

Control Number: 48454



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**COMPLAINT OF NZINGA HUGHES §
AGAINST THE TRAILS AT DOMINION §
PARK, AB-GO TRAILS AT DOMINION §
PARK PROPCO, LLC, NWP SERVICES §
CORPORATION, HARRIS COUNTY §
MUNICIPAL UTILITY DISTRICT NO. §
215, AND GOLDOLLER REAL ESTATE §
INVESTMENTS §**

**PUBLIC UTILITY COMMISSION
OF TEXAS**

**COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION
TO REALPAGE UTILITY MANAGEMENT, INC.
QUESTION NOS. STAFF 2-1 THROUGH STAFF 2-29**

Pursuant to 16 Texas Administrative Code (TAC) § 22.144, the Staff (Staff) of the Public Utility Commission of Texas (Commission) requests that RealPage Management, Inc. (RealPage) by and through its attorneys of record, provide the following information and answer the following question(s) under oath. The question(s) shall be answered in sufficient detail to fully present all of the relevant facts, within the time limit provided by the Presiding Officer or within 20 days, if the Presiding Officer has not provided a time limit. Please copy the question immediately above the answer to each question. These question(s) are continuing in nature, and if there is a relevant change in circumstances, submit an amended answer, under oath, as a supplement to your original answer. State the name of the witness in this cause who will sponsor the answer to the question and can vouch for the truth of the answer.

Provide an original and three copies of your answers to the questions to the Filing Clerk, Public Utility Commission of Texas, 1701 N. Congress Avenue, P.O. Box 13326, Austin, Texas 78711-3326.


Dated: November 6, 2018

Respectfully Submitted,

**PUBLIC UTILITY COMMISSION OF TEXAS
LEGAL DIVISION**

Margaret Uhlig Pemberton
Division Director

Katherine Lengieza Gross
Managing Attorney


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CERTIFICATE OF SERVICE

I certify that a copy of this document will be served on all parties of record November 6, 2018 in accordance with 16 TAC § 22.74.


Skyler Springsteen Collins

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**COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION
TO REALPAGE UTILITY MANAGEMENT, INC.
QUESTION NOS. STAFF 2-1 THROUGH STAFF 2-29**

DEFINITIONS

- 1) "RealPage", "the Company" or "you" refers to RealPage Management, Inc. and any person acting or purporting to act on their behalf, including without limitation, attorneys, agents, advisors, investigators, representatives, employees or other persons.
- 2) "Document" includes any written, recorded, or graphic matter, however produced or reproduced, including but not limited to correspondence, telegrams, contracts, agreements, notes in any form, memoranda, diaries, voice recording tapes, microfilms, pictures, computer media, work papers, calendars, minutes of meetings or other writings or graphic matter, including copies containing marginal notes or variations of any of the foregoing, now or previously in your possession. In the event any documents requested by this Request for Information have been transferred beyond the Company's control, describe the circumstances under which the document was destroyed or transferred and provide an exact citation to the subject document. In the event that documents containing the exact information do not exist, but documents do exist which contain portions of the required information or which contain substantially similar information, then the definition of "documents" shall include the documents which do not exist and these documents will be provided.

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**COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION
TO REALPAGE UTILITY MANAGEMENT, INC.
QUESTION NOS. STAFF 2-1 THROUGH STAFF 2-29**

INSTRUCTIONS

- 1) Pursuant to 16 TAC § 22.144(c)(2), Staff requests that answers to the requests for information be made under oath.
- 2) Please copy the question immediately above the answer to each question. State the name of the witness in this cause who will sponsor the answer to the question and can vouch for the truth of the answer.
- 3) These questions are continuing in nature, and if there is a relevant change in circumstances, submit an amended answer, under oath, as a supplement to your original answer.
- 4) Words used in the plural shall also be taken to mean and include the singular. Words used in the singular shall also be taken to mean and include the plural.
- 5) The present tense shall be construed to include the past tense, and the past tense shall be construed to include the present tense.
- 6) If any document is withheld under any claim of privilege, please furnish a list identifying each document for which a privilege is claimed, together with the following information: date, sender, recipients or copies, subject matter of the document, and the basis upon which such privilege is claimed.
- 7) Pursuant to 16 TAC § 22.144(g)(4), if the response to any request is voluminous, please provide a detailed index of the voluminous material.
- 8) Staff requests that each item of information be made available as it is completed, rather than upon completion of all information requested.

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**COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION
TO REALPAGE UTILITY MANAGEMENT, INC.**

QUESTION NOS. STAFF 2-1 THROUGH 2-29

- Staff 2-1** Indicate, with a yes or no answer, whether you are the representative for The Trails at Dominion Park in this proceeding.
- Staff 2-2** Indicate, with a yes or no answer, whether you are the representative for Ab-Go Trails at Dominion Park Propco, LLC in this proceeding.
- Staff 2-3** Indicate, with a yes or no answer, whether you are the representative for Goldoller Real Estate Investments in this proceeding.
- Staff 2-4** Indicate the total number of days for which Nzinga Hughes was billed for water services each year from 2014 until 2017.
- Staff 2-5** Indicate the total number of days for which Nzinga Hughes was billed for sewer services each year from 2014 until 2017.
- Staff 2-6** Have water or sewer bills for tenants at The Trails at Dominion Park increased since RealPage began, in 2018, to itemize the previously “hidden” water dwelling unit base charge on its water bills?
- Staff 2-7** Did the existence of the “hidden” base charge result in any tenant ever being overcharged for water or sewer service at The Trails at Dominion Park?
- Staff 2-8** Provide amounts paid and dates for each water and sewer base charge that Ms. Hughes paid to Trails at Dominion Park from May 2016 through the present.
- Staff 2-9** Explain how the billing methodology employed by RealPage accounts for vacant units at The Trails at Dominion Park.
- Staff 2-10** Provide an example calculation to demonstrate how RealPage accounts for vacant units at The Trails at Dominion Park.
- Staff 2-11** Provide Ms. Hughes’s water and sewer bills for May 2016 and June 2016.
- Staff 2-12** Provide Ms. Hughes’s water and sewer bills from May 2018 through the present.
- Staff 2-13** Explain how Ms. Hughes’s water and sewer bills are calculated. Please select an example month and provide the calculation itself rather than just an explanation of the calculation methodology.

- Staff 2-14** Provide the invoices that RealPage received from Harris County Municipal Utility District (MUD) 215 from December 2016 through the present.
- Staff 2-15** Provide the invoices that RealPage received from Harris County MUD 215 from May 2016 through November 2016.
- Staff 2-16** Explain RealPage's methodology for calculating a tenant's portion of the bill from Harris County MUD 215 for the months in which RealPage did not receive an invoice from Harris County MUD 215.
- Staff 2-17** Provide the rule or law under which RealPage derived the authority to bill tenants for service from Harris County MUD during the months in which RealPage did not receive an invoice from Harris County MUD 215.
- Staff 2-18** Provide the bills for any tenant billed for service from Harris County MUD 215 during any month in which RealPage did not receive an invoice from Harris County MUD 215.
- Staff 2-19** Provide a calculation that shows the amount each customer should have been billed during any month in which RealPage did not receive an invoice from Harris County MUD 215.
- Staff 2-20** Provide monthly billing registers for each month subject to this complaint.
- Staff 2-21** Provide examples of the calculations utilized to determine the water and sewer bills subject to this complaint. Indicate specifically the 5% common area deduction and any month in which the billing methodology changed.
- Staff 2-22** Indicate the total number of occupied and unoccupied units in the complex for each month from January 2014 through the present
- Staff 2-23** Provide documentation, including cancelled checks, bank transfers reflected on a bank statement, credit card statements, or other similar documentation for all amounts paid to Harris County MUD 215 from January 2014 through the present.
- Staff 2-24** Explain why the resident billing periods on tenant invoices issued by RealPage differ from the service periods indicated by Harris County MUD 215 on its retail public utility invoices.
- Staff 2-25** Provide a list of all records and documents at the on-site manager's office that are available to tenants to view during normal business hours upon request.

- Staff 2-26** Provide a list of any information, apart from information available at the on-site manager's office, that is necessary for a tenant to calculate and verify a water or sewer bill.
- Staff 2-27** Provide the date(s) on which Ms. Hughes requested information to calculate and verify her water and sewer bill(s).
- Staff 2-28** Provide the documents given to Ms. Hughes upon her request for information related to her water and sewer bills and the dates on which those documents were provided.
- Staff 2-29** Indicate whether RealPage has provided Ms. Hughes with all of the billing information she has requested to date.