



Control Number: 51224



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PUC DOCKET:

COMPLAINT OF	51224	PUBLIC UTILITY
JOHN BLALOCK	SOAH DOCKET:	COMMISSION OF
AGAINST MERCY	473-21-1880.WS	TEXAS
WATER SUPPLY		
CORPORATION		

ISSUES NEEDING TO BE ADDRESSED ACCORDING TO JOHN

BLALOCK

COMES NOW John Blalock (hereinafter “Mr. Blalock”) to provide his list of issues that he believes that need to be addressed:

I.

**MERCY WATER SUPPLY CORPORATION ILLEGALLY SHUT-OFF
WATER ON SOMEONE THEY WERE TREATING AS A
CUSTOMER/MEMBER**

Mr. Blalock believes the most important issue that needs to be addressed is Mercy Water Supply Corporation (hereinafter “Mercy”) illegally shutting off the water to his residence at 1611 Bowen Loop Cleveland, Texas (hereinafter the Northern Tract) after Mercy had treated him as a customer/member for over 5 years following the death of his mother, Reba Ivey (hereinafter “Ms. Ivey”)(a.k.a Reba Barfield). If Mercy had informed Mr. Blalock of the paperwork that needed to be

completed for the transfer of Ms. Ivey's account and membership to himself, then this would be a non-issue. And, from any stand-point, it would have been Mercy's duty to inform Mr. Blalock of the paperwork required. So, Mercy has failed in their duty to inform the public of their policies as before this Formal Complaint was started, Mercy Water Supply Corporation do not have any notices at their offices to inform the public of the existence of their tariff or where to find their policies. Therefore, Mercy has failed in their duty resulting in this issue before the Public Utility Commission (hereinafter "PUC").

As Mercy has treated Mr. Blalock as a customer/member for a time period of over 5 years, then they have waived any claim to him not acting in accordance with their Tariff or policies. And, as such, Mr. Blalock should be considered a member/customer of Mercy.

II.

WHICH PROPERTY IS THE METER FOR?

Another issue that needs to be addressed in this docket is Mercy's claim that the meter in question was for 1601 Bowen Loop, Cleveland, Texas (hereinafter "Southern Tract"). This claim is countered by the Records for Ms. Ivey and Gloria Meeks (hereinafter "Ms. Meeks")(a.k.a Gloria Hales).

RECORDS FOR REBA IVEY

According to the records for Ms. Ivey, there was a meter installed for her residence on/at 1611 Bowen Loop, Cleveland, Texas (hereinafter “Northern Tract”) (previous known as 154 Bowen Road) and there is no record of the meter being removed. And, according to the ‘Application and Agreement for Service’ signed by Ms. Ivey, the meter can be located on another property if there are not legal or safety issues. As the owner of the Southern Tract in 1995, when the meter was installed, was Ms. Meeks, then there would have been no legal issues as Ms. Ivey and Ms. Meeks are/were sisters. And, as Ms. Meeks had a meter, then this shows that there were no safety issues.

RECORDS FOR GLORIA MEEKS

According to the records for Ms. Meeks, she only ever had one meter installed for her use/the use for the Southern Tract. Then there is a work order for the meter associated with her account to be removed. This work order is dated originally for 2000, with the work being completed in 2001. This means that any and all meters for the use of the Southern Tract were removed.

III.

CONCLUSION

Mr. Blalock has been punished by Mercy for mistakes made on their part dating back to 1995 when the account and meter for Reba Ivey were first instated

and installed. Since Ms. Ivey's passing in 2015, Mr. Blalock has been treated as a customer/member by Mercy until this issue arose in 2020. The location of the meter was chosen by Mercy, and as their records show that all meters for Ms. Meeks were removed, then the only meter left was for Ms. Ivey, who's residence was on the Northern Tract not the Southern Tract. As such, Mr. Blalock believes these two issues are the only two that need to be addressed as they encompass all of the issues in this matter.

RESPECTED SUBMITTED BY,

/s/ John Blalock