elliott would not comment, referring CNN to city officials.

Peter Aman, the city of Atlanta's chief operating officer, said in an interview that he realized at that time the situation was serious. He's been on the job since January 2010. Last September, he replaced senior management in the Atlanta Dept. of Watershed Management.

He said the city has sampled about 9,000 of the 132,954 residential meters and made a major discovery: About 1% of the meters' registers, which show how much water is being used, and the meter base underneath do not properly fit. That mismatch could result in a doubling of the water bill, Aman said.

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Atlanta  
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"These two components don't match and guess what? They're labeled. This one says three-quarter (inch) on it and this one has a "1" (inch) on it. Now, it's small print but it's big enough to see," Aman said.

That would explain a billing multiplier error, which leads to higher bills, he said.

He added that the problem was first "identified in the audit back in (2007) and [the city] put in place, or were supposed to put in place, a whole system of checks and balances as they went through the rest of the system upgrade, and clearly they failed because we're still finding these mismatches out there."

Experts: U.S. water infrastructure in trouble

Operators of Lenox Square Mall and Phipps Plaza, two large shopping malls, complained about water billings "nearly \$300,000 over last year for this same period of time," according to another e-mail.

"There appears to be serious errors in the water billings that are creating huge hardships for both centers," wrote Michael F. Romstead, regional vice president of Mid Atlantic Mall of Georgia. "We need the city's full attention to correct the problem."

The city responded by changing the meters' registers. Romstead did not return calls to check whether the bills had gone back to normal, but there are no follow-up complaints in the city records supplied to CNN.

Asked about problems with the rest of the meters, Aman said, "The majority of the people who complain about high water bills have some issue that is not associated with the meter. Many, many of them have either leaks, or increases in usage through irrigation or pool filling that they didn't fully understand the impact of, but that's not to minimize the fact that we do have some cases of meters that aren't functioning properly. And we're addressing those on a case-by-case basis and giving people their money back. To me, the story here is there has been a complete loss of trust between the city and its citizens and its customers."

The city has not found issues with meter manufacturer Neptune Technologies Inc. or Systems and Software Inc. which installed the billing software, Aman said. Executives at both companies declined interview requests. Two other contractors that installed meters at commercial locations did not return calls.

"We have not found a smoking gun, if you will, in terms of a system problem," Aman told CNN.

However, he said the company that installed the residential meters should be held accountable. KHAFRA, an Atlanta-based firm, joined a Pennsylvania company to carry out the \$40.3 million contract.

After months of calls, KHAFRA President Valentino Bates agreed to an interview, but only after CNN had spoken to Aman.

"When we ended the contract in December of 2009, we had a 90-day window to come in and address any concerns. No concerns were brought to us. So as of today sitting here with you, it is our understanding that the meters are functioning properly as they were supposed to when we installed them," Bates said.

He said the company had identified 968 meters that had the mismatching problem, and fixed all of them by last March. The project, he said, was "very successful" and he added that he had not been informed about additional meter issues.

Asked if his company would repair any other meters the city said were not correctly installed, Bates told CNN, "If it is our problem, we will do that."

Meanwhile, Atlanta residents continue to complain to the city, which received more than 22,000 calls to its Department of Watershed Management in January. And last year alone, there were a total of 12,291 water bill disputes, according to the city.

"Clearly, people are upset, and one of the things that we said to people is that we hear you and that we do believe we have problems in the water meter and billing system," Aman said.

That doesn't convince residents like Wilda Cobb, who is astounded at a water bill that now totals \$10,071.

Her bill spiked to more than \$1,200 in November, then skyrocketed to \$6,879 in December.

"I am furious, I am upset, I'm confused," Cobb said. "I can't get an answer from the city because they won't admit there is a problem."

A city official reviewed Cobb's bills, and said the unusually high usage for the two months would normally mean there was some kind of leak, possibly with the irrigation system. The city installed a data logger meter that tracks usage during each day.

Her latest bill is down to just \$34.

Ironically, Cobb knows something about water issues. She's an attorney for the Environmental Protection Agency.

"As I person, I know something's wrong here," Cobb said. "As an attorney, what can I do about it? But, I don't think it takes a law degree to say \$7,000 for a month's use of water by one person in a small home is just crazy without a leak."

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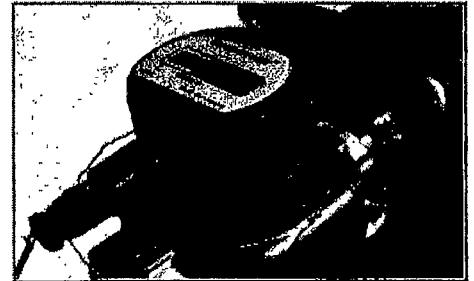


## When Water Gets Inside Smart Meters, "All Bets Are Off."

Posted on [July 28, 2015](#)

by *K.T. Weaver, SkyVision Solutions*

In June it was reported based upon a *Chicago Tribune* investigation that a [Chicago Suburb Claims Smart Water Meters Don't Overcharge. "They Misrecord."](#) The *Tribune* has continued to investigate this issue and has found problems with smart water meters in another Chicago suburb, this time in Aurora.



So far only nine meters have been discovered to malfunction: three spinning forward, three spinning backward and two whose patterns couldn't be determined. Another meter inexplicably bounced back-and-forth between display numbers. Aurora officials were concerned enough about the strange behavior that they asked the manufacturer, Sensus, to determine the problem. According to Sensus, water had gotten into the meters' electronics in ways the manufacturer hadn't before realized.

**Tom Kelly, head of the industry's committee on meter standards, told the *Tribune* that water is a key danger to electronic meters: "Once you get water inside the electronics of these meters, all bets are off. It can do just about anything."**

The fact that about anything can happen when water gets inside a smart meter was best exemplified in Saskatchewan when it was reported last October that moisture and contaminants getting inside Sensus smart *electric* meters were a major factor in catastrophic meter failures and ensuing fires.

As previously [reported](#) for the smart electric meters in Saskatchewan, Jack Ritenburg, an electrical engineer and head of Ritenburg & Associates concluded that moisture and contaminants inside the meters was the cause of the smart meter fires. He also concluded that "water intrusion due to holes in meter boxes, 'hot socket' conditions in the meter box and over voltage in the distribution system" or other "external factors" were **not** the cause of the fires as previously claimed by the manufacturer. As a review, here is the SkyVision Solutions video from last October:

In conclusion, among the many problems with so-called "smart meter technology" is that water and smart meters don't mix, whether it be due to causing inaccurate or inflated bills, or worse, causing fires in the case of smart electric meters.

**Source Material for this Article**

"Another suburb reports problems with digital water meters," at <http://www.chicagotribune.com/news/ct-aurora-water-meters-met-20150724-story.html>

"Smart Meter Failures a 'Catastrophe' in Saskatchewan," at <https://smartgridawareness.org/2014/10/28/catastrophic-smart-meter-failures-in-saskatchewan/>

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## One Response to *When Water Gets Inside Smart Meters, "All Bets Are Off."*



**Anon says:**

August 18, 2015 at 16:55

Are the smart meter components, both the meters and exterior transmitters properly insulated from potential EMR sources conducted via the copper water mains? Can the water smart meters for example, withstand 4 amps / 1.2 volts AC?

Have the following on copper / iron water mains ever been evaluated as a reason the meters register an increase in usage, or have anything to do with the meters malfunctioning [spinning forward/backward, etc]:

Voltage,

Current,

Frequencies [possibly from locating antennas on water towers, dirty electricity],

Other EMR sources: for example, per code, the ground wire connecting the service panel to the water main, -allows for both net current 'running' on the water main, and potential stray voltage originating from the utility neutral to create a 'circuit' that can result in subsequent vibrations. . .

And what of potential DC sources?

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# Suburb's smart water meters regularly overcharge residents

By **Gregory Pratt, Lauren Zumbach and Joe Mahr**  
Chicago Tribune

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Tribune investigation finds so-called smart water meters overbilling residents

JUNE 4, 2015, 5:02 AM

**O**ne of Chicago's largest suburbs uses a type of water meter that it knows has regularly overcharged residents — sometimes by hundreds of dollars a bill — while failing to give the public accurate information about the scope of the problem.

Tinley Park was one of the first towns to use so-called smart meters to record water usage in homes using electronic instead of mechanical parts. The village has pitched the brand of meters it uses as more accurate than mechanical models, but a Tribune investigation has found that the meters regularly overstate how much water has gone through them, resulting in overcharges to residents.

The village has known of the problem for years yet failed in key ways to ferret out bad meters. When the village found bad meters, it repeatedly did not fully refund residents. It has tried to explain away the problem in ways contradicted by its own records, including understating by at least half the number of overbilling meters it has documented. And those records lack details on how thousands more meters have failed — making it impossible to determine the true number of meters the village has discovered with the problem.

"This was a disaster from the first day," said Bob Soga, a retired Public Works employee.

What is happening in the suburb offers a cautionary tale of how consumers can lose money as utilities across the country move to meters that measure quantities electronically.

The danger to consumers can be particularly acute in Illinois, which does little to regulate publicly owned water utilities even as consumers face skyrocketing water rates. Sugar Grove, the only other suburb known to have used the brand, called SmartMeter, also has fielded complaints of overcharges, records show.

In a town that regularly boasts of being on national lists of best places to live, Tinley Park officials say the problem is isolated and relatively harmless. They say they catch almost all mistakes before they lead to overcharges.

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hrough," said Public Works Director Dale



Village officials, he said, "don't just take the numbers and send out bills and then, you know, actually overcharge people."

But village records acknowledge \$90,000 in refunds or bill adjustments. And a Tribune review of a sample of cases suggests some residents were owed far more. It's unclear just how much more could be owed because the village said it was too hard to provide the Tribune the data needed for such an analysis.

Beyond the attempt to get a full refund, the cases reviewed by the Tribune show residents at times struggled to get the village to even acknowledge they were overcharged.

Robert Free said it took repeated complaints over 16 months to get his water meter replaced and a refund in early 2013. He felt so frustrated that he kept a spreadsheet logging showers, laundry cycles, dishwasher runs and toilet flushes to figure out why his bills were so high.

"I was overbilled," he said. "What I said to them was ... 'You took my money, and you shouldn't have had it. I want it back.'"

Bill and Cynthia Sifuentes said the village failed to alert them that the meters can overcharge — instead telling them to check for toilet leaks — before eventually acknowledging the meter was to blame for high bills.

"They hid it," Bill Sifuentes said.

National experts, including one cited by the village, have told the Tribune that the meters are so unreliable, the village should replace them.

The fact that such an overcharge problem exists troubled Tom Kelly, a Maryland water official who heads the industry's committee on meter standards. He said it "should never, ever, ever happen."

### **Consistent problem**

The problem is known as "spinning," a term that refers to how the readings on a meter climb higher and faster than they should.

Imagine the figures on a gas pump rising faster than the amount of gas coming out of a hose. Water meters can over-record the same way, although the spinning can be tougher for residents to spot because meters don't display prices. Those costs come in bills every three months, compiled by village workers who take quarterly readings that are converted to dollar amounts owed.

To study the problem, the Tribune obtained from the village hundreds of paper and electronic records and, in an analysis, found 355 cases of meters the village diagnosed as spinning since 2007. That's more than double the 150 figure the village gave residents in an online article. It also doesn't count thousands more meter failures that broke.

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The Tribune also reviewed 38 specific cases of spinning meters and found failures in how the village discovered and handled the spinning. Reporters also pored over another set of records of 30 special tests done by the village on SmartMeters and uncovered more accuracy concerns.

Reporters also reviewed village announcements to residents about the meters and found officials gave residents inaccurate and incomplete information about the problem.

The village could not provide records on exactly how many meters spun since the first SmartMeters arrived in 2002.

Back then, the village had aging, traditional meters with mechanical parts. As those parts wore, the meters measured less and less of the water flowing through.

Rich Bennett, a salesman who used to work for Tinley Park, introduced the town to British firm Severn Trent and its new electronic SmartMeter, which promised "accuracy for life" with precision "at the rate of a drip."

The village, believing the meters would pay for themselves, according to documents, bought enough to cover a fifth of the town.

Problems soon emerged. Bennett recalled that some of the first batch of SmartMeters spun. Soga said meters kept spinning for as long as he worked at the village, through fall 2007.

"This was just an everyday occurrence," he said. "There were hundreds of them, just hundreds of them."

Red flags were seen by the Florida firm that has long sold meter supplies to Tinley Park. Floyd Salser, an engineer who runs the firm, said he used to sell the Severn Trent meters but stopped because of widespread complaints of reliability.

Tinley Park chose a different path. According to documents, the town, still believing it could make more money through SmartMeters, bought enough for every home.

As problems with the meters continued, the village complained to Severn Trent, records show. In 2013, the village agreed to a nearly \$186,000 payout if it voided the warranties of the remaining Severn Trent meters. After that, anytime a SmartMeter had a problem, it was up to the village to fix it.

A spokesman for Severn Trent in the United States said it was no longer in the water meter business and no one at the company was available to comment.

### **Meter testing**

In the midst of the Tribune investigation, village officials this year mailed a newsletter to all residents with an  
1 a similar article online. But the articles included

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- The village described the problem initially as meter "failures" but didn't acknowledge that residents could be overcharged.
- The village said its failure rate was normal, except for an "unusual spike" traced to a single batch of meters and dealt with years ago. But records show spinning in many batches throughout the years — with 2014 having the highest number of listed cases of any year.
- The village claimed it regularly, randomly tested meters, and all meters tested within national standards. Yet the Tribune found that Tinley Park had only recently begun testing SmartMeters, and, of 30 tests, 18 ended with a meter overstating a flow measurement that violated industry standards.

After the Tribune questioned the village in March about the inconsistencies, the village rewrote its online article, acknowledging that meters spun, removed the reference to a specific batch being failures and tweaked its language regarding the standards. It said the meters met industry standards "at the time of installation." For some meters in service, that was a decade ago.

Officials also initially assured residents that existing meters were "within" the industry standards for accuracy. Now, the village said the meters tested "close to" standards. When asked how close was close enough, the village declined to say.

Kelly, the industry's top official on accuracy, works for a Maryland utility. He reviewed village test results provided by the Tribune and said he would have flunked many of the meters that Tinley Park tested.

The online article also gave assurances to residents about practices the village used to hunt bad meters, but the Tribune found that the village's process missed case after case of spinning meters.

The village has touted software that it says easily pinpoints bad meters so they can be quickly fixed before residents are overcharged. In October, Schepers told the Tribune that "99.9 percent is, we get the reading, it looks out of whack, we do the investigation and, if need be, we make an adjustment."

But reviews of hundreds of pages of records show that, many times, the town didn't catch the mistakes. The special software often missed red flags. Sometimes the village tested suspicious meters and said they were fine, only to return months later and confirm they were spinning, according to records.

Even in cases triggered by software alerts, the village delayed testing. Instead, the village quizzed residents about their water use, such as whether they had additional house guests, watered new sod or filled pools — despite seeing signs of potential spinning.

Tinley Park residents Brian and Denise Miller got a \$710 water bill in July 2011. They said it typically costs them just \$100 to fill their modest pool with water every year.

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ls of water be?" Denise Miller recalled. Their  
ved a refund of about \$650.



## Residents complain

In cases reviewed by the Tribune, many residents got relief only if they spotted problems and complained, often repeatedly.

Most residents were first sent dye strips to put in their toilets to see if perhaps the bowl was leaking — such was the case for Bill Sifuentes. He said the village, knowing it has a problem, should immediately be checking suspect meters without making residents do the tests.

"What if you've got an elderly person and they don't even know how to use the strips?" he said.

Notes by village employees in village records help buttress Sifuentes' argument.

One woman — described as an elderly, physically disabled widow who lived alone — repeatedly complained since at least 2010 that her water bill was too high. She was repeatedly sent dye strips, according to documents. The village finally tested her meter more than four years after her first complaint. By then the meter's screen had gone blank, but the village worker wrote that he suspected it had been spinning.

Since the change, her new meter recorded an average of 25 percent less water per day than her old meter claimed, the Tribune found.

That woman's experience highlights the contradictions in the village's explanation of how meters spin — an explanation that can cost residents money. The village has told residents that when meters begin to spin, they spin so ferociously that they're easily spotted: "This spinning condition only lasts a brief time, and the recorded consumption is much too excessive to be mistaken for normal use," the village wrote in its latest online message to residents this year.

That's why, the village said, those with spinning meters typically deserve refunds for only the most recent bill.

A sample of cases confirmed that residents whose meters were spinning typically got just one bill reduced. Yet the Tribune, in its review of dozens of cases, found evidence that most of those meters were spinning for months, perhaps years, before the village acknowledged a problem. Robert Free said he tapped on his pipe and saw his meter readings jump — more than a year after he first complained and the village said his meter was OK.

The village initially cut only one of his bills, from \$136 to \$102. He said he had to argue that he was owed more, and the village agreed to refund him more money if his new meter proved he used less water. When his new meter proved it, the village refunded Free another \$167 to cover another 1 1/2 years of presumed overcharges.

Longtime residents Carl and Donna Gerlich had years of unexplained spikes, with no intervention from the village until they complained in 2011. The village cut their water bills by \$109. If he village did for Free, the Gerlichs would be owed

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"We pay our taxes. We pay a lot of taxes ... and the least you expect is for the village that you live in not to cheat you," Donna Gerlich said. "That bothers me greatly."

Village officials say they have never knowingly overcharged residents. Yet they acknowledge they've done no tests to better gauge how meters spin. To defend their rationale on how meters spin, they cited conversations with Salser, who helps set industry standards and whose firm specializes in meter testing equipment.

Salser told the Tribune that his firm years ago found that that type of meter seemed to spin in obvious ways. But, when told of the cases uncovered in Tinley Park, Salser said that it also "makes perfect sense" that meters could be spinning in ways not easily detected until a big failure.

### **The future**

Salser said he was surprised the village still was using 19,500 SmartMeters, a model he said that has "absolutely the worst performance" of any he's known. He suggested the village consider taking them out and charging residents a flat water fee — similar to what's done in most of Chicago — until it can install more reliable meters.

"They're not going to get better," he said. "It's time to pull the plug and fix it."

The village can keep using the meters as long as it wants — regardless of accuracy. In Illinois, only water utilities run by private firms are required to ensure tested meters meet industry standards. And without thorough testing, Kelly said there's no way to know for sure how many meters in Tinley Park may be overcharging.

Tinley Park said it spent \$1.8 million to buy all the meters and it would cost too much to test all the meters or replace them.

In 2013, the village started replacing failing meters, first with a mix of meters using mechanical parts, then a different type of electronic technology. But nearly 90 percent of homes continue to have SmartMeters.

One house that has a SmartMeter is Soga's. The retired village employee knows to regularly check it for wild readings. He hopes others learn to do the same.

"I know there's some spinning meters out there right now, and people don't know," he said, "and they're paying the bill."

*gpratt@tribpub.com*

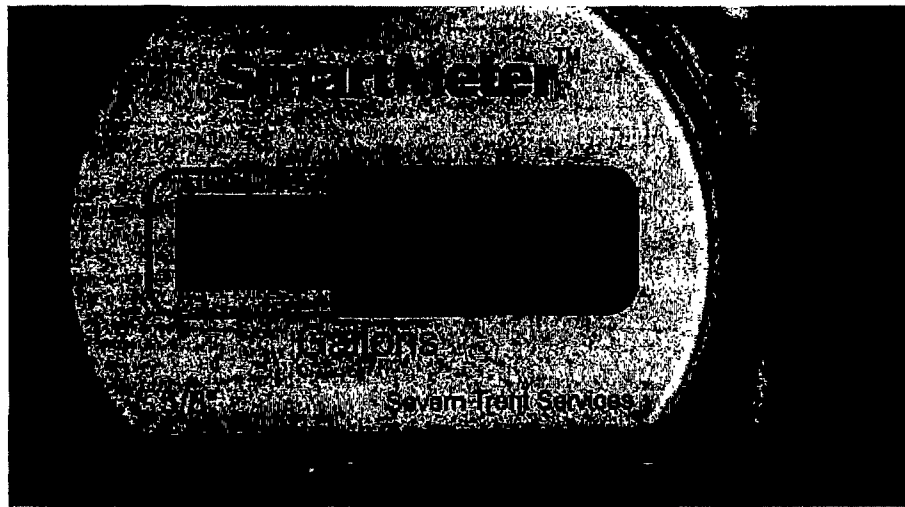
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# Another suburb reports problems with digital water meters



A smart meter in the Tinley Park home of Bob Soga, a former Tinley Park employee. (Zbigniew Bzdak, Chicago Tribune)

By **Joe Mahr, Lauren Zumbach and Gregory Pratt**  
Chicago Tribune

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'Smart' water meters show problems in another suburb

JULY 25, 2015, 5:39 AM

**A**s one Chicago suburb struggles to cope with chronic overcharging by its "smart" digital water meters, another is ramping up random testing after finding that some of its meters claimed usage when not even hooked up.

The revelations in west suburban Aurora open a new front in questions over the accuracy of next-generation water meters at a time when they're gaining popularity across Chicagoland and the country, and in a state that does little to ensure most water meters installed in homes are accurate.

Aurora officials stressed that the problems were tied to fewer than 10 meters out of thousands, and the manufacturer has reported fixing the problem in newer meters. But the suburb said it was concerned enough to boost random testing of the digital meters while also preparing to ask the manufacturer to either replace a suspect batch of digital meters or provide equipment to more closely monitor their readings.

A Tribune investigation, published in June, uncovered widespread problems in the southwest suburb of Tinley Park, where a different brand of digital meter had hundreds of cases of overbilling, with thousands more meter failures unexplained. The suburb's Public Works director has resigned amid questions over his handling of the issue, and its elected leaders are seeking an outside review.

The problems come as water departments across the country move to meters that use electronics. The older meters use mechanical parts that wear down over time and can undercharge residents, while the digital meters are touted as being accurate for life — allowing cash-strapped localities to bill for every drop of water used.

Aurora has installed 9,000 digital meters since 2014, covering about a fifth of the suburb. About a third of the digital meters belong to a batch that produced almost all the problem meters.

The problems began in February, when workers began noticing strange fluctuations in readings by meters that had been pulled from homes. Ray Hull, the suburb's water superintendent, placed an unhooked meter on his desk for days and, every morning, saw its readings had moved, according to emails provided to the Tribune under the state's open records law.

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Other digital meters in the office had readings that also kept changing — even though they too were not hooked up to any water.

"They were on a shelf ... until Friday. On Friday, they were put into a box and left there until (Monday)," he wrote to a colleague.

They were among eight unhooked meters showing strange readings: three spinning forward, three spinning backward and two whose patterns couldn't be determined. Two months later, village workers found another meter, hooked up in a home, that inexplicably bounced back-and-forth between display numbers.

Officials said the first eight meters had been pulled from homes for issues unrelated to potential overbilling, and they checked the usage data reported by the meters to ensure they hadn't overbilled. But they said they were so concerned about the meters' strange behavior that they asked the manufacturer, Sensus, what went wrong. Records show that Sensus determined water had gotten into the meters' electronics in ways the manufacturer hadn't before realized.

A national industry expert, Tom Kelly, told the Tribune that that's the key danger to electronic meters: "Once you get water inside the electronics of these meters, all bets are off. It can do just about anything."

Sensus, based in North Carolina, declined to elaborate on the problem with the Tribune. It told the suburb that it had beefed up waterproofing in newer batches — 6,000 of which went to Aurora, records show. City officials said the ninth suspect meter came from that batch, and it's still being tested to determine what went wrong.

Kelly, who heads the industry's committee on meter standards, said the small number of suspect meters in Aurora doesn't signal a major problem there, although he said it should prompt greater oversight of the meters.

Aurora has begun a testing program to measure the accuracy of 2 percent of new meters before they're installed and an additional 300 meters taken out of service every year. Officials said they're considering increasing that rate even more in light of the problems discovered. Of 18 recent tests provided to the Tribune, no meter failed national standards, although roughly a quarter of them showed that the meter at times overbilled by 1.5 percent — the maximum allowed under the standards.

"The goal is that Aurora residents would have confidence that the water they're bringing in would be charged appropriately. So any variation to that causes concern," said the city's chief management officer, Carrie Anne Ergo.

The city is not required by law to test the meters because it is a government body. Illinois regulators require only privately run utilities to test water meters, typically testing each meter once every 10 years. ComEd is also required to test its digital electric meters periodically.

A Tribune survey of other suburbs using digital meters found that the brand used by Aurora — called iPerl — is the most popular and is deployed in varying degrees in Berwyn, Burr Ridge, Des Plaines, Glenview, Hinsdale and Lisle. None of those suburbs reported doing independent random tests to ensure the meters are accurate, instead citing manufacturer testing that Kelly said isn't robust enough for his Maryland utility to rely upon.

"The only way for you to know how your meters are working is for you to test them," Kelly said.

*gpratt@tribpub.com*

*lzumbach@tribpub.com*

*jmahr@tribpub.com*

*Twitter @royalpratt*

*Twitter @laurenzumbach*

*Twitter @JoeMahr1*

*An earlier online version of this story was accompanied by a photograph depicting a smart electricity meter, not a smart water meter.*

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