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**DOCKET NO. 51156**

<b>COMPLAINT OF SHANEKA L. BUSBY</b>	<b>§</b>	<b>PUBLIC UTILITY COMMISSION</b>
<b>BAKER AGAINST THE VERANDA</b>	<b>§</b>	
<b>APARTMENTS AND DENTON PUBLIC</b>	<b>§</b>	<b>OF TEXAS</b>
<b>FACILITY CORPORATION</b>	<b>§</b>	

**ORDER NO. 2  
REQUIRING RESPONSE**

On August 10, 2020, Shaneka L. Busby Baker filed a complaint against Veranda Apartments and Denton Public Facility Corporation regarding water service. In Order No. 1 filed on August 12, 2020, the administrative law judge (ALJ) required Veranda and Denton to file a response to the complaint by September 1, 2020. To date, neither Veranda nor Denton have filed a response to the complaint.

On September 8, 2020, Commission Staff filed its statement of position stating that is unable to make evaluative comments because Veranda and Denton have not filed a response to the complaint. Commission Staff did, however, find that Ms. Baker has complied with the Commission's informal complaint prerequisite prior to filing this formal complaint. Commission Staff requests additional time to allow Veranda and Denton to file a response and to conduct discovery to more fully develop the evidentiary record in this proceeding.

By October 2, 2020, Veranda and Denton must file a response as required by 16 Texas Administrative Code § 22.78. The response must address the following:

1. the Commission's jurisdiction over this proceeding;
2. allegations raised in the complaint;
3. applicable statutes, rules, orders, and tariff provisions;
4. copies of any rates or tariffs that are the subject of this complaint; and
5. any other matters relevant to the complaint.

By December 2, 2020, Commission Staff must file a supplemental statement of position regarding the complaint. If Veranda and Denton fail to respond by the October 2, 2020 deadline, Commission Staff must include in its supplemental statement of position a recommendation on whether a summary decision or default order would be appropriate.

Signed at Austin, Texas the 10th day of September 2020.

**PUBLIC UTILITY COMMISSION OF TEXAS**

A handwritten signature in black ink, appearing to read 'Isaac TA', written over a horizontal line.

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**ISAAC TA**  
**ADMINISTRATIVE LAW JUDGE**