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Filing Date - 2023-06-25 01:38:47 PM

Control Number - 54565

Item Number - 2352

**SOAH DOCKET NO. 473-23-1885
PUC DOCKET NO. 54565**

APPLICATION OF CSWR-TEXAS Utility Operating Company, LLC Notice of Proposed Rate Change	§ § §	TO THE STATE OFFICE OF ADMINISTRATIVE HEARINGS
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**AFFIDAVIT OF KIM HILMER IN SUPPORT OF PTESTING CSWR-TEXAS RATE
CHANGE**

STATE OF TEXAS §
COUNTY OF PARKER §

1. "My name is Kim Hilmer. I am over the age of eighteen years and I reside in Parker County, Texas. I am fully competent to make this Affidavit. I have personal knowledge of the facts stated herein, and they are true and correct.
2. "I own a house in Treetop Phase I ("TX-Treetop"). We have resided in Treetop for 16 years.
3. The following email correspondence between me and my husband, Shon Hilmer and CSWR-Texas from February 4, 2023 through June 9, 2023.

From: support@cswrtexaswateruoc.com
Date: June 9, 2023 at 3:15:43 PM CDT
To: shonnkim@icloud.com
Subject: Re: Treetop Estates
Reply-To: support@cswrtexaswateruoc.com

Good Afternoon,

Mrs. Hilmer, thanks for the report. A work order to have this resolved was issued and we are currently investigating the situation.

Thank you,

CSWR Texas UOC Support

To: support@cswrtexaswateruoc.com
From: shonnkim@icloud.com
Sent: Jun 08, 2023 at 11:46 PM CDT
Subject: Re: Treetop Estates

Hello, just wanted to let you know our water is starting to smell bad again. It needs chlorine!

Thank you... Kim

Sent from my iPhone

On May 12, 2023, at 7:20 AM, support@cswrtexaswateruoc.com wrote:

Good morning,

Again, I am very sorry about these issues. I can confirm that a work order was issued yesterday to look into this matter. I have forwarded all of the information to my supervisor, who will reach out within 1-2 business days.

Again, our apologizes for this issue. We aim to resolve it as quickly as possible.

Thank you,

CSWR Texas UOC

To: support@cswrtexaswateruoc.com

From: shonnkim@icloud.com

Sent: May 11, 2023 at 11:26 PM CDT

Subject: Treetop Estates

Another neighbor contacted your office this afternoon & they said they did not have a work order. This is unacceptable as we have been dealing with this since February! Can you please have a supervisor contact me at (817) 797-5931?

Thank you...Kim

Sent from my iPhone

On May 11, 2023, at 7:39 AM, support@cswrtexaswateruoc.com wrote:

Hello,

We are so very sorry to hear about this. I have issued a work order for our ops team to take a look and see what we can do to rectify this issue. We will follow up as soon as we have an update from our team

Thank you,

CSWR Texas Water UOC

To: support@cswrtexaswateruoc.com

From: shonnkim@icloud.com

Sent: May 10, 2023 at 03:27 PM CDT

Subject: Re: Treetop Estates - UPDATE!

Hello, just wanted to let you know that the water is starting to smell bad again... It was halfway decent for almost 2 weeks, and then the last day or two it's starting to go back to gross and slimy! Other neighbors are complaining about it too on our neighborhood site.

Thank you... Kim

Sent from my iPhone

On Apr 25, 2023, at 9:19 AM, support@cswrtexaswateruoc.com wrote:

You are very welcome!

Kathy

CSWR TEXAS

To: support@cswrtexaswateruoc.com

From: shonnkim@icloud.com

Sent: Apr 24, 2023 at 05:53 PM CDT

Subject: Re: Treetop Estates - UPDATE!

Thank you!

Sent from my iPhone

On Apr 24, 2023, at 3:07 PM, support@cswrtexaswateruoc.com wrote:

Ms Hilmer,

Operation went out again and here are the results:

Per ops-Chlorinator relay stuck off. Cleaned points. Chlorinator relay now closing contacts.

This should solve the issue.

Thank You

Kathy

CSWR TEXAS

To: support@cswrtexaswateruoc.com
From: shonnkim@icloud.com
Sent: Apr 23, 2023 at 10:46 PM CDT
Subject: Re: Treetop Estates - UPDATE!

Hello! Sorry to keep bugging you, but the water is not any better. Usually they have to come put some chlorine in it. Can you please have them come out and check it again. They are welcome to come to my house if they need to see how bad it smells!

Thank you...Shon

Sent from my iPhone

On Apr 21, 2023, at 11:18 AM, support@cswrtexaswateruoc.com wrote:

You are Welcome!

Kathy

CSWR TEXAS

To: support@cswrtexaswateruoc.com
From: shonnkim@icloud.com
Sent: Apr 21, 2023 at 11:08 AM CDT
Subject: Re: Treetop Estates - UPDATE!

Thank you so much 🙏

Sent from my iPhone

On Apr 21, 2023, at 9:35 AM, support@cswrtexaswateruoc.com wrote:

Ms Hilmer,

Operations is looking into this issue:

Per ops-Operator is going to replace solenoid in CL2 system this morning and that will clear up the issue.

I hope this helps. For further issues, please feel free to contact us.

Thank You

Kathy

CSWR TEXAS

To:
From: shonnkim@icloud.com
Sent: Apr 20, 2023 at 09:19 PM CDT
Subject: Re: Treetop Estates - UPDATE!

OK I have followed your recommendations and it's still not helping. Here is a water sample that one of my neighbors had performed recently.

<image0.jpeg>

<image1.jpeg>

Sent from my iPhone

On Apr 14, 2023, at 10:11 AM, support@cswr texaswateruoc.com wrote:

Ms Hilmer,

Have you flushed your entire home again? Please try flushing again.

Turn on all cold water faucets

Let run for 15 mins

Turn off and let sit for 45 mins

After 45 mins please check again

If still smells, let me know and I will request a work order

Thank You

Kathy

CSWR TEXAS

To: support@cswr texaswateruoc.com
From: shonnkim@icloud.com
Sent: Apr 13, 2023 at 10:51 AM CDT
Subject: Re: Treetop Estates - UPDATE!

Well, darn it... that didn't last long. The water is starting to smell bad again. We flushed our hot water tanks and that didn't help this time. Can you please have them come check when they get a chance?

Thank you...Kim

Sent from my iPhone

On Apr 3, 2023, at 11:21 AM, support@cswrtexaswateruoc.com wrote:

Thank You!

Kathy

CSWR TEXAS

To: support@cswrtexaswateruoc.com
From: shonnkim@icloud.com
Sent: Apr 03, 2023 at 07:37 AM CDT
Subject: Re: Treetop Estates - UPDATE!

Update... We were able to flush out our water heaters and I think the water is better now since it's not trapped in there. I will keep you updated if that isn't a long-term fix.

Thank you... Kim

Sent from my iPhone

On Mar 30, 2023, at 7:22 AM, Kim Hilmer <shonnkim@icloud.com> wrote:

Good morning! Sorry to keep bothering you, but our water is definitely getting worse not better. Can you please Ask the technician to check on it again.

Thank you... Kim

Sent from my iPhone

On Mar 27, 2023, at 10:06 AM, support@cswrtexaswateruoc.com wrote:

Good Morning,

Mrs. Hilmer, operations did complete the work order. Per ops Took CL2 residual at the tower and it was a 2.94, the residual at 135 Hilltop was 1.2. We upped the CL2 at the plant to get the system residual up and flushed lines. Will continue to monitor.

Thank You,

CSWR Texas Utility Customer Support

To: support@cswrtexaswateruoc.com
From: shonnkim@icloud.com
Sent: Mar 26, 2023 at 11:46 AM CDT
Subject: Re: Treetop Estates

Hello! Just wondering if anyone ever came out to check our water... It seems to be getting worse, not better.

Thank you...Kim

Sent from my iPhone

On Mar 16, 2023, at 9:11 AM, support@cswrtexaswateruoc.com wrote:

Good Morning,

Mrs. Hilmer, I have issued a work order for your water quality issues. As soon as operation completes the work order we will follow up with the results.

Thank You,

CSWR Texas Utility Customer Support

To: support@cswrtexaswateruoc.com
From: shonnkim@icloud.com
Sent: Mar 15, 2023 at 08:43 PM CDT
Subject: Re: Treetop Estates

Hello!

Our water is starting to smell bad again.

Thank you...Kim Hilmer

135 Treetop Dr

Ft W, TX 76126

Sent from my iPhone

On Feb 6, 2023, at 8:25 AM, Kim Hilmer <shonnkim@icloud.com> wrote:

Thank you so much!

Sent from my iPhone

On Feb 4, 2023, at 11:01 PM, support@cswrtexaswateruoc.com wrote:

Hello Mrs. Hilmer,

We are so sorry that this is happening and Work Order was submitted for the odor of your water and letting them know you wanted someone sent out.

If you need any further assistance please let us know.

Thank you,
CSWR Texas UOC Customer Care

To: support@cswrtexaswateruoc.com
From: shonnkim@icloud.com
Sent: Feb 04, 2023 at 03:18 PM CST
Subject: Treetop Estates

Hello! Our water is starting to smell bad again, if you could please send someone out to check on it?

Thank you...

Shon Hilmer
(817)797-5931

135 Treetop
FW, TX 76126

Sent from my iPhone

End of email correspondence.

My witness to this affidavit is Lori Harp who can vouch for the truth of this testimony.

Sworn by the undersigned this 22 day of June, 2023.

/s/ Kim Helmer