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

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**PUBLIC UTILITY COMMISSION**

**OF TEXAS**

### **COMMISSION STAFF'S PROPOSED PROCEDURAL SCHEDULE**

**COMES NOW** the Staff of the Public Utility Commission of Texas (Staff), representing the public interest, and files this Commission Staff's Proposed Procedural Schedule:

#### **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 April 22, 2019, Staff filed a statement of position, recommending that the complaint be dismissed for lack of jurisdiction.

On July 1, 2019, the Administrative Law Judge (ALJ) denied Staff's recommendation that the complaint be dismissed and ordered the parties to file a proposed procedural schedule by July 15, 2019. This pleading is therefore timely filed.

#### **II. PROPOSED PROCEDURAL SCHEDULE**

Prior to incurring legal expense and effort litigating this complaint case, Staff recommends that the ALJ require Complainant, Respondent, and Staff to convene a settlement conference in an effort to resolve these issues before referring this matter to SOAH.

Staff proposes the following procedural schedule for continued processing of this docket:

Deadline for Cassandra Harris and Real Page Utility Management to contact Commission Staff with availability for settlement conference	August 15, 2019
Deadline for parties to convene for a settlement conference	September 13, 2019
Deadline for Commission Staff to file an agreed settlement (or for Ms. Harris to	October 1, 2019

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withdraw her complaint) or for Commission Staff to request referral to SOAH	
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### **III. CONCLUSION**

Staff respectfully requests an order consistent with its recommendation.

Respectfully Submitted,

**PUBLIC UTILITY COMMISSION OF  
TEXAS LEGAL DIVISION**

Margaret Uhlig Pemberton  
Division Director

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Managing Attorney



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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 15th of July, 2019 in accordance with 16 TAC § 22.74.



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Joshua Adam Barron