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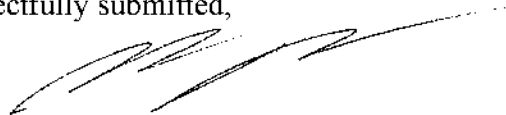
PUC DOCKET NO. 56272

COMPLIANCE DOCKET FOR	§	PUBLIC UTILITY COMMISSION
DOCKET NO. 50788 (RATEPAYERS	§	
APPEAL OF THE DECISION BY	§	OF TEXAS
WINDERMERE OAKS WATER	§	
SUPPLY CORPORATION TO CHANGE	§	
WATER AND SEWER RATES)	§	

**WINDERMERE OAKS WATER SUPPLY CORPORATION'S RESPONSES TO
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION, RFI NO. 1-1
THROUGH 1-3**

COMES NOW, Windermere Oaks Water Supply Corporation ("Windermere") and files this, its Responses to Commission Staff's First Request for Information, which Commission Staff filed on Friday, June 14, 2024, pursuant to 16 Tex. Admin. Code ("TAC") § 22.144. Applicant stipulates that its Responses to Requests for Information can be treated by all parties as if the answers were filed under oath. Pursuant to TAC § 22.144(2)(c)(1) responses to the Request for Information are due within 20 days of service, and therefore, this pleading is timely filed.

Respectfully submitted,

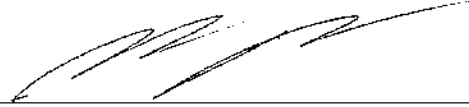


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**ATTORNEYS FOR WINDERMERE OAKS
WATER SUPPLY CORPORATION**

CERTIFICATE OF SERVICE

I hereby certify that I have served or will serve a true and correct copy of the foregoing document via hand delivery, facsimile, electronic mail, overnight mail, U.S. mail and/or Certified Mail Return Receipt Requested to all parties on this the 2nd day of July 2024.

A handwritten signature in black ink, appearing to read 'Michael Parsons', is written above a horizontal line.

Michael Parsons

PUC DOCKET NO. 56272

**WINDERMERE OAKS WATER SUPPLY CORPORATION'S RESPONSES TO
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION, RFI NO. 1-1
THROUGH 1-3**

STAFF 1-1. Please refer to Windermere's first compliance report filed on June 11, 2024. For Account No. 799, please explain why Windermere provided the account holder with two months of the Water Credit of \$43.59 per month and two months of the Sewer Credit of \$32.03 per month but surcharged the account holder for three months of rate-case expense surcharge of \$39.21.

RESPONSE: Account No. 799 started receiving service on October 23, 2023. The effective time frame for the refunds and surcharges to be applied is for accounts that were active from March 23, 2020 to December 23, 2023 (refund/surcharge window). Account No. 799 was only active for two months of the refund/surcharge window and therefore is owed two months of refund and subject to two months of surcharge. Windermere inadvertently charged Account No. 799 the surcharge for three months instead of only two. Windermere is correcting the issue for those who have been charged more months of surcharge than months of refund (as is the issue with Account No. 799) and is correcting its billing practices moving forward to ensure accounts that are not subject to the entire refund/surcharge window of March 23, 2020 to December 23, 2023 are being charged the appropriate amount of refund and surcharge. Accounts should not be charged a surcharge in months they are not given a refund. These changes should be reflected on Windermere's next compliance report.

Prepared by: Michael Parsons

Sponsored by: Jeff Walker

STAFF 1-2. Please refer to Windermere's first compliance report filed on June 11, 2024. For Account No. 800, please explain why Windermere did not provide the account holder with either the Water Credit of \$43.59 per month or the Sewer Credit of \$32.03 per month but surcharged the account holder for three months of the rate-case expense surcharge of \$39.21 per month.

RESPONSE: Account No. 800 started receiving service on December 6, 2023. The effective time frame for the refunds and surcharges to be applied is for accounts that were active from March 23, 2020 to December 23, 2023 (refund/surcharge window). Account No. 800 was only active for 18 days of the refund/surcharge window and therefore is owed 18 days of refund and subject to 18 days of surcharge. The Base Rate section of Windermere's tariff states that charges shall be prorated for meter installations and service terminations that fall during the billing period. This would apply to the base rate for that month and gallonage charges would be based on usage. Windermere inadvertently charged Account No. 800 the surcharge for three

months instead of 18 days and did not apply the appropriate credit for 18 days. Account No. 800 should have been credited the appropriate credit for 18 days and charged the surcharge for only 18 days. Windermere is correcting the issue for those who have been charged more months of surcharge than months of refund (as is the issue with Account No. 800) and is correcting its billing practices moving forward to ensure accounts that are not subject to the entire refund/surcharge window of March 23, 2020 to December 23, 2023 are being charged the appropriate amount of refund and surcharge. Accounts should not be charged a surcharge in months they are not given a refund. These changes should be reflected on Windermere's next compliance report. Additionally, Windermere has calculated a daily rate for each refund and surcharge so that it can apply them in proportionate amounts for months that are not complete months of service. Accounts that have an incomplete month of service will be credited the daily amount of the applicable refund per day and charged the daily amount of the surcharge per day for the number of days of service in that month.

Prepared by: Michael Parsons

Sponsored by: Jeff Walker

STAFF 1-3. Please refer to Windermere's first compliance report filed on June 11, 2024. For Account No. 801, please explain why Windermere did not provide the account holder with either the Water Credit of \$43.59 per month or the Sewer Credit of \$32.03 per month but surcharged the account holder for three months of the rate-case expense surcharge of \$39.21 per month.

RESPONSE: Account No. 801 started receiving service on December 4, 2023. The effective time frame for the refunds and surcharges to be applied is for accounts that were active from March 23, 2020 to December 23, 2023 (refund/surcharge window). Account No. 801 was only active for 20 days of the refund/surcharge window and therefore is owed 20 days of refund and subject to 20 days of surcharge. The Base Rate section of Windermere's tariff states that charges shall be prorated for meter installations and service terminations that fall during the billing period. This would apply to the base rate for that month and gallonage charges would be based on usage. Windermere inadvertently charged Account No. 801 the surcharge for three months instead of 20 days and did not apply the appropriate credit for 20 days. Account No. 801 should have been credited the appropriate credit for 20 days and charged the surcharge for only 20 days. Windermere is correcting the issue for those who have been charged more months of surcharge than months of refund (as is the issue with Account No. 801) and is correcting its billing practices moving forward to ensure accounts that are not subject to the entire refund/surcharge window of March 23, 2020 to December 23, 2023 are being charged the appropriate amount of refund and surcharge. Accounts should not be charged a surcharge in months they are not given a refund. These changes should be reflected on Windermere's next compliance report. Additionally, Windermere has calculated a

daily rate for each refund and surcharge so that it can apply them in proportionate amounts for months that are not complete months of service. Accounts that have an incomplete month of service will be credited the daily amount of the applicable refund per day and charged the daily amount of the surcharge per day for the number of days of service in that month.

Prepared by: Michael Parsons

Sponsored by: Jeff Walker