



Control Number: 56399



Item Number: 1

RECEIVED

2024 MAR 22 AM 12:12

2024 MAR 22 AM 12:12

James Colling
9515 FM 2657 Site 5
Kempner, Texas 76539
Customer Account: Site 5
03/13/2024

Public Utility Commission of Texas
Central Records
Attn: Filing Clerk
1701 N. Congress Avenue
P.O. Box 13326
Austin, TX
78711-3326

56399

Dear Public Utility Commission of Texas:


This complaint is against:

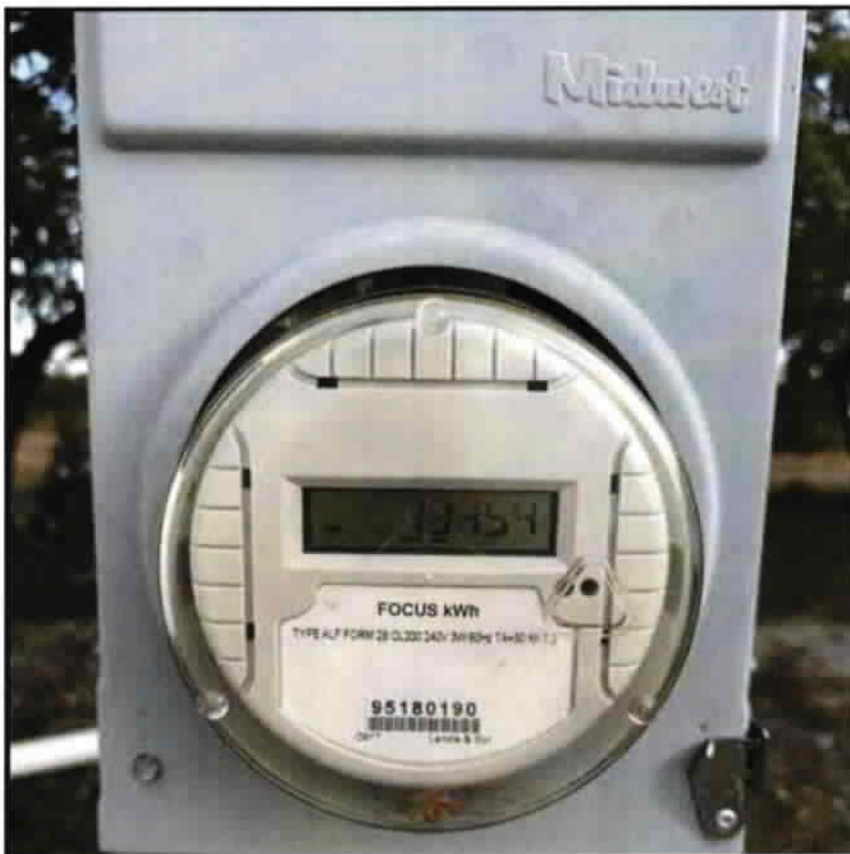
Castle View RV Park
Property Manager: Tanya Broadway
9515 FM 2657
Kempner, Texas 76539
Tel: (737) 667-4881

Between August through October 2023, I had taken photographs of the electrical submeter for Castle View RV Park site #5, where my camper is located. One taken September 3rd, 2023, one taken September 28th, 2023, one taken October 4th, 2023, and a final one taken just on October 23, 2023. The META data for these photos are shown in the pictures to show that they were taken on the dates as stated above. Two right after the property manager, Tanya Broadway, did her monthly reading and one right before she did her monthly reading for billing purposes. In looking at the condition of the meter, which is not legible (see attached photos), I fail to see how she could have gotten an accurate reading for July, August, September, October 2023. On October 25, 2023, I questioned Tanya Broadway as to how she could get an accurate Kilowatthour (kWh) reading. I was told by Tanya Broadway that she could read the meter. That statement was a bold face lie. Despite the condition of the submeter, my electric bills roughly doubled during this time period. I find this odd because I know that due to the unreadable condition of the meter, there's no way she could have gotten an accurate reading for July, August, September, and October. I also asked for all monthly bills for the previous eight months and have yet to see any of those bills.

I have never received a bill from Castle View RV Park. The utility codes states that sub metered lots are supposed to receive a monthly bill. My wife and I moved in in August of 2022 and have yet to receive an electric bill. On October, 26, 2023, I reached out to the property managing company, MTEX about these issues. I was ignored by them and Tanya Broadway, who was informed that I called about this issue. I gave them November and December to do the right thing and they never responded back to me. On January 12, 2024, I filed an informal complaint with the utilities commission. Castle View RV Park ignored that too.

I would like to file a formal complaint against Castle View RV Park for incorrect billing and not giving monthly bills to any of its customers. I believe they are using the electricity to make a profit against the utility codes. This must be why they refuse to give any customers a monthly bill. I want complete reimbursements for the months of July – October and reimbursements for any months I stayed at the park and paid a higher Kilowatthour (kWh) rate than Castle View RV Park had on their electric bill, in accordance with the Texas Utility Codes. This has most likely has happened to everyone who has stayed long term at this park since Blackacre Mobile Home Community, LLC purchase the park in early 2023. All evidence is attached.


James V. Colling
Cell: (254) 379-1431



[Add a Caption](#)

Thursday • Aug 24, 2023 • 7:22 PM

[Adjust](#)

 IMG_8784

Apple iPhone 14 Pro Max

HEIF

Main Camera — 24 mm $f1.78$

12 MP • 3024 × 4032 • 1.1 MB

ISO 80

24 mm

0 ev

$f1.78$

1/962 s

[Add a location...](#)

[Show in All Photos](#)





[Add a Caption](#)

Sunday • Sep 3, 2023 • 11:34 AM

[Adjust](#)

 IMG_8880

Apple iPhone 14 Pro Max

HEIF

Ultra Wide Camera — 13 mm f2.2

12 MP • 3024 × 4032 • 1 MB

ISO 50

24 mm

0 ev

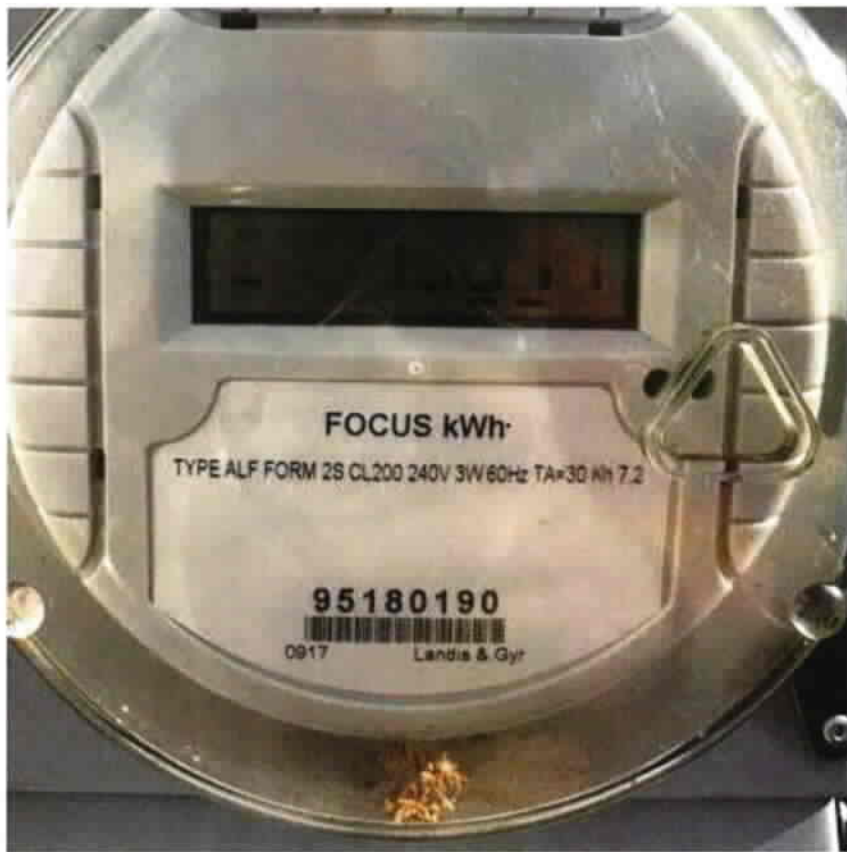
f2.2

1/1082 s

[Add a location...](#)

[Show in All Photos](#)





Add a Caption

Thursday • Sep 28, 2023 • 5:11 PM

Adjust

IMG_9225

Apple iPhone 14 Pro Max

HEIF

Ultra Wide Camera — 13 mm f2.2

12 MP • 3024 × 4032 • 1 MB

ISO 50

24 mm

0 ev

f2.2

1/1916 s

Add a location...

Show in All Photos





Sunday • Oct 22, 2023 • 3:13 PM

Report

📷 1050, 10.1K

Apple iPhone 15 Pro Max

Apple Wide Camera — 12 mm f/2.2
12 MP • 2464 x 3264 — 5.0 MP

100 MP • 2464 x 3264 — 5.0 MP • 1.71x • 1.71x • 1.71x • 1.71x • 1.71x • 1.71x

[Add a Specimen...](#)

[Share in All Photos](#)



PUCTX Online Complaint CP2024010433

Public Utility Commission of Texas
1701 N. Congress Ave.
P.O. Box 13326
Austin, TX 78711-3326
(888) 782-8477
www.puc.texas.gov

Electric Complaint Form

Date: 1/12/2024 12:50:04 PM
Complaint Number: CP2024010433
Account Holder: James Colling
Alternate Contact:
Email Address: jcolling5220@yahoo.com

Service Address:
Business Name: Castle View RV Park
Address 1: 9515 FM2657
Address 2: Site/Box 5
City: Kempner
State: TX
Zip: 76539
County: Burnet

Mailing Address:
Address 1:
Address 2:
City:
State: TX
Zip:

Day Phone: (254) 379-1431
Evening Phone:

Complaint Against: Castle View RV Park
Service Phone:
Account Number: Site 5

Complaint Note: I live at the Castle View RV Park, 9515 FM2657, Kempner, TX 76539, and our sites are sub metered for electricity. My submeter was illegible for at least 3 months (pictures attached). I took pictures on Sep 3, Sep 28, Oct 4, and Oct 22. On Oct 25, 2023, I ask the RV Park manager, Tanya Broadway, how she got a correct reading from the meter and I was told by her that she could read the meter. I asked for the submeter to be tested IAW ANSI C12.10. She had no idea what I was talking about. In the photos attached, you can clearly see that it's impossible for anyone to be able to read the meter and get the correct number from it. At the same time, my bill went up roughly \$95 dollars for this same period, over \$200 for a 27-foot travel trailer that's mainly 12v. I called the rental property management company and sent an email on Oct 26, 2023 (see attached) requesting all my electric

bills from May 23 - the present. I have never received an electric bill from them in the 15 months I've been there, nor did they respond to my request. Miraculously, after complaining to the property management company, my bill dropped over \$80. Talking to quite a few other renters at the park that have been there a long time and none of them have ever received an electric bill, as well. This complaint is not just about me. I can afford their price gouging electric bills. However, some of my neighbors literally have had to decide on paying the electric bill or eating. My wife and I have helped them with food. There has not been fixed rate pricing that we have been informed about, ever. I'd bet my bottom dollar the park is using the electricity submeters for profit.

Attachments:

CP2024010433.txt

USER_Email #1.pdf

USER_Email 2 & 3.pdf

USER_Oct 22.png

USER_Oct 4.jpg

USER_Sep 28.jpg

USER_Sep 3.jpg

PUCTX Online Complaint CP2024010433

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1701 N. Congress Ave.
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Date: 1/12/2024 12:50:04 PM
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Account Holder: James Colling
Alternate Contact:
Email Address: jcolling5220@yahoo.com

Service Address:
Business Name: Castle View RV Park
Address 1: 9515 FM2657
Address 2: Site/Box 5
City: Kempner
State: TX
Zip: 76539
County: Burnet

Mailing Address:
Address 1:
Address 2:
City:
State: TX
Zip:

Day Phone: (254) 379-1431
Evening Phone:

Complaint Against: Castle View RV Park
Service Phone:

Account Number: Site 5

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Attachments:

CP2024010433.txt

USER_Email #1.pdf

USER_Email 2 & 3.pdf

USER_Oct 22.png

USER_Oct 4.jpg

USER_Sep 28.jpg

USER_Sep 3.jpg

Electrical Submeter Testing

From: James Colling (jcolling5220@yahoo.com)

To: robert@mtexproperties.com

Date: Thursday, October 26, 2023 at 09:30 AM CDT

Good morning Robert,





Over the past three months I have taken photographs of the electrical submeter for site #5, where my camper is located (see attached). One taken September 3rd, 2023, one taken September 28th, 2023, one taken October 4th, 2023, and a final one taken just on October 23, 2023. The META data for these photos are shown in the pictures to show that they were taken on the dates as stated above. Two right after you did your monthly reading and one right before you did your monthly reading for billing purposes. In looking at the condition of the meter, which is not legible, I fail to see how you could have gotten an accurate reading for July, August, September, October 2023. I was told by Tanya that she could read the meter. If so, please inform her I'd be happy to receive an email from her with the accurate numbers in the attached pictures.

Due to the condition of the submeter, in accordance with (IAW) Texas Administrative Code, Title 16, Part 2, Chapter 25, Subchapter G, RULE §25.142 (Title 16). I want this meter tested for accuracy using the latest edition of American National Standards Institute, Incorporated, (ANSI). Standard C12 (American National Code for Electricity Metering). IAW Title 16, this is required to be completed annually. I would also like a copy of all my electrical bills and Castle View RV Park's electric bills for May through September 2023. IAW Title 16 all submeter long term guest are supposed to receive an electric bill on paper monthly. Castle View RV Park is required IAW Title 16 to give the customer, paying sub-metered electric monthly electric bills, copies of the customers bill and copies of Castle View RV Park's electric bill from the power supplier going back 12 months, upon request. I want a copy of mine and Castle View RV Park's electric bills for April - October 2023. I have been at the park for over a year and have yet to have received an electric bill on paper from your office. A long term guests paper electric bill requires the following:

- (i) the date and reading of the submeter at the beginning and at the end of the period for which the bill is rendered;
- (ii) the number of billing units metered;
- (iii) the computed rate per billing unit;
- (iv) the total amount due for electricity used;
- (v) a clear and unambiguous statement that the bill is not from the utility or retail electric provider, which shall be named in the statement;
- (vi) the name and address of the tenant to whom the bill is applicable;
- (vii) the name of the firm rendering the submetering bill and the name or title, address, and telephone number of the person or persons to be contacted in case of a billing dispute;
- (viii) the date by which the tenant must pay the bill; and
- (ix) the name, address, and telephone number of the party to whom payment is to be made.

Thank you in advance.

James J. Colling
Cell: (254) 379-1431

-  Sep 3.jpg
352.8kB
-  Sep 28.jpg
380.5kB
-  Oct 4.jpg
346.6kB
-  image0.png
4.8MB



James Colling

From: jcolling5220@yahoo.com

To: Robert@mtexproperties.com

Good afternoon,

Just following up. When can I expect to receive the copies of mine and Castleview's electric bills for April - October 2023?

thank you in advance.

James J. Colling

> [Show original message](#)



Robert Barb

From: robert@mtexproperties.com

To: James Colling

Good afternoon James,

Thank you for your emails, they are dully received. We are looking into your request, and we will revert back with a response. Due t we aim to answer your query as soon as practically possible.

In the meantime, we thank you for your patience and understanding.

Best regards,

Robert Barb

MTEX Properties

Mobile: (737) 226-8925

Website: www.mtexproperties.com

> [Show original message](#)



Fri Oct 27 2023 at 1:29 PM ☆



Fri Oct 27 2023 at 1:39 PM ☆

o a high volume of inquiries from our sites, we do not have a time frame for it, but

[Complaint No:CP2024010439] - James Colling

From: Isabel Ford (isabel.ford@puc.texas.gov)
To: jcolling5220@yahoo.com
Date: Friday, February 2, 2024 at 03 22 PM CST

Dear Mr. Colling,

Castle View RV Park never responded to the informal complaint you filed. If you wish to pursue this matter further you may consider filing a formal complaint against the company as detailed in the brochure emailed to you on 02/01/24. I have attached a copy of the brochure again for you to review. Thank you.

Sincerely,



Isabel Ford
Sr. Complaints Investigator
Public Utility Commission of Texas
W: (512)936-7124 | Toll-Free: (888) 782-8477
isabel.ford@puc.texas.gov

From: James Colling <jcolling5220@yahoo.com>
Sent: Friday, February 2, 2024 12:42 PM
To: Robert Barb <robert@mtexproperties.com>
Cc: info@mtexproperties.com
Subject: Landlord Retaliation

You don't often get email from jcolling5220@yahoo.com. [Learn why this is important](#)

WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

To whom it may concern,

The Park Manager informed that my rent was raised by \$50, bringing it to \$450 monthly. When I asked for a reason she refused to give me one. I received screen shots of various other RV sites DoorLoop accounts showing their rent has not been raised. This is a clear cut case of retaliation for the Texas Utilities Commission Complaint, CP2024010439, I filed on January 12, 2024. I will not be paying this extra \$50. Castle View RV Park is in violation of 92.331(a)(4) Texas Property Code of retaliating against me for rightly filing the above mentioned complaint. Please see the attached letter. I will also hand deliver one to the Park Manager.

Thank you in advance.

James J. Colling