



Control Number: 50791



Item Number: 1

Addendum StartPage: 0



Reigning Glory Church



P.O. Box 27194 Houston, TX 77227 (713) 355-4567

April 20, 2020

Chairman DeAnn T. Walker
Commissioner Arthur C. D'Andrea
Commissioner Shelly Botkin
Public Utility Commission of Texas
1701 N. Congress Avenue
PO Box 13326
Austin, Texas 78711-3326

RECEIVED
2020 APR 28 AM 10:08
PUBLIC UTILITY COMMISSION
FILING CLERK

Dear Chairman Walker, Commissioner D'Andrea, and Commissioner Botkin:

This letter is to inform you of our plight, as a nonprofit organization. Three years ago, we purchased a building for our church and soon became overwhelmed with the continual demand charges from our electric bill. Even when we were not using electricity, or rather using very little, our demand charges continued at an impossible rate. We feel these charges are unfair and unjust to the nonprofit commercial customers of CenterPoint Energy.

Please consider, we have no alternative to another solution. There are no other utility companies, but CenterPoint. We have no choice but to pay these excessive demand charges if we want to have electricity. And we are lumped in with every for-profit commercial customer. We are asking that there be a category for nonprofit commercial customers, or at least small churches. We have no control over this charge, whether we use a little or a lot of electricity. Because CenterPoint is a monopoly and there are no other choices for electricity, we are pleading with the State of Texas to intervene. We were at one time meeting outside of the building as to not use any electricity, but the demand charges remained high and uncontestable.

This letter is to ask the State of Texas to consider the plight of small, nonprofits with nowhere to go for a fair negotiation. We brought our case to be examined by CenterPoint and they told us there would be a meeting for this dilemma via P.U.C. of Texas. But we have no knowledge that the meeting ever took place by the State of Texas. The church that owned the property before us sold the property because they couldn't continue to pay these demand charges. The State of Texas needs to be aware of the Goliath/David syndrome and intervene. We are especially compromised now that we have not been able to meet in the building due to COVID19.

We had filed a previous case, #48521. We were told by our lawyer that the demand charges were going to be discussed and possibly be lowered or omitted for nonprofit organizations. We have not seen charges come down at all.

Thank you for hearing our plea. It is our desire that the State of Texas devise a new policy regarding these issues.

On a separate issue, the equipment CenterPoint is using is old and decrepit. On 4 occasions this year we were without electricity for long periods due to old wiring and components. It has compromised our church meetings drastically. They will not refund us for the time we were without electricity and they will not update or replace equipment, endangering our building for fire hazard as well as interrupting our services as a church. They replace it ONLY if it is not working. It takes days to figure out why we have little or no electricity. We are unable to meet in the building without electricity. it is way too hot!! We appeal to your sense of reasoning to please intervene regarding these 2 matters with the greed and disservice of CenterPoint. We need and appreciate your investigation and possible solution on both accounts.

PLEASE HELP!

Sincerely,

Reigning Glory Church
8727 Gaines Rd., Sugar Land, TX 77498

Attachment 2 (Informal Complaint # CP2020030477, to PUC); former Soah Document 473-18-5067

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

4/7/2020

Ms LaCricia Hlavinka
Works of Charity DBA Reiging Glory Church
PO Box 27194
Houston TX 77227

RE: Complaint # CP2020030477

Dear Ms Hlavinka:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas (PUC) received your complaint against CenterPoint Energy on 3/18/2020. In your complaint, you mentioned concerns regarding the transmission and distribution charges billed to your account. With the information provided, CPD sent the complaint to CenterPoint Energy with a request to research your complaint and file their response to your concerns. On 4/7/2020, CPD reviewed the documentation presented by you and CenterPoint Energy in order to ensure the company had acted consistently with applicable Tariff sections.

CenterPoint Energy confirmed charges for electric delivery service are calculated using measurements obtained from meters and estimations, as defined in the applicable rate schedule in the Tariff for Retail Delivery Service approved by the Public Utility Commission of Texas. The TDSP charges each month, for metered accounts, are based on a fixed amount per account per month, the actual kilowatt-hour usage for each month, and if applicable, kVa demand for each account that is greater than 10 kVa in that month or the previous 11 months. These charges are passed to the retail electric provider (REP) so they may bill their customers. CenterPoint Energy does not control how a REP chooses to reflect (or not reflect) TDSP charges on a customer's bill. CenterPoint Energy records show the demand at your premise on 10/8/2018 was 74 kVa which triggered the 80% ratchet for secondary service greater than 10 kVa rate schedule.

Note: The charges for the significant components of the greater than 10 kVa tariff (6.1.1.1.3) are not consumption based. The significant charges are based on the peak kVa demand during the billing cycle. CenterPoint Energy stated the meter at this location is designed to measure one eightieth of the actual consumption, simply multiply the difference of the monthly readings and multiply by eighty.



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Ms LaCricia Hlavinka

4/7/2020

Page 2

CenterPoint Energy provided the billing history for this premise.

Date	Reading	kWh Usage	kVa Read	kVa Demand	TDSP Amount	Note
3/10/2020	8006	2880	37	30	\$316.33	
2/10/2020	7970	3120	35	28	\$316.10	
1/10/2020	7931	3120	49	39	\$347.96	
12/9/2019	7892	3440	67	54	\$395.47	
11/6/2019	7849	3200	78	62	\$418.36	
10/8/2019	7809	4480	90	72	\$486.09	
9/09/2019	7753	7680	97	78	\$534.17	
8/08/2019	7657	8480	90	72	\$456.90	
7/10/2019	7551					Provider Change
7/10/2019	7551	1520	89	71	\$81.62	Final Bill
7/05/2019	7532					Provider Change
7/05/2019	7532	5600	89	71	\$396.51	Final Bill
6/10/2019	7462	3520	98	78	\$498.44	
5/09/2019	7418	2400	74	59	\$393.74	
4/09/2019	7388	2000	49	39	\$339.72	
3/11/2019	7363	2160	49	39	\$340.63	
2/08/2019	7336	1920	37	30	\$322.29	
1/10/2019	7312	3120	40	32	\$334.65	
12/7/2018	7273	3200	53	42	\$361.72	
11/6/2018	7233	3280	74	59	\$411.77	
10/8/2018	7192	4320	92	74	\$506.68	

Based on the investigation conducted, the Customer Protection Division has determined that CenterPoint Energy has acted consistently with Tariff sections 6.1.1.1.3 Secondary Service Greater Than 10 kVa. CenterPoint Energy billed the account in accordance with their approved tariff on file with the Public Utility Commission of Texas. We trust we have addressed this matter to your satisfaction.

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. 9-4pm

Sincerely,

Kenneth Wilson
Customer Protection Division
Public Utility Commission of Texas

cc: CenterPoint Energy

STATE OFFICE OF ADMINISTRATIVE HEARINGS

AUSTIN OFFICE
300 West 15th Street Suite 504
Austin, Texas 78701
Phone: (512) 475-4993
Fax: (512) 322-2061

SERVICE LIST

AGENCY: Public Utility Commission of Texas (PUC)
STYLE/CASE: REIGNING GLORY CHURCH AGAINST CENTERPOINT
ENERGY HOUSTON ELECTRIC LLC AND SUMMER ENERGY
LLC (48521)
SOAH DOCKET NUMBER: 473-18-5067
REFERRING AGENCY CASE: 48521

**STATE OFFICE OF ADMINISTRATIVE
HEARINGS**

ADMINISTRATIVE LAW JUDGE
ALJ MICHAEL J. OMALLEY

REPRESENTATIVE / ADDRESS

PARTIES

JOSHUA BARRON
PUBLIC UTILITY COMMISSION OF TEXAS
LEGAL DIVISION
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PUBLIC UTILITY COMMISSION

SHERRY SEGOVIA
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REIGNING GLORY CHURCH

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CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
