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DOCKET NO. 49370

**COMPLAINT OF CASSANDRA
DENIS HARRIS AGAINST THE
LANDINGS AT WILLOWBROOK
AND REALPAGE UTILITY
MANAGEMENT**

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**PUBLIC UTILITY COMMISSION
OF TEXAS**

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COMMISSION STAFF’S REQUEST FOR REFERRAL

COMES NOW the Staff of the Public Utility Commission of Texas (Staff), representing the public interest, and files this Commission Staff’s Request for Referral and would show the following:

I. BACKGROUND

On March 25, 2019, Cassandra Denis Harris (Complainant) filed a complaint against The Landings at Willowbrook and Realpage Utility Management regarding allocated water and sewer services and related charges.

On July 15, 2019, the Administrative Law Judge issued Order No. 3, requiring Cassandra Harris and RealPage Utility Management to contact Commission Staff for a settlement conference by August 15, 2019. Neither party contacted Staff with availability for a settlement conference. Order No. 3 also ordered for Ms. Harris to withdraw her complaint, or for Staff to file an agreed settlement, , or request referral to SOAH on or before October 1, 2019. This pleading is therefore timely filed.

II. REQUEST FOR REFERRAL

Because the facts of this complaint are in dispute, Staff recommends that this docket be referred to SOAH for a hearing on the merits.

III. CONCLUSION

Staff respectfully requests that this case be referred to SOAH for a hearing on the merits.

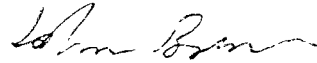
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Respectfully Submitted,

**PUBLIC UTILITY COMMISSION OF
TEXAS LEGAL DIVISION**

Margaret Uhlig Pemberton
Division Director

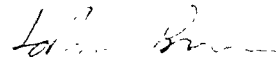
Rachelle Nicolette Robles
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CERTIFICATE OF SERVICE

I certify that a copy of this document will be served on all parties of record on this 27th of September, 2019 in accordance with 16 TAC § 22.74.



Joshua Adam Barron