



February 16, 2024

Francescon Properties LLC
c/o Allen Lewis
8115 Glencrest
Houston, Texas 77061

Re: Utility Account Number: 1232-2911-1190
Service Address: 1512 Hutchins

Re: Request to appeal water and sewer charges

Dear Mr. Lewis

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 2400064411 has been established to address the water and/or wastewater charges, beginning with the September 2021 bill. Customer Account Services' representative Juan Ruiz has been assigned to review your concern and may be reached by email CAScustomerliaisonservices@houstontx.gov at (832) 395-6221. 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

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