



PAID AS AGREED  
LETTER #12  
WORK ORDER 428  
paid-32

[REDACTED]

October 24, 2017

Re: [REDACTED]  
Service Location: [REDACTED]

To Whom It May Concern:

[REDACTED] has had service with El Paso Water, at the above listed location from 10/06/16 through 11/14/16. During this time this customer has paid as agreed.

If you have any further questions regarding this account, please contact us.

Regards,  
EPWater Customer Service



DEPI REGULATIONS  
LETTER #15  
WORK ORDER 428  
depreg-32

[REDACTED]

October 24, 2017

Re: [REDACTED]  
Service Location: [REDACTED]

Dear [REDACTED]

This is in reply to your question of your deposit for the above listed location.

Our deposit fees are mandated by the Public Service Board's Rules and Regulations, Section II of Rules and Regulations No. & states that "A Guarantee Deposit shall be collected from all users of water lines and systems of the Utility as a condition of service at the time of the user's application for water service from the Utility. The bill guarantee deposit will be applied against the last bill or is transferable. At the termination of service, any excess deposit will be refunded." As per our rules, the deposit must be paid for each address by the customer requesting water service and the deposit remains on the account until service is discontinued.

Please contact our customer service department if you have any questions regarding this matter.

Regards,  
EPWater Customer Service



ACCOUNT ACTIVE – CHARGES WILL APPLY  
LETTER #16  
WORK ORDER 428  
garbage-32.js

October 24, 2017

Re: [REDACTED]  
Service Location: [REDACTED]

Dear [REDACTED]

We are in receipt of your note regarding garbage pick up at the above listed location.

The city ordinance establishing garbage rates (Chapter 9.04, Section 9.04.400) states that if a water meter is active, the property is deemed to be occupied and charges for garbage shall apply, whether the service is used or not. Since we visit each residence in the city once each month at meter reading time, it is impossible for us to ascertain between these times if the home is occupied or not. To put into effect a system to determine actual occupancy would be costly and would naturally increase the rates to compensate for the additional service.

If you wish to dispute the garbage charges, please contact the Environmental Services Department at 212-6000. We are only billing agents for them and therefore we are not able to make any adjustments or arrangements for the garbage charges. Please contact us if we may be of further service.

Regards,  
EPWater Customer Service

garbage-32.js



ACCOUNT ACTIVE – CHARGES WILL APPLY  
LETTER #17  
WORK ORDER 428  
garswr-32.js

October 24, 2017

Re: [REDACTED]  
Service Location: [REDACTED]

Dear [REDACTED]

I am in receipt of your note regarding the sewer and garbage charges assessed on the above listed location.

The city ordinance establishing garbage rates (Chapter 9.04, Section 9.04.400) states that if a water meter is active, the property is deemed to be occupied and charges for garbage shall apply, whether the service is used or not. El Paso Water Rules and Regulations require that if the property is connected to the sewer main, sewer charges shall be made as long as the property is served with water. Water shall be charged at a minimum rate whether the service is used or not as long as the meter to the property is active.

Since we visit each residence in the city once each month at meter reading time, it is impossible for us to ascertain between these times if the home is occupied or not. To put into effect a system to determine actual occupancy would be costly and would naturally increase the rates to compensate for the additional service.

If you wish to dispute the garbage charges, please contact the Environmental Services Department at 212-6000. We are only billing agents for them and therefore we are not able to make any adjustments or arrangements for the garbage charges. Please contact us if we may be of further service.

Regards,  
EPWater Customer Service

garswr-32



LETTER OF SERVICE  
LETTER #23  
WORK ORDER 428  
confirm-32



October 24, 2017

Re: [REDACTED]  
Service Location: [REDACTED]

To Whom It May Concern:

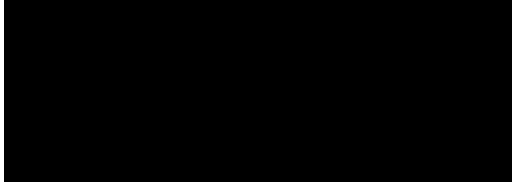
This letter is to confirm that [REDACTED] has had service with El Paso Water, at the above listed location from 9/14/19 through 2/03/17.

If you have any further questions regarding this account, please contact us.

Regards,  
EPWater Customer Service



GARBAGE - BILLING AGENTS ONLY  
LETTER #24  
WORK ORDER 428  
garing-32



October 24, 2017

Re: [REDACTED]  
Service Location: [REDACTED]

Dear MARTHA LETICIA CARREON:

Your note regarding garbage pickup and/or charges has been referred to the Environmental Services Department, which is responsible for the billing charges of this service.

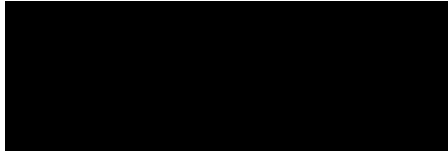
As an economy measure, El Paso Water includes the charges for the Environmental Services Department on your water and sewer bill. The Environmental Services Department is not connected with El Paso Water.

Any questions concerning garbage charges or collection should be made to the Environmental Services Department at (915) 212-6000.

Regards,  
EPWater Customer Service



CREDIT LETTER  
LETTER #25  
WORK ORDER 428  
credit-32



October 24, 2017

Re: [REDACTED]  
Service Location: [REDACTED]

To Whom It May Concern:

[REDACTED] has had service with El Paso Water, at the above listed location from 10/27/49 through 1/23/17. During this time this customer has maintained a credit rating of A - EXCELLENT.

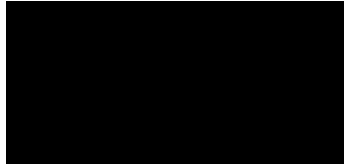
If you have any further questions regarding this account, please contact us.

Regards,  
EPWater Customer Service

credit-32



METER REDUCTION LETTER  
LETTER #30  
WORK ORDER 454  
mtrreduc-32



October 24, 2017

Re: [Redacted]  
Service Location: [Redacted]

Dear [Redacted]

As per your request, enclosed is a meter reduction application for the above referred account.

Please complete the enclosed form and mail it along with proof of ownership for the property, (ie, City of El Paso tax statement, Deed or Buyers Closing Statement from Mortgage Company). Upon receipt of the required documentation you will be notified of the date the work will be scheduled. This will enable you to make the necessary arrangements to have your plumber connect the service line to the meter. El Paso Water will not re-connect the property service line. You will be responsible for that and the associated cost of a plumber.

Please contact our customer service department if you have any questions regarding this matter.

Regards,  
EPWater Customer Service

mtrreduc-32



**Request to Reduce Meter Size**

El Paso Water will reduce the size of a two inch or smaller meter at the request of the owner (not the tenant) of the property. Please return this form, signed and include **Proof of Ownership, (ie., City of El Paso Tax Statement, Deed or Buyers Closing Statement from Mortgage Company.)** There is no charge for this service. A smaller meter will require a small extension of modification to the customer's service line. **The owner will be responsible for having a plumber connect the meter to the customer's service line.**

**Warning:** The size of your service line and meter were probably determined by an architect, plumber, builder or other professional to be the proper size for the intended use at the time of installation. Reduction in meter size will have an impact on the quantity of water you may receive as well as the delivery pressure. The owner acknowledges that service may be less than desired if they have large irrigation areas or other large water demands.

The recommended maximum water usage rates for the respective size of service lines and meters are as follows:

| Meter size | Gallons Per Minute |
|------------|--------------------|
| 3/4"       | 15                 |
| 1"         | 37                 |
| 1 1/2"     | 75                 |
| 2"         | 120                |

**\*\*ALL BOXES BELOW MUST BE COMPLETE TO PROCESS THIS REQUEST\*\***

PROPERTY OWNER

CUSTOMER ACCOUNT NUMBER

PRINTED NAME

SIGNATURE

|  |  |
|--|--|
|  |  |
|--|--|

PROPERTY ADDRESS

CONTACT PHONE NUMBERS

WORK PHONE

HOME PHONE

|  |  |
|--|--|
|  |  |
|--|--|

REDUCE METER TO

CELL PHONE

CURRENT SERVICE SIZE

CURRENT METER NUMBER

**FOR OFFICE USE ONLY**

APPROVAL BY EL PASO WATER

CURRENT METER READ: \_\_\_\_\_

NEW METER NUMBER: \_\_\_\_\_

NEW METER READING: \_\_\_\_\_

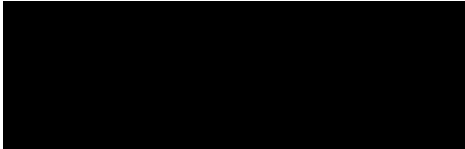
COMPLETED BY: \_\_\_\_\_



LEGAL LETTER \$300.00 AND OVER  
LETTER #27  
WORK ORDER #364  
pastdue2-32

Return Receipt Requested

October 24, 2017



—

Re: [REDACTED] Service Location: [REDACTED]  
Delinquent Amount: \$78.07

Dear [REDACTED]

Our records indicate that you have terminated all services with El Paso Water at 805 MONTERA and as of the date of this letter the balance of \$78.07 remains unpaid.

For your information, enclosed is a copy of the statement on which this claim is based. To avoid difficulty in starting service in the future, please send payment, for the full amount due to: El Paso Water, 6400 Boeing, Station C-1, El Paso TX 79925. Please contact our Customer Service Department at (915) 594-5500 to discuss a resolution to this matter.

If we have not heard from you within ten (10) days after your receipt of this letter, this claim will be forwarded to our attorney and we will recommend that a lawsuit be filed to collect his debt. Since a lawsuit will seek court costs and attorney fees in addition to the amount due of the debt, it will be to your advantage to pay the full amount due.

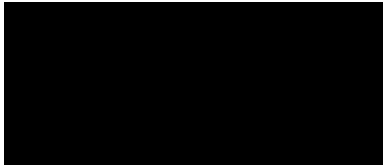
Your prompt attention to this matter is necessary in order to avoid referral to our attorney.

Regards,  
EPWater Customer Service

pastdue2-32



REMINDER LETTER \$299.99 AND BELOW  
LETTER #26  
WORK ORDER #369  
pastdue3-32



October 24, 2017

—

Re: [Redacted]  
Service Location: [Redacted]

Dear [Redacted]

Our records indicate that you have terminated all services with El Paso Water. There is a balance due on the above referred account and as of the date of this letter this balance remains unpaid.

Enclosed is a statement of your account on which this claim is based. To avoid difficulty in starting any service in the future, please send payment of the full amount due to: El Paso Water, 6400 Boeing, El Paso TX 79925. Any further collection actions could incur additional expenses which will be added to your balance, so it will be to your advantage to pay the full amount due.

Please contact our Customer Service Department at (915) 594-5500 to discuss a resolution to this matter.

Regards,  
EPWater Customer Service



LETTER FROM LEGAL DEPT  
LETTER #37  
W/O #387

October 24, 2017

—

Re: [REDACTED]  
Service Location: [REDACTED]  
Delinquent Amount: \$559.00

Dear BLAKE JOHNSON:

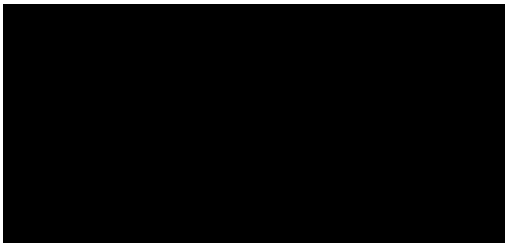
Your account has been referred to this office for collection. A copy of your bill is enclosed, showing a past due balance of \$559.00. Please pay the full amount within thirty (30) days of this letter.

If there is any legal reason that you should not pay at this time, please send a written explanation and notice of same by certified mail/return receipt requested. The return receipt will serve as your documentation of your timely response. Unless you send such notice within thirty days after the date of this letter legitimately disputing the validity of the bill, or any portion of it, I must assume that the bill and debt are valid.

If El Paso Water has not received full payment within thirty-one (31) days from the date of this letter, I will recommend filing suit against you. A lawsuit against you will follow unless there is a valid, legal reason why you should not pay. That lawsuit will seek court costs, attorney's fees, and interest in addition to the amount due for water and other services.

This office is attempting to collect the debt (described in this letter) from you. Any information obtained will be used for that purpose.

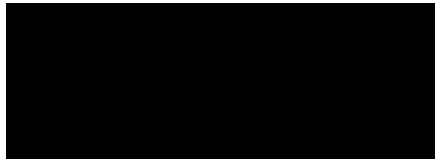
Sincerely,



Cc: Customer Service Manager

TRANSFER LETTER  
WORK ORDER 375  
GENERATED WHEN THE TRANSFER (375) IS DONE ON  
THE ACTIVE ACCOUNT

October 24, 2017



Re:

Service Location:

Dear

Our records indicate that there is an outstanding bill in the amount of \$16.27 for services rendered at the service location listed above. At the time of termination there was a balance due on the account and this debt remains unpaid. As a result this charge has been transferred to your current account at [REDACTED] Customer [REDACTED] and will appear as a balance forward on your next bill.

If you have any questions or feel that this charge is an error, please contact us.

Regards

EPWater Customer Service

transbal-32