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DOCKET NO. 51619

**COMPLAINT OF JEFF CONNORS §
AGAINST THE GALLERY §
APARTMENTS, ROSCOE PROPERTY §
MANAGEMENT, AND CONSERVICE §**

PUBLIC UTILITY COMMISSION

OF TEXAS

2021 JAN 14 PM 3:28

**ORDER NO. 2
REQUIRING RESPONSES**

On December 14, 2020 Jeff Connors filed a complaint against the Gallery Apartments, Roscoe Property Management, and Conservice regarding water billing records and related charges. In Order No. 1 filed on December 16, 2020, the administrative law judge (ALJ) required Respondents to file a response to the complaint by January 7, 2021. As of the date of this Order, the Gallery Apartments and Roscoe Property Management have not filed a response.

On January 14, 2021, Commission Staff filed a statement of position, stating that it is unable to make evaluative comments because not all of the Respondents have filed a response to the complaint. Commission Staff recommended that Mr. Connors not be required to satisfy the requirements of 16 TAC § 22.242(e) and not be obligated to first present his complaint to the city before filing his formal complaint with the Commission, because his complaint is against Respondents, which are not water utilities. Commission Staff additionally recommended that Mr. Connors be found to have complied with the informal resolution requirements under 16 Texas Administrative Code (TAC) § 22.242(c). Finally, Commission Staff requests additional time to allow Respondents to file a response to the complaint and for Commission Staff to file a supplemental statement of position.

The ALJ finds that Mr. Connors has complied with the informal resolution requirements under 16 TAC § 22.242(c) and that Mr. Lynch is not required to satisfy the requirements of 16 TAC § 22.242(e)(1).

By January 21, 2021, the Gallery Apartments and Roscoe Property Management must file a response as required by 16 TAC § 22.78. The response must address the following:

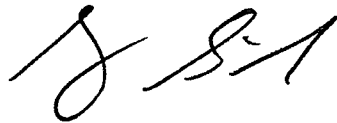
the Commission's jurisdiction over this proceeding;
allegations raised in the complaint;
applicable statutes, rules, orders, and tariff provisions;

copies of any rates or tariffs that are the subject of this complaint; and any other matters relevant to the complaint.

By February 3, 2021, Commission Staff must file a supplemental statement of position regarding the complaint. If the Gallery Apartments and Roscoe Property Management fail to respond by the January 21, 2021, 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 14th day of January 2021.

PUBLIC UTILITY COMMISSION OF TEXAS



GREGORY R. SIEMANKOWSKI
ADMINISTRATIVE LAW JUDGE