



Control Number: 51613



Item Number: 305

Addendum StartPage: 0



## Registration of Submetered OR Allocated Utility Service

**NOTE:** Please **DO NOT** include any person or protected information on this form (ex: tax identification #'s, social security #'s, etc.)

Date: \_\_\_\_\_  
 By: \_\_\_\_\_  
 Docket No. 51613  
 (this number to be assigned by the PUC after your form is filed)

**PROPERTY OWNER:** Do **not** enter the name of the owner's contract manager, management company, or billing company.

**Name** ac denton LLC

**Mailing Address:** 201 Inman St. **City** DENTON **State** TX **Zip** 76205

**Telephone# (AC)** (940) 310-3273 **Fax # (if applicable)** \_\_\_\_\_

**E-mail** swirta@forumdenton.com / nhooser@campusadv.com

### NAME, ADDRESS, AND TYPE OF PROPERTY WHERE UTILITY SERVICE IS PROVIDED

**Name** ac denton LLC

**Mailing Address:** 201 Inman St. **City** DENTON **State** TX **Zip** 76205

**Telephone# (AC)** (940) 310-3273 **Fax # (if applicable)** \_\_\_\_\_

**E-mail** swirta@forumdenton.com / nhooser@campusadv.com

Apartment Complex     Condominium     Manufactured Home Rental Community     Multiple-Use Facility

If applicable, describe the "multiple-use facility" here: \_\_\_\_\_

### INFORMATION ON UTILITY SERVICE

Tenants are billed for  Water  Wastewater  Submetered **OR**  Allocated ★★★

Name of utility providing water/wastewater Denton Municipal Utilities - City of Denton

Date submetered or allocated billing begins (or began) allocated: 8/2022 Required submetered: always

### METHOD USED TO OFFSET CHARGES FOR COMMON AREAS Check one line only.

Not applicable, because  Bills are based on the tenant's actual submetered consumption

There are **neither** common areas **nor** an installed irrigation system

**All common areas and the irrigation system(s) are metered or submetered:**

We deduct the actual utility charges for water and wastewater to these areas then allocate the remaining charges among our tenants.

**This property has an installed irrigation system that is not separately metered or submetered:**

We deduct  percent (**we deduct at least 25 percent**) of the utility's total charges for water and wastewater consumption, then allocate the remaining charges among our tenants.

**This property has an installed irrigation system(s) that is/are separately metered or submetered:**

We deduct the actual utility charges associated with the irrigation system(s), then deduct at least 5 percent of the utility's total charges for water and wastewater consumption, then allocate the remaining charges among our tenants.

**This property does not have an installed irrigation system:**

We deduct at least 5 percent of the retail public utility's total charges for water and wastewater consumption, and then allocate the remaining charges among our tenants.

### ★★★IF UTILITY SERVICES ARE ALLOCATED, YOU MUST ALSO COMPLETE PAGE TWO OF THIS FORM ★★★

Send this form by mail with a total of (3) copies to:

Filing Clerk, Public Utility Commission of Texas

1701 North Congress Avenue

P.O. Box 13326

Austin, Texas 78711-3326

305

# METHOD USED TO ALLOCATE UTILITY CHARGES

Check the box or boxes that describe the allocation method used to bill tenants.

<input checked="" type="checkbox"/>	<b>Occupancy method:</b> The number of occupants in the tenant's dwelling unit is divided by the total number of occupants in all dwelling units at the beginning of the month for which bills are being rendered.
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<b>Ratio occupancy method:</b>		<b>Number of Occupants for Billing Purposes</b>
The number of occupants in the tenant's dwelling unit is adjusted as shown in the table to the right. This adjusted value is divided by the total of these values for all dwelling units occupied at the beginning of the retail public utility's billing period.	<b>Number of Occupants</b>	
	1	1.0
	2	1.6
	3	2.2
	>3	2.2 + 0.4 for each additional occupant

<b>Estimated occupancy method:</b>		<b>Number of Occupants for Billing Purposes</b>
The estimated occupancy for each unit is based on the number of bedrooms as shown in the table to the right. The estimated occupancy in the tenant's dwelling unit is divided by the total estimated occupancy in all dwelling units regardless of the actual number of occupants or occupied units.	<b>Number of Bedrooms</b>	
	0 (Efficiency)	1
	1	1.6
	2	2.8
	3	4.0
>3	4.0 + 1.2 for each additional bedroom	

<input type="checkbox"/> <b>Occupancy and size of rental unit</b>		percent (in which no more than 50%) of the utility bill for water/wastewater consumption is allocated using the occupancy method checked above. The remainder is allocated according to either:
<ul style="list-style-type: none"> <li>• the size of the tenant's dwelling unit divided by the total size of all dwelling units, <b>OR</b></li> <li>• the size of the space rented by the tenant of a manufactured home divided by the size of all rental spaces.</li> </ul>		

<input type="checkbox"/>	<b>Submetered hot water:</b>
The individually submetered hot water used in the tenant's dwelling unit is divided by all submetered hot water used in all dwelling units.	

<input type="checkbox"/>	<b>Submetered cold water is used to allocate charges for hot water provided through a central system:</b>
The individually submetered cold water used in the tenant's dwelling unit is divided by all submetered cold water used in all dwelling units.	

<input type="checkbox"/>	<b>As outlined in the condominium contract.</b> Describe:

<input type="checkbox"/>	<b>Size of manufactured home rental space:</b>
The size of the area rented by the tenant divided by the total area of all the size of rental spaces.	

<input type="checkbox"/>	<b>Size of the rented space in a multi-use facility:</b>
The square footage of the space rented by the tenant divided by the total square footage of all rental spaces.	



Forum at Denton Station

201 Inman Street

Denton, Texas 76205

May 5<sup>th</sup>, 2021

Mr. Cliff Crouch

Manager- Licensing and Compliance Customer Protection

1701 N Congress PO Box 13326

Austin, Texas 78711-3326

Dear Mr. Crouch,

We are writing you to petition the removal of submeters at our property, The Forum at Denton Station. We have experienced abnormal and excess repair bills from the submeters on our site. These repairs are ongoing and are presenting a financial hardship on the property. Just this past year we have incurred \$23,721.98 worth of repairs bills with more expected this year.

In the past year we have had to replace multiple R324A / Inovonics EN1501 PMT (brown), Standard Pulse, M127-E / Master Meter FAM -- 5/8" x 3/4" x 7.5" PolyCold Water 1:10 (c708) (Most-ordered FAM meter. FAM10 GP (Plastic) 5/8" x 3/4"), Repeater EN5040-T Echostream w/ backup, 5/8 x 3/4 Next century 1/10 Poly USG Cold water, and Transmitter En1501 Echo Stream PMT w/3. We request your approval to remove the submeter system, which is a high financial burden and switch to a single building meter and complete a allocation to bill our residents back for consumption.

Thank you for attention on this matter,

Nick Hooser  
Senior Regional Manager

A handwritten signature in black ink, appearing to read "Nick Hooser", written over a horizontal line.

Property Code

# CONSERVIVE™

The Utility Experts

ID #

Contact:

Date

PO Box 4647  
Logan, UT 84323  
Phone 855-737-7710 Fax 435-755-3759

## PROPOSAL FOR SERVICE

We are pleased to provide you with this Proposal For Service.  
We are committed to providing the very best quality and timely service

### Community Information

Property Name	<input type="text" value="The Forum at Denton Station"/>	Property	<input type="text" value="Jayme Kennedy"/>	<input type="text" value="Shana Lunsford"/>
Address	<input type="text" value="201 Inman St"/>	Phone #	<input type="text" value="940-566-2146"/>	<input type="text" value="Account Manager"/>
City	<input type="text" value="Denton"/>	Email	<input type="text" value="jkennedy@forumdenton.com"/>	<input type="text" value="Shalessa Stembndge"/>
State	<input type="text" value="TX"/>	Regional	<input type="text" value="Nick Hooser"/>	<input type="text" value="Billing Manager"/>
Zip Code	<input type="text" value="76205"/>	Email	<input type="text" value="nhooser@campusadv.com"/>	<input type="text" value="Jessica Owens"/>
		Portfolio	<input type="text" value="Campus Advantage"/>	<input type="text" value="Client Manager"/>

### System Information

Meter Type	<input type="text" value="MM FAM (1/10)"/> <input "="" (horizontal="" 1="" 10="" 3="" 4="" cold="" install)="" m201c"="" nextcentury="" or="" poly="" type="text" usg="" value="180402 5/8" vertical="" x=""/>	Repeaters	<input type="text" value="9"/>
Replacement	<input type="text" value="TBD"/>	Repeater Issues	<input type="text" value="1"/>
Meter Location	<input type="text" value="Water"/>	Total UNITS	<input type="text" value="1044"/>
Utility	<input type="text" value="Tapwatch 3"/>	SUBMETERS	<input type="text" value="331"/>
System Type	<input type="text" value="Echostream E1501"/>	ISSUES	<input type="text" value="62"/>
Communications	<input type="text" value="RDL#6001"/>	Operating Level	<input type="text" value="81%"/>
Modern/ID/Code	<input type="text" value="N/A"/>		
Frequency	<input type="text" value="TBD"/>		
Collector Location	<input type="text" value="TBD"/>		

Unit #'s and details of work are listed on Page Two Tab at the bottom of this work sheet/screen

### Parts Pricing as Required for Service

Item Type	Part number	Item Description	Qty	Each	Total
<input type="text" value="Electronics"/>	<input type="text" value="120306"/>	<input type="text" value="120306 -- Repeater EN5040-T Echostream w/back-up b"/>	<input type="text" value="1"/>	<input type="text" value="\$275 00"/>	<input type="text" value="\$275 00"/>
<input type="text" value="Water Meter"/>	<input type="text" value="180402"/>	<input "="" 1="" 10="" 3="" 4="" cold"="" nextcentury="" poly="" type="text" usg="" value="180402 -- 5/8" x=""/>	<input type="text" value="52"/>	<input type="text" value="\$42 00"/>	<input type="text" value="\$2,184 00"/>
<input type="text" value="Electronics"/>	<input type="text" value="120310"/>	<input type="text" value="120310 -- Transmitter EN1501 EchoStream PMT w/3 Vc"/>	<input type="text" value="10"/>	<input type="text" value="\$62 00"/>	<input type="text" value="\$620.00"/>

### Install / Repair Estimate

LABOR	<input type="text" value="31"/>	<input type="text" value="\$3,375 00"/>	LABOR/TRAVEL	
		<input type="text" value="\$3,079 00"/>	PARTS/MATERIALS LISTED ABOVE	
		<input type="text" value="\$6,954.00"/>	TOTAL	

**PLEASE SEE COMMENTS SECTION ON PAGE 2.**

Prices for parts, materials and labor are subject to change based on service needs, actual costs and/or warranty agreement. Sales tax will be included on the final invoice if applicable.

The property may be charged a \$45/hr service fee for over-the-phone technical assistance exceeding 30min

We will continue to prepare estimated bills for these units. Please be advised that by not authorizing this service you may affect our ability to continue to bill these apartment homes and you may be in noncompliance with certain rules governing submetering in your state.

The Property will be responsible for any damage done to the equipment due to damage resulting from a preexisting condition in existing equipment. Prior to work being done, we request contact information for someone from your Property team and your preferred plumber. While we don't typically see leaks or damage, some older plumbing systems experience stress with any work being done and cracks, break, and other damage can occur when the water is restored after completing a project. If we notice a preexisting condition upon arrival, we will attempt to contact the provided Property contact. If you do not provide us with a contact or we are unable to reach the contact provided, we will perform the work when we arrive. In the event there is damage to the pipes due to age or a preexisting condition, we will reach out to your preferred plumber to request the work be done. Cost of the repair shall be the responsibility of the Property. If the damage was caused directly by the negligence or willful wrongful act of Conservice or its technicians and not due to a preexisting condition, Conservice shall take responsibility for payment of the repairs.

By signing below you are accepting the proposal as set forth above and agree to pay the prices described herein, as well as any applicable sales tax. You acknowledge that you are authorized to sign this proposal on behalf of your company.

Please email Conservice at [meters@conservice.com](mailto:meters@conservice.com), or FAX back to Fax 435-755-3759. Once received, we will contact you to schedule a service date. If we do not receive this approved PFR within 30 days, we will assume you do not want this service.

### Accepted and Approved By:

\_\_\_\_\_  
Signature Date Print Name and Title

**Cancellation Policy:** Once work is approved and materials shipped, a technician will be scheduled. Once scheduling is confirmed by the property, Conservice must be notified at least two business days prior to service date via email at [meters@conservice.com](mailto:meters@conservice.com) if the visit needs to be rescheduled. If written cancellation is not received at least two business days in advance, the technician is refused onsite or if tenants are not noticed, the property will be charged a minimum of \$250 for related expenses.

**IMPORTANT. THIS FORM MUST BE RETURNED TO US WITHIN 30 DAYS IN ORDER FOR SERVICE TO BE PERFORMED**



PO Box 4647  
 Logan UT 84323  
 Phone 855-737-7710 Fax 435-755-3759

ID #12074

The Forum at Denton Station  
 #79

Contact

Jessica Gubler  
 (435) 750-2090  
 jgubler@conservice.com

12/3/2019

**Please Note:**

Please inform all tenants in a unit of the visit

**Submetering System Status**

Address	Unit	Utility	Read Date	Last Read	Usage	Issue	Issue Note	Replaced	Tech Notes
B6 10103 Utility Room	Repeater		10/26/2018			Not Checking In	Troubleshoot and replace if necessary		
201 Inman St # 1101	01101A	water	12/1/2019	747860	5650	Assess Per Property			
201 Inman St # 1104	01104A	water	12/1/2019	741270	6580	Assess Per Property			
201 Inman St # 1107	01107A	water	12/1/2019	1310950	180	Assess Per Property			
201 Inman St # 2107	02107A	water	12/1/2019	891900	7180	Assess Per Property			
201 Inman St # 2201	02201A	water	12/1/2019	71378	54030	High Consumption			
201 Inman St # 2206	02206A	water	12/1/2019	14714	0	Zero Consumption			
201 Inman St # 2308	02308A	water	12/1/2019	687380	4790	Assess Per Property			
201 Inman St # 3201	03201A	water	12/1/2019	1044110	18850	Assess Per Property			
201 Inman St # 3203	03203A	water	12/1/2019	1189920	5330	Assess Per Property			
201 Inman St # 3205	03205A	water	12/1/2019	76062	60550	High Consumption			
201 Inman St # 3302	03302A	water	12/1/2019	967340	8430	Assess Per Property			
201 Inman St # 3303	03303A	water	12/1/2019	42799	28290	High Consumption			
201 Inman St # 3304	03304A	water	12/1/2019	911450	4330	Assess Per Property			
201 Inman St # 3308	03308A	water	12/1/2019	2096280	4030	Assess Per Property			
201 Inman St # 4103	04103A	water	10/23/2019	3609	0	Not Checking In			
201 Inman St # 4306	04306A	water	12/1/2019	27064	96740	High Consumption			
201 Inman St # 5202	05202A	water	11/27/2019	3382	66960	Not Checking In			
201 Inman St # 5301	05301A	water	12/1/2019	1019140	8730	Assess Per Property			
201 Inman St # 5303	05303A	water	12/1/2019	671120	4070	Assess Per Property			
201 Inman St # 5305	05305A	water	12/1/2019	612170	3800	Assess Per Property			
201 Inman St # 5306	05306A	water	12/1/2019	110303	141900	High Consumption			
201 Inman St # 6101	06101A	water	12/1/2019	3792200	9420	Assess Per Property			
201 Inman St # 6102	06102A	water	12/1/2019	687870	5360	Assess Per Property			
201 Inman St # 6207	06207A	water			0	No Reads Received			
201 Inman St # 6302	06302A	water	12/1/2019	708540	1790	Assess Per Property			
201 Inman St # 6307	06307A	water	12/1/2019	1016010	4130	Assess Per Property			
201 Inman St # 7201	07201A	water	12/1/2019	668970	7660	Assess Per Property			
201 Inman St # 7203	07203A	water	10/16/2018	0	0	Not Checking In			
201 Inman St # 7205	07205A	water	12/1/2019	527710	3810	Assess Per Property			
201 Inman St # 7301	07301A	water	12/1/2019	35484	43030	High Consumption			
201 Inman St # 7308	07308A	water	12/1/2019	841890	5240	Assess Per Property			
201 Inman St # 8107	08107A	water	12/1/2019	110207	124490	High Consumption			
201 Inman St # 8201	08201A	water	12/1/2019	96806	41970	High Consumption			
201 Inman St # 8301	08301A	water	12/1/2019	781620	4690	Assess Per Property			
201 Inman St # 8304	08304A	water	12/1/2019	520310	3620	Assess Per Property			
201 Inman St # 9202	09202A	water	12/1/2019	50208	41730	High Consumption			
201 Inman St # 10101	10101A	water	11/29/2019	57551	5960	Not Checking In			
201 Inman St # 10103	10103A	water	10/28/2019	8794	0	Not Checking In			
201 Inman St # 10104	10104A	water	11/30/2019	22572	3890	Not Checking In			
201 Inman St # 10105	10105A	water	11/26/2019	51180	3630	Not Checking In			
201 Inman St # 10106	10106A	water	12/1/2019	2273820	4720	Assess Per Property			
201 Inman St # 10205	10205A	water	11/30/2019	51388	2820	Not Checking In			
201 Inman St # 10207	10207A	water	12/1/2019	752400	3650	Assess Per Property			
201 Inman St # 10307	10307A	water	12/1/2019	74725	0	Zero Consumption			
201 Inman St # 10308	10308A	water	12/1/2019	69026	0	Zero Consumption			
201 Inman St # 11104	11104A	water	12/1/2019	957260	6670	Assess Per Property			
201 Inman St # 11204	11204A	water	12/1/2019	429060	4480	Assess Per Property			
201 Inman St # 11208	11208A	water	12/1/2019	1373920	12650	Assess Per Property			
201 Inman St # 11307	11307A	water	12/1/2019	97943	56740	High Consumption			
201 Inman St # 11308	11308A	water	11/2/2018	77847	0	Not Checking In			
201 Inman St # 12107	12107A	water	12/1/2019	572710	3440	Assess Per Property			
201 Inman St # 12201	12201A	water	12/1/2019	103266	30120	High Consumption			
201 Inman St # 12208	12208A	water	12/1/2019	943070	5140	Assess Per Property			
201 Inman St # 13104	13104A	water	12/1/2019	667050	4890	Assess Per Property			
201 Inman St # 13204	13204A	water	12/1/2019	596000	2910	Assess Per Property			
201 Inman St # 13206	13206A	water	12/1/2019	44460	25880	High Consumption			
201 Inman St # 13207	13207A	water	12/1/2019	111740	50400	High Consumption			
201 Inman St # 13208	13208A	water	12/1/2019	46337	49380	High Consumption			
201 Inman St # 14107	14107A	water	12/1/2019	737460	6230	Assess Per Property			
201 Inman St # 14201	14201A	water	12/1/2019	71990	70	Low Consumption			
201 Inman St # 14207	14207A	water	12/1/2019	825890	9770	Assess Per Property			
201 Inman St # 14307	14307A	water	12/1/2019	647420	11180	Assess Per Property			

Property Code:

# CONSERVIVE®

The Utility Experts™

ID #

Contact:

Date

PO Box 4647  
Logan, UT 84323  
Phone 855-737-7710 Fax 435-755-3759

## PROPOSAL FOR SERVICE

We are pleased to provide you with this Proposal For Service.  
We are committed to providing the very best quality and timely service

### Community Information

Property Name   
Address   
City   
State   
Zip Code   
Portfolio

### System Information

Meter Location   
Utility   
System Type   
Collector Location   
Repeaters   
Repeater Issues   
Total UNITS   
SUBMETERS   
ISSUES   
Operating Level

### Parts Pricing as Required for Service

Item Type	Part number	Item Description	Qty	Each	Total
Electronics	120310	120310 -- Transmitter EN1501 EchoStream PMT w/3 Vol	52	\$62.00	\$3,224.00
Water Meter	180402	180402 -- 5/8" x 3/4" NextCentury 1/10 Poly USG Cold (H	52	\$42.00	\$2,184.00

### Install / Repair Estimate

LABOR   
 LABOR/TRAVEL  
 PARTS/MATERIALS LISTED ABOVE  
 TOTAL

Prices for parts, materials and labor are subject to change based on service needs, actual costs and/or warranty agreement. Sales tax will be included on the final invoice if applicable.

The property may be charged a \$45/hr service fee for over-the-phone technical assistance exceeding 30min.

We will continue to prepare estimated bills for these units. Please be advised that by not authorizing this service you may affect our ability to continue to bill these apartment homes and you may be in noncompliance with certain rules governing submetering in your state.

The Property will be responsible for any damage done to the equipment due to damage resulting from a preexisting condition in existing equipment. Prior to work being done, we request contact information for someone from your Property team and your preferred plumber. While we don't typically see leaks or damage, some older plumbing systems experience stress with any work being done and cracks, break, and other damage can occur when the water is restored after completing a project. If we notice a preexisting condition upon arrival, we will attempt to contact the provided Property contact. If you do not provide us with a contact or we are unable to reach the contact provided, we will perform the work when we arrive. In the event there is damage to the pipes due to age or a preexisting condition, we will reach out to your preferred plumber to request the work be done. Cost of the repair shall be the responsibility of the Property. If the damage was caused directly by the negligence or willful wrongful act of Conserve or its technicians and not due to a preexisting condition, Conserve shall take responsibility for payment of the repairs.

By signing below you are accepting the proposal as set forth above and agree to pay the prices described herein, as well as any applicable sales tax. You acknowledge that you are authorized to sign this proposal on behalf of your company.

Please email Conserve at [meters@conservice.com](mailto:meters@conservice.com), or FAX back to Fax 435-755-3759. Once received, we will contact you to schedule a service date. If we do not receive this approved PFR within 30 days, we will assume you do not want this service.

### Accepted and Approved By

\_\_\_\_\_  
Signature Date Print Name and Title

**Cancellation Policy** Once work is approved and materials shipped, a technician will be scheduled. Once scheduling is confirmed by the property, Conserve must be notified at least two business days prior to service date via email at [meters@conservice.com](mailto:meters@conservice.com) if the visit needs to be rescheduled. If written cancellation is not received at least two business days in advance, the technician is refused onsite or if tenants are not notified, the property will be charged a minimum of \$250 for related expenses.

**IMPORTANT THIS FORM MUST BE RETURNED TO US WITHIN 30 DAYS IN ORDER FOR SERVICE TO BE PERFORMED**

# RealPage Submeter Maintenance Proposal

Tuesday, August 4, 2020

Page 1 of 4

## PROPERTY INFORMATION

**Property** Simple Bills -- Forum at Denton Station

**Units** 349

**Portfolio**

**MAP** No

**Address** 201 Inman Street, Denton, TX 76205

To authorize, please sign this RealPage Submeter Maintenance Proposal and send it via email to Submeter@RealPage.com OR fax it to (949) 250-6397. Terms and Conditions are included on the last page.

RealPage Submeter completed a quality check on your submetering system and identified some issues that need inspection and/or repair. These units may receive estimated, rather than actual, usage bills until the issues are resolved.

*Please refer to the following pages for a detailed list of issues, service addresses and customer names.*

## PROPOSAL SUMMARY

Subtotal	\$5,383.76
Shipping	\$33.62
Estimated Tax	\$442.60
Estimated Total	\$5,859.98

Work Start Date: To Be Determined

Work Stop Date: To Be Determined

*Proposal for 30 transmitter inactive issues and 23 meter non incrementing issues.*

Proposal Date
8/4/2020

RealPage Submeter Owner
Austin Piercefield

Approval

Phone: (800) 254-9710

Fax: (949) 250-6397

Email: Submeter@RealPage.com



# RealPage Submeter Maintenance Proposal

Tuesday, August 4, 2020

Page 2 of 4

Service Address	Resident	Service	Issue Type	Manufacturer
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Parts Specified for This Work Order

30 R324A / Inovonics EN1501 PMT (brown), Standard Pulse

Service Address	Resident	Service	Issue Type	Manufacturer
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Parts Specified for This Work Order

23 M127-E / Master Meter FAM -- 5/8" x 3/4" x 7.5" Poly  
Cold Water 1:10 (c708) (Most-ordered FAM meter. FAM  
10 GP (Plastic) 5/8" x 3/4")

Invoicing will be on a parts & labor basis according to the fee schedule in this 'Not to Exceed' proposal. RealPage Submeter warrants repairs for one (1) year. This includes any labor performed & all equipment that is repaired/replaced at time of service.

The Do Not Exceed proposal is based on properties in normal condition. Circumstances that would require significant extra labor -- such as corroded piping, brittle piping, buried meters, equipment in tight crawl spaces, equipment behind dry wall, etc... -- can result in a need to re-price the service. RealPage Submeter commits to communicate any non-normal conditions as soon as possible after identification.

RealPage Submeter will contact you to schedule a date and time for a Field Technician to repair these issues. Prior to the visit, RealPage Submeter will provide you with a list of units to be serviced. The property will be responsible for notifying residents/tenants and having keys ready. A Post-Visit Report documenting the repairs will be sent after completion of the service. If access is not granted to any designated units during the scheduled visit, a return visit may be required and will be subject to the Surcharge/Travel Fee of \$450 for all visits.