



Control Number: 51156



Item Number: 8

Addendum StartPage: 0

PUC DOCKET NO. 51156

2020 DEC 18 PM 12:32

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

PUBLIC UTILITY COMMISSION
OF TEXAS

VERANDA APARTMENTS SUPPLEMENTAL RESPONSE TO ORDER NO. 2

TO THE HONORABLE ADMINISTRATIVE LAW JUDGE:

Denton Apartments Ltd. c/o Denton Public Facility Corporation for the Veranda Apartments (Veranda) provides this Supplemental Response to Order No. 2.

Veranda has investigated the substance of the complaint in this docket and reviewed its records regarding previous concerns raised by complainant Ms. Busby Baker regarding the water use at her unit (No. 01211) of the Veranda Apartments. Veranda's records indicate that the meter for the unit was checked twice and as service unit was sent once to determine if there were any problems with the meter, leaks, or other issues regarding the measurement of water consumption at the residence. No issues with the meter were identified and no leaks were located.

Veranda's review of the usage of water at Unit No. 01211 does indicate a heightened usage of gallons and corresponding higher water bills for a period of time beginning in late 2019 and continuing into mid 2020 as shown below:

Month	Combined Water/Sewer Use (gallons)	Combined Water/Sewer Billing
October 2019		\$94.14
November 2019	13,480	\$125.66
December 2019	11,230	\$107.72
January 2020	11,820	\$99.48
February 2020	9,610	\$101.36
March 2020	10,280	\$94.86
April 2020	12,280	\$101.56
May 2020	13,610	\$119.05
June 2020	10,780	\$115.12

July 2020	7,430	\$55.54
August 2020	1,190	\$16.20
September 2020	2,410	\$17.45
October 2020	1,590	
November 2020	1,100	

Although Veranda believes that the metering of the water usage at the unit is accurate and that the corresponding billing is correct, Veranda is willing to work with Ms. Busby Baker to resolve this issue. The average billing for water and sewer use at the unit prior to October 2019 was approximately \$20.48 per month. By applying this average billing to the months of October 2019 through July 2020 the bill would be adjusted downward by approximately \$73 per month. Veranda is further willing to enter into a payment plan to resolve the amount owed for the adjusted billing.

Because the water use and billing at the unit has returned to average levels beginning in August 2020 it does not seem that any additional correctional action is needed at this time.

Veranda will work expeditiously to resolve this matter and provide Commission Staff any information that it needs to make its recommendation in this matter.

Respectfully submitted,

FOLEY & LARDNER LLP

/s/ Andres Medrano

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing instrument will be served on all parties of record in this proceeding in compliance with PUC rules and orders on December 18, 2020.

/s/ Andres Medrano
Andres Medrano