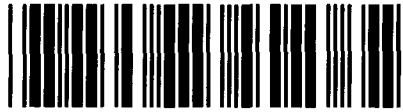


Control Number: 50435



Item Number: 3

Addendum StartPage: 0

COMPLAINT OF KYLE A. SADLER  
AGAINST QUADVEST, L.P.

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§  
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RECEIVED  
PUBLIC UTILITY COMMISSION  
2020 FEB -4 PM 4:36  
PUBLIC UTILITY COMMISSION  
FILING CLERK

**QUADVEST, L.P.'S RESPONSE TO ORDER NO. 1**

Comes now, Quadvest, L.P. ("Quadvest") and files this Response to Order No. 1 in the above-styled and numbered proceeding before the Public Utility Commission of Texas. In support thereof, Quadvest states the following:

**I. BACKGROUND**

On January 13, 2020, Kyle A. Sadler ("Sadler") filed a complaint with the Public Utility Commission of Texas (the "Commission") against Quadvest regarding billing for water service and related charges. On January 14, 2020, the Administrative Law Judge issued Order No. 1 requesting that Quadvest file a response to Sadler's complaint.

**II. RESPONSE**

In response to Order No. 1, Quadvest provides the following information.

*1. The Commission's Jurisdiction Over This Proceeding.*

To the extent that Sadler has failed to submit his complaint ("Complaint") to the Commission for informal resolution, Quadvest disputes that the Complaint is properly before the Commission. As far as Quadvest is aware, Sadler has neither submitted his Complaint for informal resolution as required under 16 TAC §22.242(c), nor has he submitted a written request for a waiver under 16 TAC §22.242(c)(2).

*2. The Allegations Raised in the Complaint.*

Quadvest generally denies each and every allegation in Sadler's Complaint. To the extent they are discernable, Sadler's claims consist of wild speculation completely unsupported by any

3

evidence. Based on nothing more than fluctuations in daily meter readings and claims about when he was and was not at home, Sadler accuses Quadvest, a family-owned company with a 40-year history of serving southeast Texas, of deliberately manipulating its billing software, or, in the words of Sadler's Complaint, "full scale fraud."<sup>1</sup> Quadvest has long endeavored to provide outstanding service to its customers, and "customer centrality" is one of Quadvest's core values. Sadler's dissatisfaction with Quadvest is thus unfortunate, but it hardly justifies, and is not evidence of, his accusation of fraudulent billing practices. Moreover, as explained below, the daily usage recorded by Sadler's ARM meter is consistent with normal usage, particularly considering Sadler's admission in his Complaint that he maintains a 16,000-gallon pool on his property.

Upon receiving Sadler's complaint to the Consumer Protection Division, Quadvest reviewed the account records, weather history and usage patterns for Sadler as a check on the accuracy of the meter at issue in the Complaint. (Exh. 1, Eastman Aff., at ¶ 3). Attached hereto as Exhibit 1-A is a data log for Sadler's AMR meter for the period of May 1, 2019 through October 25, 2019. (*Id.*). Daily precipitation totals are noted where relevant in Exhibit 1-A in the far right-hand column of the data log. (*Id.*).

As reflected in the daily precipitation totals noted in Exhibit 1-A, Tropical Storm Imelda impacted the greater Houston area in mid-September of 2019. (Exh. 1 at ¶ 4). In less than 48 hours, Imelda dropped over 40 inches of rain in parts of the Houston area, and much of Quadvest's service area suffered devastating flooding, including many residents in eastern Montgomery County where Sadler lives. (*Id.*).

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<sup>1</sup> The basic claim of Sadler's Complaint appears to be the allegation of "billing and software manipulation." (Complaint at 3). However, the Complaint also includes some vague discussion of "pass-through" charges. Although the Complaint is unclear on this point, it does not appear that Sadler is making any formal claim with respect to the rates charged by Quadvest. For the avoidance of doubt, Quadvest denies any allegation that its rates are improper.

In the first half of September, prior to Imelda's arrival, there were only trace amounts of rainfall in Sadler's subdivision. (Exh. 1 at ¶ 5). Although Quadvest is never able to determine exactly what a customer's usage is attributed to, the data log for this time period shows usage that is consistent with an irrigation system, as Sadler's usage spiked every few days above the amounts that appear to be attributable to normal household use such as bathing, flushing toilets, and doing laundry. (*Id.*). Immediately following the first day of heavy rainfall from Imelda, the data log shows a day with much higher than normal use (about 10,000 gallons) and then three days with higher than normal usage. (*Id.*). Usage in the next several days dropped to much lower amounts. (*Id.*). Again, Quadvest does not have an ability to determine what the usage was for, but Sadler has stated in his Complaint that he has a 16,000-gallon pool on his property. (*Id.*). It is possible that the higher than normal usage on September 19-23, 2019 is due to usage by pool equipment to clean out a flooded pool. (*Id.*).

Attached hereto as Exhibit 1-B is a billing and meter read history for Sadler's account. The data log in Exhibit 1-A, along with the billing and read history, confirm that Sadler's meter advanced appropriately each month and that the meter appears to be functioning correctly. (Exh. 1 at ¶ 6). Accordingly, as the Consumer Protection Division concluded, Quadvest has acted consistently with 16 TAC § 24.169 regarding meters.

Quadvest has billed Sadler based on usage reported by Sadler's AMR meter. (Exh. 1 at ¶ 7). At no time has Quadvest manipulated its billing software or its bills to reflect usage amounts other than as reported by the meter. (*Id.*).

3. Applicable Statutes, Rules, Orders, and Tariff Provisions.

Quadvest contends that the following are applicable to this proceeding: 16 TAC § 22.242 and 16 TAC §24.169.

4. Copies of Any Rates or Tariffs that are the Subject of the Complaint.

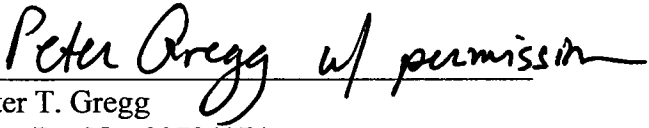
Because Sadler has not alleged Quadvest charged improper rates, there are no rates or tariffs that are the subject of Sadler's Complaint.

**III. CONCLUSION**

For the reasons described above, the Commission should dismiss Sadler's Complaint because Sadler's claims are unfounded. Quadvest respectfully requests all other relief, whether legal or equitable, to which it may be justly entitled.

Respectfully submitted,

**DUBOIS, BRYANT & CAMPBELL, LLP**

  
Peter T. Gregg  
State Bar No. 00784174  
303 Colorado, Suite 2300  
Austin, Texas 78701  
(512) 457-8000  
(512) 457-8008 (fax)

**ATTORNEYS FOR QUADVEST, L.P.**

**CERTIFICATE OF SERVICE**

I certify by my signature above that on the 4th day of February, 2020, the foregoing document was served via first class mail to the following:

Kyle A. Sadler  
17225 Horseshoe Way  
New Caney, TX 77357

**EXHIBIT 1**

**AFFIDAVIT OF JEFFREY EASTMAN**

**DOCKET NO. 50435**

**COMPLAINT OF KYLE A. SADLER  
AGAINST QUADVEST, L.P.**

§  
§  
§

**PUBLIC UTILITY COMMISSION  
  
OF TEXAS**

**AFFIDAVIT OF JEFFREY EASTMAN**

BEFORE ME, the undersigned authority, personally appeared Jeffrey Eastman, known to me to be a credible person who on his oath deposed and stated the following on his personal knowledge:

1. “My name is Jeffrey Eastman and I am the Chief Financial Officer for Quadvest LP. I have been employed in this capacity since 2012. As part of my job duties with Quadvest, I am responsible for overseeing all financial and customer service activities and budgets, overall policies and procedures regarding capital expenditures (including for the installation of smart meters), reviewing and approving work orders, and overseeing the resolution of any customer complaints. I am over the age of eighteen (18) years, and there is no legal impediment to my giving this affidavit. I make this affidavit on my personal knowledge and the statements contained herein are true and correct.

2. I am the custodian of certain records for Quadvest LP. The records attached to this affidavit, consisting of 13 pages (Exhibits 1-A and 1-B), were kept by Quadvest in the regular course of its business. The entries contained in these records were made at or near the time of the act, event, condition, or opinion, or reasonably soon thereafter. It was the regular course of the business for an employee or representative of the business with knowledge of the act, event, condition, or opinion to make the entries contained in those records or to transmit information concerning these matters to other employees or representatives of the business designated to

receive the information for the purpose of including it in the records of the business. The records attached to this affidavit are duplicates of the originals.

3. I have reviewed the account records, weather history and usage patterns for Complainant Kyle Sadler as a check on the accuracy of the meter at issue in Mr. Sadler's Complaint. Attached hereto as Exhibit 1-A is a data log for Mr. Sadler's AMR meter for the period of May 1, 2019 through October 25, 2019. Daily precipitation totals are noted where relevant in Exhibit 1-A in the far right-hand column of the data log.

4. As reflected in the daily precipitation totals noted in Exhibit 1-A, Tropical Storm Imelda impacted the greater Houston area in mid-September of 2019. In less than 48 hours, Imelda dropped over 40 inches of rain in parts of the Houston area, and much of Quadvest's service area suffered devastating flooding, including many residents in eastern Montgomery County where Mr. Sadler lives.

5. In the first half of September, prior to Imelda's arrival, there were only trace amounts of rainfall in Mr. Sadler's subdivision. Although Quadvest is never able to determine exactly what a customer's usage is attributed to, the data log for this time period shows usage that is consistent with an irrigation system, as Mr. Sadler's usage spiked every few days above the amounts that appear to be attributable to normal household use such as bathing, flushing toilets, and doing laundry. Immediately following the first day of heavy rainfall from Imelda, the data log shows a day with much higher than normal use (about 10,000 gallons) and then three days with higher than normal usage. Usage in the next several days dropped to much lower amounts. Again, Quadvest does not have an ability to determine what the usage was for, but Mr. Sadler has stated in his Complaint that he has a 16,000-gallon pool on his property. It is possible that the higher

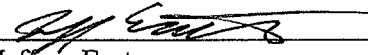


than normal usage on September 19-23, 2019 is due to usage by pool equipment to clean out a flooded pool.

6. Attached hereto as Exhibit 1-B is a billing and meter read history for Mr. Sadler's account. The data log in Exhibit 1-A, along with the billing and read history, confirm that Mr. Sadler's meter advanced appropriately each month and that the meter appears to be functioning correctly.

7. Quadvest has billed Mr. Sadler based on usage reported by Mr. Sadler's AMR meter. At no time has Quadvest manipulated its billing software or its bills to reflect usage amounts other than as reported by the meter.

Further affiant sayeth not.

  
Jeffrey Eastman

SUBSCRIBED AND SWORN TO BEFORE ME this 4<sup>th</sup> day of February, 2020.

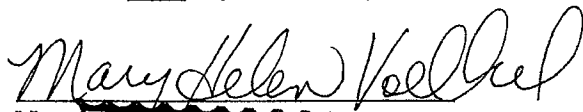
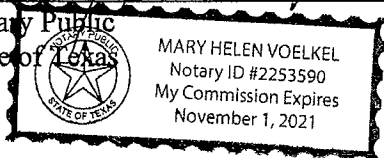
  
Notary Public  
State of Texas  
  
MARY HELEN VOELKEL  
Notary ID #2253590  
My Commission Expires  
November 1, 2021

EXHIBIT 1-A

DATA LOG

Run Date: 10/25/19 01:49 PM

## Data Log

Page No: 1 of 9

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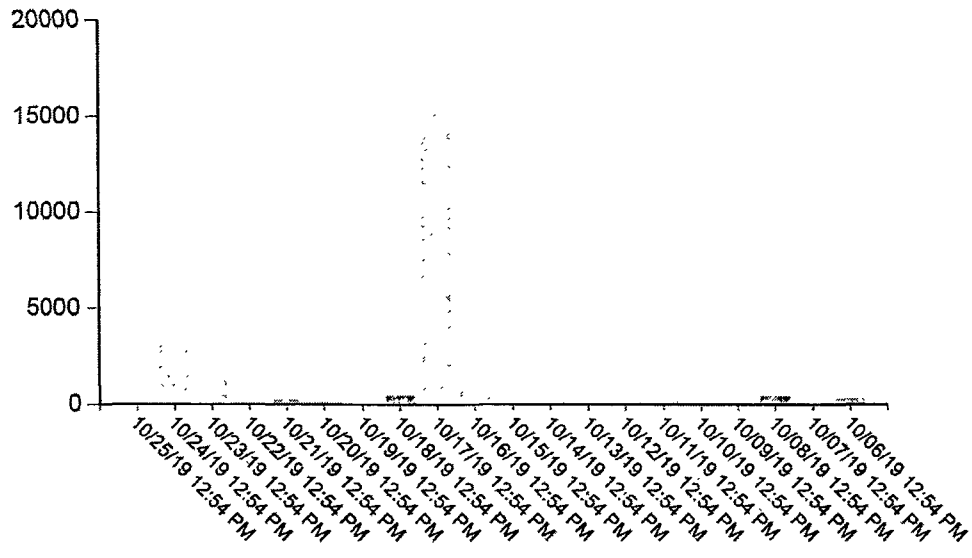
Sadler, 00Kyle

Report Period: 5/1/2019-10/25/2019

Total Consumption: 145920.00

17225 Horseshoe Way

Reading Period: 24 Hours



ReadNbr	Date/Time	Reading	Consumption	Error
1	10/25/19 12:54 PM	884880.00	160.00	
2	10/24/19 12:54 PM	884720.00	3110.00	
3	10/23/19 12:54 PM	881610.00	1360.00	
4	10/22/19 12:54 PM	880250.00	180.00	
5	10/21/19 12:54 PM	880070.00	250.00	
6	10/20/19 12:54 PM	879820.00	130.00	
7	10/19/19 12:54 PM	879690.00	30.00	
8	10/18/19 12:54 PM	879660.00	460.00	
9	10/17/19 12:54 PM	879200.00	16700.00	*
10	10/16/19 12:54 PM	862500.00	890.00	
11	10/15/19 12:54 PM	861610.00	170.00	
12	10/14/19 12:54 PM	861440.00	160.00	
13	10/13/19 12:54 PM	861280.00	40.00	
14	10/12/19 12:54 PM	861240.00	70.00	
15	10/11/19 12:54 PM	861170.00	120.00	
16	10/10/19 12:54 PM	861050.00	120.00	
17	10/09/19 12:54 PM	860930.00	120.00	
18	10/08/19 12:54 PM	860810.00	470.00	
19	10/07/19 12:54 PM	860340.00	70.00	
20	10/06/19 12:54 PM	860270.00	340.00	

Run Date: 10/25/19 01:49 PM

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Page No: 2 of 9

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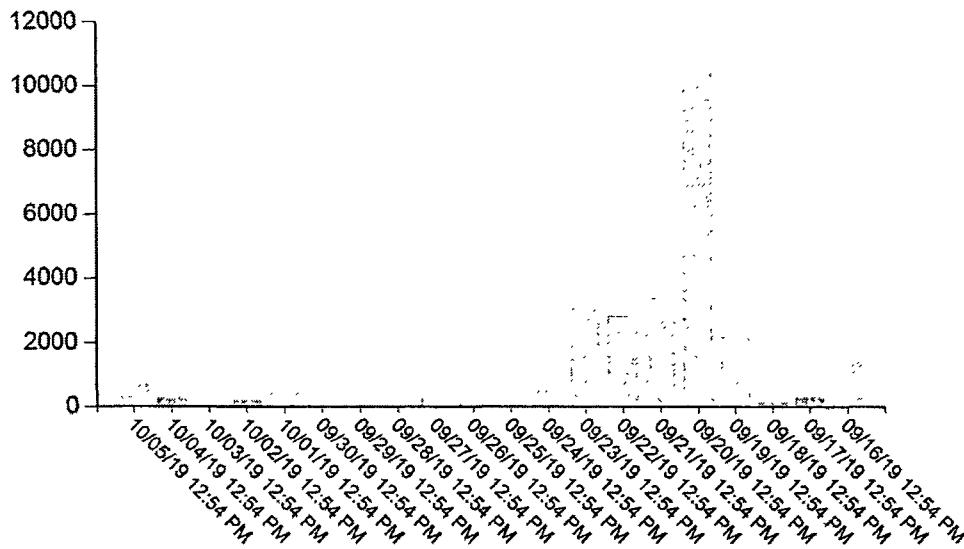
Sadler, 00Kyle

Report Period: 5/1/2019-10/25/2019

Total Consumption: 145920.00

17225 Horseshoe Way

Reading Period: 24 Hours



ReadNbr	Date/Time	Reading	Consumption	Rainfall
21	10/05/19 12:54 PM	859930.00	680.00	
22	10/04/19 12:54 PM	859250.00	250.00	
23	10/03/19 12:54 PM	859000.00	620.00	.01-.10
24	10/02/19 12:54 PM	858380.00	200.00	0
25	10/01/19 12:54 PM	858180.00	430.00	0
26	09/30/19 12:54 PM	857750.00	380.00	0
27	09/29/19 12:54 PM	857370.00	10.00	0
28	09/28/19 12:54 PM	857360.00	20.00	
29	09/27/19 12:54 PM	857340.00	310.00	.50
30	09/26/19 12:54 PM	857030.00	70.00	0
31	09/25/19 12:54 PM	856960.00	0.00	0
32	09/24/19 12:54 PM	856960.00	490.00	.50
33	09/23/19 12:54 PM	856470.00	3070.00	0-.01
34	09/22/19 12:54 PM	853400.00	2850.00	0
35	09/21/19 12:54 PM	850550.00	3410.00	.25
36	09/20/19 12:54 PM	847140.00	10430.00	10
37	09/19/19 12:54 PM	836710.00	2170.00	10
38	09/18/19 12:54 PM	834540.00	150.00	2.0
39	09/17/19 12:54 PM	834390.00	320.00	.10
40	09/16/19 12:54 PM	834070.00	1440.00	0

Run Date: 10/25/19 01:49 PM

## Data Log

Page No: 3 of 9

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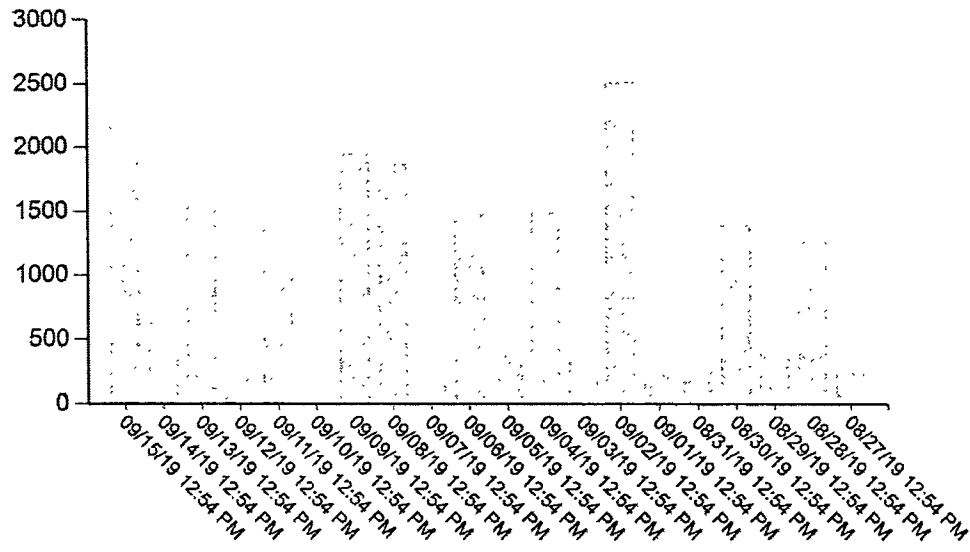
Sadler, 00Kyle

Report Period: 5/1/2019-10/25/2019

Total Consumption: 145920.00

17225 Horseshoe Way

Reading Period: 24 Hours



ReadNbr	Date/Time	Reading	Consumption	Rainfall
41	09/15/19 12:54 PM	832630.00	2320.00	0
42	09/14/19 12:54 PM	830310.00	630.00	0-.01
43	09/13/19 12:54 PM	829680.00	1540.00	.01-.10
44	09/12/19 12:54 PM	828140.00	190.00	.01
45	09/11/19 12:54 PM	827950.00	1360.00	.01
46	09/10/19 12:54 PM	826590.00	170.00	.01
47	09/09/19 12:54 PM	826420.00	1950.00	0
48	09/08/19 12:54 PM	824470.00	1870.00	0
49	09/07/19 12:54 PM	822600.00	140.00	0
50	09/06/19 12:54 PM	822460.00	1480.00	0
51	09/05/19 12:54 PM	820980.00	370.00	0
52	09/04/19 12:54 PM	820610.00	1490.00	
53	09/03/19 12:54 PM	819120.00	320.00	
54	09/02/19 12:54 PM	818800.00	2520.00	
55	09/01/19 12:54 PM	816280.00	250.00	
56	08/31/19 12:54 PM	816030.00	250.00	
57	08/30/19 12:54 PM	815780.00	1400.00	
58	08/29/19 12:54 PM	814380.00	400.00	
59	08/28/19 12:54 PM	813980.00	1260.00	
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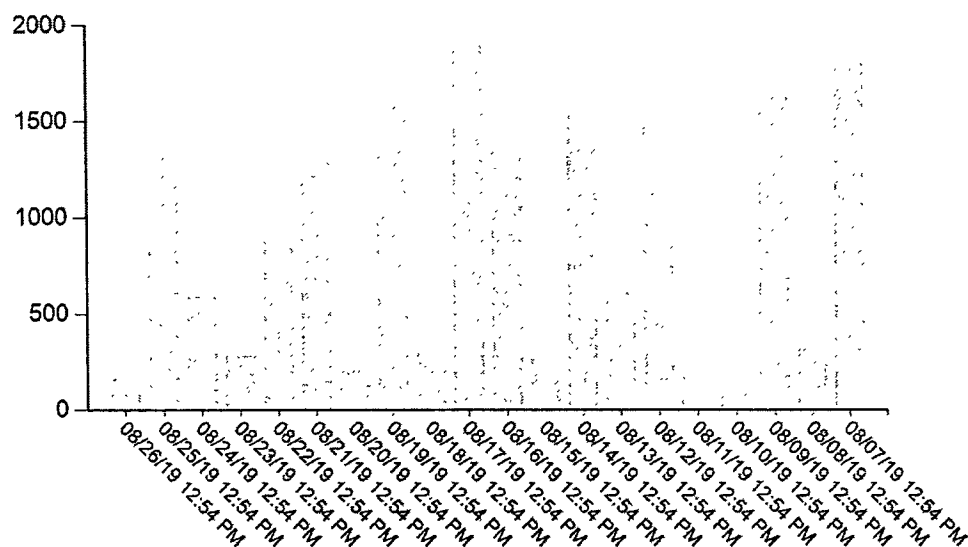
Sadler, 00Kyle

Report Period: 5/1/2019-10/25/2019

Total Consumption: 145920.00

17225 Horseshoe Way

Reading Period: 24 Hours



ReadNbr	Date/Time	Reading	Consumption	Error
61	08/26/19 12:54 PM	812480.00	90.00	
62	08/25/19 12:54 PM	812390.00	1330.00	
63	08/24/19 12:54 PM	811060.00	590.00	
64	08/23/19 12:54 PM	810470.00	280.00	
65	08/22/19 12:54 PM	810190.00	930.00	
66	08/21/19 12:54 PM	809260.00	1370.00	
67	08/20/19 12:54 PM	807890.00	200.00	
68	08/19/19 12:54 PM	807690.00	1570.00	
69	08/18/19 12:54 PM	806120.00	290.00	
70	08/17/19 12:54 PM	805830.00	1890.00	
71	08/16/19 12:54 PM	803940.00	1440.00	
72	08/15/19 12:54 PM	802500.00	260.00	
73	08/14/19 12:54 PM	802240.00	1530.00	
74	08/13/19 12:54 PM	800710.00	610.00	
75	08/12/19 12:54 PM	800100.00	1510.00	
76	08/11/19 12:54 PM	798590.00	170.00	
77	08/10/19 12:54 PM	798420.00	90.00	
78	08/09/19 12:54 PM	798330.00	1630.00	
79	08/08/19 12:54 PM	796700.00	320.00	
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Page No: 5 of 9

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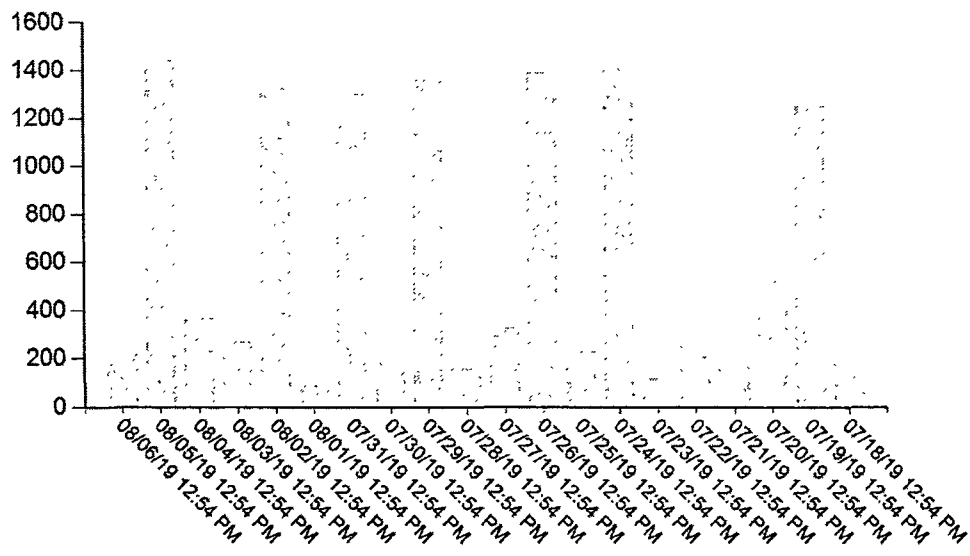
Sadler, 00Kyle

Report Period: 5/1/2019-10/25/2019

Total Consumption: 145920.00

17225 Horseshoe Way

Reading Period: 24 Hours



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82	08/05/19 12:54 PM	794310.00	1440.00	
83	08/04/19 12:54 PM	792870.00	370.00	
84	08/03/19 12:54 PM	792500.00	270.00	
85	08/02/19 12:54 PM	792230.00	1330.00	
86	08/01/19 12:54 PM	790900.00	90.00	
87	07/31/19 12:54 PM	790810.00	1300.00	
88	07/30/19 12:54 PM	789510.00	180.00	
89	07/29/19 12:54 PM	789330.00	1360.00	
90	07/28/19 12:54 PM	787970.00	160.00	
91	07/27/19 12:54 PM	787810.00	330.00	
92	07/26/19 12:54 PM	787480.00	1390.00	
93	07/25/19 12:54 PM	786090.00	230.00	
94	07/24/19 12:54 PM	785860.00	1410.00	
95	07/23/19 12:54 PM	784450.00	120.00	
96	07/22/19 12:54 PM	784330.00	340.00	
97	07/21/19 12:54 PM	783990.00	180.00	
98	07/20/19 12:54 PM	783810.00	520.00	
99	07/19/19 12:54 PM	783290.00	1250.00	
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Run Date: 10/25/19 01:49 PM

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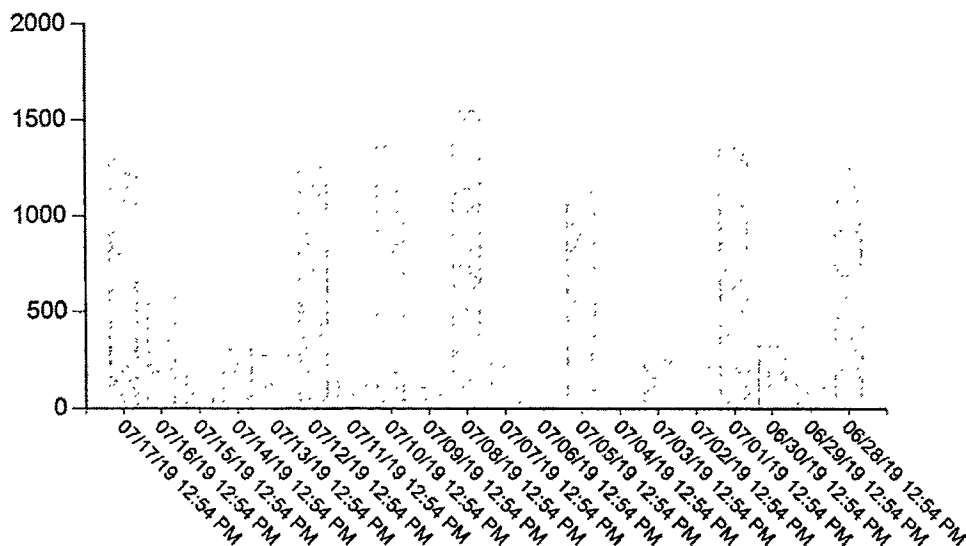
Sadler, 00Kyle

Report Period: 5/1/2019-10/25/2019

Total Consumption: 145920.00

17225 Horseshoe Way

Reading Period: 24 Hours



ReadNbr	Date/Time	Reading	Consumption	Error
101	07/17/19 12:54 PM	781860.00	1300.00	
102	07/16/19 12:54 PM	780560.00	620.00	
103	07/15/19 12:54 PM	779940.00	180.00	
104	07/14/19 12:54 PM	779760.00	310.00	
105	07/13/19 12:54 PM	779450.00	280.00	
106	07/12/19 12:54 PM	779170.00	1260.00	
107	07/11/19 12:54 PM	777910.00	160.00	
108	07/10/19 12:54 PM	777750.00	1370.00	
109	07/09/19 12:54 PM	776380.00	110.00	
110	07/08/19 12:54 PM	776270.00	1550.00	
111	07/07/19 12:54 PM	774720.00	260.00	
112	07/06/19 12:54 PM	774460.00	0.00	
113	07/05/19 12:54 PM	774460.00	1150.00	
114	07/04/19 12:54 PM	773310.00	20.00	
115	07/03/19 12:54 PM	773290.00	250.00	
116	07/02/19 12:54 PM	773040.00	220.00	
117	07/01/19 12:54 PM	772820.00	1360.00	
118	06/30/19 12:54 PM	771460.00	330.00	
119	06/29/19 12:54 PM	771130.00	130.00	
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Run Date: 10/25/19 01:49 PM

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Page No: 7 of 9

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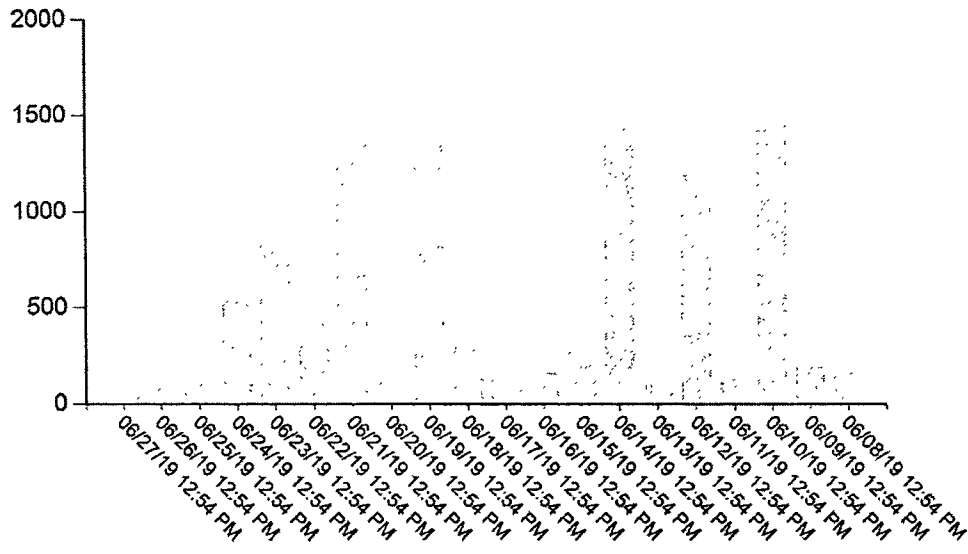
Sadler, 00Kyle

Report Period: 5/1/2019-10/25/2019

Total Consumption: 145920.00

17225 Horseshoe Way

Reading Period: 24 Hours



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122	06/26/19 12:54 PM	769610.00	80.00	
123	06/25/19 12:54 PM	769530.00	200.00	
124	06/24/19 12:54 PM	769330.00	560.00	
125	06/23/19 12:54 PM	768770.00	900.00	
126	06/22/19 12:54 PM	767870.00	420.00	
127	06/21/19 12:54 PM	767450.00	1390.00	
128	06/20/19 12:54 PM	766060.00	110.00	
129	06/19/19 12:54 PM	765950.00	1350.00	
130	06/18/19 12:54 PM	764600.00	290.00	
131	06/17/19 12:54 PM	764310.00	140.00	
132	06/16/19 12:54 PM	764170.00	160.00	
133	06/15/19 12:54 PM	764010.00	270.00	
134	06/14/19 12:54 PM	763740.00	1430.00	
135	06/13/19 12:54 PM	762310.00	100.00	
136	06/12/19 12:54 PM	762210.00	1190.00	
137	06/11/19 12:54 PM	761020.00	130.00	
138	06/10/19 12:54 PM	760890.00	1510.00	
139	06/09/19 12:54 PM	759380.00	190.00	
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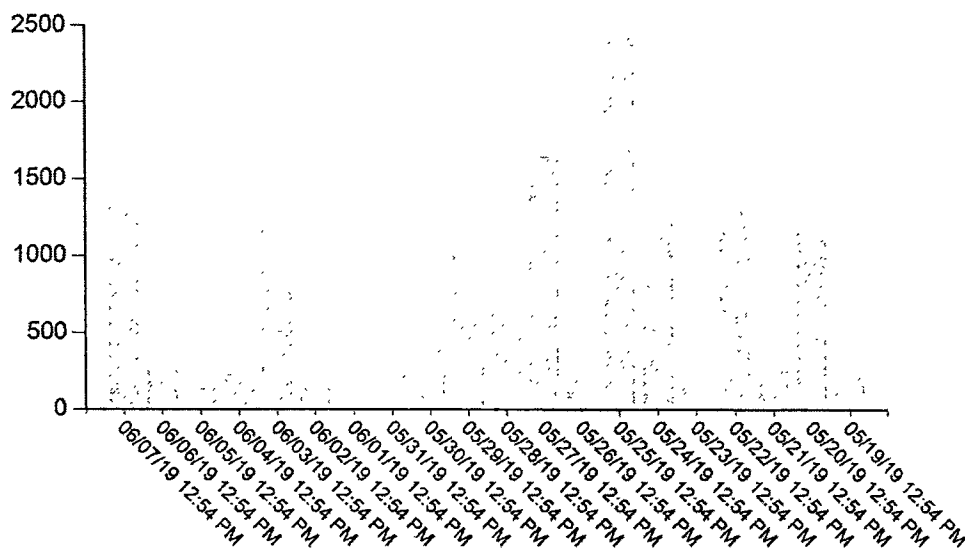
Sadler, 00Kyle

Report Period: 5/1/2019-10/25/2019

Total Consumption: 145920.00

17225 Horseshoe Way

Reading Period: 24 Hours



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142	06/06/19 12:54 PM	757670.00	270.00	
143	06/05/19 12:54 PM	757400.00	140.00	
144	06/04/19 12:54 PM	757260.00	230.00	
145	06/03/19 12:54 PM	757030.00	1230.00	
146	06/02/19 12:54 PM	755800.00	160.00	
147	06/01/19 12:54 PM	755640.00	150.00	
148	05/31/19 12:54 PM	755490.00	250.00	
149	05/30/19 12:54 PM	755240.00	450.00	
150	05/29/19 12:54 PM	754790.00	1230.00	
151	05/28/19 12:54 PM	753560.00	640.00	
152	05/27/19 12:54 PM	752920.00	1650.00	
153	05/26/19 12:54 PM	751270.00	190.00	
154	05/25/19 12:54 PM	751080.00	2420.00	
155	05/24/19 12:54 PM	748660.00	1210.00	
156	05/23/19 12:54 PM	747450.00	200.00	
157	05/22/19 12:54 PM	747250.00	1290.00	
158	05/21/19 12:54 PM	745960.00	280.00	
159	05/20/19 12:54 PM	745680.00	1150.00	
160	05/19/19 12:54 PM	744530.00	210.00	

Run Date: 10/25/19 01:49 PM

Data Log

Page No: 9 of 9

Meter EID: 12229506

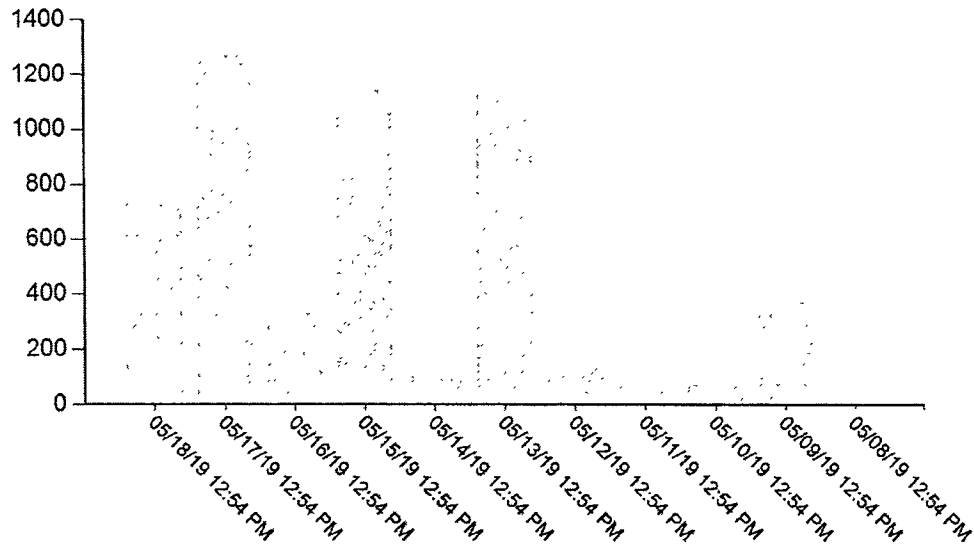
Sadler, 00Kyle

Report Period: 5/1/2019-10/25/2019

Total Consumption: 145920.00

17225 Horseshoe Way

Reading Period: 24 Hours



ReadNbr	Date/Time	Reading	Consumption	Error
161	05/18/19 12:54 PM	744320.00	730.00	
162	05/17/19 12:54 PM	743590.00	1270.00	
163	05/16/19 12:54 PM	742320.00	330.00	
164	05/15/19 12:54 PM	741990.00	1140.00	
165	05/14/19 12:54 PM	740850.00	100.00	
166	05/13/19 12:54 PM	740750.00	1120.00	
167	05/12/19 12:54 PM	739630.00	130.00	
168	05/11/19 12:54 PM	739500.00	100.00	
169	05/10/19 12:54 PM	739400.00	70.00	
170	05/09/19 12:54 PM	739330.00	370.00	
171	05/08/19 12:54 PM	738960.00	0.00	

## Account Information

Print

2154-0  
Kyle Sadler

Tenant/Owner: O  
Credit Rating: A  
Customer Number: 16164603  
Home Phone: 281-973-9718  
Bus. Phone: 713-828-5953

### Active Account

More Info	
Active Accounts	1
Finalled Accounts	0
Customer Balance	\$0.00
Premise Accounts	1

**SERVICE ADDRESS**  
17225 Horseshoe Way  
New Caney TX  
77357  
**MAILING ADDRESS**  
17225 Horseshoe Way  
New Caney TX  
77357

## Services

Service	Category	Bill Code	Balance	Due Date	Last Bill Date	Last Bill Amount
WATER	RE	SJR5/8	\$0.00	11/7/2019	10/17/2019	\$225.05
Total			\$0.00			

## Call History

## Balance History

Date	Source	Description	Amount	Balance
10/31/2019	CR	778 PAYMENT APPLIED	(\$225.05)	\$0.00
10/17/2019	BJ	171 REGULAR BILLING	\$225.05	\$225.05
9/30/2019	CR	635 PAYMENT APPLIED	(\$152.93)	\$0.00
9/19/2019	BJ	161 REGULAR BILLING	\$152.93	\$152.93
8/30/2019	CR	501 PAYMENT APPLIED	(\$122.49)	\$0.00
8/22/2019	BJ	152 REGULAR BILLING	\$122.49	\$122.49
7/24/2019	CR	311 PAYMENT APPLIED	(\$108.03)	\$0.00
7/18/2019	BJ	143 REGULAR BILLING	\$108.03	\$108.03
7/7/2019	BJ	132 REGULAR BILLING	\$127.57	\$0.00
7/7/2019	AJ	133 BILLING ADJUSTMENT	(\$127.57)	(\$127.57)
7/2/2019	CR	210 PAYMENT APPLIED	(\$127.57)	\$0.00
6/25/2019	BJ	134 REGULAR BILLING	\$127.57	\$127.57
6/4/2019	CR	120 PAYMENT APPLIED	(\$74.30)	\$0.00
5/20/2019	BJ	119 REGULAR BILLING	\$74.30	\$74.30
5/2/2019	CR	119 PAYMENT APPLIED	(\$60.59)	\$0.00
4/17/2019	BJ	118 REGULAR BILLING	\$60.59	\$60.59
4/2/2019	CR	118 PAYMENT APPLIED	(\$51.86)	\$0.00
3/19/2019	BJ	117 REGULAR BILLING	\$51.86	\$51.86
3/4/2019	CR	117 PAYMENT APPLIED	(\$51.86)	\$0.00

More Balance History

## Bill History

## Usage History

Bill Date	Read Date	Source	No of Days	WATER
10/17/2019	10/4/2019	BJ 171	1/30/1900	39,000
9/19/2019	9/5/2019	BJ 161	2/1/1900	26,000
8/22/2019	8/5/2019	BJ 152	2/1/1900	20,000
7/18/2019	7/5/2019	BJ 143	1/31/1900	17,000
7/7/2019	6/5/2019	AJ 133	2/3/1900	21,000
7/7/2019	6/5/2019	BJ 132	2/3/1900	21,000
6/25/2019	6/5/2019	BJ 134	2/3/1900	21,000
5/20/2019	5/20/2019	BJ 119	2/3/1900	10,000
4/17/2019	4/17/2019	BJ 118	1/30/1900	7,000
3/19/2019	3/19/2019	BJ 117	2/4/1900	5,000
2/13/2019	2/13/2019	BJ 116	1/28/1900	5,000
1/17/2019	1/17/2019	BJ 115	1/30/1900	5,000
12/19/2018	12/19/2018	BJ 114	1/31/1900	13,000
11/19/2018	11/19/2018	BJ 113	2/3/1900	11,000
10/17/2018	10/17/2018	BJ 112	1/29/1900	12,000
9/19/2018	9/19/2018	BJ 111	2/3/1900	25,000
8/17/2018	8/17/2018	BJ 110	1/31/1900	31,000

7/18/2018	7/18/2018	BJ	109	1/29/1900	35,000
6/20/2018	6/20/2018	BJ	108	2/4/1900	30,000
					<a href="#">More Usage History</a>












<b>Sentinel Lights</b>	
<b>Deposit</b>	
<b>Miscellaneous Billing</b>	
<b>Electric Meter Info</b>	
<b>Water Meter Info</b>	
<b>Gas Meter Info</b>	
<b>Electric Read Info</b>	
<b>Water Read Info</b>	
<b>Gas Read Info</b>	
<b>Contact Info</b>	
<b>Grid Rates</b>	

EXHIBIT 1-B

BILLING AND METER READ HISTORY

## Account Information

[Print](#)

2154-0  
Kyle Sadler

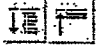
Tenant/Owner: O  
Credit Rating: A  
Customer Number: 16164603  
Home Phone: 281-973-9718  
Bus. Phone: 713-828-5953

### Active Account

More Info	
Active Accounts	1
Finalled Accounts	0
Customer Balance	\$0.00
Premise Accounts	1

**SERVICE ADDRESS**  
17225 Horseshoe Way  
New Caney TX  
77357

**MAILING ADDRESS**  
17225 Horseshoe Way  
New Caney TX  
77357



## Services

Service	Category	Bill Code	Balance	Due Date	Last Bill Date	Last Bill Amount
WATER	RE	SJR5/8	\$0.00	11/7/2019	10/17/2019	\$225.05
Total			\$0.00			

## Call History

Log Date	Logged By	Description	Status	Status Date	Order No	Note
10/23/2019 1:09:00 PM	nsqv_mgu	PUC COMPLAINT	LOGGED	10/23/2019		PUC Complaint
10/22/2019 2:44:00 PM	nsqv_mgu	DATA LOG COM		10/25/2019	6130	data log request

## Balance History

Date	Source	Description	Amount	Balance
10/31/2019	CR	778 PAYMENT APPLIED	(\$225.05)	\$0.00
10/17/2019	BJ	171 REGULAR BILLING	\$225.05	\$225.05
9/30/2019	CR	635 PAYMENT APPLIED	(\$152.93)	\$0.00
9/19/2019	BJ	161 REGULAR BILLING	\$152.93	\$152.93
8/30/2019	CR	501 PAYMENT APPLIED	(\$122.49)	\$0.00
8/22/2019	BJ	152 REGULAR BILLING	\$122.49	\$122.49
7/24/2019	CR	311 PAYMENT APPLIED	(\$108.03)	\$0.00
7/18/2019	BJ	143 REGULAR BILLING	\$108.03	\$108.03
7/7/2019	BJ	132 REGULAR BILLING	\$127.57	\$0.00
7/7/2019	AJ	133 BILLING ADJUSTMENT	(\$127.57)	(\$127.57)
7/2/2019	CR	210 PAYMENT APPLIED	(\$127.57)	\$0.00
6/25/2019	BJ	134 REGULAR BILLING	\$127.57	\$127.57
6/4/2019	CR	120 PAYMENT APPLIED	(\$74.30)	\$0.00
5/20/2019	BJ	119 REGULAR BILLING	\$74.30	\$74.30
5/2/2019	CR	119 PAYMENT APPLIED	(\$60.59)	\$0.00
4/17/2019	BJ	118 REGULAR BILLING	\$60.59	\$60.59
4/2/2019	CR	118 PAYMENT APPLIED	(\$51.86)	\$0.00
3/19/2019	BJ	117 REGULAR BILLING	\$51.86	\$51.86
3/4/2019	CR	117 PAYMENT APPLIED	(\$51.86)	\$0.00

[More Balance History](#)

## Bill History

## Usage History

## Sentinel Lights

## Deposit

## Miscellaneous Billing

## Electric Meter Info

## Water Meter Info

## Gas Meter Info

## Electric Read Info



## Water Read Info



Meter Number	Read Date	Read Type	Reading Hi	Reading Lo	Usage	UOM
10664597	10/4/2019	MR	859000		39,000	G
10664597	9/5/2019	MR	820000		26,000	G
10664597	8/5/2019	MR	794000		20,000	G
10664597	7/5/2019	MR	774000		17,000	G
10664597	6/5/2019	MR	757000		21,000	G
10664597	6/5/2019	MR	736000		-21,000	G
10664597	6/5/2019	MR	757000		21,000	G
10664597	5/3/2019	MR	736000		10,000	G
10664597	4/4/2019	MR	726000		7,000	G
10664597	3/6/2019	MR	719000		5,000	G
10664597	2/6/2019	MR	714000		5,000	G
10664597	1/4/2019	MR	709000		5,000	G
10664597	12/5/2018	MR	704000		13,000	G
<a href="#">More Water Reading History</a>						

## Gas Read Info



## Contact Info



## Grid Rates

