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COMPLAINT OF YOLANDA	§	PUBLIC UTILITY COMMISSION
MARTINEZ AGAINST ARTERRA AT	§	
ALTO REY APARTMENTS	§	OF TEXAS

**ORDER NO. 3
REQUIRING RESPONSES**

This Order addresses the June 2, 2025 complaint filed by Yolanda Martinez against Arterra at Alto Rey Apartments regarding billing for water and sewer service. This complaint was filed under 16 Texas Administrative Code (TAC) § 22.242 and is available on the Commission's Interchange webpage at <https://interchange.puc.texas.gov>.

I. Requiring Response

By June 17, 2025, Arterra at Alto Rey Apartments must file a response to the complaint, as required by 16 TAC § 22.78. The response must address the following:

1. the Commission's jurisdiction over this proceeding;
2. allegations raised in the complaint;
3. applicable statutes, rules, orders, and tariff provisions;
4. copies of any rates or tariffs that are the subject of this complaint; and
5. any other matters relevant to the complaint.

II. Statement of Position from Commission Staff

Commission Staff is required to file a statement of position regarding the complaint by July 1, 2025. As part of the statement of position, Commission Staff must address whether Ms. Martinez complied with the requirements of 16 TAC § 22.242(c), (e)(1), and (f).

III. Filings

Filing of pleadings is typically governed by 16 TAC § 22.71. However, the Commission's Second Order Suspending Rules in Docket No. 50664¹ (Commission's Second Order Suspending Rules) suspended certain filing requirements found in 16 TAC § 22.71.

¹ *Issues Related to the State of Disaster for the Coronavirus Disease*, Docket No. 50664, Second Order Suspending Rules (July 16, 2020).

As long as the Second Order Suspending Rules remains in effect, all parties must file any pleading or document with the Commission solely through the Interchange on the Commission's website (<https://interchange.puc.texas.gov/filer>) and provide notice, by e-mail, to all other parties that the pleading or document has been filed with the Commission, unless otherwise ordered by the presiding officer. It will be incumbent upon all other parties to obtain a copy of the pleading or document by accessing the Interchange.

All parties must provide their current address, **e-mail address**, telephone and fax numbers, if available, to all other parties and the Commission by filing and serving all parties with such information. Each party must provide the Commission and all parties with updated address, **e-mail address**, telephone, and fax information if such information changes. Parties are responsible for maintaining and updating their own service lists to reflect the contact information of each party and the addition of parties.

Unless otherwise specified, responses or replies to any motion or other pleading must be filed within five working days after the date on which the motion or other pleading was received by the responding party. Failure to file a timely response will be considered acquiescence to the relief requested.

Questions concerning this Order or any other order must be submitted in writing, filed with the Commission, and served on all parties of record.

IV. *Ex Parte* Communications

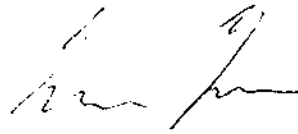
Ex parte communications with the administrative law judge (ALJ) are prohibited per 16 TAC § 22.3(b)(2). Parties must communicate with the ALJ only through written documents filed with the Commission and served on all parties. Questions concerning this Order or any other order must be submitted in writing, filed with the Commission, and served on all parties of record.

V. Notifying Office of Public Utility Counsel

The Office of Public Utility Counsel is notified of this proceeding by copy of this Order.

Signed at Austin, Texas on the 3rd day of June 2025.

PUBLIC UTILITY COMMISSION OF TEXAS



for

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ADMINISTRATIVE LAW JUDGE

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