

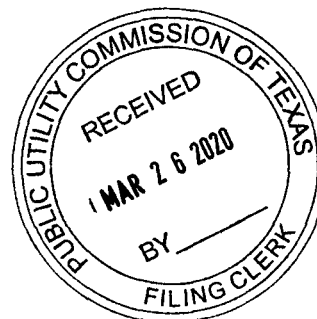
Control Number: 49370



Item Number: 14

Addendum StartPage: 0

DOCKET NO. 49370
SOAH Docket No. 473-20-3121.WS



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

§
§
§
§

PUBLIC UTILITY COMMISSION
OF TEXAS

Respondent RealPage Utility Management

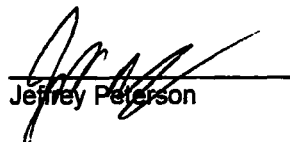
COME NOW RealPage Utility Management, Inc. and The Landings at Willowbrook
("Respondents") and file this list of issues.

Background

On March 25, 2019 Cassandra Harris (Complainant) filed a complaint against The Landings at Willowbrook and RealPage Utility Management, Inc. (Respondents) disputing her monthly water and wastewater charges.

On April 15, 2019 Respondents filed our response to the complaint explaining the details of the monthly charges, providing all necessary documents, as well as answering the underlying reason for the increase in monthly expenses. This was following a detailed investigation conducted by Respondents. The conclusion of that investigation was that the initial month of charges were for a partial month and the subsequent statement was for the full monthly period. As such, Respondents have no proposed list of issues for consideration.

Respectfully submitted,



Jeffrey Peterson

2201 Lakeside Blvd
Richardson, TX 75082
Jeffrey.Peterson@RealPage.com

**Representative for
RealPage Utility Management, Inc., and
The Landings at Willowbrook**

CERTIFICATE OF SERVICE

I, Jeffrey Peterson – Vice President Legal Counsel, certify that a copy of this document was serviced on all parties of record in this proceeding on March 26, 2020 via electronic mail, in accordance with Order Suspending Rules, issued in Project No. 50664.



Jeffrey Peterson