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PUC Docket #51156

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Response To The PUC Staff Position (Most Recent Filing)

In PUC Staff's most recent filing in response to The Veranda; it has summarized a proposal made by The Veranda, in which, to resolve a year's long overbilling charges made on Shaneka Busby Baker's water and utilities account, for the months of October 2019, November 2019, December 2019, January 2020, February 2020, March 2020, April 2020, May 2020, June 2020 and July 2020.

The **crux** of the proposal made by The Veranda consists of The Veranda posting a **\$73/** monthly **credit**, **adjusting** the water bills **downward**, for **every** month aforementioned.

Upon initial perusal by Ms. Baker; this proposal does have potential.

However, as it *currently* stands- it is lacking 3 *additional* months of adjustment. Ms. Baker would love to believe that this merely an unintentional oversight, and feels that a simple modification to the proposal would demonstrate good faith on the part of The Veranda, to be fair, and upright as to put the matter swiftly and amicably behind both parties. It has already been more than a year since the matter has been unresolved.

Ms. Baker requests that The PUC recommends that The Veranda give consideration towards making modifications to its proposal to include adjustments made downward of \$73 for **each** and **every** month in which the overbilling occurred, which would mean that the proposal include **3 additional months- August 2020, September 2020 and October 2020**. For instance, the water usage charge reflecting on Ms. Baker's **rentcafe.com** login for her rent and utilities account- asserts water charges for **August**

2020 of \$61.07 with a correlating sewer charge of \$60.66 with her bills continuing to be similarly elevated through the month of October 2020.

Notwithstanding; the proposal *should be modified to include* making the monthly credit adjustment *downward* of **\$73 beginning** with *the month of September 2019*, as aforementioned in Ms. Baker's original PUC complaint, **and continuing through October 2020.**

In total- the proposal should include 13 entire months of adjustments downward of \$73/ monthly credit, as overbilling occurred for this length of time- with the water bills proving this as fact.

Ms. Baker further request that the PUC recommends the procurement of a ***final document*** that specifies the months for overbilling; specifies the monetary adjustments for each bill **downward** for months **September 2019 through October 2020**, ***after*** the **\$73** credit has been applied ***prior to*** accepting any proposal and the overall balance + payment history corrected to reflect the credits applied on **each of the following; A)** ConService monthly billing statement; **B)** the in-house rent ledger for The Veranda (its personal ledger system) and subsequently the ***rentcafe.com website portal*** for tenants, which Ms. Baker has access to.

This would ensure that ***accuracy for all months*** affected by overbilling is true and correct, prior to The Veranda and Ms. Baker accepting any subsequent proposal and entering an agreement for a payment plan.

Last but not least; Ms. Baker has discovered that her **December 2020 rent payment** was *misapplied* per the entry on her account via the rentcafe.com rental portal. Her bank statement for December 2020 reflects a rent payment total of **\$387.00**, withdrawn. However, on the rentcafe.com rental portal for tenants reflects on Ms. Baker's account ***currently*** reflects the amount of \$106.80 applied towards her **rent in December**, which is incorrect. Ms. Baker requests that the PUC makes recommendations that The Veranda makes expeditious and accurate corrections on her rental account and this amount is *promptly corrected-- applying the shortage of*

\$280.20 to her December 2020 payment, *in addition* to, the proposed adjustments of \$73 credited downward for each month of overbilling on her account. Ms. Baker requests that the PUC recommends that this final document- subsequent agreement (should it procure) becomes a permanent record with the PUC *and that her rental and payment records and history with The Veranda be restored to good standing.*

Respectfully submitted,
Shaneka Busby Baker