



Control Number: 49370



Item Number: 3

Addendum StartPage: 0

DOCKET NO. 49370

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

RECEIVED  
10-21-15 11:25  
PUBLIC UTILITY COMMISSION  
OF TEXAS  
EXECUTIVE CLERK

Respondent RealPage Utility Management

COME NOW RealPage Utility Management, Inc. and The Landings at Willowbrook ("Respondents") and file this, their Answers to Cassandra Denis Harris' ("Complainant") Original Complaint on file herein and for such answer would show the Commission the following:

I. JURISDICTION

1. The Public Utility Commission ("PUC") has proper jurisdiction over the water and sewer utility billing claims in this proceeding under Public Utility Commission of Texas' Water and Sewer Substantive Rules Chapter 24 Subchapter H.

II. ALLEGATIONS RAISED IN THE COMPLAINT

2. Complainant disputes the amounts billed for various charges, including but not limited to water and wastewater services to the apartment. Respondents have reviewed the billing records and concluded there is no violation of any statute, rule or regulation. Furthermore, the following is provided to help explain the billing program in more detail.

The water and wastewater billing at The Landings at Willowbrook is an allocation of the properties water and wastewater expenses. The City of Houston Multifamily Base Water and Base Sewer charges are allocated equality to all units, vacant and occupied, following 16 TAC § 24.281 (c). These charges are listed as "COH Base Water Chrg" and "COH Base Sewer Chrg" on resident statements.

The City of Houston Multifamily Consumption Water and Consumption Sewer charges are determined each month following 16 TAC § 24.281 (e)(2)(iv). Prior to this charge determination, 25% of the expense is removed to account for common area usage and irrigation following 16 TAC § 24.281 (e)(1)(B)(ii). These charges are listed as "Allocated Water Service" and "Allocated Sewer Service" on resident statements.

Other charges that are not part of the water or wastewater charges on each resident statement include a Trash Flat Fee, Allocated Gas Service, Houston Drainage Charge, Pest Control Fee and a Rent Administrative Service Fee. All of these charges can be seen on each of the attached resident statements. We are also including a Welcome Letter that explains all the charges in more detail.

The complaint requests an explanation of the difference of the charges from the first statement (\$36.62) and the subsequent statement (\$81.18). There appears to be only one reason for the lower amounts in that first month. The billing period was for a partial-months from her lease start date of October 11, 2018 through October 23, 2018. This can be seen on the attached statement dated December 19, 2018. The referenced amounts are the total current charges including the water and wastewater billing in addition to the other charges listed. We are also including a detailed billing report with associated utility invoices that were used for the billing. The final document provided is the executed lease between the Complainant and The Landings at Willowbrook ownership.

Prayer for Relief

WHEREFORE, PREMISES CONSIDERED, Respondents respectfully request that the Commission issue an order dismissing this Complaint, following a review of this response and all billing records provided.

Respectfully submitted,



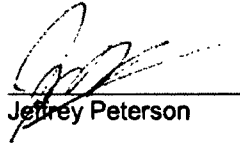
Jeffrey Peterson

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 April 12, 2019 in the following manner: fax, hand-delivery, first class mail and/or Overnight delivery.

  
\_\_\_\_\_  
Jeffrey Peterson

PLACE  
STAMP  
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The Landings at Willowbrook  
7250 W GREENS RD  
HOUSTON, TX 77064

The Landings at Willowbrook  
7250 W GREENS RD  
HOUSTON, TX 77064  
800.590.7355 18821

**REALPAGE®  
UTILITY  
MANAGEMENT**

Statement Date: 12/19/2018

CASSANDRA DENIS HARRIS  
7250 W GREENS RD APT 1423  
HOUSTON, TX 77064  
Billing Period 10/11/18 - 10/23/18

**Due Date: 01/06/2019**  
**Amount Due: \$36.62**  
**Account No: 915570573-001**

SERVICE TYPE	DESCRIPTION	AMOUNT
Allocated Water Service		\$9.08
Allocated Sewer Service		\$13.19
COH Base Sewer Chrg		\$0.04
Trash Flat Fee		\$5.00
Allocated Gas Service		\$2.70
COH Base Water Chrg		\$0.06
Houston Drainage Charge		\$1.05
Pest Control Fee		\$2.00
Rent Administrative Service Fee		\$3.50
<b>Amount Due</b>		<b>\$36.62</b>

**Customer Informaton**

Please make checks payable to the property and send payments, billing disputes and written inquiries to The Landings at Willowbrook Attn Property Manager, 7250 W GREENS RD, HOUSTON, TX, 77064.

Enroll in our eBill service TODAY Go Green, Go Paperless! Visit us online at <https://www.realpage.com/login/utilities/>

If you have questions about your utility bill, please contact Resident Services toll free at 800.590.7355 or online at <https://um.RealPage.com/> and click the Resident Login button

\*This account statement is generated by RealPage Utility Management. Some charges appearing on this statement may be allocated from master property bills from the respective utility provider(s). This bill is not from CITY OF HOUSTON, PRO ENERGY, WASTE MANAGEMENT. Charges are billed to residents based upon their lease agreements. For details on rate calculations, refer to your resident portal or contact the property's management staff. Property Charges reflect data in the resident ledger as of the date bills were printed and mailed. Please contact your leasing office at the Service Address above for billing inquiries or disputes.

Your Comments or Suggestions are Always Welcome:

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915570573-001

CASSANDRA DENIS HARRIS  
7250 W GREENS RD APT 1423  
HOUSTON, TX 77064-1130

**BILL ENCLOSED**

PRESORTED  
FIRST-CLASS MAIL  
US POSTAGE  
F.S. LLC

**The Landings at Willowbrook**  
7250 W GREENS RD  
HOUSTON, TX 77064

# Resident Billing Breakdown Report

Account Number	915570573
Resident Name	Cassandra Harris
Address	7250 W Greens Rd Apt 1423
Property Number	18821
Property Name	The Landings at Willowbrook
Billing Methods	WS: RUBS - 50% Occupancy / 50% Square Footage G: Base Fees & Drainage: Allocated Flat Fee
Res Sqft Value	594
Res Occp Value	2
Res Occp Ratio	2

Production Month: December-18

Water						
Vendor Billing Period	# Of Days	Vendor Water Amount	Resident Billing Period	# Of Days	Water Allocation Amount	Common Area Deduction (25%)
10/16/2018 - 11/19/2018	35	\$ 7,456.30	09/19/2018 - 10/23/2018	35	\$ 7,456.30	\$ 1,864.08
Water Amount For Occp (50%)	Occp Value Days (Ratio x Occupied Days)	Water Price Per Value Day (LUD \$ / Value Days)	Resident's Occupancy Ratio	Resident's Value Days	Water Price Per Value Day	Occupancy Water Charge
\$ 2,796.11	11,982	\$ 0.233359414	2	26	\$ 0.233359414	\$ 6.07
Water Amount For Sqft (50%)	Sqft Value Days (Sqft x Occupied Days)	Water Price Per Value Day (LUD \$ / Value Days)	Resident's Sqft Value	Resident's Value Days	Water Price Per Value Day	Sqft Water Charge
\$ 2,796.11	7,172,060	\$ 0.000389862	594	7,722	\$ 0.000389862	\$ 3.01
Resident's Total Water Charge						\$ 9.08

Sewer						
Vendor Billing Period	# Of Days	Vendor Sewer Amount	Resident Billing Period	# Of Days	Sewer Allocation Amount	Common Area Deduction (25%)
10/16/2018 - 11/19/2018	35	\$ 10,829.80	09/19/2018 - 10/23/2018	35	\$ 10,829.80	\$ 2,707.45
Sewer Amount For Occp (50%)	Occp Value Days (Ratio x Occupied Days)	Sewer Price Per Value Day (LUD \$ / Value Days)	Resident's Occupancy Ratio	Resident's Value Days	Sewer Price Per Value Day	Occupancy Sewer Charge
\$ 4,061.18	11,982	\$ 0.338939659	2	26	\$ 0.338939659	\$ 8.81
Sewer Amount For Sqft (50%)	Sqft Value Days (Sqft x Occupied Days)	Sewer Price Per Value Day (LUD \$ / Value Days)	Resident's Sqft Value	Resident's Value Days	Sewer Price Per Value Day	Sqft Sewer Charge
\$ 4,061.18	7,172,060	\$ 0.000566249	594	7,722	\$ 0.000566249	\$ 4.38
Resident's Total Sewer Charge						\$ 13.19

Gas						
Vendor Billing Period	# Of Days	Vendor Gas Amount	Resident Billing Period	# Of Days	Gas Allocation Amount	Common Area Deduction (5%)
7/1/2018 - 7/31/2018	31	\$ 1,987.60	09/19/2018 - 10/23/2018	35	\$ 1,987.60	\$ 99.38
Gas Amount For Allocation (100%)	Value Days (Ratio x Occupied Days)	Gas Price Per Value Day (LUD \$ / Value Days)	Resident's Value	Resident's Value Days	Gas Price Per Value Day	Gas Charge
\$ 1,888.22	9,100	\$ 0.207496703	1	13	\$ 0.207496703	\$ 2.70
Resident's Total Gas Charge						\$ 2.70

Base Water Charge						
Vendor Billing Period	# Of Days	Vendor Base Water Amount	Resident Billing Period	# Of Days	Base Water Allocation	Common Area Deduction (0%)
10/16/2018 - 11/19/2018	35	\$ 44.62	09/19/2018 - 10/23/2018	35	\$ 44.62	\$ -
Base Water Amount For Allocation (100%)	Value Days (Ratio x Occupied Days)	Base Water Price Per Value Day (LUD \$ / Value Days)	Resident's Value	Resident's Value Days	Base Water Price Per Value Day	Base Water Charge
\$ 44.62	9,100	\$ 0.004903297	1	13	\$ 0.004903297	\$ 0.06
Resident's Total Base Water Charge						\$ 0.06

Base Sewer Charge						
Vendor Billing Period	# Of Days	Vendor Base Water Amount	Resident Billing Period	# Of Days	Base Sewer Allocation	Common Area Deduction (0%)
10/16/2018 - 11/19/2018	35	\$ 25.35	09/19/2018 - 10/23/2018	35	\$ 25.35	\$ -
Base Sewer Amount For Allocation (100%)	Value Days (Ratio x Occupied Days)	Base Sewer Price Per Value Day (LUD \$ / Value Days)	Resident's Value	Resident's Value Days	Base Sewer Price Per Value Day	Base Sewer Charge
\$ 25.35	9,100	\$ 0.002785714	1	13	\$ 0.002785714	\$ 0.04
Resident's Total Base Sewer Charge						\$ 0.04

Houston Drainage						
Vendor Billing Period	# Of Days	Vendor Drainage Amount	Resident Billing Period	# Of Days	Drainage Allocation	Common Area Deduction (0%)
10/16/2018 - 11/19/2018	35	\$ 735.41	09/19/2018 - 10/23/2018	35	\$ 735.41	\$ -
Drainage Amount For Allocation (100%)	Value Days (Ratio x Occupied Days)	Drainage Price Per Value Day (LUD \$ / Value Days)	Resident's Value	Resident's Value Days	Drainage Price Per Value Day	Drainage Charge
\$ 735.41	9,100	\$ 0.080814286	1	13	\$ 0.080814286	\$ 1.05
Resident's Total Drainage Charge						\$ 1.05

Resident's Bill		
Service	Calculation Type	Amount
Water	RUBS	\$ 9.08
Base Water	FFF	\$ 0.06
Sewer	RUBS	\$ 13.19
Base Sewer	FFF	\$ 0.04
Houston Drainage	FFF	\$ 1.05
Gas	FFF	\$ 2.70
Trash	Flat Rate	\$ 5.00
Rent Admin Fee	Flat Rate	\$ 3.50
Pest Control	Flat Rate	\$ 2.00
Total		\$ 36.62



# City of Houston Utility Bill

[www.houstonwater.org](http://www.houstonwater.org)

Manage your account online at [www.houstonwater.org](http://www.houstonwater.org). Register for eBills, make a payment, and get water saving tips.

Customer Name: BRIDGE NATIONAL PARTNERS II LP  
Account Number: 4327-1720-1037  
Service Address: 7250 W GREENS RD  
Bill Date: 11/21/2018  
Total Amount Due: \$19,091.48

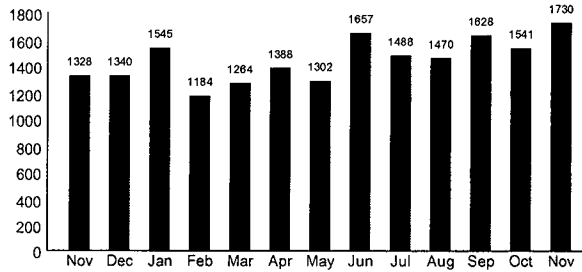
### Billing Period

Previous Read Date 10/16/2018  
Current Read Date 11/19/2018  
Previous Meter Reading 41307  
Current Meter Reading 43037

### Summary of Charges

Previous Balance \$17,093.75  
Payment - Thank You \$17,093.75  
Adjustments \$0.00  
Current Charges \$19,091.48  
**Total Amount Due \$19,091.48**

### Water Meter Consumption (per 1,000 gal.)



To avoid late fees or service interruption, please pay Total Amount Due by 12/12/2018.

- \* If you have a question about your bill or want to make a payment: 713-371-1400
- \* City Leaks and other City Services: 713-837-0311
- \* High Bill Inquiry: 832-394-BILL (832-394-2455)
- \* Thank you for your pledge or contribution to the W.A.T.E.R. fund. Check the "\$1 Gift" box below to include an extra dollar with your payment, or visit [www.houstonwater.org](http://www.houstonwater.org) to make a contribution.

**Account Number: 4327-1720-1037**

Return this portion with payment. Write account number on all checks.  
Payable to: CITY OF HOUSTON

\$1 Gift to W.A.T.E.R. Fund

TOTAL AMOUNT DUE:	\$19,091.48
Amount Paid:	
Due Date:	12/12/2018
Amount After 12/12/2018:	\$21,000.63

HOU112270005152



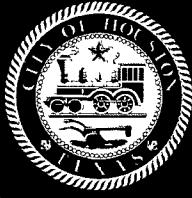
BRIDGE NATIONAL PARTNERS II LP  
7250 W GREENS RD  
HOUSTON TX 77064-1133



CITY OF HOUSTON  
PO BOX 1560  
HOUSTON TX 77251-1560

432717201037 0001909148 0002100063





# City of Houston

## Utility Bill

[www.houstonwater.org](http://www.houstonwater.org)

### Detailed Meter Usage

Meter Type	Meter Number	Meter Size (Inches)	Previous Reading	Current Reading	Gallons in Thousands	Read Date
WATER MULTIF	70064223-TR-4.000	4	41307	43037	1730	11/19/2018

Payments Received	Adjustments	Current Charges
11/8/2018 \$17,093.75		Multifamily Base Water Charge \$44.62 Multifamily Consumption Water Charge \$7,456.30 Multifamily Base Sewer Charge \$25.35 Multifamily Consumption Sewer Charge \$10,829.80 Drainage Charge \$735.41

If you feel that you have been incorrectly billed for water or sewer services, you have the right to dispute the charges. You must file within 90 days from the date of the first disputed bill to request an administrative review or hearing. Please visit our website at [www.houstonwater.org](http://www.houstonwater.org) for a complete list of non-disputable items. If you are waiting for a decision on a bill adjustment, you must continue to pay your current bill(s) while awaiting resolution of your adjustment to avoid interruption of your service, additional penalties, and/or late fees. **In the event service is disconnected for non-payment, service may not be reinstated for one to two business days after the account has been paid in full or satisfactory arrangements have been made.**

If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W.A.T.E.R. Fund. Proof of income is required and assistance is subject to availability of funds.

Your drainage charge is calculated on the impervious surface area of your property less a 1,000 square foot adjustment.

PLACE  
STAMP  
HERE

The Landings at Willowbrook  
7250 W GREENS RD  
HOUSTON, TX 77064

The Landings at Willowbrook  
7250 W GREENS RD  
HOUSTON, TX 77064  
800.590.7355 18821

**REALPAGE®  
UTILITY  
MANAGEMENT**

Statement Date: 1/16/2019

CASSANDRA DENIS HARRIS  
7250 W GREENS RD APT 1423  
HOUSTON, TX 77064  
Billing Period: 10/24/18 - 11/23/18

**Due Date: 02/03/2019**  
**Amount Due: \$81.18**  
**Account No: 915570573-001**

SERVICE TYPE	DESCRIPTION	AMOUNT
Allocated Water Service		\$24.60
Allocated Sewer Service		\$35.72
COH Base Sewer Chrg		\$0.10
Trash Flat Fee		\$5.00
Allocated Gas Service		\$7.26
COH Base Water Chrg		\$0.17
Houston Drainage Charge		\$2.83
Pest Control Fee		\$2.00
Rent Administrative Service Fee		\$3.50
<b>Amount Due</b>		<b>\$81.18</b>

**Customer Informaton**

Please make checks payable to the property and send payments, billing disputes and written inquiries to The Landings at Willowbrook Attn Property Manager, 7250 W GREENS RD, HOUSTON, TX, 77064

Please make checks payable to the property and send payments, billing disputes and written inquiries to The Landings at Willowbrook Attn Property Manager, 7250 W GREENS RD, HOUSTON, TX 77064.

Enroll in our eBill service TODAY. Go Green, Go Paperless! Visit us online at <https://www.realpage.com/login/utilities/>

If you have questions about your utility bill, please contact Resident Services toll free at 800 590 7355 or online at <https://um.RealPage.com/> and click the Resident Login button.

\*This account statement is generated by RealPage Utility Management. Some charges appearing on this statement may be allocated from master property bills from the respective utility provider(s). This bill is not from CITY OF HOUSTON, PRO ENERGY, WASTE MANAGEMENT Charges are billed to residents based upon their lease agreements. For details on rate calculations, refer to your resident portal or contact the property's management staff Property Charges reflect data in the resident ledger as of the date bills were printed and mailed. Please contact your leasing office at the Service Address above for billing inquiries or disputes.

Your Comments or Suggestions are Always Welcome:

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915570573-001

CASSANDRA DENIS HARRIS  
7250 W GREENS RD APT 1423  
HOUSTON, TX 77064-1130

**BILL ENCLOSED**

PRESORTED  
FIRST-CLASS MAIL  
US POSTAGE  
F.S. LLC

**The Landings at Willowbrook**  
7250 W GREENS RD  
HOUSTON, TX 77064

# Resident Billing Breakdown Report

<b>Account Number</b>	915370573
<b>Resident Name</b>	Cassandra Harris
<b>Address</b>	7250 W Greens Rd Apt 1423
<b>Property Number</b>	18821
<b>Property Name</b>	The Landings at Willowbrook
<b>Billing Methods</b>	WS: RUBS - 50% Occupancy / 50% Square Footage C,Base Fees & Drainage Allocated Flat Fee
<b>Res Sqft Value</b>	594
<b>Res Occp Value</b>	2
<b>Res Occp Ratio</b>	2

**Production Month:** January-19

Water						
Vendor Billing Period	# Of Days	Vendor Water Amount	Resident Billing Period	# Of Days	Water Allocation Amount	Common Area Deduction (25%)
10/16/2018 - 11/19/2018	35	\$ 7,456.30	10/24/2018 - 11/23/2018	31	\$ 7,456.30	\$ 1,864.08
Water Amount For Occp (50%)	Occp Value Days (Ratio x Occupied Days)	Water Price Per Value Day (LUD \$ / Value Days)	Resident's Occupancy Ratio	Resident's Value Days	Water Price Per Value Day	Occupancy Water Charge
\$ 2,796.11	10,513	\$ 0.265967136	2	62	\$ 0.265967136	\$ 16.49
Water Amount For Sqft (50%)	Sqft Value Days (Sqft x Occupied Days)	Water Price Per Value Day (LUD \$ / Value Days)	Resident's Sqft Value	Resident's Value Days	Water Price Per Value Day	Sqft Water Charge
\$ 2,796.11	6,352,396	\$ 0.000440167	594	18,414	\$ 0.000440167	\$ 8.11
<b>Resident's Total Water Charge</b>						<b>\$ 24.60</b>

Sewer						
Vendor Billing Period	# Of Days	Vendor Sewer Amount	Resident Billing Period	# Of Days	Sewer Allocation Amount	Common Area Deduction (25%)
10/16/2018 - 11/19/2018	35	\$ 10,829.80	10/24/2018 - 11/23/2018	31	\$ 10,829.80	\$ 2,707.45
Sewer Amount For Occp (50%)	Occp Value Days (Ratio x Occupied Days)	Sewer Price Per Value Day (LUD \$ / Value Days)	Resident's Occupancy Ratio	Resident's Value Days	Sewer Price Per Value Day	Occupancy Sewer Charge
\$ 4,061.18	10,513	\$ 0.386300295	2	62	\$ 0.386300295	\$ 23.95
Sewer Amount For Sqft (50%)	Sqft Value Days (Sqft x Occupied Days)	Sewer Price Per Value Day (LUD \$ / Value Days)	Resident's Sqft Value	Resident's Value Days	Sewer Price Per Value Day	Sqft Sewer Charge
\$ 4,061.18	6,352,396	\$ 0.000639314	594	18,414	\$ 0.000639314	\$ 11.78
<b>Resident's Total Sewer Charge</b>						<b>\$ 35.72</b>

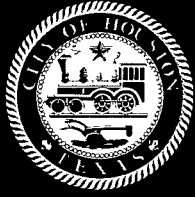
Gas						
Vendor Billing Period	# Of Days	Vendor Gas Amount	Resident Billing Period	# Of Days	Gas Allocation Amount	Common Area Deduction (5%)
7/1/2018 - 7/31/2018	31	\$ 1,987.60	10/24/2018 - 11/23/2018	31	\$ 1,987.60	\$ 99.38
Gas Amount For Allocation (100%)	Value Days (Ratio x Occupied Days)	Gas Price Per Value Day (LUD \$ / Value Days)	Resident's Value	Resident's Value Days	Gas Price Per Value Day	Gas Charge
\$ 1,888.22	8,060	\$ 0.234270471	1	31	\$ 0.234270471	\$ 7.26
<b>Resident's Total Gas Charge</b>						<b>\$ 7.26</b>

Base Water Charge						
Vendor Billing Period	# Of Days	Vendor Base Water Amount	Resident Billing Period	# Of Days	Base Water Allocation	Common Area Deduction (0%)
10/16/2018 - 11/19/2018	35	\$ 44.62	10/24/2018 - 11/23/2018	31	\$ 44.62	\$ -
Base Water Amount For Allocation (100%)	Value Days (Ratio x Occupied Days)	Base Water Price Per Value Day (LUD \$ / Value Days)	Resident's Value	Resident's Value Days	Base Water Price Per Value Day	Base Water Charge
\$ 44.62	8,060	\$ 0.005539980	1	31	\$ 0.005539980	\$ 0.17
<b>Resident's Total Base Water Charge</b>						<b>\$ 0.17</b>

Base Sewer Charge						
Vendor Billing Period	# Of Days	Vendor Base Water Amount	Resident Billing Period	# Of Days	Base Sewer Allocation	Common Area Deduction (0%)
10/16/2018 - 11/19/2018	35	\$ 25.35	10/24/2018 - 11/23/2018	31	\$ 25.35	\$ -
Base Sewer Amount For Allocation (100%)	Value Days (Ratio x Occupied Days)	Base Sewer Price Per Value Day (LUD \$ / Value Days)	Resident's Value	Resident's Value Days	Base Sewer Price Per Value Day	Base Sewer Charge
\$ 25.35	8,060	\$ 0.003145161	1	31	\$ 0.003145161	\$ 0.10
<b>Resident's Total Base Sewer Charge</b>						<b>\$ 0.10</b>

Houston Drainage						
Vendor Billing Period	# Of Days	Vendor Drainage Amount	Resident Billing Period	# Of Days	Drainage Allocation	Common Area Deduction (0%)
10/16/2018 - 11/19/2018	35	\$ 735.41	10/24/2018 - 11/23/2018	31	\$ 735.41	\$ -
Drainage Amount For Allocation (100%)	Value Days (Ratio x Occupied Days)	Drainage Price Per Value Day (LUD \$ / Value Days)	Resident's Value	Resident's Value Days	Drainage Price Per Value Day	Drainage Charge
\$ 735.41	8,060	\$ 0.091241935	1	31	\$ 0.091241935	\$ 2.83
<b>Resident's Total Drainage Charge</b>						<b>\$ 2.83</b>

Resident's Bill		
Service	Calculation Type	Amount
Water	RUBS	\$ 24.60
Base Water	FFF	\$ 0.17
Sewer	RUBS	\$ 35.72
Base Sewer	FFF	\$ 0.10
Houston Drainage	FFF	\$ 2.83
Gas	FFF	\$ 7.26
Trash	Flat Rate	\$ 5.00
Rent Admin Fee	Flat Rate	\$ 3.50
Pest Control	Flat Rate	\$ 2.00
<b>Total</b>		<b>\$ 81.18</b>



# City of Houston

## Utility Bill

[www.houstonwater.org](http://www.houstonwater.org)

Manage your account online at [www.houstonwater.org](http://www.houstonwater.org). Register for eBills, make a payment, and get water saving tips.

Customer Name: BRIDGE NATIONAL PARTNERS II LP  
 Account Number: 4327-1720-1037  
 Service Address: 7250 W GREENS RD  
 Bill Date: 11/21/2018  
 Total Amount Due: \$19,091.48

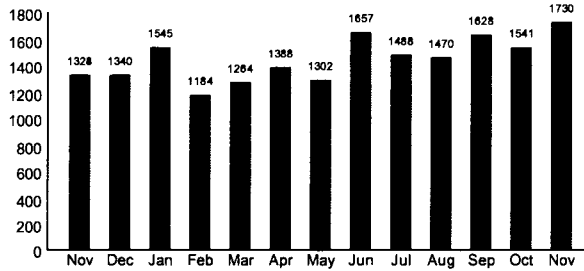
### Billing Period

Previous Read Date 10/16/2018  
 Current Read Date 11/19/2018  
 Previous Meter Reading 41307  
 Current Meter Reading 43037

### Summary of Charges

Previous Balance \$17,093.75  
 Payment - Thank You \$17,093.75  
 Adjustments \$0.00  
 Current Charges \$19,091.48  
**Total Amount Due \$19,091.48**

### Water Meter Consumption (per 1,000 gal.)



To avoid late fees or service interruption, please pay Total Amount Due by 12/12/2018.

- \* If you have a question about your bill or want to make a payment: 713-371-1400
- \* City Leaks and other City Services: 713-837-0311
- \* High Bill Inquiry: 832-394-BILL (832-394-2455)
- \* Thank you for your pledge or contribution to the W.A.T.E.R. fund. Check the "\$1 Gift" box below to include an extra dollar with your payment, or visit [www.houstonwater.org](http://www.houstonwater.org) to make a contribution.

**Account Number: 4327-1720-1037**

Return this portion with payment. Write account number on all checks.  
 Payable to: CITY OF HOUSTON

\$1 Gift to W.A.T.E.R. Fund

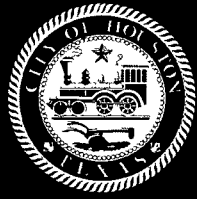
TOTAL AMOUNT DUE	\$19,091.48
Amount Paid:	
Due Date:	12/12/2018
Amount After 12/12/2018	\$21,000.63

HOU112270005152

BRIDGE NATIONAL PARTNERS II LP  
 7250 W GREENS RD  
 HOUSTON TX 77064-1133

CITY OF HOUSTON  
 PO BOX 1560  
 HOUSTON TX 77251-1560

432717201037 0001909148 0002100063



# City of Houston

## Utility Bill

[www.houstonwater.org](http://www.houstonwater.org)

### Detailed Meter Usage

Meter Type	Meter Number	Meter Size (Inches)	Previous Reading	Current Reading	Gallons in Thousands	Read Date
WATER MULTIF	70064223-TR-4.000	4	41307	43037	1730	11/19/2018

Payments Received	Adjustments	Current Charges
11/8/2018 \$17,093.75		Multifamily Base Water Charge \$44.62 Multifamily Consumption Water Charge \$7,456.30 Multifamily Base Sewer Charge \$25.35 Multifamily Consumption Sewer Charge \$10,829.80 Drainage Charge \$735.41

If you feel that you have been incorrectly billed for water or sewer services, you have the right to dispute the charges. You must file within 90 days from the date of the first disputed bill to request an administrative review or hearing. Please visit our website at [www.houstonwater.org](http://www.houstonwater.org) for a complete list of non-disputable items. If you are waiting for a decision on a bill adjustment, you must continue to pay your current bill(s) while awaiting resolution of your adjustment to avoid interruption of your service, additional penalties, and/or late fees. **In the event service is disconnected for non-payment, service may not be reinstated for one to two business days after the account has been paid in full or satisfactory arrangements have been made.**

If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W.A.T.E.R. Fund. Proof of income is required and assistance is subject to availability of funds.

Your drainage charge is calculated on the impervious surface area of your property less a 1,000 square foot adjustment.

PLACE  
STAMP  
HERE

The Landings at Willowbrook  
7250 W GREENS RD  
HOUSTON, TX 77064

The Landings at Willowbrook  
7250 W GREENS RD  
HOUSTON, TX 77064  
800.590.7355 18821

**REALPAGE®  
UTILITY  
MANAGEMENT**

Statement Date: 2/20/2019

CASSANDRA DENIS HARRIS  
7250 W GREENS RD APT 1423  
HOUSTON, TX 77064  
Billing Period: 12/18/18 - 1/17/19

**Due Date: 03/10/2019**  
**Amount Due: \$84.33**  
**Account No: 915570573-001**

SERVICE TYPE	DESCRIPTION	AMOUNT
Allocated Water Service		\$22.85
Allocated Sewer Service		\$33.19
COH Base Sewer Chrg		\$0.10
Trash Flat Fee		\$5.00
Allocated Gas Service		\$14.69
COH Base Water Chrg		\$0.17
Houston Drainage Charge		\$2.83
Pest Control Fee		\$2.00
Rent Administrative Service Fee		\$3.50
<b>Amount Due</b>		<b>\$84.33</b>

**Customer Informaton**

Please make checks payable to the property and send payments, billing disputes and written inquiries to The Landings at Willowbrook Attn: Property Manager, 7250 W GREENS RD, HOUSTON, TX, 77064.

Enroll in our eBill service TODAY. Go Green, Go Paperless! Visit us online at <https://www.realpage.com/login/utilities/>

If you have questions about your utility bill, please contact Resident Services toll free at 800.590.7355 or online at <https://um.RealPage.com/> and click the Resident Login button.

\*This account statement is generated by RealPage Utility Management. Some charges appearing on this statement may be allocated from master property bills from the respective utility provider(s). This bill is not from CITY OF HOUSTON, PRO ENERGY, WASTE MANAGEMENT. Charges are billed to residents based upon their lease agreements. For details on rate calculations, refer to your resident portal or contact the property's management staff. Property Charges reflect data in the resident ledger as of the date bills were printed and mailed. Please contact your leasing office at the Service Address above for billing inquiries or disputes.

Your Comments or Suggestions are Always Welcome:

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915570573-001

CASSANDRA DENIS HARRIS  
7250 W GREENS RD APT 1423  
HOUSTON, TX 77064-1130

**BILL ENCLOSED**

RESORTED  
FIRST-CLASS MAIL  
US POSTAGE  
F.S. LLC

**The Landings at Willowbrook**  
7250 W GREENS RD  
HOUSTON, TX 77064



# Resident Billing Breakdown Report

<b>Account Number</b>	015370373
<b>Resident Name</b>	Cassandra Harris
<b>Address</b>	7250 W Greens Rd Apt 1423
<b>Property Number</b>	18821
<b>Property Name</b>	The Landings at Willowbrook
<b>Billing Methods</b>	WS RUBS - 50% Occupancy / 50% Square Footage C, Base Fees & Drainage Allocated Flat Fee
<b>Res Sqft Value</b>	594
<b>Res Occp Value</b>	2
<b>Res Occp Ratio</b>	2

**Production Month:** February-19

Water						
Vendor Billing Period	# Of Days	Vendor Water Amount	Resident Billing Period	# Of Days	Water Allocation Amount	Common Area Deduction (25%)
12/17/2018 - 01/17/2019	31	\$ 7,365.79	12/18/2018 - 01/17/2019	31	\$ 7,365.79	\$ 1,841.45
<b>Water Amount For Occp (50%)</b>	<b>Occp Value Days (Ratio x Occupied Days)</b>	<b>Water Price Per Value Day (LUD \$ / Value Days)</b>	<b>Resident's Occupancy Ratio</b>	<b>Resident's Value Days</b>	<b>Water Price Per Value Day</b>	<b>Occupancy Water Charge</b>
\$ 2,762.17	11,539	\$ 0.239377004	2	62	\$ 0.239377004	\$ 14.84
<b>Water Amount For Sqft (50%)</b>	<b>Sqft Value Days (Sqft x Occupied Days)</b>	<b>Water Price Per Value Day (LUD \$ / Value Days)</b>	<b>Resident's Sqft Value</b>	<b>Resident's Value Days</b>	<b>Water Price Per Value Day</b>	<b>Sqft Water Charge</b>
\$ 2,762.17	6,352,396	\$ 0.000434824	594	18,414	\$ 0.000434824	\$ 8.01
<b>Resident's Total Water Charge</b>						<b>\$ 22.85</b>

Sewer						
Vendor Billing Period	# Of Days	Vendor Sewer Amount	Resident Billing Period	# Of Days	Sewer Allocation Amount	Common Area Deduction (25%)
12/17/2018 - 01/17/2019	31	\$ 10,698.34	12/18/2018 - 01/17/2019	31	\$ 10,698.34	\$ 2,674.59
<b>Sewer Amount For Occp (50%)</b>	<b>Occp Value Days (Ratio x Occupied Days)</b>	<b>Sewer Price Per Value Day (LUD \$ / Value Days)</b>	<b>Resident's Occupancy Ratio</b>	<b>Resident's Value Days</b>	<b>Sewer Price Per Value Day</b>	<b>Occupancy Sewer Charge</b>
\$ 4,011.88	11,539	\$ 0.347679825	2	62	\$ 0.347679825	\$ 21.56
<b>Sewer Amount For Sqft (50%)</b>	<b>Sqft Value Days (Sqft x Occupied Days)</b>	<b>Sewer Price Per Value Day (LUD \$ / Value Days)</b>	<b>Resident's Sqft Value</b>	<b>Resident's Value Days</b>	<b>Sewer Price Per Value Day</b>	<b>Sqft Sewer Charge</b>
\$ 4,011.88	6,352,396	\$ 0.000631553	594	18,414	\$ 0.000631553	\$ 11.64
<b>Resident's Total Sewer Charge</b>						<b>\$ 33.19</b>

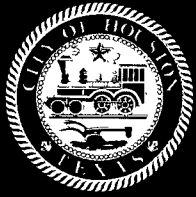
Gas						
Vendor Billing Period	# Of Days	Vendor Gas Amount	Resident Billing Period	# Of Days	Gas Allocation Amount	Common Area Deduction (25%)
12/1/2018 - 12/31/2018	31	\$ 4,020.45	12/18/2018 - 01/17/2019	31	\$ 4,020.45	\$ 201.02
<b>Gas Amount For Allocation (100%)</b>	<b>Value Days (Ratio x Occupied Days)</b>	<b>Gas Price Per Value Day (LUD \$ / Value Days)</b>	<b>Resident's Value</b>	<b>Resident's Value Days</b>	<b>Gas Price Per Value Day</b>	<b>Gas Charge</b>
\$ 3,819.43	8,060	\$ 0.473874380	1	31	\$ 0.473874380	\$ 14.69
<b>Resident's Total Gas Charge</b>						<b>\$ 14.69</b>

Base Water Charge						
Vendor Billing Period	# Of Days	Vendor Base Water Amount	Resident Billing Period	# Of Days	Base Water Allocation	Common Area Deduction (0%)
12/17/2018 - 01/17/2019	31	\$ 44.62	12/18/2018 - 01/17/2019	31	\$ 44.62	\$ -
<b>Base Water Amount For Allocation (100%)</b>	<b>Value Days (Ratio x Occupied Days)</b>	<b>Base Water Price Per Value Day (LUD \$ / Value Days)</b>	<b>Resident's Value</b>	<b>Resident's Value Days</b>	<b>Base Water Price Per Value Day</b>	<b>Base Water Charge</b>
\$ 44.62	8,060	\$ 0.005535980	1	31	\$ 0.005535980	\$ 0.17
<b>Resident's Total Base Water Charge</b>						<b>\$ 0.17</b>

Base Sewer Charge						
Vendor Billing Period	# Of Days	Vendor Base Sewer Amount	Resident Billing Period	# Of Days	Base Sewer Allocation	Common Area Deduction (0%)
12/17/2018 - 01/17/2019	31	\$ 25.35	12/18/2018 - 01/17/2019	31	\$ 25.35	\$ -
<b>Base Sewer Amount For Allocation (100%)</b>	<b>Value Days (Ratio x Occupied Days)</b>	<b>Base Sewer Price Per Value Day (LUD \$ / Value Days)</b>	<b>Resident's Value</b>	<b>Resident's Value Days</b>	<b>Base Sewer Price Per Value Day</b>	<b>Base Sewer Charge</b>
\$ 25.35	8,060	\$ 0.003145161	1	31	\$ 0.003145161	\$ 0.10
<b>Resident's Total Base Sewer Charge</b>						<b>\$ 0.10</b>

Houston Drainage						
Vendor Billing Period	# Of Days	Vendor Drainage Amount	Resident Billing Period	# Of Days	Drainage Allocation	Common Area Deduction (0%)
12/17/2018 - 01/17/2019	31	\$ 735.41	12/18/2018 - 01/17/2019	31	\$ 735.41	\$ -
<b>Drainage Amount For Allocation (100%)</b>	<b>Value Days (Ratio x Occupied Days)</b>	<b>Drainage Price Per Value Day (LUD \$ / Value Days)</b>	<b>Resident's Value</b>	<b>Resident's Value Days</b>	<b>Drainage Price Per Value Day</b>	<b>Drainage Charge</b>
\$ 735.41	8,060	\$ 0.091241935	1	31	\$ 0.091241935	\$ 2.83
<b>Resident's Total Drainage Charge</b>						<b>\$ 2.83</b>

Resident's Bill			
Service	Calculation Type	Amount	
Water	RUBS	\$ 22.85	
Base Water	FFF	\$ 0.17	
Sewer	RUBS	\$ 33.19	
Base Sewer	FFF	\$ 0.10	
Houston Drainage	FFF	\$ 2.83	
Gas	FFF	\$ 14.69	
Trash	Flat Rate	\$ 5.00	
Rent Admin Fee	Flat Rate	\$ 3.50	
Pest Control	Flat Rate	\$ 2.00	
<b>Total</b>		<b>\$ 84.33</b>	



# City of Houston Utility Bill

[www.houstonwater.org](http://www.houstonwater.org)

Manage your account online at [www.houstonwater.org](http://www.houstonwater.org). Register for eBills, make a payment, and get water saving tips.

Customer Name: BRIDGE NATIONAL PARTNERS II LP  
Account Number: 4327-1720-1037  
Service Address: 7250 W GREENS RD  
Bill Date: 1/22/2019  
Total Amount Due: \$18,869.51

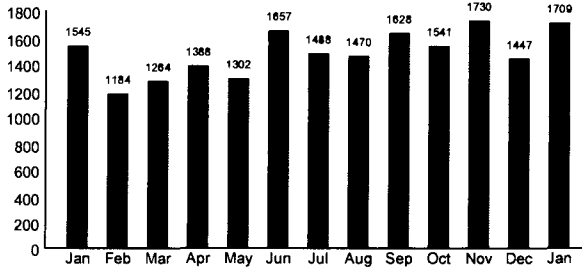
### Billing Period

Previous Read Date 12/17/2018  
Current Read Date 1/17/2019  
Previous Meter Reading 44484  
Current Meter Reading 46193

### Summary of Charges

Previous Balance \$37,100.80  
Payment - Thank You \$37,100.80  
Adjustments \$0.00  
Current Charges \$18,869.51  
**Total Amount Due \$18,869.51**

### Water Meter Consumption (per 1,000 gal.)



To avoid late fees or service interruption, please pay Total Amount Due by 2/12/2019.

- \* If you have a question about your bill or want to make a payment: 713-371-1400
- \* City Leaks and other City Services: 713-837-0311
- \* High Bill Inquiry: 832-394-BILL (832-394-2455)
- \* Thank you for your pledge or contribution to the W.A.T.E.R. fund. Check the "\$1 Gift" box below to include an extra dollar with your payment, or visit [www.houstonwater.org](http://www.houstonwater.org) to make a contribution.

**Account Number: 4327-1720-1037**

Return this portion with payment. Write account number on all checks.  
Payable to: CITY OF HOUSTON

\$1 Gift to W.A.T.E.R. Fund

TOTAL AMOUNT DUE	\$18,869.51
Amount Paid:	
Due Date:	2/12/2019
Amount After 2/12/2019	\$20,756.46

HOU012317004326



BRIDGE NATIONAL PARTNERS II LP  
7250 W GREENS RD  
HOUSTON TX 77064-1133



CITY OF HOUSTON  
PO BOX 1560  
HOUSTON TX 77251-1560

432717201037 0001886951 0002075646



# City of Houston

## Utility Bill

[www.houstonwater.org](http://www.houstonwater.org)

### Detailed Meter Usage

Meter Type	Meter Number	Meter Size (Inches)	Previous Reading	Current Reading	Gallons in Thousands	Read Date
WATER MULTIF	70064223-TR-4.000	4	44484	46193	1709	1/17/2019

Payments Received	Adjustments	Current Charges
12/21/2018 \$19,091.48 1/7/2019 \$18,009.32		Multifamily Consumption Water Charge \$7,365.79 Drainage Charge \$735.41 Multifamily Base Sewer Charge \$25.35 Multifamily Consumption Sewer Charge \$10,698.34 Multifamily Base Water Charge \$44.62

If you feel that you have been incorrectly billed for water or sewer services, you have the right to dispute the charges. You must file within 90 days from the date of the first disputed bill to request an administrative review or hearing. Please visit our website at [www.houstonwater.org](http://www.houstonwater.org) for a complete list of non-disputable items. If you are waiting for a decision on a bill adjustment, you must continue to pay your current bill(s) while awaiting resolution of your adjustment to avoid interruption of your service, additional penalties, and/or late fees. **In the event service is disconnected for non-payment, service may not be reinstated for one to two business days after the account has been paid in full or satisfactory arrangements have been made.**

If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W.A.T.E.R. Fund. Proof of income is required and assistance is subject to availability of funds.

Your drainage charge is calculated on the impervious surface area of your property less a 1,000 square foot adjustment.



800.590.7355  
 7250 W GREENS RD  
 HOUSTON, TX 77064

Service Address: **The Landings at Willowbrook**  
 7250 W GREENS RD APT 1423  
 HOUSTON, TX 77064

Billing Support: 800.590.7355  
 utilitymanagement@realpage.com  
 M-F 5AM-7PM - S 7AM-3PM PST

**AMOUNT DUE: \$82.12**  
**DUE DATE: 04/01/2019**

**CHARGE DETAILS**

<b>Billed Charges:</b>	
Allocated Water Service: (1/18/2019-2/18/2019)	\$22.64
Allocated Sewer Service: (1/18/2019-2/18/2019)	\$32.89
COH Base Sewer Chrg: (1/18/2019-2/18/2019)	\$0.10
Trash Flat Fee	\$5.00
Allocated Gas Service: (1/18/2019-2/18/2019)	\$12.99
COH Base Water Chrg: (1/18/2019-2/18/2019)	\$0.17
Houston Drainage Charge: (1/18/2019-2/18/2019)	\$2.83
Pest Control Fee	\$2.00
Rent Administrative Service Fee - April	\$3.50
<b>Billed Charges Due</b>	<b>\$82.12</b>
<b>AMOUNT DUE</b>	<b>\$82.12</b>

Statement Date: 3/11/2019  
 Customer Name: **CASSANDRA DENIS HARRIS**  
 Account Number: 915570573-001  
 Resident ID: 257

**Information Center**

Thank you for choosing to make a Greystar community your home! Rent & Rent Related Charges are Due on the 1st of the month or in accordance with your lease. Utility Charges are due per the date indicated on this bill. Enroll in our eBill service TODAY. Go Green; Go Paperless! Visit us online at <https://www.realpage.com/login/utilities/>

\*This account statement is generated by RealPage Utility Management. Some charges appearing on this statement may be allocated from master property bills from the respective utility provider(s). This bill is not from CITY OF HOUSTON, PRO ENERGY, WASTE MANAGEMENT. Charges are billed to residents based upon their lease agreements. For details on rate calculations, refer to your resident portal or contact the property's management staff. Property Charges reflect data in the resident ledger as of the date bills were printed and mailed. Please contact your leasing office at the Service Address above for billing inquiries or disputes.

Please detach here and return bottom portion with your payment.

Page 1 of 2



The Landings at Willowbrook  
 7250 W GREENS RD  
 HOUSTON, TX 77064

<b>RESIDENT ID</b>	<b>BLDG UNIT</b>
257	1423
<b>ACCOUNT NUMBER</b>	<b>STATEMENT DATE</b>
915570573-001	03/11/2019
<b>AMOUNT DUE</b>	<b>DUE DATE</b>
<b>\$82.12</b>	<b>04/01/2019</b>

Please make check payable to:  
 The Landings at Willowbrook →  
 Write amount enclosed here  
 Check Number →

CASSANDRA DENIS HARRIS  
 7250 W GREENS RD APT 1423  
 HOUSTON, TX 77064-1130

**The Landings at Willowbrook**  
 7250 W GREENS RD  
 HOUSTON, TX 77064



800.590.7355  
7250 W GREENS RD  
HOUSTON, TX 77064

Service Address: **The Landings at Willowbrook**  
7250 W GREENS RD APT 1423  
HOUSTON, TX 77064

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### Information Center

Your rent payment is due on the 1st of the month. To ensure prompt and accurate processing, please write your apartment number on your check or money order. A NSF fee will be charged in accordance with your lease agreement for any returned check. You are obligated to pay all charges described in your lease whether or not stated on this bill. Should you have any questions or want details about the utility portion of your bill, you may contact Billing Support at 800.590.7355.

Please note that the NWP Resident Website URL (<https://www.RealPage.com/login/utilities/>) has now changed to <https://um.resident.realpage.com>. Your Username and Passwords remain unchanged, as you'll be automatically be redirected to the new site, so please bookmark our new URL future reference.

# Resident Billing Breakdown Report

<b>Account Number</b>	915570573
<b>Resident Name</b>	Cassandra Harris
<b>Address</b>	7250 W Greens Rd Apt 1423
<b>Property Number</b>	18821
<b>Property Name</b>	The Landings at Willowbrook
<b>Billing Methods</b>	WS: RUIB - 50% Occupancy / 50% Square Footage G,Base Fees & Drainage: Allocated Flat Fee
<b>Res Sqft Value</b>	594
<b>Res Occp Value</b>	2
<b>Res Occp Ratio</b>	2

**Production Month:** March-19

Water						
Vendor Billing Period	# Of Days	Vendor Water Amount	Resident Billing Period	# Of Days	Water Allocation Amount	Common Area Deduction (25%)
01/17/2019 - 02/18/2019	32	\$ 6,766.70	01/18/2019 - 02/18/2019	32	\$ 6,766.70	\$ 1,691.68
Water Amount For Occp (50%)	Occp Value Days (Ratio x Occupied Days)	Water Price Per Value Day (LUD \$ / Value Days)	Resident's Occupancy Ratio	Resident's Value Days	Water Price Per Value Day	Occupancy Water Charge
\$ 2,537.51	10,624	\$ 0.238847186	2	64	\$ 0.238847186	\$ 15.29
Water Amount For Sqft (50%)	Sqft Value Days (Sqft x Occupied Days)	Water Price Per Value Day (LUD \$ / Value Days)	Resident's Sqft Value	Resident's Value Days	Water Price Per Value Day	Sqft Water Charge
\$ 2,537.51	6,557,312	\$ 0.000386974	594	19,008	\$ 0.000386974	\$ 7.36
<b>Resident's Total Water Charge</b>						<b>\$ 22.64</b>

Sewer						
Vendor Billing Period	# Of Days	Vendor Sewer Amount	Resident Billing Period	# Of Days	Sewer Allocation Amount	Common Area Deduction (25%)
01/17/2019 - 02/18/2019	32	\$ 9,828.20	01/18/2019 - 02/18/2019	32	\$ 9,828.20	\$ 2,457.05
Sewer Amount For Occp (50%)	Occp Value Days (Ratio x Occupied Days)	Sewer Price Per Value Day (LUD \$ / Value Days)	Resident's Occupancy Ratio	Resident's Value Days	Sewer Price Per Value Day	Occupancy Sewer Charge
\$ 3,685.58	10,624	\$ 0.346910297	2	64	\$ 0.346910297	\$ 22.20
Sewer Amount For Sqft (50%)	Sqft Value Days (Sqft x Occupied Days)	Sewer Price Per Value Day (LUD \$ / Value Days)	Resident's Sqft Value	Resident's Value Days	Sewer Price Per Value Day	Sqft Sewer Charge
\$ 3,685.58	6,557,312	\$ 0.000562056	594	19,008	\$ 0.000562056	\$ 10.69
<b>Resident's Total Sewer Charge</b>						<b>\$ 32.89</b>

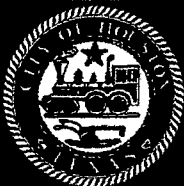
Gas						
Vendor Billing Period	# Of Days	Vendor Gas Amount	Resident Billing Period	# Of Days	Gas Allocation Amount	Common Area Deduction (5%)
01/01/2019 - 01/31/2019	31	\$ 3,555.81	01/18/2019 - 02/18/2019	32	\$ 3,555.81	\$ 177.79
Gas Amount For Allocation (100%)	Value Days (Ratio x Occupied Days)	Gas Price Per Value Day (LUD \$ / Value Days)	Resident's Value	Resident's Value Days	Gas Price Per Value Day	Gas Charge
\$ 3,378.02	8,320	\$ 0.406011959	1	32	\$ 0.406011959	\$ 12.99
<b>Resident's Total Gas Charge</b>						<b>\$ 12.99</b>

Base Water Charge						
Vendor Billing Period	# Of Days	Vendor Base Water Amount	Resident Billing Period	# Of Days	Base Water Allocation	Common Area Deduction (0%)
01/17/2019 - 02/18/2019	32	\$ 44.62	01/18/2019 - 02/18/2019	32	\$ 44.62	\$ -
Base Water Amount For Allocation (100%)	Value Days (Ratio x Occupied Days)	Base Water Price Per Value Day (LUD \$ / Value Days)	Resident's Value	Resident's Value Days	Base Water Price Per Value Day	Base Water Charge
\$ 44.62	8,320	\$ 0.005362981	1	32	\$ 0.005362981	\$ 0.17
<b>Resident's Total Base Water Charge</b>						<b>\$ 0.17</b>

Base Sewer Charge						
Vendor Billing Period	# Of Days	Vendor Base Water Amount	Resident Billing Period	# Of Days	Base Sewer Allocation	Common Area Deduction (0%)
01/17/2019 - 02/18/2019	32	\$ 25.35	01/18/2019 - 02/18/2019	32	\$ 25.35	\$ -
Base Sewer Amount For Allocation (100%)	Value Days (Ratio x Occupied Days)	Base Sewer Price Per Value Day (LUD \$ / Value Days)	Resident's Value	Resident's Value Days	Base Sewer Price Per Value Day	Base Sewer Charge
\$ 25.35	8,320	\$ 0.003046875	1	32	\$ 0.003046875	\$ 0.10
<b>Resident's Total Base Sewer Charge</b>						<b>\$ 0.10</b>

Houston Drainage						
Vendor Billing Period	# Of Days	Vendor Drainage Amount	Resident Billing Period	# Of Days	Drainage Allocation	Common Area Deduction (0%)
01/17/2019 - 02/18/2019	32	\$ 735.41	01/18/2019 - 02/18/2019	32	\$ 735.41	\$ -
Drainage Amount For Allocation (100%)	Value Days (Ratio x Occupied Days)	Drainage Price Per Value Day (LUD \$ / Value Days)	Resident's Value	Resident's Value Days	Drainage Price Per Value Day	Drainage Charge
\$ 735.41	8,320	\$ 0.088390625	1	32	\$ 0.088390625	\$ 2.83
<b>Resident's Total Drainage Charge</b>						<b>\$ 2.83</b>

Resident's Bill		
Service	Calculation Type	Amount
Water	RUBS	\$ 22.64
Base Water	FFF	\$ 0.17
Sewer	RUBS	\$ 32.89
Base Sewer	FFF	\$ 0.10
Houston Drainage	FFF	\$ 2.83
Gas	FFF	\$ 12.99
Trash	Flat Rate	\$ 5.00
Rent Admin Fee	Flat Rate	\$ 3.50
Pest Control	Flat Rate	\$ 2.00
<b>Total</b>		<b>\$ 82.12</b>



# City of Houston

## Utility Bill

[www.houstonwater.org](http://www.houstonwater.org)

Manage your account online at [www.houstonwater.org](http://www.houstonwater.org). Register for eBills, make a payment, and get water saving tips.

Customer Name: BRIDGE NATIONAL PARTNERS II LP  
 Account Number: 4327-1720-1037  
 Service Address: 7250 W GREENS RD  
 Bill Date: 2/20/2019  
 Total Amount Due: \$17,400.28

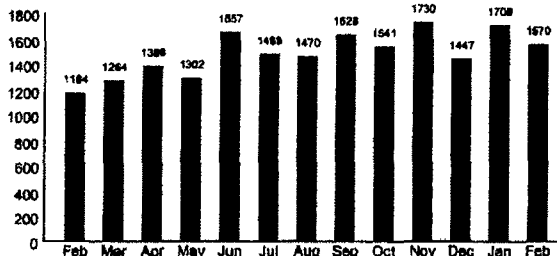
### Billing Period

Previous Read Date 1/17/2019  
 Current Read Date 2/18/2019  
 Previous Meter Reading 46193  
 Current Meter Reading 47763

### Summary of Charges

Previous Balance \$18,869.51  
 Payment - Thank You \$18,869.51  
 Adjustments \$0.00  
 Current Charges \$17,400.28  
**Total Amount Due \$17,400.28**

### Water Meter Consumption (per 1,000 gal.)



To avoid late fees or service interruption, please pay Total Amount Due by 3/13/2019.

- \* If you have a question about your bill or want to make a payment: 713-371-1400
- \* City Leaks and other City Services: 713-837-0311
- \* High Bill Inquiry: 832-394-BILL (832-394-2455)
- \* Thank you for your pledge or contribution to the W.A.T.E.R. fund. Check the "\$1 Gift" box below to include an extra dollar with your payment, or visit [www.houstonwater.org](http://www.houstonwater.org) to make a contribution.

**Account Number: 4327-1720-1037**

Return this portion with payment. Write account number on all checks.  
 Payable to: CITY OF HOUSTON

\$1 Gift to W.A.T.E.R. Fund

TOTAL AMOUNT DUE	\$17,400.28
Amount Paid	
Due Date	3/13/2019
Amount After 3/13/2019	\$19,140.31

HOU022099003958

BRIDGE NATIONAL PARTNERS II LP  
 7250 W GREENS RD  
 HOUSTON TX 77064-1133

CITY OF HOUSTON  
 PO BOX 1560  
 HOUSTON TX 77251-1560

432717201037 0001740028 0001914031



# City of Houston

## Utility Bill

[www.houstonwater.org](http://www.houstonwater.org)

### Detailed Meter Usage

Meter Type	Meter Number	Meter Size (Inches)	Previous Reading	Current Reading	Gallons in Thousands	Read Date
WATER MULTIF	70064223-TR-4.000	4	46193	47763	1570	2/18/2019

Payments Received	Adjustments	Current Charges
2/7/2019 \$18,869.51		Multifamily Base Sewer Charge \$25.35 Multifamily Consumption Sewer Charge \$9,828.20 Multifamily Base Water Charge \$44.62 Multifamily Consumption Water Charge \$6,766.70 Drainage Charge \$735.41

If you feel that you have been incorrectly billed for water or sewer services, you have the right to dispute the charges. You must file within 90 days from the date of the first disputed bill to request an administrative review or hearing. Please visit our website at [www.houstonwater.org](http://www.houstonwater.org) for a complete list of non-disputable items. If you are waiting for a decision on a bill adjustment, you must continue to pay your current bill(s) while awaiting resolution of your adjustment to avoid interruption of your service, additional penalties, and/or late fees. **In the event service is disconnected for non-payment, service may not be reinstated for one to two business days after the account has been paid in full or satisfactory arrangements have been made.**

If your services are in danger of termination because you cannot pay, you may be eligible for assistance from the W.A.T.E.R. Fund. Proof of income is required and assistance is subject to availability of funds.

Your drainage charge is calculated on the impervious surface area of your property less a 1,000 square foot adjustment.





# Public Utility Commission of Texas

## Water Utility Information

Back

New Search

## Water Utility Details for THE LANDINGS AT WILLOWBROOK APARTMENTS

### Site Details

#### Properties

<b>Name</b>	THE LANDINGS AT WILLOWBROOK APARTMENTS
<b>CCN/Regnum</b>	S1676
<b>Utility Type</b>	ALLOCATION
<b>Ownership Type</b>	SUBMETER \ ALLOCATION
<b>Primary County</b>	HARRIS
<b>AIS Number</b>	

#### Official Address

7250 W GREENS RD  
HOUSTON TX 77064 - 1133

#### Responsible Party

**Organization Name**

BRIDGE NATIONAL PARTNERS II LP

**Job Title**

OWNER

**Address**

7250 W GREENS RD

HOUSTON TX 77064 - 1133

**BUSINESS PHONE** 1 (281) 890-7661

**EMAIL ADDRESS** WILLOWBROOKMGR@GREYSTAR.COM

**EMAIL ADDRESS** WILLOWBROOK@GREYSTAR.COM

## Activity

Activity Status	Start Date
ACTIVE	4/1/2012

## Affiliates

Organization Name	Individual Name	Role
BRIDGE NATIONAL PARTNERS II LP		RESPONSIBLE PARTY

## Counties

Name	Primary
HARRIS	<input type="checkbox"/>

### Public Utility Commission of Texas

1701 N. Congress Ave.  
PO Box 13326  
Austin, TX 78711-3326

Tel: 512-936-7000  
Email: [web@puc.texas.gov](mailto:web@puc.texas.gov)

### AGENCY INFO

Site Policies  
Sitemap  
Website Support  
Contact Us

### OTHER GOVERNMENT RESOURCES

Report Fraud, Waste or  
Abuse  
Texas Homeland  
Security  
[Ready.gov](http://Ready.gov)  
[Texas.gov](http://Texas.gov)