



February 10, 2023

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED
Article No. 7021 2720 0000 3593 9460

Emmanuel Robles
3627 Penwood Way
Houston, Texas 77023-6508

Re: Utility Account Number: 0318-0610-1494
Service Address: 3627 Penwood Way

Re: Request to appeal water and sewer charges

Dear Emmanuel Robles:

Your request to appeal the billing resolution outcome provided by Customer Account Services for the above referenced account has been received by the Customer Liaison Services (CLS) section. Administrative Review Case 2300762109 has been established to address the water and/or wastewater charges, beginning with the November 2022 bill. Customer Account Services' representative Elizabeth Orozco has been assigned to review your concern and may be reached by email CAScustomerliaisonservices@houstontx.gov at (832) 395-6204.

As this review can take up to 30 days to complete, a temporary hold has been placed on the disputed charges, pending notification of the Administrative Review outcome. Please continue to pay all non-disputed charges, including any payment agreement established on the account. If a payment agreement is needed, the Customer Account Services Collections staff is available to assist and may be reached at 346-201-7342.

Thank you for allowing us this opportunity to assist you and for your continued patience during this investigative time.

Sincerely,

Customer Liaison Services
Customer Account Services

Emmanuel Robles
3627 Penwood Way
Houston, Texas 77023-6508