



Filing Receipt

Filing Date - 2023-09-05 10:52:09 AM

Control Number - 52370

Item Number - 103

Whitewing Water Billing issues – Docket 52370

Back in March of 2023 a new tax appeared on our bill with no explanation. We had been told by the PUC before that the utility couldn't just change our bills with authorization so many in the neighborhood did not know what it was for and did not pay this 'tax'.

The following month we received a bill with a \$5 late payment (for not paying the \$.23 unexplained tax) and were charged another tax line item.

When I mailed the April bill I sent it with a note that I did not pay my bill late and that I didn't know what the tax was for and wanted it removed. Mrs. Krebs then called Barry and told him he had to pay the tax because it was a TCEQ fee that she should have been charging us for the last 16 years, I then informed her that they haven't owned the utility for the last 16 years. I told her she need to send something to the neighborhood explaining what the "tax" was and she told me that when we start paying for paper and stamps then she would, but that she did not know how to remove any late fees from the billing, even though that is one of her jobs at EHU.

We found out from other neighbors that if you receive online bills the notice was on the bill, but not those of us that get paper bills mailed.

Since the new rate agreement it seems our water has all of the sudden increase beyond the allowed gallons which is leading me to believe that our meters were never getting read properly or on an actual schedule. We are a household of 2 that went from using 3,000 gallons on a 5,000 plan to using 6,000 gallons on a 3,000 gallon plan. Something seems off and it isn't just our meter, I have heard from about 60%% of the neighborhood and they all have the same complaint.

None of our bills have ever said they were estimated and our meter is in clear easy and accessible area to be read on a monthly basis.

We have also been seeing many cutoff notices for not paying the said 'tax', we eventually had to pay ours so we wouldn't be without water.

We are tired of the bully tactics and non communication from EHU which they should be required to do as a utility company.

Thank you,

Barry and Stacy Evans

453 CR 4865

EAST HOUSTON UTILITIES, INC.
11015 SHELDON RD
HOUSTON, TX 77044
Telephone: 281/456-0883



Account No.: 090-9015-00

Name: BARRY EVANS

Service Address:

453 C.R. 4865

Bill Date: 04/25/23

Due Date: 05/15/23

Net Amount: 28.46

Gross Amount: 33.46

PAY ONLINE!!
EASTHOUSTONUTILITIES.COM
CALL FOR EMAIL BILL OPTION

Please Return Stub With Payment

Return Service Requested



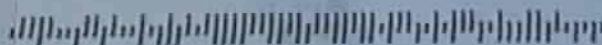
Present	Previous	Usage/Service	Amount
389	385	4 WATER	23.00
		TAX	0.23
		ARREARS	5.23

See Reverse Side

NET AMT DUE ON OR BEFORE 05/15/23 28.46
GROSS AMOUNT DUE AFTER 05/15/23 33.46

Account No.	From	To	Days
090901500	03/21/23	04/20/23	30
Service Addr.: 453 C.R. 4865			

BARRY EVANS
453 COUNTY ROAD 4865
DAYTON, TX 77535



EHU.

I will not be paying
anything above our
approved rate of \$23.00
you cannot just arbitrarily
put taxes on our bills after
16 years without any explanation

[Redacted]
I did not pay
our March bill late to remove
the "tax" & late fee!

EVANS

EAST HOUSTON UTILITIES, INC.
11915 SHELTON RD
HOUSTON, TX 77044
Telephone: 281/456-0883

25 **Return Service Requested**

Account No. 090-9015-00

Name: HARRY EVANS

Service Address: 453 C.R. 4865

Bill Date: 03/23/23
Due Date: 04/15/23
Net Amount: 51.23
Gross Amount: 54.23

NET AMT DUE ON OR BEFORE 04/15/23 51.23
GROSS AMOUNT DUE AFTER 04/15/23 56.23

Present	Previous	Usage/Service	Amount
385	381	4 WATER	23.00
		TAX	0.23
		ADDITION	28.00

ACCOUNT NO. FROM TO Days
090901103 02/20/23 03/21/23 0
Service Addr.: 453 C.R. 4865

HARRY EVANS
453 COUNTY ROAD 4865
DAYTON, TX 77535

7535-498453

EAST HOUSTON UTILITIES, INC.
11015 SHELTON RD
HOUSTON, TX 77044
Telephone: 281/456-0883

24 MAY 2023 PM 8 L **Return Service Requested**

Account No. 090-9015-00

Name: HARRY EVANS

Service Address: 453 C.R. 4865

Bill Date: 04/20/23
Due Date: 05/15/23
Net Amount: 33.49
Gross Amount: 39.49

NET AMT DUE ON OR BEFORE 05/15/23 33.49
GROSS AMOUNT DUE AFTER 05/15/23 39.49

Present	Previous	Usage/Service	Amount
393	389	4 WATER	23.00
		TAX	0.23
		ADDITION	10.46

ACCOUNT NO. FROM TO Days
090901500 04/20/23 05/19/23 29
Service Addr.: 453 C.R. 4865

HARRY EVANS
453 COUNTY ROAD 4865
DAYTON, TX 77535

77535-498453

EAST HOUSTON UTILITIES, INC.
11015 SHELTON RD
HOUSTON, TX 77044
Telephone: 281/456-0883

27 JUN 2023 PM 4 L **Return Service Requested**

Account No. 090-9015-00

Name: HARRY EVANS

Service Address: 453 C.R. 4865

Bill Date: 06/26/23
Due Date: 07/15/23
Net Amount: 61.93
Gross Amount: 66.93

NET AMT DUE ON OR BEFORE 07/15/23 61.93
GROSS AMOUNT DUE AFTER 07/15/23 66.93

Present	Previous	Usage/Service	Amount
399	391	6 WATER	61.32
		TAX	5.61

ACCOUNT NO. FROM TO Days
090901500 05/19/23 06/20/23 32
Service Addr.: 453 C.R. 4865

HARRY EVANS
453 COUNTY ROAD 4865
DAYTON, TX 77535

7535-498453

EAST HOUSTON UTILITIES, INC.
11015 SHELTON RD NORTH HOUSTON TX 773
HOUSTON, TX 77044
Telephone: 281/456-0883

26 JUL 2023 PM 4 L



Account No. 050-9015-00

Name
BARRY EVANS

Service Address
453 C.R. 4865

Bill Date: 07/25/23

Due Date: 08/15/23

Net Amount: 61.93

Gross Amount: 66.91

PAY ONLINE!!

EASTHOUSTONUTILITIES.COM

2023 CCR AVL UPON REQUEST

Please Return With Payment

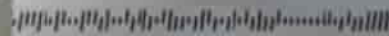
Item	Amount	Service	Amount
405	399	6 WATER	61.93
		TAX	5.61

NET AMT DUE ON OR BEFORE 08/15/23 61.93
GROSS AMOUNT DUE AFTER 08/15/23 66.93

Account No.	From	To	Days
090901500	06/20/23	07/21/23	31
Service Addr.: 453 C.R. 4865			

BARRY EVANS
453 COUNTY ROAD 4865

DAYTON, TX 77535



EAST HOUSTON UTILITIES, INC.
11015 SHELTON RD NORTH HOUSTON TX 773
HOUSTON, TX 77044
Telephone: 281/456-0883

23 AUG 2023 PM 4 L



Account No. 050-9015-00

Name
BARRY EVANS

Service Address
453 C.R. 4865

Bill Date: 08/12/23

Due Date: 09/15/23

Net Amount: 60.13

Gross Amount: 65.13

PAY ONLINE!!

EASTHOUSTONUTILITIES.COM

2022 CCR AVL UPON REQUEST

Please Return With Payment

Item	Amount	Service	Amount
410	445	5 WATER	59.53
		TAX	106.0

NET AMT DUE ON OR BEFORE 09/15/23 60.13
GROSS AMOUNT DUE AFTER 09/15/23 65.13

Account No.	From	To	Days
090901500	07/21/23	08/19/23	29
Service Addr.: 453 C.R. 4865			

BARRY EVANS
453 COUNTY ROAD 4865

DAYTON, TX 77535

77535-498453

