



Control Number: 56156



Item Number: 27

https://www.houstontx.gov/ara/utility/register-a-complaint.html

demy

Southern Water: 713.692.3595

CONTACT THE CITY

Complaint # 5C6156



If your complaint is not resolved to your satisfaction, you may contact the City of Houston for unresolved complaints regarding the City's regulated utilities, Phonoscope Cable, as well as any complaints regarding unrestored rights-of-way post-construction work.

Administration and Regulatory Affairs Department, Utility Regulation

611 Walker, Houston, Texas 77002

Call: 832.393.8591

Fax: 832.393.8517

Email: utilitycomplaint@houstontx.gov

CONTACT THE STATE REGULATORY AGENCY

If your complaint is not resolved to your satisfaction, you may contact the Public Utility Commission of Texas (PUC), the Texas Railroad Commission (RRC) or the Federal Communications Commission (FCC):

Contact the PUC, if you are dissatisfied with and would like to appeal the City's determination regarding a complaint with CenterPoint Electric, Entergy, Aqua Texas, Inc. Blue Bell Manor, Champs Electric Company, Nitsch & Son Utility Co. and Southern Water.

Contact the RRC, if you are dissatisfied with and would like to appeal the City's determination regarding a complaint against CenterPoint Energy Entex.

RECEIVED
NOV 21 2024
CUSTOMER PROTECTION



Search



Complaint # 56156



ARA Utility Complaints

From: utilitycomplaints@houston.tx.gov

Re: 'Rosevelt Burks', ARA Utility Complaints



Wed Nov 13 at 10:09 AM ☆

The P.U.C has steps they have to follow. You would have to file a complaint with the PUC, since City of Houston does not regulate with Chariot Energy.

Here is the link: [Public Utility Commission of Texas](#)

Regards,



ARA Utility Complaints

Phone: 832.393.8591

Hours: Monday- Friday

8:00 am – 4:30 pm

utilitycomplaints@houston.tx.gov

Complaint # 56156

From: ARA Utility Complaints <utilitycomplaints@houston.tx.gov>

To: 'Rosevelt Burks' <burksrosevelt@yahoo.com>; ARA Utility Complaints <utilitycomplaints@houston.tx.gov>

Sent: Wednesday, November 13, 2024 at 09:06:43 AM CST

Subject: RE: Utility Complaint

Good morning,

we did receive your complaint back in October 14, 2024. We responded back to your email to get more details about your complaint. City of Houston does not regulate with the Chariot Energy. You will have to make a complaint with the PUC.

Regards,



ARA Utility Complaints

Phone: 832.393.8591

Hours: Monday- Friday

8:00 am – 4:30 pm

utilitycomplaints@houston.tx.gov

Complaint # 56156

← Back

Archive

Move

Delete

Spam

...

☰

▼

✕



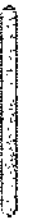
Rosevelt Burks

From: burksrosevelt@yahoo.com

To: utilitycomplaint@houstontx.gov



Wed, Nov 13 at 9:52 AM



This email is a reply to the emails I just received, supposedly from the City of Houston. Strangely, I couldn't reply to the actual emails. The emails I received are below.

← Back

Archive

Move

Delete

Spam

...

☰

▲

▼

✕



ARA Utility Complaints

From: utilitycomplaints@houstontx.gov

To: Rosevelt Burks <ARA Utility Complaints>



Wed, Nov 13 at 9:52 AM



Good morning

we did receive your complaint back in October 14, 2024. We responded back to your email to get more details about your complaint with the Chariot Energy. You will have to make a complaint with the PUC.

Regards,



ARA Utility Complaints

Phone: 832.393.8591

Hours: Monday- Friday



Complaint # 50156

Sent: Wednesday, November 13, 2024 at 09:06:43 AM CST
Subject: RE: Utility Complaint

Good morning,

we did receive your complaint back in October 14, 2024. We responded back to your email to get more details about your complaint. City of Houston does not regulate with the Chariot Energy. You will have to make a complaint with the PUC.

Regards,



ARA Utility Complaints

Phone: 832.393.8591

Hours: Monday - Friday

8:00 am - 4:30 pm

utilitycomplaints@houstontx.gov

The improper grammar leads me to believe this email isn't real and that my email may be hacked. However, I'm replying to it anyway in the event that it is real. Also, the PUC referred me back to the City of Houston, why would they do that if you don't regulate "with the Chariot Energy".

Complaint # 56156

To: 'Rosevelt Burks', ARA Utility Complaints

Good morning,

we did receive your complaint back in October 14, 2024. We responded back to your email to get more details about your complaint with the Chariot Energy. You will have to make a complaint with the PUC.

Regards,



ARA Utility Complaints
Phone: 832.393.8691
Hours: Monday- Friday
8:00 am – 4:30 pm
utilitycomplaints@houstontx.gov

I have never received a reply to any complaint I've emailed, at all.

Complaint #56156

com/d/search/name=utilitycomplaint%2540houstontx.gov&emailAddresses=utilitycomplaint%2540houstontx.gov&listFilter=FROM?guce_referrer=...

Newrow Support search I hope this brighten... yami yugi voice Ti... Yami Yugi Hairwww... https://play.blooket... Classkick K12 Customer Supp...

FINANCE SPORTS ENTERTAINMENT LIFE SEARCH SHOPPING YAHOO PLUS MORE...

y!mail+ Upgrade

omplaint@houston.* Add keywords

Advanced



Rosevelt



ages Photos Documents

From

Sort



utilitycomplaint@h
ontx.gov

utilitycomplaint@houstontx
- Add to contacts

Nothing to see here!

You sent a single message to
utilitycomplaint@houstontx.gov in Oct 201
regarding 'Utility Complaint'.



7:45 A

11/13/2