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COMPLAINT OF JOHN BLALOCK	§	PUBLIC UTILITY COMMISSION
AGAINST MERCY WATER SUPPLY	§	
CORPORATION	§	OF TEXAS

ORDER NO. 3
REQUIRING MERCY WATER SUPPLY
CORPORATION TO RESTORE WATER SERVICE

This Order addresses Commission Staff's September 11, 2020 comments and recommendation whether water service should be restored to the complainant, John Blalock, under 16 Texas Administrative Code (TAC) § 24.155 during the pendency of this proceeding. Commission Staff confirms that Mr. Blalock initiated an informal complaint against Mercy Water Supply Corporation with the Commission's Customer Protection Division (CPD) on August 10, 2020, before filing this formal complaint with the Commission. On August 24, 2020, the Customer Protection Division concluded its investigation and notified both parties in writing of the status of the informal complaint. Commission Staff also confirms that Mr. Blalock has been without water service for approximately 30 days.

A holder of a certificate of convenience and necessity may only discontinue service for the reasons included in Texas Water Code (TWC) § 13.250(b). Commission Staff stated that it is not yet clear whether the rationale for the cessation of Mr. Blalock's water service meets any of the permitted reasons listed in TWC § 13.250(b). Accordingly, Commission Staff recommends that Mr. Blalock's water service be restored until the record can be further developed to determine whether the disconnection was for a permitted reason.

The administrative law judge orders Mercy Water Supply, under 16 TAC § 24.155(a), to immediately restore water service to Mr. Blalock. Further, Mercy Water Supply must not cease providing continuous and adequate water service to Mr. Blalock pending resolution of this proceeding.

Signed at Austin, Texas the 14th day of September 2020.

PUBLIC UTILITY COMMISSION OF TEXAS

ISAAC TA
ADMINISTRATIVE LAW JUDGE

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