



Control Number: 48934



Item Number: 80

Addendum StartPage: 0

January 16, 2019

Public Utility Commission  
Central Records  
Attn: Ms. Tammy Benter  
1701 N. Congress Avenue, P.O. Box 13326  
Austin, TX 78711-3326

48934

2019 JAN 28 AM 9:07  
RECEIVED  
FILING CLERK

RE: Request for Approval to Change Billing Method

**Avana at Cypress Estates**  
10802 Legacy Park Dr  
Houston, TX 77064  
Registration No. S4675

Dear Ms. Benter:

Our company serves as the utility billing provider for the above-referenced property ("Avana at Cypress Estates"), upon whose behalf and authorization we send this letter. The purpose of this correspondence is to formally request that the Public Utility Commission of Texas ("PUC") approve this property to transition from submetered to allocated billing.

We understand that Texas Water Code § 13.502 permits owners to switch from submetered to allocated billing upon a showing of good cause and approval by the utility commission. For the following reasons, we believe that Avana at Cypress Creek meets the good cause requirements outlined in the Code, and we respectfully ask that the PUC approve this request.

Recently, the submeter system has begun malfunctioning; requiring that the property incurs ongoing repair and replacement costs above and beyond normal wear and tear. Given the current state of the submetering system, the property will incur costs of **\$20,602.00** to replace the current submeters, and it is likely that further submeters will fail and need to be replaced or upgraded. Attached is the proposal for repair. The property does not anticipate having the capital resources required to make these and future repairs, and respectfully request that they be allowed to bill through allocative methods.

Should you require any additional information in making your determination, please do not hesitate to contact me directly.

Very truly yours,

Raj Pathak  
9950 Scripps Lake Dr St 101  
San Diego, CA 92131  
Spathak@conservice.com  
(435) 792-9226

80

Property Code: vn050

## Contact

Samantha Ransom  
(435) 750-2019  
sransom@conservice.com

# CONSERVICE®

## The Utility Experts™

PO Box 4647  
Logan, UT 84323  
Phone 855-737-7710 Fax 435-755-3759

ID # Upgrade  
42443

Date 12/4/2018

### PROPOSAL FOR SERVICE

We are pleased to provide you with this Proposal For Service.  
We are committed to providing the very best quality and timely service

#### Community Information

Property Name	Avana Cypress Estates	Property	Maria Gonzalez	Mike Newton & Margaret Aguilar
Address	10802 Legacy Park Dr	Phone #	832-912-7200	Account Manager
City	Houston	Email	cypressestatesmgr@greystar.com	Ashley Roberts
State	TX	Regional	Jennifer Krohn	Billing Manager
Zip Code	77064	Email	jennifer.krohn@greystar.com	Shayla Stapley
		Portfolio	Greystar-LivCor	Client Manager

#### System Information

Meter Type	Various	Repeaters	14
Replacement	5/8" x 3/4" NextCentury 1/10 Poly	New Repeaters	14
Meter Location	TBD		
Utility	Water - Full Capture	Total UNITS	336
System Type	Hexagram	SUBMETERS	336
Communications	Hexagram Single Port MTU	ISSUES	134
Modem/ID/Code	DCU ID# 19999	Operating Level	-
Frequency	-		
Collector Location	TBD		

Unit #'s and details of work are listed on Page Two Tab at the bottom of this work sheet/screen

#### Parts Pricing as Required for Service

Item Type	Part number	Item Description	Qty	Each	Total
Electronics	121030	121030 -- DCU II Ethernet, AC, 2way (Indoor)	1	\$3,640.00	\$3,640.00
Electronics	121004	121004 -- Single Port Indoor Encoder 7150D MTU (Freq	134	\$93.00	\$12,462.00

#### Install / Repair Estimate

63	\$4,500.00	LABOR/TRAVEL
	\$16,102.00	PARTS/MATERIALS LISTED ABOVE
	\$20,602.00	TOTAL

PLEASE SEE COMMENTS SECTION ON PAGE 2.

Prices for parts, materials and labor are subject to change based on service needs, actual costs and/or warranty agreement. Sales tax will be included on the final invoice if applicable.

The property may be charged a \$45/hr service fee for over-the-phone technical assistance exceeding 30min.

We will continue to prepare estimated bills for these units. Please be advised that by not authorizing this service you may affect our ability to continue to bill these apartment homes and you may be in noncompliance with certain rules governing submetering in your state.

The Property will be responsible for any damage done to the equipment due to damage resulting from a preexisting condition in existing equipment. Prior to work being done, we request contact information for someone from your Property team and your preferred plumber. While we don't typically see leaks or damage, some older plumbing systems experience stress with any work being done and cracks, break, and other damage can occur when the water is restored after completing a project. If we notice a preexisting condition upon arrival, we will attempt to contact the provided Property contact. If you do not provide us with a contact or we are unable to reach the contact provided, we will perform the work when we arrive. In the event there is damage to the pipes due to age or a preexisting condition, we will reach out to your preferred plumber to request the work be done. Cost of the repair shall be the responsibility of the Property. If the damage was caused directly by the negligence or willful wrongful act of Conserve or its technicians and not due to a preexisting condition, Conserve shall take responsibility for payment of the repairs.

By signing below you are accepting the proposal as set forth above and agree to pay the prices described herein, as well as any applicable sales tax. You acknowledge that you are authorized to sign this proposal on behalf of your company.

Please email Conserve at [meters@conserve.com](mailto:meters@conserve.com), or FAX back to Fax 435-755-3759. Once received, we will contact you to schedule a service date. If we do not receive this approved PFR within 30 days, we will assume you do not want this service.

Accepted and Approved By.

Signature

Date

Print Name and Title

Cancellation Policy: Once work is approved and materials shipped, a technician will be scheduled. Once scheduling is confirmed by the property, Conserve must be notified at least two business days prior to service date via email at [meters@conserve.com](mailto:meters@conserve.com) if the visit needs to be rescheduled. If written cancellation is not received at least two business days in advance, the technician is refused onsite or if tenants are not noticed, the property will be charged a minimum of \$250 for related expenses.

IMPORTANT: THIS FORM MUST BE RETURNED TO US WITHIN 30 DAYS IN ORDER FOR SERVICE TO BE PERFORMED