



Filing Receipt

Received - 2022-02-01 03:41:54 PM

Control Number - 53075

ItemNumber - 99

Entered
11/2/95

WATER UTILITIES DIVISION - INVESTIGATION REPORT

COMPLAINT NO.: 50 96 0 0036
FY

DATE RECEIVED: 10/31/95 COUNTY NO.: 070 PRIORITY*: 4 CSN NO.: 50000391

UTILITY NAME: Chaparral Wtr Sys PHONE: 214/658-2459

ADDRESS: PO Box 21 Ben Wheeler 75754 TYPE: 104

PWS NO.: _____ PWS NAME: _____

CCN/REG NO.: 11433 DOCKET NO.: _____ SUSPENSE DATE: 11/9/95

COMPLAINANT: M.E. Mitchell PHONE: _____

ADDRESS: 126 Rider Creek Rd Waxahachie 75165

PROBLEM: Disputing high wtr rates - questioning meter readings

See ltr Rec'd 10/31/95

EFFECT: Environmental Effect Financial General Health Property Damage

80

FORM: Letter Telephone Petition [#=] Walk-In DATE OCCURRED: _____

NATURE*: Rt FREQUENCY: PAST CURRENT PREDICTABLE INTERMITTENT

INVESTIGATOR: Mejia

CLOSURE COMMENTS: Customer was overcharged by \$15. Util had already credited account.

CLOSURE CODE*: NVN CLOSURE DATE: 11/20/95 FINAL LETTER: 11/20/95

CONTACT DATE: 11/3/95 INVESTIGATION DATE: 11/3/95

INVESTIGATION RESULTS: 11/3 spoke w/ util. owner. Credit already made. 11/20 ltr. to customer explaining his Aug. bill.

RULE(S) VIOLATED: None

Enter with commas (but no spaces) between each rule violated.

* SEE BACK OF FORM FOR CODES

closed 11/21/95 BK

PRIORITY CODE

1. Imminent Threat: High profile; Texas Watch; numerous; controversial
2. Adverse effects possible
3. Potential threat to environment
4. No apparent threat

WATER UTILITY NATURE

Billing	BI
Colored Water	CW
Deposits	DE
High Chlorine	HC
Low Pressure	LP
Low/No Chlorine	LC
Meter	ME
Miscellaneous	MC
No Jurisdiction	NJ
No Plans	NP
Poor Maintenance	PM
Quality Notice Required	QN
Quality of Service	QS
Rates/Tariff	RT
Rationing	RA
Refusal of Service	SV
Request for Service	RS
Service Disconnect	SD
Service Interruption	SI
Submetering	SM
Taste/Odor	TO
Water District Management	DM
Water District Status Report	DX
Waterborne Illness Alleged	WI

CLOSURE CODE

No Violation	NVN
Referred for Enforcement Action	EAR
Referred to Another Agency	REF
Referred to Field Operations	RFO
Violation Issued and Resolved	VIR

Barry R. McBee, *Chairman*
R. B. "Ralph" Marquez, *Commissioner*
John M. Baker, *Commissioner*
Dan Pearson, *Executive Director*



TEXAS NATURAL RESOURCE CONSERVATION COMMISSION

Protecting Texas by Reducing and Preventing Pollution

November 20, 1995

Mr. M. E. Mitchell
126 Rider Creek Road
Waxahachie, Texas 75165

Re: Billing Inquiry - Chaparral Water System; CCN No. 11433; Investigation No. 9600036

Dear Mr. Mitchell:

I am writing in response to your letter regarding Chaparral Water System and the usage on your August billing statement.

It is my understanding that Chaparral determined your usage and amount due in the following manner.

Present reading	57,020.0
Previous reading	<u>-55,420.0</u>
Gallons	16,000.0
Included in the monthly min.	<u>-3,000.0</u>
	13,000.0
Per 1,000 gallons	<u>x \$.85</u>
	\$11.05
Monthly min.	<u>+\$13.70</u>
	\$24.75
Reg. Asmt.	<u>+ \$.25</u>
	\$25.00

As explained to you in an October 18th letter (copy enclosed), you were overcharged by \$.15.

I hope this information is helpful. Please write to the address on the letterhead or call me at 512/239-6100 if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Lisa V. Mejia".

Lisa V. Mejia
Consumer Assistance
Water Utilities Division, MC 153

LVM/lvm/wem

Enclosure

cc: Mr. Corey Wallace; Chaparral Water System

TEXAS NATURAL RESOURCE CONSERVATION COMMISSION
TELEPHONE MEMO TO THE FILE

Please complete with typewriter or black pen.

Call to: Lorey Wallace

Call from: Chaparral Wtr System

Date of call: 11-3-95

File no.: ~~Waxahatchie~~

Phone no.: (214) 617-3613

Subject: Crastain, Mitchell

Information for file: 9:55 Called util - left msg. on machine.

11/6/95 4:40 " " - left msg.

11/8/95 8:45 Wallace rec'd my call. He took a reading
on ~~0768~~ 100500
0768

Walter Carrol Wtr Co.

Signed _____

Barry R. McBee, *Chairman*
R. B. "Ralph" Marquez, *Commissioner*
John M. Baker, *Commissioner*
Dan Pearson, *Executive Director*



TEXAS NATURAL RESOURCE CONSERVATION COMMISSION

Protecting Texas by Reducing and Preventing Pollution

November 2, 1995


Mr. M. E. Mitchell
126 Rider Creek Rd
Waxahachie, TX 75165

Dear Mr. Mitchell:

Your letter was received by the Consumer and Utility Assistance Section on 10/31/95. Lisa Mejia has been assigned to response to your inquiry, request or complaint. If you have not heard from us within two weeks after receiving this letter, please call me at 512/239-6100. If you have additional questions or information to give us in the meantime, please call the same number and ask for the assigned staff member.

Sincerely,

Kate Wilkins

Kate Wilkins ^{by} 
Consumer Assistance Team Leader
Water Utilities Division

I WOULD LIKE TO KNOW HOW HE
CAN GET 16,000 CASH OUT OF
THIS MATTER READING.

HE HAS DONE THIS TO A NUMBER OF
PEOPLE AND IF YOU DON'T PAY HE
WILL STILL DOUBLE HIS MONEY



MY BILL WAS PAID AT 25.15 FOR 3000
WHEN IT SHOULD OF BEEN 13.30
THAT IS NOT .15 IN MY AREA
THERE IS A LOT OF PEOPLE WITH
THIS PROBLEM. WE ALL NEED HELP.

ME WELCH

YOU WILL HEAR FROM ME UNTIL
THIS STOPS.

CHAPARRAL WATER SYSTEM, INC.
P.O. BOX 2915
WAXAHACHIE, TX. 75165
214-617-3613

CUSTOMER: MITCHELL ACCT # 48.00 DATE READ: 08/01/1995

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
WATER	57,020.0	55,420.0	16,000	\$52.20
PAST DUE	<i>COMP. 14 W RDS PLACED</i>			\$0.00
LATE FEES	<i>PAID</i>			\$0.00

*13.85 - 3000.
 85 - 1000. thousand*

*27.40
 25.15*

25.15

GROSS AMOUNT TO BE PAID	
USAGE	52.20
TAX	.52
TOTAL	52.72

31 1995



TEXAS NATURAL RESOURCE CONSERVATION COMMISSION

From the desk of
Mary Jane Ford

10-31-95

Lisa,

We have received another round of customer complaints about their bills. I have concluded the CCN + rate case investigation of this company.

Could you handle these customer billing complaints?

Thanks,

Mary Jane

WATER UTILITIES DIVISION
 FISCAL YEAR 1988 INVESTIGATIONS
 SEPTEMBER 1987 - AUGUST 1988

INVEST # STAFF	COMPLAINANTS	UTILITY	PROBLEM	RESOLUTION	RESOLVED DATE	NAT- URE
8709265	MUELLER, MAT	CHAPARREL WATER SYST SAM BLAIR (DBA)	ASKED FOR REFUND OF \$100 DEP-- UTIL WILL REFUND IN \$15 INSTAL LMENTS	WILKINS SPOKE W/UTIL & MR M RE RULES ON DEPOSITS-SENT LTR RE NEED FOR APPLICATIONS	102087	DE

WATER UTILITIES DIVISION
INVESTIGATIONS PRIOR TO FY 1988
DECEMBER 1986 - AUGUST 1987

INVEST # STAFF	COMPLAINANTS	UTILITY	PROBLEM	RESOLUTION	RESOLVED DATE	NAT- URE
8612235	GIBSON, ED	CHAPPARRAL WATER SYS	THINKS PLANNED RATE INCREASE IS TOO HIGH. SEE LETTER.	TO J.R. TO SET UP 186G FILE.	121986	RT

Any customer dissatisfied with the utility's resolution of a complaint may file a complaint with: The Public Utility Commission of Texas, 7800 Shoal Creek Blvd., Suite 450N, Austin, Texas 78757.

The operation of a water system including service standards and billing practices must comply with the Commission's Substantive Rules, a copy of which may be secured for a nominal printing cost.

UTILITY EMPLOYEES SHALL LEND ASSISTANCE TO ANYONE INQUIRING OR SEEKING INFORMATION AND AFFORD TO THEM AN OPPORTUNITY TO EXAMINE THIS TARIFF.

WATER UTILITY TARIFF

for

CASA Grande Water District Route 5
 (Utility Name) (Business Address)

Wortham Texas 75165
 (City) (State) (Zip) (Area Code) Phone

The above utility operates a water system in the following counties: _____
ELLIS

and the following cities, unincorporated towns and subdivisions (if any): _____

TABLE OF CONTENTS

The above utility lists the following sections of its tariff (if additional pages are needed for a section, all pages should be numbered consecutively):

Section	Page
<u>A</u> Rate Schedule	
<u>B</u> Service Rules and Regulations	
<u>C</u> Extension Policy	

Appendix	

PUBLIC UTILITY COMMISSION
 OF TEXAS
ACCEPTED
 APR 12 1978
 Docket _____
 Filed _____ By _____
 TARIFF CLERK

PUBLIC UTILITY COMMISSION OF TEXAS
RECEIVED
 MAR 24 1978
 BY _____

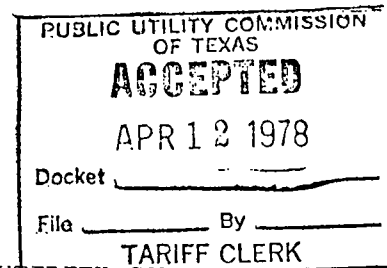
The Appendix contains a sample of each service agreement form used by the above utility and a condensation of Substantive Rules of the Commission.

(Name of Water Utility)

SECTION A RATE SCHEDULE

8.50 Min 1st 3000 gpm
 1.00 per 1000 over 3000 gpm
 9.04 " 1000 4000 gpm
 8.0 " 1000 4000 gpm
 7.0 " 1000 all over 14000 gpm

TIE-ON FEE \$350



TO BECOME EFFECTIVE, THIS PAGE MUST CONTAIN A PUBLIC UTILITY COMMISSION FILING STAMP.

If any item of a tariff on file with the Commission is proposed to be changed, use the proper initial in the right-hand column, as follows:

C-Regulation Change; D-Discontinued; I-Increase; N-New; R-Rate reduction; T-Change in text, but no change in rate or regulation

and mail it to the Commission for a filing stamp. List the Revision Number _____. The Commission will review it, stamp and return it, or send a tariff change form for more data (all public notice provisions on the tariff change form must be followed).

(Name of Water Utility)

SECTION B SERVICE RULES AND REGULATIONS

In accordance with Substantive Rules

Empty vertical column for handwritten initials.

PUBLIC UTILITY COMMISSION OF TEXAS	
ACCEPTED	
APR 12 1978	
Docket _____	_____
File _____	By _____
TARIFF CLERK	

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(Name of Water Utility)

SECTION C EXTENSION POLICY

No contribution in aid of construction may be required of any customer except as provided for in the following extension policy, which must be a consistent, non-discriminatory policy which is subject to the approval of the Commission.

No extension planned at this time



PUBLIC UTILITY COMMISSION OF TEXAS
ACCEPTED
APR 12 1978
Docket _____
File _____ By _____
TARIFF CLERK

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