



Control Number: 56520



Item Number: 1

**FORMAL COMPLAINT VS.  
AMON CARTER LAKE WATER SUPPLY CORP**

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PUBLICITY & COMMUNICATION  
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**COMPLAINANT:**

Prairie Branch Properties LLC

Daniel Deweber Manager of the LLC and Individually

**ATTORNEYS OF RECORD:**      *KNOWLTON FIRM*  
*William Knowlton (TX BAR # 11627500)*  
*Diane Knowlton. (TX BAR # 24104242)*  
*PO Box 607*  
*Henrietta, TX. 76365*  
*940-538-6677: knowltonfirm@gmail.com*

**RESPONDANT WATER SUPPLY:**

Amon Carter Lake Water Supply Corp.

Mailing Address: P.O. Box 512, Bowie, Texas 76230

COPY: Via Express Mail (electronic tracking)

**SUMMARY OF FACTS:**

Prairie Branch Properties LLC and Daniel Deweber (hereinafter jointly referenced as "Complainant") is the owner of a tract of land (Exhibit A) that is within the territorial survey area of Amon Carter Lake Water Supply Corp. (hereinafter referenced as "Amon Carter").

Amon Carter's jurisdiction is attached as Exhibit B. Exhibit B also has outlined the area shown on Exhibit A.

Amon Carter is not within the city limits of any town.

For a lengthy period of time Complainant has requested, attempted to apply for, and ultimately demanded water service from Amon Carter.

Amon Carter, even after an informal complaint ruling in favor of Complainant continues to refuse to provide water services to Complainant.

An owner of one of the lots, as shown on Exhibit A has also requested water service and been refused by Amon Carter.

For a more detailed statement of relevant facts, please find attached is the ruling of the Investigator finding in favor of Complainant (Exhibit C).

**NOTE: ALL EXHIBITS ATTACHED TO THIS FORMAL COMPLAINT ARE ADOPTED BY REFERENCE THERETO.**

**RELIEF REQUESTED:**

Complainant seeks an order requiring Amon Carter to provide water services, together with all related PUC, regulatory, and contractual requirements to the property which is the subject of this Complaint - together with all other proper relief deemed appropriate or necessary by the state or Texas through the Public Utility Commission or other governing entities.

Respectfully submitted,

Knowlton Firm

Daniel Deweber

by Will Kirt

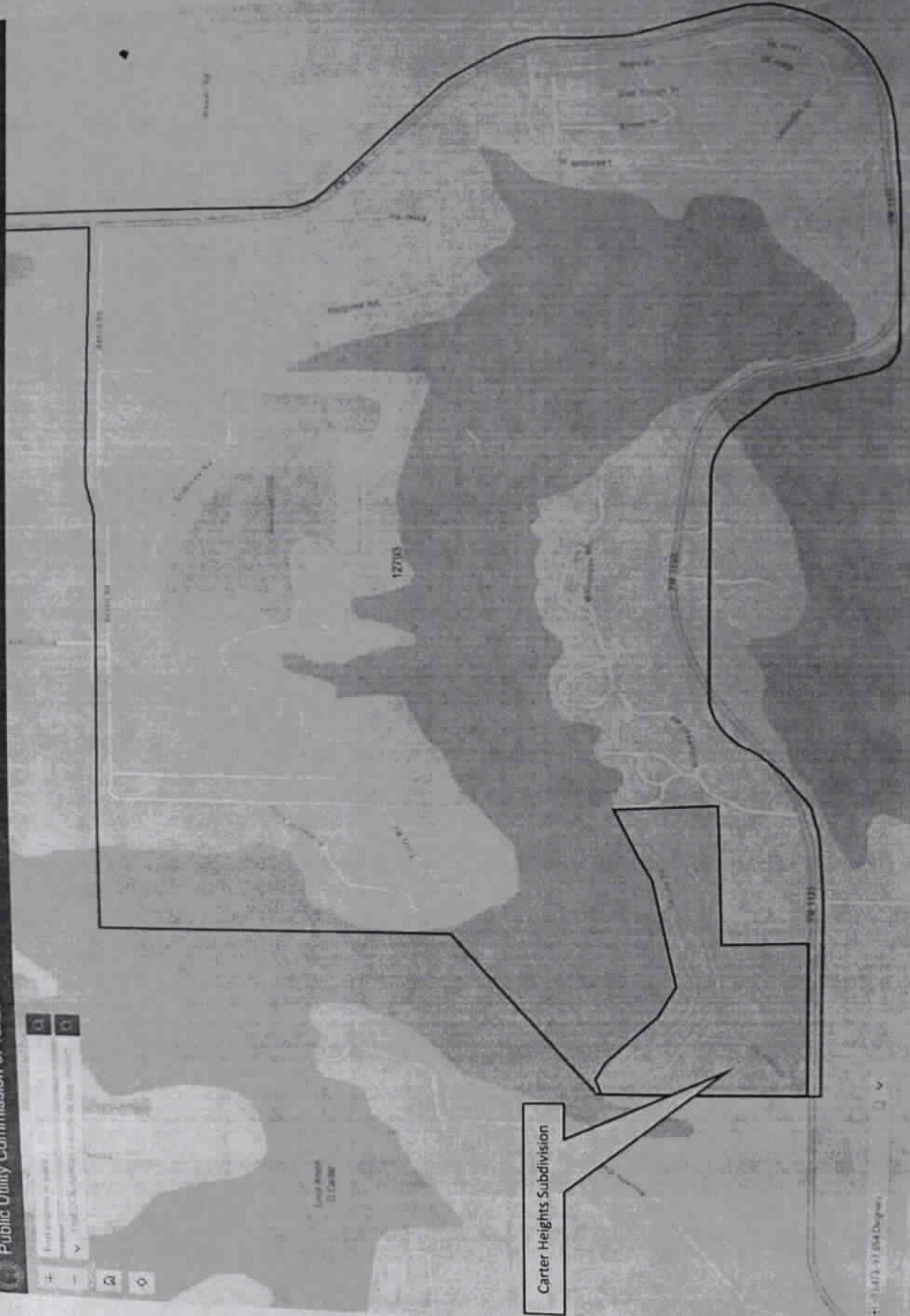
Daniel Deweber



Water and Sewer CCN Viewer

Public Utility Commission of Texas

Find a location on the map  
Find a location on the map  
Find a location on the map



Carter Heights Subdivision

**Thomas J. Gleeson**  
Chairman

**Lori Cobos**  
Commissioner

**Jimmy Glotfelty**  
Commissioner

**Kathleen Jackson**  
Commissioner



**Greg Abbott**  
Governor

**Connie Corona**  
Interim Executive Director

## *Public Utility Commission of Texas*

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3/20/2024

Mr Daniel Deweber  
751 Country Club Rd  
Bowie TX 76230

RE: Complaint # CP2024021461

Dear Mr Deweber:

The Consumer Protection Division (CPD) of the Public Utility Commission of Texas has received your correspondence regarding the conclusion of your informal complaint with Amon Carter Lake WSC. In your complaint, you expressed concerns regarding the refusal of service. CPD's investigation found that Amon Carter Lake has failed to act consistently with Substantive Rule § 24.161(a), related to response to requests for service by a retail public utility within its certificated area.

Given that CPD has concluded the informal complaint process, you may dispute the issue further by filing a formal complaint through the Commission. An informational brochure explaining the formal complaint process is enclosed.

We appreciate the opportunity to help you. If you have any questions about filing a formal complaint, please feel free to call toll-free at 1-888-782-8477.

Sincerely,

Kenneth Wilson  
Consumer Protection Division  
Public Utility Commission of Texas

cc: Amon Carter Lake WSC

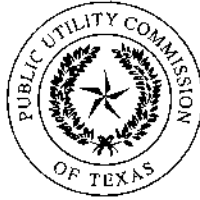
Enclosure

**Thomas J. Gleeson**  
Chairman

**Lori Cobos**  
Commissioner

**Jimmy Glotfelty**  
Commissioner

**Kathleen Jackson**  
Commissioner



**Greg Abbott**  
Governor

**Connie Corona**  
Interim Executive Director

## *Public Utility Commission of Texas*

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3/18/2024

Mr Daniel Deweber  
751 Country Club Rd  
Bowie TX 76230

RE: Complaint # CP2024021461

Dear Mr Deweber:

The Consumer Protection Division (CPD) received your informal complaint against Amon Carter Lake WSC on 2/29/2024. In your complaint, you mentioned concerns regarding the refusal of service. With the information provided, CPD sent the complaint to Amon Carter Lake WSC with a request to research your complaint and file their response to your concerns. On 3/18/2024, CPD reviewed the documentation provided by you and Amon Carter Lake WSC to ensure the company had acted consistently with the Commission's Substantive Rules.

Amon Carter lake reported you are requesting water for 28 new houses. You and another developer have attempted for over 4 years to add large tracts to their water system, and each time been told "No" by the current board of directors. This would cause a major strain on their upline customers' pressure. The water pressure would be almost non-existent for both their current customers and the new tract customers. TCEQ requires a 6" line to do something like this, and at that point, they have a 2" line for expansion, with a 4" line for current installations along the adjacent road. To get back to their 6" line, it would require a new feeder line to be installed from the point of their last 6", which is at Koonce Road and Country Club, and would require a new 6" line to be laid under the lake to feed that side. The estimates for that are currently in the millions. You were denied service because Amon Carter Lake does not have the funds to provide new infrastructure.

CPD's investigation determined that Amon Carter Lake has failed to act consistently with Substantive Rule § 24.161(a), related to response to requests for service by a retail public utility within its certificated area. Every retail public utility shall serve each qualified service applicant within its certificated area as soon as is practical after receiving a completed application. A qualified service applicant is an applicant who has met all the retail public utility's requirements contained in its tariff, schedule of rates, or service policies and regulations for extension of service including the delivery to the retail public utility of any service connection inspection certificates required by law. We trust we have addressed this matter to your satisfaction.



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Mr Daniel Deweber

3/18/2024

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Thank you for the opportunity to address your concerns. If we can help you with future utility concerns, please contact us toll free through our Consumer Assistance Call Center at 1-888-782-8477.

Sincerely,

Kenneth Wilson

Consumer Protection Division

Public Utility Commission of Texas

cc: Amon Carter Lake WSC