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Item Number: 10

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Docket # 47411
Docket # 49532
Docket # 50969

October 22, 2020

Creighton McMurray
PUC Commission Staff
1701 N. Congress Ave
PO Box 13326
Austin, Tx 78711-3326

**RE: FRAUDULENT INFORMATION PROVIDED BY JAMES NELSON, OWNER OF
WATERCO PUBLIC UTILITY COMMISSION HEARING ON OCTOBER 16, 2020**

Dear Commission Staff,

During the Public Hearing on October 16, 2020, James Nelson, owner of WATERCO falsely reported information regarding my account. I will address the following:

1. **PAGE 16 - NELSON:** *Well, I have a chronic complainer customer. And she continues, by her own admission, she says: well, as long as I've got a complaint against you, you can't cut off my water.*
2. **PAGE 16 - NELSON:** *And, then she quit paying and it got more involved.*
3. **PAGE 16 - NELSON:** *And, finally I just didn't worry whether she paid or not because she caused so many problems for me, but I kept trying to work those problems out.*

James Nelson, owner of WATERCO, is an opportunistic liar. Nelson continues to tell these lies about my account. He tells these lies with confidence. He tells these lies often. However, James Nelson also isolates people from me in order to for others to believe these lies. The only person he can not and has not told these lies to - is me.

- **PAGE 16 - NELSON:** *Well, I have a chronic complainer customer. And she continues, by her own admission, she says: well, as long as I've got a complaint against you, you can't cut off my water.*

To show you the consistency of the payments and they fall well within the guidelines of the WATERCO service agreement provided to me on January 23, 2017, I have included the past six months payments I have made to WATERCO. When I began to suspect Nelson was not on the up and up, my legal advisor suggested I pay him with government issued money orders. I have done this for most of my payments. The past 6 months are show below.

May 2020
USPS M/O 26497706940

June 2020
USPS M/O 25569844100

July and August, 2020
USPS M/O 26504115298

Nelson disconnected my water on 8.30.2020 and my account was paid up. The letter and copy of USPS M/O is in Docket 47411 - Item #83.

UNITED STATES POSTAL SERVICE®		CUSTOMER'S RECEIPT	
SEE BACK OF THIS RECEIPT FOR IMPORTANT CLAIM INFORMATION	Pay to: <u>WATERCO</u>	KEEP THIS RECEIPT FOR YOUR RECORDS	
NOT NEGOTIABLE	Address:		
Serial Number: <u>26497706940</u>	Year, Month, Day: <u>2020-05-14</u>	Post Office: <u>756700</u>	Amount: <u>\$30.00</u> Clerk: <u>05</u>

UNITED STATES POSTAL SERVICE®		CUSTOMER'S RECEIPT	
SEE BACK OF THIS RECEIPT FOR IMPORTANT CLAIM INFORMATION	Pay to: <u>WATERCO</u>	KEEP THIS RECEIPT FOR YOUR RECORDS	
NOT NEGOTIABLE	Address:		
Serial Number: <u>26569844100</u>	Year, Month, Day: <u>June 2020</u>	Post Office: <u>762530</u>	Amount: <u>\$30.00</u> Clerk: <u>04</u>

UNITED STATES POSTAL SERVICE®		CUSTOMER'S RECEIPT	
SEE BACK OF THIS RECEIPT FOR IMPORTANT CLAIM INFORMATION	Pay to: <u>Waterco</u>	KEEP THIS RECEIPT FOR YOUR RECORDS	
NOT NEGOTIABLE	Address:		
Serial Number: <u>26504115298</u>	Year, Month, Day: <u>July & Aug 2020</u>	Post Office: <u>754950</u>	Amount: <u>\$60.00</u> Clerk: <u>11</u>

Docket #47411

August 31 2020

2020 SEP -3 AM 9:00

Creighton McMurray
Public Utility Commission of Texas
1701 N. Congress Avenue
PO Box 13326
Austin, Texas 78711-3326

RE: WATERCO RETALIATION CONTINUES - DISCONNECTION OF WATER SERVICE

Mr. McMurray,

Once again, WATERCO retaliates against me by disconnecting my water service on 8.30.2020

My payment to WATERCO for the month of September 2020 was made on 8.25.2020 prior to my deployment for the hurricane Laura response. This money order was purchased at the post office and mail at the post office in Nocona. My account is current

UNITED STATES POSTAL SERVICE®		CUSTOMER'S RECEIPT	
SEE BACK OF THIS RECEIPT FOR IMPORTANT CLAIM INFORMATION	Pay to: <u>WATERCO</u>	KEEP THIS RECEIPT FOR YOUR RECORDS	
NOT NEGOTIABLE	Address:		
Serial Number: <u>26497706940</u>	Year, Month, Day: <u>2020-05-14</u>	Post Office: <u>756700</u>	Amount: <u>\$30.00</u> Clerk: <u>05</u>

I returned home from my deployment on 8.29.2020 late in the evening. At this time, my water service was on. WATERCO has lowered the water pressure to an extreme low level however, it was working

On 8.30.2020, the water service was still operational until 9:15 pm when I noticed my water service is completely turned off. I called Nelson and left a message to inquire the purpose of this

WATERCO has not notified me of any water service problems at this time. No phone call or written notice has been issued

I reported this disconnection of service to PUC and TCEQ via email

WATERCO's continuing the lowering of my water pressure and now total disconnection, is inhumane and retaliatory due to the status of WATERCO's CCN application.

It is at this time, I request the PUC to enforce the NO Disconnect Orders in Docket #47411.

Respectfully requested,

Tammy Bean
179 Oak Street
Nocona, Texas 76255

October 2020 payment was sent via mail on October 6, 2020. By the time the October 16, 2020 public hearing it is almost certain Nelson has received my payment. In order to investigate what has happened to my payment, on 10.16. 2020, I placed an inquiry with the USPS in Nocona. The inquiry will tell me who cashed it and where. As soon as I receive the response, I will place the information in the Dockets.

UNITED STATES POSTAL SERVICE®

CUSTOMER'S RECEIPT

SEE BACK OF THIS RECEIPT FOR IMPORTANT CLAIM INFORMATION

NOT NEGOTIABLE

Serial Number: 26786209342

Pay to: Waterco

Address:

KEEP THIS RECEIPT FOR YOUR RECORDS

Year, Month, Day: 2020-10-06

Post Office: 762550

Amount: \$30.00

Class: 03

UNITED STATES POSTAL SERVICE.

NOCONA
400 CLAY ST
NOCONA, TX 76255-9998
(800)275-8777

10/06/2020 12:26 PM

Product	Qty	Unit Price	Price
Priority Mail® 2-Day 1			\$13.10
Orange, TX 77632			
Weight: 6 lb 12.40 oz			\$22.35
Orange, TX 77632			
Weight: 13 lb 12.0 oz			
Expected Delivery Date			
Fri 10/09/2020			
Tracking #:			
9505 5116 3062 0280 2609 02			
Insurance			\$0.00
Up to \$50.00 Included			
Total			\$22.35
Money Order			\$50.00
Serial#: 26786209342			
Money Order Fee			\$1.25
Total			\$31.25
Postnet® #10 Env	1	\$0.69	\$0.69
Grand Total:			\$80.49
Debit Card Remitted			\$80.49

UNITED STATES POSTAL SERVICE.

NOCONA
400 CLAY ST
NOCONA, TX 76255-9998
(800)275-8777

10/16/2020 12:46 PM

Product	Qty	Unit Price	Price
Lobby Services Rev			\$6.25
MO# 26786209342			
Description: Money Order Inquiry			
Grand Total:			\$6.25
Cash			\$6.25

Preview your Mail
Track your Packages
Sign up for FREE ®

I HAVE NEVER SAID TO ANY ONE THAT MY WATER CAN NOT BE CUT OFF BECAUSE I HAVE A COMPLAINT AGAINST WATERCO. PUC Attorney, Alex Petak educated me very well on the rules and regulations each time Nelson returned my payments and Nelson complained I did not pay.

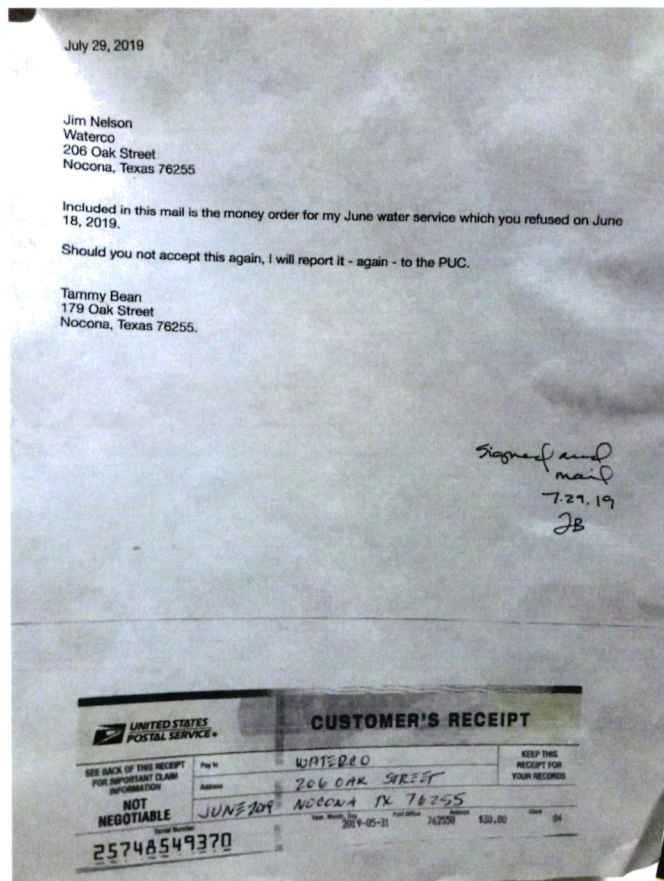
• PAGE 16 - NELSON: *And, then she quit paying and it got more involved*

As I mentioned in the hearing, I quit paying Nelson when he continued to RETURN my payments.

On June 3, 2019, in Docket #47411 - Item #69, The Jones Law Firm submitted "REQUEST FOR PERMISSION TO COLLECT PAST-DUE AMOUNTS OWED FOR WATER SERVICE AND DISCONNECT SERVICE FOR FAILURE TO PAY AMOUNTS OWED."

This submission occurred in the docket after I had sent in my payment for May 2019, This payment was return 2 times. When Alex Petak and I discussed this matter, I explained I will be glad to pay the back payments however, PUC is going to need to REQUIRE him to accept them. Docket 47411 - Items 70 and 71 show this discussion and decision made.

Photo of my communications with Nelson regarding the return of my payment in July 2019.



- **PAGE 16 - NELSON:** *And, finally I just didn't worry whether she paid or not because she caused so many problems for me, but I kept trying to work those problems out.*

Again, Nelson provides the Public Utility Commission false information regarding my account in the public hearing on October 16, 2020. The vagueness of his statements are misleading with the intent to provide false information to the PUC.

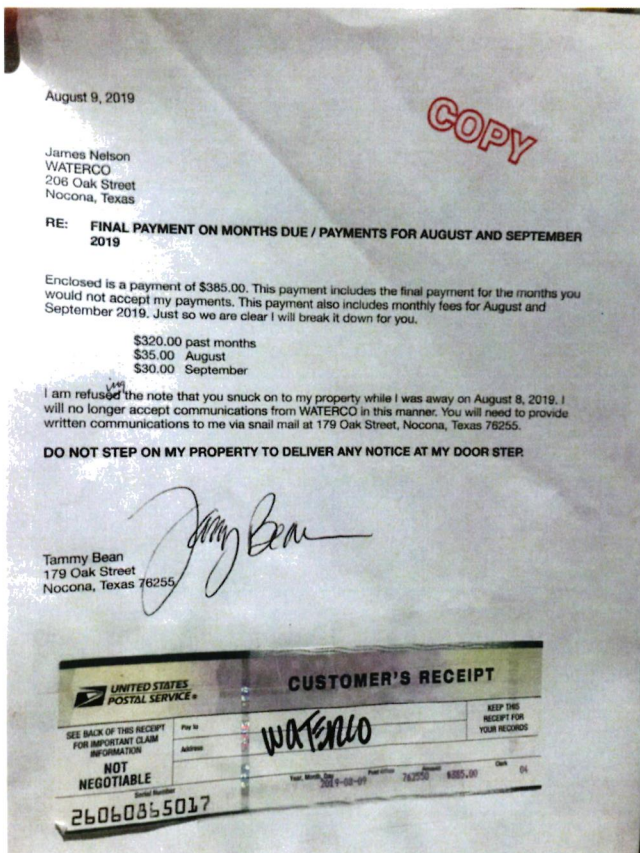
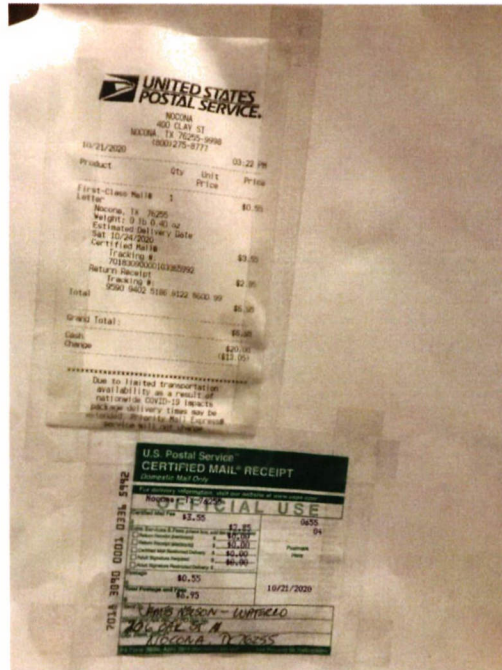
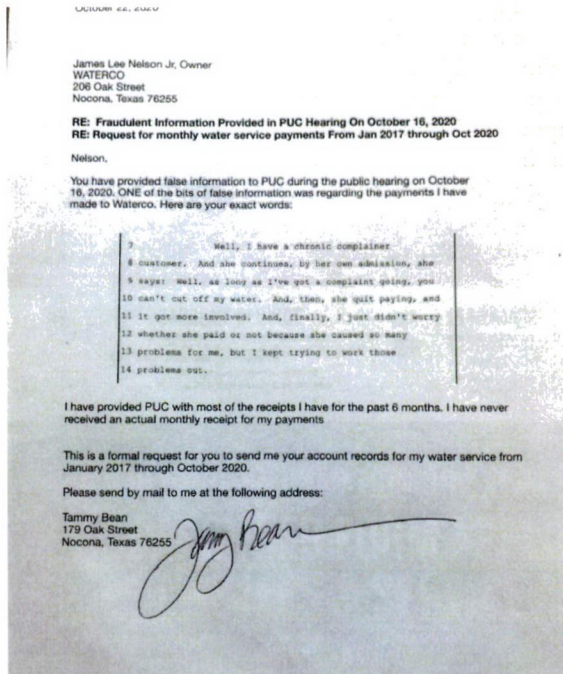


Photo of my final payment of the past due amount.

Yesterday, 10.21.2020, I sent Nelson a certified mail letter requesting the payments made on my account since the engagement of our service agreement. Photos of my letter and receipts are below..



Nelson continues to provide false information to the PUC.

I continue to provide documentation and facts debunking the false information Nelson submits.

When will James Nelson, owner of WATERCO be required to give his statements regarding the operations of his public water system UNDER OATH?

ENOUGH IS ENOUGH,

Tammy Bean
179 Oak Street
Nocona, Texas 76255