



Filing Receipt

Filed Date - 2025-06-06 02:23:17 PM

Control Number - 58215

Item Number - 1

Charles Melton
286 Diamond Rd
Whiterock TX 75491

Thomas J. Gleeson
Chairman
Kathleen Jackson
Commissioner
Courtney Hjaltman
Commissioner



Greg Abbott
Governor
Connie Corona
Executive Director

Public Utility Commission of Texas

6/5/2025

Charles Melton
286 Diamond Rd
Whiterock TX 75491

RE: Complaint #CP2025050487

Dear Charles Melton:

The Consumer Protection Division (CPD) of the Public Utility Commission of Texas received your informal complaint against SOUTH GRAYSON SUD. After receiving your complaint, we notified SOUTH GRAYSON SUD of your concerns on 5/20/2025 as required by the Commission's Substantive Rules. The notice requested SOUTH GRAYSON SUD to review your complaint and provide us a response to your concerns within 15-calendar days.

Our records show that SOUTH GRAYSON SUD has not responded to the complaint. We recommend that SOUTH GRAYSON SUD take the following corrective actions:

- Resolve the issues described in your complaint according to the Commission's applicable Substantive Rules.
- Respond immediately to the complaint.
- Provide CPD documentation of the actions taken to resolve the complaint.

We will provide you an additional notice once SOUTH GRAYSON SUD provides a response. However, due to the company's failure to respond, you can proceed to file a formal complaint at the Commission to resolve your concerns. Information on how to file a formal complaint is included in the enclosed brochure. You can also submit the formal complaint through the Commission's Interchange Filer found on our website at the following:

<https://www.puc.texas.gov/industry/filings/default.aspx>.

Charles Melton

2 | Page

Instructions on how to use the filer are available at the website, but you can also contact the Commission's Help Desk at helpdesk@puc.texas.gov or call 512-936-7100 if you need assistance with the filer.

If you have any questions, please feel free to contact our Consumer Protection Hotline at (888) 782-8477 or visit us online at www.puc.texas.gov.

Sincerely,

Maria M. Powers
Consumer Protection Division
Public Utility Commission of

cc: SOUTH GRAYSON SUD

The following files are not convertible:

PUC Complaint 2025.dotx

Please see the ZIP file for this Filing on the PUC Interchange in order to access these files.

Contact centralrecords@puc.texas.gov if you have any questions.