



Control Number: 49370



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**DOCKET NO. 49370**

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

**PUBLIC UTILITY COMMISSION  
OF TEXAS**

**COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION  
TO THE LANDINGS AT WILLOWBROOK AND REALPAGE UTILITY  
MANAGEMENT  
QUESTION NOS. STAFF 2-1 THROUGH STAFF 2-2**

Pursuant to 16 Texas Administrative Code (TAC) § 22.144, the Staff of the Public Utility Commission of Texas (Staff) requests that The Landings at Willowbrook and Realpage Utility Management 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 78712-3326.

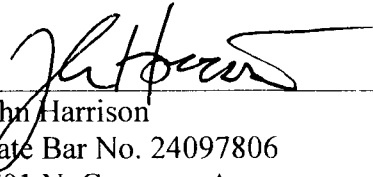
Dated: October 23, 2019

Respectfully submitted,

**PUBLIC UTILITY COMMISSION OF TEXAS  
LEGAL DIVISION**

Margaret Uhlig Pemberton  
Division Director

Rachelle Nicolette Robles  
Managing Attorney



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(512) 936-7277  
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**CERTIFICATE OF SERVICE**

I certify that a copy of this document will be served on all parties of record on October 23, 2019, in accordance with 16 TAC § 22.74.



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John Harrison

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TO THE LANDINGS AT WILLOWBROOK AND REALPAGE UTILITY  
MANAGEMENT  
QUESTION NOS. STAFF 2-1 THROUGH STAFF 2-2**

**DEFINITIONS**

- A. "Landings at Willowbrook", "RealPage", "Company", or "you" refers to the Landings at Willowbrook and Real Page Utility Management and any person acting or purporting to act on their behalf, including without limitation, attorneys, agents, advisors, investigators, representatives, employees or other persons.
- B. "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 utility'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 exist and these documents will be provided.

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**COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION  
TO THE LANDINGS AT WILLOWBROOK AND REALPAGE UTILITY  
MANAGEMENT  
QUESTION NOS. STAFF 2-1 THROUGH STAFF 2-2**

**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(h)(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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MANAGEMENT  
QUESTION NOS. STAFF 2-1 THROUGH STAFF 2-2**

- Staff 2-1** Provide a copy of the bill for service from November 19, 2018 to December 17, 2018.
- Staff 2-2** Provide the total number of occupants in all dwelling units at the beginning of each month from October 2018 to March 2019.