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October 07, 2020

To: Public Utility Commission of Texas
PUC Docket No 50902 Order 2 – Sharwat Quazi – Chelford City Mud
From: Mrs. Sharwat Quazi

In my understanding PUC handles public complaint against utility companies and that is the reason I filed a formal complaint with PUC.

According to last response from PUC, under “Staff statement of position” stated that Chelford City mud utility district created by Texas Commission of Environmental Quality (TCEQ). Based on that statement I have reached out to TCEQ. According to TCEQ, PUC should be handling this complaint.

I am getting runaround between PUC and TCEQ and very frustrated with no resolution to my problem. As I mentioned previously, I have not violated any PUC rules, but Chelford City Mud unlawfully disconnected my water and took my permanent water meter away. I had a permanent water meter in my property and paid all my bills on time. I have all the utilities - Gas, phone, and electricity except water. Without water I cannot open the store.

As a customer, I request and expect PUC to resolve this issue.

Sincerely,

Sharwat Quazi