



Control Number: 50902



Item Number: 1

Addendum StartPage: 0



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

REF: Filing a Formal Complaint against Water service provider “Chelford City MUD”

To Whom May it Concern

Please allow this letter to serve as Formal Complaint against my water service provider Chelford City MUD, who unlawfully turned off my water without any notice.

Name: Mrs. Sharwat Quazi
Customer Account #: ELB 90106-1061583100
Water Service Provider: Chelford City MUD
Service Address: 15831 Bellaire Blvd, Houston TX, 77083
Billing Address: 13127 Sleepy Creek Meadows, Houston, TX 77083
Phone#: 832-293-5873
Email address: tina.quazi@hotmail.com

A description of the facts leading to the complaint:

I am Sharwat Quazi, the property owner. I requested for water to Chelford City MUD in 2014 and paid all the required fees & taxes; the district later approved my request and turned on the water services.

During March 2020, my water was turned off without any notification. On March 24, 2020, I sent an e-mail to the water service provider's customer care dept. at customer care@sienv.com, that my water was disconnected. I received a response that stated no service was allowed because the Chelford City MUD district was NOT allowing water service to this location until the site work receives approval. **Currently, there are no new site work going on at this property and all construction work was done around 2014.**

March 25, 2020, I responded to Account Manager, John R. "Rick" VanDyke of Si Environmental, LLC. & other MUD mgmt: Norman Scholes at nscholes@vandewiele-eng.com; Dick Yale at Dyale@Coatsrose.com - as follows:

"We got the building and site work permits for this property from Harris County. Per Harris county permits department, we do NOT need any type of approval from MUD for site work. Harris County permit and flood control departments are responsible for approval and inspection of site work.

The MUD only certifies that the District has water plant capacity, wastewater treatment plant capacity plus water line and sanitary sewer line transmission capacity to handle the flows from this tract.

We paid in full MUD taxes, water bills, and water service was on. If you do not turn on water service within 48 hours, I will file complaints with Texas PUC." (Supporting Doc #1 - E-mail dated 03252020 to Rick VanDyke).

No response was received from the water service company and they did not turn on the water service. According to PUC rules for “Disconnection of Water and Sewer Service,” I did not violate any of those rules. Additionally, I didn’t receive any notices from Chelford City MUD before disconnecting my water.

March 29th, 2020, I filed an informal complaint with PUC. The Complaint # CP2020030765 ([Supporting Doc #2 – Informal Complaint letter to PUC CP2020030765](#)). I received a response on April 16th, 2020 from the Customer Protection Division. It states that Chelford City MUD response as follows: *According to records there was a temporary meter installed for construction purposes only. The service was disconnected due to a failed inspection. Chelford City Mud said you are not eligible for a permanent meter because the property has not passed inspection regarding drainage by the District.* ([Supporting Doc #3 - CPD Response dated 04162020](#)).

The information provided to PUC by Chelford City MUD was incorrect and I provided CDP with additional information on April 17th, 2020, to prove that MUD's reasoning was completely FALSE. But according to the PUC guideline, if I did not agree with the CPD results, I needed to file a formal complaint.

I have attempted an informal resolution through the PUC on 3/29/2020 and received a response on 4/16/2020. I disagreed with the response from Chelford City MUD and am now filing a formal complaint. I am providing additional information to support my case. My informal case number was CP2020030761 and the investigator was Sarah Gonzalez.

Here are the additional information:

1) We applied for a permanent meter on May 19th, 2014, and CHFC M.U.D provided a “Water and Tap Installation and Inspections Fees to service Bellaire Center II” letter on May 21st, 2014, that included an invoice total with Taps and Fees of \$8,125 ([Supporting Doc #4 - Invoice for Water Tap Installation and Inspections Fees to service Bellaire Center II year 2014](#)). We gave MUD a personal check # 1011 from Capital One bank dated May 30th, 2014 ([Supporting Doc #5 Capital One bank check number 1011 paid to CHFC MUD year 2014](#)). The Check #1011 cleared on Jun 27th, 2014 ([Supporting Doc #6 - Capital one bank statement year 2014](#)). MUD emailed us the first bill from the permanent meter starting from the date July 17th, 2014. On the invoice from MUD included a description of fees, which was a “TRANSFER FEE” for replacing a temporary meter to a permanent meter. From these documents that we have attached, you can clearly see that we have had a permanent meter since 2014 ([Supporting Doc #7- First water bill from Chelford City MUD year 2014](#)).

2) All MUD related inspections were done and passed on or before 7/17/2014, and MUD provided us the water service with a permanent meter ([Supporting Doc #7- First water bill from Chelford City MUD year 2014](#)).

3) Per Harris County Flood control and permit department, CHFC M.U.D is not authorized to do a drainage inspection. **We paid Harris County Flood Control Impact fee for site drainage** ([Supporting Doc #8 - Harris County permits year 2005 and Supporting Doc #9 - Harris County impact fee paid official receipt year 2005](#)).

4) We have had the permanent meter and water service since 2014. Nothing has changed since 2014 and currently there is no new site work going on at this property, but all of a sudden MUD disconnected the water service; that sums up as “**refusal of services**” – it is discriminatory and unlawful use of power.

Chelford City MUD is not compliant with the water disconnect process with the Utility Commission rules - they did not deliver any ‘water service disconnect notice’ prior to disconnecting the service. CHFC MUD had completed and passed inspection at my property on or before 7/17/2014 and installed permanent water meter. I have paid all taxes including the annual MUD taxes to Chelford City MUD ([Supporting Doc #10 - 15831 Bellaire BLVD Chelford City MUD 2019 Tax statement](#)). We are in compliance with the Federal, State, County, City, and municipal regulations. We have had Electricity, gas, and phone service on the property since 2014.

My property is NOT in the any City limits.

A Statement of relief:

Chelford City MUD has unlawfully disconnected water services to my property – which I consider that as “refusal of services”. The property had water service and permanent meter. According to the CPD’s response dated 4/16/2020, they removed the permanent water meter and I was not aware of it. They sent the last and final bill on 4/16/2020 ([Supporting Doc #11 - 15831 Bellaire BLVD final water bill from CHFC MUD](#)), and did not provide any disconnect notice of water service. Currently, I have phone, gas, and electric services on the property and without water service the property is not useable. I have paid all CHFC MUD water bills and property taxes on time. **My request is that Chelford City MUD turn back the water service in my property as soon as possible.**

List of Supporting Documents (PDF) attached:

Formal complaint PDF (this document)

Supporting Doc #1 - E-mail dated 03252020 to Rick VanDyke

Supporting Doc #2 - Informal Complaint letter to PUC CP2020030765

Supporting Doc #3 - CPD Response dated 04162020

Supporting Doc #4 - Invoice for Water Tap Installation and Inspections Fees to service Bellaire Center II year 2014

Supporting Doc #5 - Capital One bank check number 1011 paid to CHFC MUD year 2014

Supporting Doc #6 - Capital one bank statement year 2014

Supporting Doc #7 - First water bill from Chelford City MUD year 2014

Supporting Doc #8 - Harris County permits year 2005

Supporting Doc #9 - Harris County impact fee paid official receipt year 2005

Supporting Doc #10 - 15831 Bellaire BLVD Chelford City MUD 2019 Tax statement

Supporting Doc #11 - 15831 Bellaire BLVD final water bill from CHFC MUD

Sincerely,

Sharwat Quazi

Reply Delete Archive Move to Categories

Re: 15831 Bellaire Blvd Water - Chelford City Mud

Flag for follow up



Tina Quazi
Verified Email
To: Rick VanDyke
Cc: Norman Scholes, Dick Hale

March 25, 2020

Mr. VanDyke and to whom may it concern

We got building and site work permits for this property from Harris County. Per Harris county permits department, we do NOT need any type of approval from MUD for site work. Harris County permit and flood control departments are responsible for approval and inspection of site work.

The MUD only certifies that the District has water plant capacity, wastewater treatment plant capacity plus water line and sanitary sewer line transmission capacity to handle the flows from this tract.

We paid in full MUD taxes, water bills, and water service was on. If you do not turn on water service within 48 hours, I will file complaints with Texas PUC at Austin and Texas Commission on Environmental Quality (TCEQ). Also, I will present my case to Houston TV news reporter.

Please advise.

Thank You,
Sharvat Quazi
tina.quazi@hotmail.com



Public Utility Commission Of Texas

1701 N. Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326
(888) 782-8477
www.puc.texas.gov

Water Complaint Form

Date: 3/29/2020 4:13:59 PM

Complaint No: CP2020030765
Account Holder: Sharwat Quazi
E-mail Address: tina.quazi@hotmail.com
Service Address: 15831 Bellaire Blvd
Houston TX 77083
Harris County
Day Phone: (832) 293-5873
Complaint Against: Chelford City Municipal Utility District
Service Phone:

Alternate Contact: (Empty)

Mailing Address: 13127 Sleepy Creek MDWS
Houston TX 77083

Evening Phone:
Complaint Type: Discontinuance
Account No: ELB 90106-1061583101

Complaint Information: Subject: 15831 Bellaire Blvd water Service discontinuance complaint

I am Quazi Sharwat, property owner. I applied for water to Chelford City MUD over a year ago and paid all required fees & taxes, and district approved it and turned on the water services.

March 24, 2020, I sent an e-mail to customer care dept at customercare@sienv.com that my water was disconnected. I received a response that states no service is allowed here.

March 25, 2020, I responded to Account Manager, John R. "Rick" VanDyke of Si Environmental, LLC. & other MUD mgmt: Norman Scholes at nscholes@vandewiele-eng.com; Dick Yale at Dyale@Coatsrose.com - as follows:

"We got building and site work permits for this property from Harris County. Per Harris county permits department, we do NOT need any type of approval from MUD for site work. Harris County permit and flood control departments are responsible for approval and inspection of site work.

The MUD only certifies that the District has water plant capacity, wastewater treatment plant capacity plus water line and sanitary sewer line transmission capacity to handle the flows from this tract.

We paid in full MUD taxes, water bills, and water service was on. If you do not turn on water service within 48 hours, I will file complaints with Texas PUC."

Per PUC rules Disconnection of Water and Sewer Service I didnt violet any of those rules. I didnt receive any notices from Chelford City MUD before disconnecting the water.

3/29/20 still don't have water.

Uploaded Files:	File	Size
	USER_15831_Bellaire_Bldg_water_bills.pdf	843174
	USER_2019_Chelford_City_MUD_Tax_Statement.pdf	140996
	Total: 2	984170

Kirkland, Kelly

From: Pribyl, Kathy
Sent: Friday, May 29, 2020 3:29 PM
To: tina.quazi@hotmail.com
Cc: Central Records
Subject: RE: Informal Complaint via Email
Attachments: FILING A FORMAL COMPLAINT.pdf; Supporting Doc #1 - E-mail dated 03252020 to Rick VanDyke.pdf; Supporting Doc #2 – Informal Complaint letter to PUC CP2020030765.pdf; Supporting Doc #3 - CPD Response dated 04162020.pdf; Supporting Doc #4 - Invoice for Water Tap Installation and Inspections Fees to service Bellaire Center II year 2014.pdf; Supporting Doc #5 Capital One bank check number 1011 paid to CHFC MUD year 2014.pdf; Supporting Doc #6 – Capital one bank statement year 2014.pdf; Supporting Doc #7- First water bill from Chelford City MUD year 2014.pdf; Supporting Doc #8 - Harris County permits year 2005.PDF; Supporting Doc #9 - Harris County impact fee paid official receipt year 2005.pdf; Supporting Doc #10 - 15831 Bellaire BLVD Chelford City MUD 2019 Tax statement.pdf; Supporting Doc #11 - 15831 Bellaire BLVD final water bill from CHFC MUD.pdf

Dear Ms. Quazi,

I am forward your request to our Central Records department for handling. Please know that I will ask them to get back to you as soon as possible, but you should know that the PUC does not accept filings by email.

Thank you,



Kathy Pribyl

Public Information Legal Assistant

Public Utility Commission of Texas

W: (512)936-7149 | kathy.pribyl@puc.texas.gov

From: Tina Quazi <tina.quazi@hotmail.com>
Sent: Friday, May 29, 2020 2:14 PM
To: Open Records Requests <OpenRecordsRequests@puc.texas.gov>
Subject: Informal Complaint via Email

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

To: PUC Open Records Dept

Good Afternoon,

I have left couple of messages to your Central Records Department to find out if I could submit the formal complaint via e-mail. Due to COVID-19 situation, I am hoping you would accept my formal complaint via e-mail.

Please see attached Formal Complaint Letter and Supporting Documents. Total 12 attachments.

Please let me know if you have questions.

Thank You for your time,
Sharwat Quazi (Tina)
832-293-5873
tina.quazi@hotmail.com

CHELFORD CITY MUNICIPAL UTILITY DISTRICT

05.21.2014

Farque Quazi
Bellaire Center II
13127 Sleepy Creek Meadows
Houston, TX 77083
281.683.5391
Frank.kazi@yaoo.com

RE: Water Tap Installation and Inspections Fees to service **Bellaire Center II**

This fee letter will serve as the formal invoice for the water and sewer service connection fees for the project located at **15831 Bellaire Blvd, Houston TX 77083**. A breakdown of the fees follows:

Meter Sizes

- 1 1/2" Domestic Meter \$ 6,675.00

Inspectionsⁱ

- Pre Construction Inspections \$ 75.00
- Post Construction Inspections \$ 75.00
- Water / Sanitary Sewer Inspection \$ 125.00 each
- Sewer Service Inspection \$ 150.00 each
- Backflow Device Inspection \$ 125.00 each
- Builder Blanket Deposit \$ 500.00
- Plan Review Feeⁱⁱ \$ 200.00
- **Total with Taps and Fees \$ 8,125.00**

Any failed/recalled Sanitary, Backflow and Customer Service Inspections will incur additional inspection fees. The above referenced fees do not include Concrete and Landscaping restoration. If necessary restoration may be additional at the owner's expense. Additional changes to the design plans may require an additional Plan Review Fee.

Please make all checks payable to CHFC MUD and forward payment to the address listed below.

CHFC M.U.D.
c/o Si Environmental , L.C.C.
6420 Reading Road
Rosenberg, Texas 77474
Attn: Builder Services Department

ⁱ Inspection charges on this document are listed as (1) inspection or visit. Additional inspections will be charged to the service account associated with this project.

ⁱⁱ Revisions or changes to the design plans may require an additional Plan Review Fee.

Check your deposit.

☐ Checking ☐ Cash

☐ Credit Card ☐ Debit

☐ Electronic ☐ Savings

☐ Money Order

☐ Money Order

☐ Other

5/30/2014

CHFC M.U.D.

Eight thousand one hundred twenty five & 9/100

15831 Bellaire Blvd.
Houston, TX 77083

BALANCE

FORWARD

THIS ITEM

8,125.00

BALANCE

DEPOSIT

OTHER

BALANCE

FORWARD



For added security, your name and account number do not appear on this copy.

NOT NEGOTIABLE

FAROQUE QUAZI

MAKE CHECK PAYABLE TO: CHELFORD CITY MUD P O BOX 4824 HOUSTON TX 77210		SERVICE ADDRESS		ACCOUNT NUMBER																										
		15831 BELLAIRE BLVD		ELB 90106-1061583100																										
		SERVICE PERIOD	FROM	TO	BILLING DATE																									
07/17/14	08/19/14		08/20/14																											
Readings and Consumption <table border="1"> <thead> <tr> <th>Meter No.</th> <th>Read Date</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>70290826</td> <td>08/01/14</td> <td>W-GLS</td> </tr> <tr> <th>Current</th> <th>Prior</th> <th>Usage Type</th> </tr> </tbody> </table>				Meter No.	Read Date	Type	70290826	08/01/14	W-GLS	Current	Prior	Usage Type	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>WATER</td> <td>7.25</td> </tr> <tr> <td>SEWER</td> <td>15.50</td> </tr> <tr> <td>TCEQ FEE</td> <td>0.11</td> </tr> <tr> <td>GREASE TRAP</td> <td>50.00</td> </tr> <tr> <td>DEPOSIT</td> <td>200.00</td> </tr> <tr> <td>TRANSFER FEE</td> <td>27.00</td> </tr> <tr> <td>THIS MONTH</td> <td>299.86</td> </tr> </tbody> </table>		DESCRIPTION	AMOUNT	WATER	7.25	SEWER	15.50	TCEQ FEE	0.11	GREASE TRAP	50.00	DEPOSIT	200.00	TRANSFER FEE	27.00	THIS MONTH	299.86
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4

FAROQUE QUAZI

MESSAGES

Pay your bill at www.sienv.com

Si Environmental, LLC
www.sienv.com
 832-490-1600 Customer Care
 832-490-1601 24/7 Emergency
 1-877-382-7414 Toll Free

INDOOR WATER CONSERVATION TIPS:

Insulate your water pipes to reduce heat loss and prevent them from breaking. Install a water-softening system only when the minerals in the water would damage your pipes. Turn the softener off while on vacation.

CHELFORD CITY MUD

P.O. BOX 4824
 HOUSTON, TX 77210-4824
 832-490-1600



IF YOUR MAILING ADDRESS HAS CHANGED PLEASE CORRECT
 PLEASE RETURN BOTTOM PORTION WITH PAYMENT

Account Number ELB 90106-1061583100
 Service Address 15831 BELLAIRE BLVD
 Electronic Box# 4824

299.86	09/08/2014	302.13
ON OR BEFORE DUE DATE	DUE DATE	AFTER DUE DATE

☐ If you are interested in Electronic Funds (EFT), or Credit Card Payment, check the box and see reverse side for authorization.

AMOUNT PAID

Scan To Pay



FAROQUE QUAZI
 13127 SLEEPY CREEK MEADOWS
 HOUSTON TX 77083

CHELFORD CITY MUD
 P O BOX 4824
 HOUSTON TX 77210-4824

90106106158310000003021300002998600002998604

Kirkland, Kelly

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Public Information Legal Assistant

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