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COMPLAINT OF JOHN
BLALOCK AGAINST
MERCY WATER
SUPPLY
CORPORATION

SOAH DOCKET: 473-
21-1880. WS

PUBLIC UTILITY
COMMISSION OF

TEXAS

JUL 12 PM 4:44

COMPLAINANT'S DIRECT TESTIMONY

COMES NOW Complainant John Blalock (hereinafter "Mr. Blalock") to submit his direct testimony. Mr. Blalock would also like to apologize for the delay in his submitting of his direct testimony as he has been without internet since July 2nd due to an electrical storm 'frying' his modem and having to wait for his internet service provider ("ISP") to send him a new one. And, Monday the 12th of July is the first time he has been able to prepare/file any documents as he does not have an offline copy of Microsoft Word, or similar product/software.

DIRECT TESTIMONY

In January of 2015, my mother, Reba Ivey, passed away due to complications from surgery. Within 2 weeks of her death, I informed Defendant Mercy Water Supply Corporation (hereinafter "Mercy") of her death to find out what I needed to do in order to get her account and membership transferred to myself. I was informed that I would need to come back with proof that I had inherited the property from her.

In June of 2015, the small estate claim case concerning my mother's estate was concluded and I was named as her sole heir after my siblings signed their shares over to me. I then took the documentation from the court, which included a deed. At this time, Anora Walker, the former office manager for Mercy told me that as long as I paid the bills, including any late or reconnection fees, they would keep the account open but in my mother's name. At this time, I had no other knowledge of Mercy's policies concerning the transfer of memberships or accounts.

This arrangement continued until August of 2020, when Mercy, without warning shut-off my water service, canceled my mother's membership without board approval, and transferred it to Adrian Rodz (hereinafter "Mr. Rodz") without board approval. All of this within the span of a 24-hour period, after Mr. Rodz broke the legally placed pipeline connecting the meter to my home.

Following the aforementioned shut-off of service, members of my household and myself tried to work with Mercy to find a solution that did not involve us paying for a new meter as the meter in question was legally tied to my property per their contract with my mother, which did not include a clause on what happens when she dies. When those attempts failed, that is when I, with the help of my child, John Preston Blalock II (hereinafter "Allie" or "Ms. Blalock") filed an informal complaint with the Public Utility Commission (hereinafter "PUC"). When that avenue did not provide the proper results, as the Consumer Protection Division

(hereinafter “CPD”) has limitations on investigative powers with it comes to Water Supply Corporation, I, at the recommendation of a supervisor in the CPD, filed a formal complaint. Ending with where we are today.

CONCLUSION

This is Mr. Blalock’s direct testimony. He understands that these statements are made under oath and that he may be charged with Perjury for any intentional misrepresentations of the facts or for intentional false statements made. Mr. Blalock again apologizes for the delay in the submitting of his direct testimony.

RESPECTFULLY SUBMITTED BY,

/s/ John Blalock