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DOCKET NO. 57223

COMPLAINT OF CARRIE	§	PUBLIC UTILITY COMMISSION
WILCOXSON AGAINST CSWR-TEXAS	§	
UTILITY OPERATING	§	OF TEXAS
COMPANY, LLC	§	

ORDER NO. 2
FINDING COMPLAINT REMAINS DEFICIENT AND
PROVIDING OPPORTUNITY TO CURE

This Order addresses the October 18, 2024 filing by Carrie Wilcoxson. It appears that Ms. Wilcoxson’s intent is to initiate a formal complaint against CSWR-Texas Utility Operating Company, LLC pertaining to her water service.

In Order No. 1 filed on October 22, 2024 the administrative law judge (ALJ) found the complaint deficient and ordered Ms. Wilcoxson, by November 22, 2024, to file an amended complaint and provide a copy of the amended complaint to CSWR-Texas. As of the date of this Order, Ms. Wilcoxson did not file an amended complaint or otherwise respond to Order No. 1.

The ALJ finds the complaint remains deficient at this time.

The ALJ finds the complaint is deficient at this time. The ALJ requires additional information from Ms. Wilcoxson before the complaint can be processed. Under 16 Texas Administrative Code (TAC) § 22.242(e)(2), a formal complaint must include the following information:

- (A) the name of the complainant or complainants;
- (B) the name of the complainant’s representative, if any;
- (C) the address, telephone number, and facsimile transmission number, if available, and, unless the person has filed a statement under §22.106 of this title (relating to Statement of No Access), the email address of the complainant or the complainant’s representative;
- (D) the name of the person against whom the complainant is seeking relief;
- (E) if the complainant is seeking relief against an electric, water, or sewer utility, a statement of whether the complaint relates to service that the complainant is receiving within the limits of a city;

- (F) if the complainant is seeking relief against an electric, water, or sewer utility within the limits of a city, a description of any complaint proceedings conducted by the city, including the outcome of those proceedings;
- (G) a statement of whether the complainant has attempted informal resolution through the commission staff and the date on which the informal resolution was completed or the time for attempting the informal resolution elapsed;
- (H) a description of the facts that gave rise to the complaint; and
- (I) a statement of the relief that the complainant is seeking.

Additionally, under 16 TAC § 22.242(f), Ms. Wilcoxson is required to provide a copy of this formal complaint to the target of the complaint, CSWR-Texas.

By December 16, 2024, Ms. Wilcoxson must file with the Commission an amended formal complaint that includes all of the information required by 16 TAC § 22.242(e)(2), provide a copy of the amended formal complaint to CSWR-Texas, and file with the Commission documentation that she provided said copy.

Signed at Austin, Texas the 25th day of November 2024.

PUBLIC UTILITY COMMISSION OF TEXAS



**REBECCA BROMLEY-WILLIAMS
ADMINISTRATIVE LAW JUDGE**