

Control Number: 50367



Item Number: 1

Addendum StartPage: 0

Chad Swahn  
Account #1070  
PO Box 251, Floresville, TX 78114  
210.584.2955

2019 DEC 16 11:46:06

PUBLIC UTILITY COMMISSION  
FILED

I, Chad Swahn, would like to file a formal complaint against Shady Oaks Water Supply Company for \$900 in back charges, negligence resulting in \$479 in damages to my water heater, and any court fees.

I purchased property at 327 Hickory Hill Drive in La Vernia, Texas on July 27, 2018 with plans to make the residence my permanent home after needed major repairs and updates on the home were completed. Because I am a truck driver and the home was as yet uninhabitable, I did not immediately sign a contract with the water company, nor put down a \$100 deposit until April 25, 2019. The first water bill I received included back charges from the day I bought the property and late fees totaling \$328.34.

I contacted the water company about charges that occurred before my contract date both on the phone and in writing. Until we could get the matter resolved, I continued to pay only the water charges based on my usage, not the back charges or late fees charged by the water company. On the 2nd week of September, my water was shut off completely by Shady Oaks. Because of the shut off, I have not had any water for over two months. Not only is this a huge inconvenience and safety issue, but it has caused damage to my water heater and septic system.

I made a formal complaint to the Customer Protection Division of the Public Utility Commission of Texas on September, 19, 2019. The Utility Commission found that I am not responsible for the charges before I became a qualified applicant, therefore all charges before April 25, 2019 should be removed. They also found that Shady Oaks Water Supply Company failed to act consistently with Substantive Rule 24.167 Discontinuance of Service: Subsection (a) Disconnection Notice. Proper notice shall consist of a separate written statement which a utility must mail or hand deliver to a customer before service may be disconnected.

When I called Shady Oaks Water Supply Company for a revised bill, I was told I still owed \$800. As of today, I have not received a current bill, despite numerous calls and a confirmation that my address on file is correct. Currently, I am unaware how much I'm being charged by Shady Oaks. Despite the Customer Protection Division of the Public Utility Commission sending Shady Oaks the findings of my formal complaint, I sent a copy by certified mail on November 12, 2019 because the matter has yet to be resolved.

Included is a copy of the findings from the Public Utility Commission of Texas, a history of charges from the Shady Oaks Water Supply Company, the receipt from the certified letter sent to Shady Oaks, and the cost of a replacement water heater equivalent to the one I have now.

Thank you,

Chad Swahn



Complaint # CP2019090958

**DeAnn Walker**  
Chairman

**Arthur C. D'Andrea**  
Commissioner

**Shelly L. Botkin**  
Commissioner

**John Paul Urban**  
Executive Director



**Greg Abbott**  
Governor

## *Public Utility Commission of Texas*

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10/3/2019

Mr Chad Swahn  
PO Box 251  
Floresville TX 78114

RE: Complaint # CP2019090958

Dear Mr Swahn:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas (PUC) received your complaint against Shady Oaks Water Supply on 9/18/2019. In your complaint, you mentioned concerns regarding the discontinuance of service and the charges billed before you became a customer. With the information provided, CPD sent the complaint to Shady Oaks WSC with a request to research your complaint and file their response to your concerns. On 10/3/2019, CPD reviewed the documentation provided by you and Shady Oaks WSC in order to ensure the company had acted consistently with applicable Substantive Rules.

Shady Oaks WSC stated every bill shows the service will be disconnected if a \$10 balance carries over. Shady Oaks WSC provided your application agreement signed and dated on 4/25/2019. Shady Oaks WSC provided a page of your monthly calculation from 7/27/2018. Shady Oaks WSC provided the property appraisal information listing you as the owner since 7/27/2018.

Based on the investigation conducted the Customer Protection Division has determined that Shady Oaks WSC has failed to act consistently with Substantive Rule §24.167 Discontinuance of Service. Subsection (a) Disconnection Notice. Proper notice shall consist of a separate written statement which a utility must mail or hand deliver to a customer before service may be disconnected. CPD also determined that all charges for service before you became a qualified applicant are invalid. CPD recommend that Shady Oaks WSC remove all charges prior to you becoming a customer (7/27/2018 to 4/25/2019). We trust we have addressed this matter to your satisfaction.

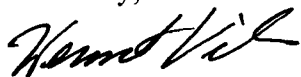
Mr Chad Swahn

10/3/2019

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Thank you for the opportunity to address your concerns. If we can assist you with future utility concerns, please contact us toll free through our Customer Assistance Call Center at 1-888-782-8477.

Sincerely,

A handwritten signature in black ink, appearing to read "Kenneth Wilson". The signature is fluid and cursive, with a prominent loop at the end.

Kenneth Wilson

Customer Protection Division

Public Utility Commission of Texas

cc: Shady Oaks Water Supply

## SHADY OAKS WSC

5/16/2019

PO BOX 597 FLORESVILLE TX 78114 PH: 830-391-4406

1

**CUSTOMER HISTORY 07/27/2018 to 04/29/2019**

Acct: 1070 Swahn Chad Home:210-584-2955  
 PO Box 251 Floresville TX 78114 Current Balance: \$293.34 ACTIVE  
 Loc ID: 1070 @ 327 Hickory Hill Dr Lot #7 La Vernia  
 Rte: 2 Seq.# 60 Dep:\$100.00

Date	Code	Description	Previous	Present	Used	Charge	Payment	Balance
7/27/2018	CONFH	Added with New Account				25.00		25.00
8/25/2018	WRH	Read on 08/20/2018 KeyedIn	1,443,700	1,443,700		28.97		53.97
8/25/2018	STAX	Sales Tax				0.29		54.26
9/11/2018	LATE	Late Charge Added as Other Single Charge				5.00		59.26
9/25/2018	WRH	Read on 09/24/2018 KeyedIn	1,443,700	1,443,700		28.97		88.23
9/25/2018	STAX	Sales Tax				0.29		88.52
10/11/2018	LATE	Late Charge Added as Other Single Charge				5.00		93.52
10/25/2018	WRH	Read on 10/20/2018 KeyedIn	1,443,700	1,443,700		28.97		122.49
10/25/2018	STAX	Sales Tax				0.29		122.78
11/11/2018	LATE	Late Charge Added as Other Single Charge				5.00		127.78
11/25/2018	WRH	Read on 11/20/2018 KeyedIn	1,443,700	1,443,700		28.97		156.75
11/25/2018	STAX	Sales Tax				0.29		157.04
12/11/2018	LATE	Late Charge Added as Other Single Charge				5.00		162.04
12/25/2018	WRH	Read on 12/20/2018 KeyedIn	1,443,700	1,443,700		28.97		191.01
12/25/2018	STAX	Sales Tax				0.29		191.30
1/11/2019	LATE	Late Charge Added as Other Single Charge				5.00		196.30
1/25/2019	WRH	Read on 01/20/2019 KeyedIn	1,443,700	1,443,700		28.97		225.27
1/25/2019	STAX	Sales Tax				0.29		225.56
2/11/2019	LATE	Late Charge Added as Other Single Charge				5.00		230.56
2/25/2019	WRH	Read on 02/20/2019 KeyedIn	1,443,700	1,443,700		28.97		259.53
2/25/2019	STAX	Sales Tax				0.29		259.82
3/11/2019	LATE	Late Charge Added as Other Single Charge				5.00		264.82
3/25/2019	WRH	Read on 03/20/2019 KeyedIn	1,443,700	1,443,700		28.97		293.79
3/25/2019	STAX	Sales Tax				0.29		294.08
4/11/2019	LATE	Late Charge Added as Other Single Charge				5.00		299.08
4/25/2019	WRH	Read on 04/20/2019 KeyedIn	1,443,700	1,444,200	500	28.97		328.05
4/25/2019	STAX	Sales Tax				0.29		328.34
4/29/2019	DÉP	Deposit				100.00		428.34
4/29/2019	WRH	Check 8775 for \$35.00					10.00	418.34

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:  
*Shady Oaks Water Supply*  
*PO Box 597*  
*Floresville Tx 78114*



9590 9402 5588 9274 8197 34

2. Article Number (Transfer from service label)

7018 2290 0001 4726 9684

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature  Agent  
 Addressee

B. Received by (Printed Name) C. Date of Delivery  
 11-18-19

D. Is delivery address different from item 1?  Yes  
 If YES, enter delivery address below:  No

**3. Service Type**

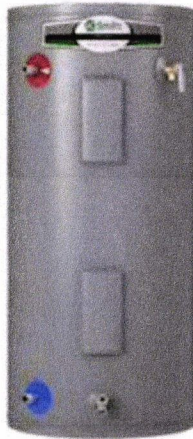
- Adult Signature
- Adult Signature Restricted Delivery
- Certified Mail®
- Certified Mail Restricted Delivery
- Collect on Delivery
- Collect on Delivery Restricted Delivery
- Insured Mail
- Priority Mail Express®
- Registered Mail™
- Registered Mail Restricted Delivery
- Return Receipt for Merchandise
- Signature Confirmation™
- Signature Confirmation Restricted Delivery

12:55 ↖

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**A.O. Smith Signature 40-Gallon Short 6-year Limited 4500-Watt Single Element Electric Water Heater**

Item # 816157 Model # E6-40M6-45SV

★★★★★ (124)

Aisle Bay  
BW 36

**\$479.00**

**Hurry! Low in stock.**



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