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COMPLAINT OF SHANEKA L. BUSBY § PUBLIC UTILITY COMMISSION
BAKER AGAINST THE VERANDA §
APARTMENTS AND DENTON PUBLIC § OF TEXAS
FACILITY CORPORATION

**COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO
THE VERANDA APARTMENTS
QUESTION NOS. STAFF 1-1 THROUGH STAFF 1-16**

Pursuant to 16 Texas Administrative Code (TAC) § 22.144 of the Commission's Procedural Rules, the Staff of the Public Utility Commission of Texas (Staff) requests that The Veranda Apartments (The Veranda) by and through its attorney 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 responses to the Requests for Information by filing with the Commission solely through the Interchange on the Commission's website and provide notice, by email, to all other parties that the pleading or document has been filed with the Commission, unless otherwise ordered by the presiding officer pursuant to the Order Suspending Rules in Docket No. 50664.

Dated: December 1, 2020

Respectfully submitted,

**PUBLIC UTILITY COMMISSION OF TEXAS
LEGAL DIVISION**

Rachelle Nicolette Robles
Division Director

Heath Armstrong
Managing Attorney

/s/ Justin C. Adkins
Justin C. Adkins
State Bar No. 24101070
1701 N. Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326
(512) 936-7289
(512) 936-7268 (facsimile)
Justin.Adkins@puc.texas.gov

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CERTIFICATE OF SERVICE**

I certify that, unless otherwise ordered by the presiding officer, notice of the filing of this document was provided to all parties of record via electronic mail on December 1, 2020, in accordance with the Order Suspending Rules, issued in Project No. 50664.

/s/ Justin C. Adkins
Justin C. Adkins

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DEFINITIONS

- 1) "The Veranda," "Company," or "you" refers to The Veranda Apartments and any person acting or purporting to act on their behalf, including without limitation, attorneys, agents, advisors, investigators, representatives, employees or other persons.
- 2) "The property" refers to the multi-unit dwelling located at 2420 E McKinney Street, Denton, TX 76209.
- 3) "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 Company'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 FIRST REQUEST FOR INFORMATION TO
THE VERANDA APARTMENTS
QUESTION NOS. STAFF 1-1 THROUGH STAFF 1-16**

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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**COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO
THE VERANDA APARTMENTS
QUESTION NOS. STAFF 1-1 THROUGH STAFF 1-16**

- Staff 1-1 Please provide a copy of all leases, including any addendums, signed by Shaneka Busby Baker.
- Staff 1-2 Please provide a copy of all water and wastewater bills issued to Shaneka Busby Baker for the entirety of her tenancy at The Veranda. Please provide copies of the actual bills rather than a billing ledger for Ms. Baker.
- Staff 1-3 Please provide all supporting calculations for all bills submitted in response to Staff 1-2.
- Staff 1-4 Please admit or deny that tenants of the property pay rent at intervals of one month or more.
- Staff 1-5 Please provide a copy of all water and wastewater bills issued by the property's water and wastewater provider for service to the property that correspond to the billing periods for the bills provided in response to Staff 1-2.
- Staff 1-6 Please admit or deny that the water and wastewater bills for the property are allocated to tenants. If you deny, please explain how water and wastewater bills for each dwelling unit are calculated.
- Staff 1-7 If the answer to Staff 1-6 is admit, please reference 16 Texas Administrative Code § 24.287(e)(2)(A), the Commission's rule on charges and calculations for allocated utility service, and identify which allocation methodology is used.
- Staff 1-8 If the answer to Staff 1-6 is admit, please identify each common area, including but not limited to, pools or laundry rooms, and confirm whether each common area is separately metered or submetered for water and wastewater service.
- Staff 1-9 If all common areas listed in response to Staff 1-8 are separately metered or submetered, please provide the common area usage deducted from each of the property's water and wastewater bills submitted in response to Staff 1-5 and identify which bill it was deducted from.
- Staff 1-10 If the answer to Staff 1-6 is admit, please confirm: (1) whether the property has a landscape irrigation system (*e.g.* sprinkler system); and (2) whether the landscape irrigation system is separately metered or submetered for water and wastewater service.

- Staff 1-11 If, in response to Staff 1-13, the property has a landscape irrigation system which is separately metered or submetered, please provide the landscape irrigation system usage deducted from each of the property's water and wastewater bills submitted in response to Staff 1-5, and identify which bill(s) it was deducted from.
- Staff 1-12 Please provide in detail the reason Shaneka Busby Baker's water meter was exchanged for another meter on March 12, 2020.
- Staff 1-13 Please confirm whether or not the removed meter was tested. If so, provide the date of all tests from one year prior to its initial installation at Shaneka Busby Baker's unit to the present; and please provide a copy of the test results from all such tests.
- Staff 1-14 Please confirm if the replacement meter was tested before it was installed at Shaneka Busby Baker's unit. If so, provide the dates of all tests which occurred within the last year before it was installed and a copy of all test results from any such tests.
- Staff 1-15 Please provide all meter readings and usage history related to Shaneka Busby Baker's water and sewer usage, on a monthly basis, for the entirety of Ms. Baker's tenancy at The Veranda.
- Staff 1-16 Please explain if any estimated readings were used to bill Shaneka Busby Baker for water and sewer service at any time during her tenancy at The Veranda. If so, please provide the month and year of all estimates and the amount of such estimates.