



Control Number: 54666



Item Number: 1



RECEIVED
2023 FEB 17 PM 12:48
PUBLIC UTILITY COMMISSION
FILING CLERK

Appeal of the Cost of Obtaining Service from a Water Supply Corporation (WSC)

Docket No. 54666

(this number will be assigned by the Public Utility Commission after your appeal is filed)

This appeal is pursuant to Texas Water Code §13.043(g) and Public Utility Commission's (PUC or commission) Substantive Rule §24.101(g)

Water Service Provider

Name: High Point SUD Water Supply Corporation

16983 Valley View Rd	Forney, Tx 75126	972-564-3801
(Address)	City, State, Zip Code)	(Area Code/Number)

Applicant

Name: Evelyn Dangerfield

P O Box 497712	Garland, Tx 75049	832-851-5641
(Address)	City, State, Zip Code)	(Area Code/Number)

Cost of Obtaining Service

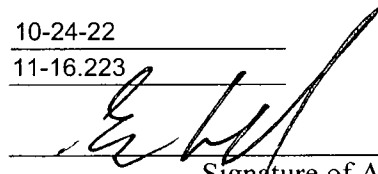
If a breakdown of the cost is available:

Membership Fee \$	_____
Tap Fee \$	_____
Extension Charges \$	_____
Capital Contribution \$	_____
Other Charges \$	290.00
Total Cost of Obtaining Service \$	290.00

Additional Information

Date application for service submitted to WSC: 10-24-22

Date written estimate of charges received: 11-16-22

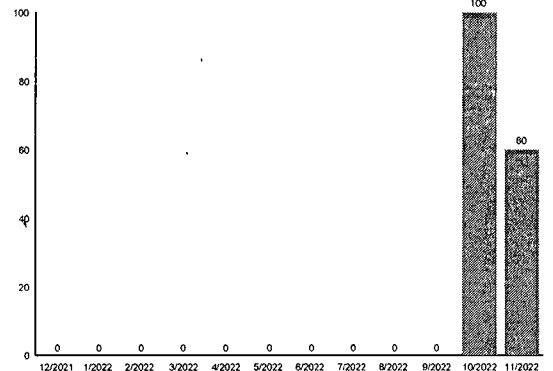


Signature of Applicant

HIGH POINT SPECIAL UTILITY DISTRICT
16986 VALLEY VIEW ROAD
FORNEY, TX 75126

EVELYN DANGERFIELD
PO BOX 497712
GARLAND, TX 750449

Your Last 13 Billing Periods WATER Usage



ACCOUNT #		LOCATION #		SERVICE ADDRESS		SERVICE DATES	
104856		08-1306		15399 ARMSTRONG ROAD, TERRELL TX		11/16/2022 - 12/15/2022	
POSTED DATE	DESCRIPTION	CURRENT	PREVIOUS	USAGE	READING DATES	DAYS	AMOUNT
	Balance Forward: 11/23/2022						315.83
11/30/2022	Payment E-Check						-75.83
11/30/2022	Payment E-Check						-240.00
12/13/2022	WATER Deposit						240.00
12/13/2022	Water Reverse Payment						75.71
12/13/2022	Water Tax Reverse Payment						0.12
12/16/2022	Payment Check						-75.83
12/16/2022	Payment Check						-240.00
12/19/2022	WATER	114,930	114,870	60	11/16/2022-12/15/2022	29	33.30
12/19/2022	TCEQ FEE						0.17
12/19/2022	CAREFLITE						1.00
PAYMENT LATE AFTER		AFTER DUE DATE PAY		PAY ON TIME AND SAVE		PAY THIS AMOUNT	
1/10/2023		54.47		20.00		34.47	

Please Return This Stub With Payment

- ***WISHING YOU AND YOUR FAMILY A MERRY CHRISTMAS AND A
HAPPY NEW YEAR! -High Point SUD*** Office hours 9 am - 4:30 pm. To make
a phone payment, call 888-523-5312.

16983 VALLEY VIEW
FORNEY, TX 75126

Account 104856
Location 08-1306
Customer: EVELYN DANGERFIELD
Service At. 15399 ARMSTRONG ROAD, TERRELL TX

Amount Due Now: **34.47**
Late After. 1/10/2023
After Due Date: **54.47**

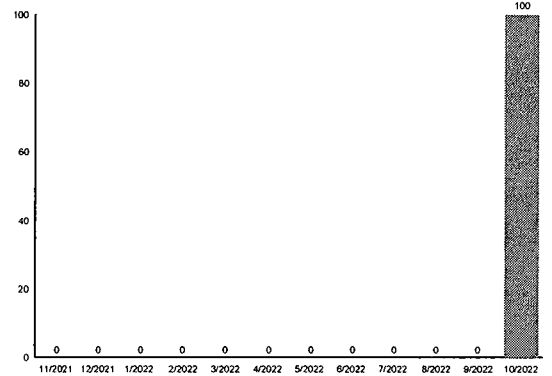
EVELYN DANGERFIELD
PO BOX 497712
GARLAND, TX 750449

If this symbol (^) is next to your reading, it is an estimated read

HIGH POINT SPECIAL UTILITY DISTRICT
16986 VALLEY VIEW ROAD
FORNEY, TX 75126

EVELYN DANGERFIELD
PO BOX 497712
GARLAND, TX 750449

Your Last 13 Billing Periods WATER Usage



ACCOUNT #		LOCATION #		SERVICE ADDRESS		SERVICE DATES	
104856		08-1306		15399 ARMSTRONG ROAD, TERRELL TX		10/24/2022 - 11/16/2022	
POSTED DATE	DESCRIPTION	CURRENT	PREVIOUS	USAGE	READING DATES	DAYS	AMOUNT
10/24/2022	Balance Forward. 10/23/2022						0 00
11/17/2022	Customer Service Inspection (CUSTOMER SERVICE INSPECTION)						50 00
11/17/2022	WATER	114,870	114,770	100	10/24/2022-11/16/2022	23	24 71
11/17/2022	TCEQ FEE						0 12
11/17/2022	CAREFLITE						1.00
PAYMENT LATE AFTER		AFTER DUE DATE PAY		PAY ON TIME AND SAVE		PAY THIS AMOUNT	
12/10/2022		75.83		0.00		75.83	

Please Return This Stub With Payment

- Have a safe and Happy Thanksgiving! Office hours are 9 am - 4:30 pm
PHONE PAYMENTS 888-523-5312

16983 VALLEY VIEW
FORNEY, TX 75126

Account: 104856
Location: 08-1306
Customer: EVELYN DANGERFIELD
Service At: 15399 ARMSTRONG ROAD, TERRELL TX

Amount Due Now: **75.83**
Late After: 12/10/2022
After Due Date: **75.83**

EVELYN DANGERFIELD
PO BOX 497712
GARLAND, TX 750449

If this symbol (^) is next to your reading, it is an estimated read

BBB CASE#: 91700804

*** Your recent additional information has been recorded, and will be reviewed by BBB.

This complaint has been closed. If you have more information to provide to BBB regarding this complaint or need to upload a document, please click [here](#). ***

Attached documents, if there are any, can be found in the "Complaint Status" area under the various links. Or they can be found below in the section called "All attachments for this complaint."

Complaint filed by:

Evelyn Dangerfield [\(More\)](#)

Complaint filed against:

Business Info

NAME:High Point Water Supply Corporation

ACCREDITED BUSINESS:NO

CONTACT:--None--

ADDRESS:16983 Valley View
Forney, TX 75126-6054

PHONE:972 564-3801

FAX:--None--

Website:https://www.highpointsud.com/

[\(Less\)](#)

Complaint status:

Activity

Date	Activity	Description
02/03/2023	More info received from the consumer	What Government Agency can we contact to assist with this matter?
01/31/2023	Case Closed - UNANSWERED	
01/31/2023	Inform Business - Case Closed UNANSWERED	
01/31/2023	Inform Consumer - Case Closed UNANSWERED	
01/31/2023	Inform Consumer No Response from Business	
01/27/2023	<i>(This is only visible to you)</i> More info received from the consumer	Since the business Highpoint refuses to respond, send me the state regulatory agency we can submit any complaints to
01/25/2023	No Response received from Business on Reminder	
01/17/2023	Final Notice to Company	

01/17/2023 Final Notice to Company
 01/09/2023 No Response received from Business on Reminder
 12/27/2022 Reminder of Dispute to Business
 12/27/2022 No response to first notice to business
 12/12/2022 Notify Business of Dispute
 12/12/2022 Send Acknowledgement to Consumer
 12/12/2022 Case Reviewed by BBB
 12/08/2022 Case Received by BBB
 (Less)

Case Description:

Water bill Acct# 104856 over 5 times more than electric bill with NO prior notice (before new service started) that there would be a non refundable (until service permanently ended) deposit of \$240 not allowing a letter of credit instead as the electric providers Do NOT allow a return of the deposit after a set time of on time payments... in addition NO prior notice was given about a required \$50 charge for an inspection fee for new service customers... requesting information on state agencies that regulate these areas and want all ancillary charges (NOT fully disclosed UPFRONT with appeals process etc) credited back to me since these charges were already paid as part of the initial bill in order to maintain service for this essential utility (WATER).

(Less)

BBB Designated Category:

Refund or Exchange Issues

Case opened date:

12/12/2022

Case closed date:

01/31/2023

Desired Resolution:

Refund wanted of all ancillary charges (NOT fully disclosed UPFRONT with appeals process etc) credited back to me (Less)

Optional: You may download a copy of this complaint so you can print it for your records

Once you have submitted your response, you can download a copy of this complaint including your response by clicking the link above.