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SOAH DOCKET NO. 473-22-2652
PUC DOCKET NO. 51619

COMPLAINT OF JEFF CONNORS AGAINST THE GALLERY, ROSCOE PROPERTY MANAGEMENT AND CONSERVICE	§ § § § § § §	**BEFORE THE STATE OFFICE** **OF** **ADMINISTRATIVE HEARINGS**

<u>RESPONSE OF CONSERVICE, LLC TO DISCOVERY REQUESTS FROM JEFF CONNORS</u>

Pursuant to the rules of procedure of the State Office of Administrative Hearings ("SOAH Rules"), specifically 1 TEX. ADMIN. CODE § 155.31(g) and Texas Rule of Civil Procedure 194.2, Conservice hereby submits its response to Complainant, Jeff Connor's, Request for Discovery.

Complainant's requests for disclosure:

<u>A.1:</u>

Did Conservice check if the monthly amounts they collectively billed Gallery II residents for water usage on the bills they sent us equaled the monthly amounts for Water found under the Billable Expense column in their response to my second RFI1 ?

<u>RESPONSE TO REQUEST A.1:</u>

Conservice objects to the request to the extent it is vague and ambiguous.. Subject to and without waiver of the foregoing objection, Conservice responds as follow:

No.

A.2:

Did Conservice check if the monthly amounts they collectively billed Gallery II residents for wastewater (sewer) usage on the bills they sent us equaled the monthly amounts for Sewer found under the Billable Expense column in their response to my second RFI ?

RESPONSE TO REQUEST A.2:

Conservice objects to the request to the extent it is vague and ambiguous. Subject to and without waiver of the foregoing objection, Conservice answers as follows:

No.

A.3:

Did Conservice input the numbers used for total number of occupants at The Gallery II into the allocation equations that Conservice used to calculate Gallery II residents' monthly water bills?

RESPONSE TO REQUEST A.3:

Yes.

A.4:

Did Conservice input the numbers used for total square footage of all occupied units at The Gallery II into the allocation equations that Conservice used to calculate Gallery II residents' monthly water bills?

RESPONSE TO REQUEST A.4

No. Conservice imputed total square footage for all units.

A.5:

Did Roscoe Property Management input the numbers used for total number of occupants at The Gallery II into the allocation equations that Conservice used to calculate Gallery II residents' monthly water bills?

RESPONSE TO REQUEST A.5:

No. However, they did provide the total number of occupants that was used.

A.6:

Did Roscoe Property Management input the numbers used for total square footage of all occupied units at The Gallery II into the allocation equations that Conservice used to calculate Gallery II residents' monthly water bills?

RESPONSE TO REQUEST A.6:

No. However they did provide the total square-footage of the units that was used.

A.7:

Did Roscoe Property Management have the opportunity to change the water billing dates of the water charges on Gallery II residents' monthly rental bills "after the bills were calculated, but before they were sent?

RESPONSE TO REQUEST A.7:

Yes.

B.1:

Copies of any contracts that Conservice had with Roscoe Property Management to do the monthly water bill calculations for Gallery II residents.

RESPONSE TO REQUEST B.1:

Conservice objects to the request to the extent it seeks disclosure of proprietary and/or confidential business information of Conservice, its subcontractors, and/or any of its customers. Conservice objects to the request to the extent the request for documents is overly broad, unduly burdensome, and not reasonably calculated to lead the discovery of admissible evidence. Based on the foregoing objections, Conservice will not produce these documents.

B.2:

The monthly sum totals that Gallery II residents were billed for their water and wastewater usage in the months of October 2019 to May 2020.

RESPONSE TO REQUEST B.2:

<u>10/1/2019</u>	<u>Total</u>
<u>Sewer</u>	<u>$887.57</u>
<u>Water</u>	<u>$744.69</u>

<u>11/1/2019</u>	<u>Total</u>
<u>Sewer</u>	<u>$867.48</u>
<u>Water</u>	<u>$1,179.34</u>

<u>12/1/2019</u>	<u>Total</u>
<u>Sewer</u>	<u>$884.63</u>
<u>Water</u>	<u>$989.87</u>

<u>1/1/2020</u>	<u>Total</u>
<u>Sewer</u>	<u>$907.59</u>
<u>Water</u>	<u>$1,125.87</u>

<u>2/1/2020</u>	<u>Total</u>
<u>Sewer</u>	<u>$1,005.61</u>
<u>Water</u>	<u>$1,599.85</u>

<u>3/1/2020</u>	<u>Total</u>
<u>Sewer</u>	<u>$1,018.73</u>
<u>Water</u>	<u>$1,994.67</u>

<u>4/1/2020</u>	<u>Total</u>
<u>Sewer</u>	<u>$1,062.83</u>
<u>Water</u>	<u>$2,016.93</u>

<u>5/1/2020</u>	<u>Total</u>
<u>Sewer</u>	<u>$1,073.57</u>
<u>Water</u>	<u>$1,785.30</u>

<u>B.3:</u>

Any evidence supporting those amounts mentioned in B2 such as a spreadsheet of those monthly charges like found in gl070 - 3506 Highlighted final summary - 9 . 4 . 19 . xls in the Item 10 ZIP folder, copies of the monthly rental bills Conservice sent to Gallery II residents, or copies of the monthly charges from Gallery II residents' online accounts.

<u>RESPONSE TO REQUEST B.3:</u>

Conservice objects to the request to the extent it is vague and ambiguous, and seeks confidential information of non-parties.

Conservice produces the requested document showing the total amount billed to Gallery II residents for water and sewer.

Property	The Gallery (gl070)
Management Co	Roscoe Properties Inc
Post Month	May-20

Utility	Method	# of Bills	Method Pen	Billable Expense	Total Expense	Provider Cycle	Conservice Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Recov'd	% of Expected Recov'd	% of Billable Recov'd	Old Bills Used
Drainage	PerApt	58	50.88%	728.95	728.95	02/08/20 - 03/10/20	02/08/20 - 03/10/20	0	728.95	370.89	338.9	46.49%	91.37%	46.49%	FALSE
Drainage 2	Oc50/Sq50	33	75.29%	728.95	728.95	02/08/20 - 03/10/20	02/08/20 - 03/10/20	25	546.71	411.62	411.75	56.49%	100.03%	75.31%	FALSE
Drainage 4	PerApt	63	61.17%	721.9	721.9	02/12/20 - 03/13/20	02/12/20 - 03/13/20	0	721.9	441.59	427.39	59.20%	96.78%	59.20%	FALSE
Drainage 5	Oc50/Sq50	29	85.61%	721.9	721.9	02/12/20 - 03/13/20	02/12/20 - 03/13/20	25	541.42	463.51	463.6	64.22%	100.02%	85.63%	FALSE
Sewer	CustMult	58	61.24%	1,734.28	1,734.28	02/08/20 - 03/10/20	02/08/20 - 03/10/20	25	1,300.71	796.55	716.48	41.31%	89.95%	55.08%	FALSE
Sewer 2	CustMult	63	63.48%	987	987	02/12/20 - 03/13/20	02/12/20 - 03/13/20	25	740.25	469.91	454.02	46.00%	96.62%	61.33%	FALSE
Sewer 3	Oc50/Sq50	34	75.71%	1,734.28	1,734.28	02/08/20 - 03/10/20	02/08/20 - 03/10/20	25	1,300.71	984.77	984.72	56.78%	99.99%	75.71%	FALSE
Sewer 4	Oc50/Sq50	30	83.70%	987	987	02/12/20 - 03/13/20	02/12/20 - 03/13/20	25	740.25	619.59	619.55	62.77%	99.99%	83.69%	FALSE
Sewer Base	Admin	91	79.82%	10.3	10.3	02/08/20 - 03/10/20	02/08/20 - 03/10/20	0	10.3	8.22	7.83	76.02%	95.26%	76.02%	FALSE
Sewer Base 2	Admin	93	90.29%	10.3	10.3	02/12/20 - 03/13/20	02/12/20 - 03/13/20	0	10.3	9.3	9.11	88.45%	97.96%	88.45%	FALSE
Trash	Admin	185	85.25%	4,647.81	4,647.81	04/01/20 - 04/30/20	05/01/20 - 05/31/20	0	4,647.81	3,962.26	1,781.00	38.32%	44.95%	38.32%	FALSE
Water	CustMult	58	61.24%	903.43	903.43	02/08/20 - 03/10/20	02/08/20 - 03/10/20	25	677.57	414.94	373.1	41.30%	89.92%	55.06%	FALSE
Water 2	CustMult	63	63.48%	1,640.85	1,640.85	02/12/20 - 03/13/20	02/12/20 - 03/13/20	25	1,230.64	781.21	755.25	46.03%	96.68%	61.37%	FALSE
Water 3	Oc50/Sq50	34	75.71%	903.43	903.43	02/08/20 - 03/10/20	02/08/20 - 03/10/20	25	677.57	512.99	512.86	56.77%	99.97%	75.69%	FALSE
Water 4	Oc50/Sq50	30	83.70%	1,640.85	1,640.85	02/12/20 - 03/13/20	02/12/20 - 03/13/20	25	1,230.64	1,030.05	1,030.05	62.78%	100.00%	83.70%	FALSE
Water Base Charge	Admin	92	80.70%	108.4	108.4	02/08/20 - 03/10/20	02/08/20 - 03/10/20	0	108.4	87.48	82.68	76.27%	94.51%	76.27%	FALSE
Water Base Charge 2	Admin	93	90.29%	367.1	367.1	02/12/20 - 03/13/20	02/12/20 - 03/13/20	0	367.1	331.45	323.84	88.22%	97.70%	88.22%	FALSE

Post Month	Apr-20

Utility	Method	# of Bills	Method Pen	Billable Expense	Total Expense	Provider Cycle	Conservice Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Recov'd	% of Expected Recov'd	% of Billable Recov'd	Old Bills Used
Drainage	PerApt	48	42.11%	728.95	728.95	01/09/20 - 02/08/20	01/09/20 - 02/08/20	0	728.95	306.96	292.51	40.13%	95.29%	40.13%	FALSE
Drainage 2	Oc50/Sq50	40	85.61%	728.95	728.95	01/09/20 - 02/08/20	01/09/20 - 02/08/20	25	546.71	468.04	468.07	64.21%	100.01%	85.62%	FALSE
Drainage 4	PerApt	55	53.40%	721.9	721.9	01/14/20 - 02/12/20	01/14/20 - 02/12/20	0	721.9	385.49	364.74	50.53%	94.62%	50.53%	FALSE
Drainage 5	Oc50/Sq50	35	95.47%	721.9	721.9	01/14/20 - 02/12/20	01/14/20 - 02/12/20	25	541.42	516.89	516.8	71.59%	99.98%	95.45%	FALSE
Sewer	CustMult	48	51.72%	1,697.96	1,697.96	01/09/20 - 02/08/20	01/09/20 - 02/08/20	25	1,273.47	658.64	631.1	37.17%	95.82%	49.56%	FALSE
Sewer 2	CustMult	55	57.51%	987	987	01/14/20 - 02/12/20	01/14/20 - 02/12/20	25	740.25	425.72	406.51	41.19%	95.49%	54.92%	FALSE
Sewer 3	Oc50/Sq50	41	78.69%	1,697.96	1,697.96	01/09/20 - 02/08/20	01/09/20 - 02/08/20	25	1,273.47	1,002.09	1,002.12	59.02%	100.00%	78.69%	FALSE
Sewer 4	Oc50/Sq50	37	88.66%	987	987	01/14/20 - 02/12/20	01/14/20 - 02/12/20	25	740.25	656.31	656.32	66.50%	100.00%	88.66%	FALSE
Sewer Base	Admin	88	77.19%	10.3	10.3	01/09/20 - 02/08/20	01/09/20 - 02/08/20	0	10.3	7.95	7.81	75.83%	98.24%	75.83%	FALSE
Sewer Base 2	Admin	92	89.32%	10.3	10.3	01/14/20 - 02/12/20	01/14/20 - 02/12/20	0	10.3	9.2	8.91	86.50%	96.85%	86.50%	FALSE
Trash	Admin	186	85.71%	4,662.85	4,662.85	03/01/20 - 03/31/20	04/01/20 - 04/30/20	0	4,662.85	3,996.53	1,771.00	37.98%	44.31%	37.98%	FALSE
Water	CustMult	48	51.72%	884.51	884.51	01/09/20 - 02/08/20	01/09/20 - 02/08/20	25	663.38	343.1	328.77	37.17%	95.82%	49.56%	FALSE
Water 2	CustMult	55	57.51%	1,873.08	1,873.08	01/14/20 - 02/12/20	01/14/20 - 02/12/20	25	1,404.81	807.91	771.41	41.18%	95.48%	54.91%	FALSE
Water 3	Oc50/Sq50	41	78.69%	884.51	884.51	01/09/20 - 02/08/20	01/09/20 - 02/08/20	25	663.38	522.01	522.13	59.03%	100.02%	78.71%	FALSE
Water 4	Oc50/Sq50	37	88.66%	1,873.08	1,873.08	01/14/20 - 02/12/20	01/14/20 - 02/12/20	25	1,404.81	1,245.50	1,245.52	66.50%	100.00%	88.66%	FALSE
Water Base Charge	Admin	89	78.07%	108.4	108.4	01/09/20 - 02/08/20	01/09/20 - 02/08/20	0	108.4	84.63	82.44	76.05%	97.41%	76.05%	FALSE
Water Base Charge 2	Admin	92	89.32%	367.1	367.1	01/14/20 - 02/12/20	01/14/20 - 02/12/20	0	367.1	327.89	316.95	86.34%	96.66%	86.34%	FALSE

Difference (Current minus Previous)

Utility	Billable Expense	% Difference	Billable To Residents	% Difference	Expected Based on Pen	% Difference	Billed	% Difference
Drainage	0	100.00%	0	100.00%	63.93	120.83%	46.39	115.86%
Drainage 2	0	100.00%	0	100.00%	-56.42	87.95%	-56.32	87.97%
Drainage 4	0	100.00%	0	100.00%	56.1	114.55%	62.65	117.18%
Drainage 5	0	100.00%	0	100.00%	-53.38	89.67%	-53.2	89.71%
Sewer	36.32	102.14%	27.24	102.14%	137.91	120.94%	85.38	113.53%
Sewer 2	0	100.00%	0	100.00%	44.19	110.38%	47.51	111.69%
Sewer 3	36.32	102.14%	27.24	102.14%	-17.32	98.27%	-17.4	98.26%
Sewer 4	0	100.00%	0	100.00%	-36.72	94.41%	-36.77	94.40%
Sewer Base	0	100.00%	0	100.00%	0.27	103.40%	0.02	100.26%
Sewer Base 2	0	100.00%	0	100.00%	0.1	101.09%	0.2	102.24%
Trash	-15.04	99.68%	-15.04	99.68%	-34.27	99.14%	10	100.56%
Water	18.92	102.14%	14.19	102.14%	71.84	120.94%	44.33	113.48%
Water 2	-232.23	87.60%	-174.17	87.60%	-26.7	96.70%	-16.16	97.91%
Water 3	18.92	102.14%	14.19	102.14%	-9.02	98.27%	-9.27	98.22%
Water 4	-232.23	87.60%	-174.17	87.60%	-215.45	82.70%	-215.47	82.70%
Water Base Charge	0	100.00%	0	100.00%	2.85	103.37%	0.24	100.29%
Water Base Charge 2	0	100.00%	0	100.00%	3.56	101.09%	6.89	102.17%

** Utilities not shown: Drainage Admin, Drainage Admin 2, Trash Admin Fee, Valet Trash

Property	The Gallery (gl070)
Management Co	Roscoe Properties Inc
Post Month	Mar-20

Utility	Method	# of Bills	Method Pen	Billable Expense	Total Expense	Provider Cycle	Conservice Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Recov'd	% of Expected Recov'd	% of Billable Recov'd	Old Bills Used
Drainage	PerApt	41	35.96%	728.95	728.95	12/09/19 - 01/09/20	12/14/19 - 01/09/20	0	728.95	262.13	258.46	35.46%	98.60%	35.46%	FALSE
Drainage 2	Oc50/Sq50	42	89.59%	728.95	728.95	12/09/19 - 01/09/20	12/14/19 - 01/09/20	25	546.71	489.8	489.84	67.20%	100.01%	89.60%	FALSE
Drainage 3	Flat	4	1.84%	728.95	728.95	12/09/19 - 01/09/20	12/14/19 - 01/09/20	0	728.95	13.41	39.4	5.41%	293.81%	5.41%	FALSE
Drainage 4	PerApt	45	43.69%	721.9	721.9	12/13/19 - 01/14/20	12/18/19 - 01/14/20	0	721.9	315.4	308.93	42.79%	97.95%	42.79%	FALSE
Drainage 5	Oc50/Sq50	37	90.48%	721.9	721.9	12/13/19 - 01/14/20	12/18/19 - 01/14/20	25	541.42	489.88	489.82	67.85%	99.99%	90.47%	FALSE
Sewer	CustMult	41	44.68%	1,625.32	1,625.32	12/09/19 - 01/09/20	12/14/19 - 01/09/20	25	1,218.99	544.64	548.78	33.76%	100.76%	45.02%	FALSE
Sewer 2	CustMult	45	48.62%	987	987	12/13/19 - 01/14/20	12/18/19 - 01/14/20	25	740.25	359.91	354.84	35.95%	98.59%	47.94%	FALSE
Sewer 3	Oc50/Sq50	48	85.25%	1,625.32	1,625.32	12/09/19 - 01/09/20	12/14/19 - 01/09/20	25	1,218.99	1,039.19	1,039.26	63.94%	100.01%	85.26%	FALSE
Sewer 4	Oc50/Sq50	42	89.69%	987	987	12/13/19 - 01/14/20	12/18/19 - 01/14/20	25	740.25	663.93	663.89	67.26%	99.99%	89.68%	FALSE
Sewer Base	Admin	89	78.07%	10.3	10.3	12/09/19 - 01/09/20	12/14/19 - 01/09/20	0	10.3	8.04	7.97	77.38%	99.13%	77.38%	FALSE
Sewer Base 2	Admin	87	84.47%	10.3	10.3	12/13/19 - 01/14/20	12/18/19 - 01/14/20	0	10.3	8.7	8.6	83.50%	98.85%	83.50%	FALSE
Trash	Admin	178	82.03%	3,436.24	3,436.24	01/01/20 - 01/31/20	03/01/20 - 03/31/20	0	3,436.24	2,818.75	1,681.00	48.92%	59.64%	48.92%	FALSE
Water	CustMult	41	44.68%	846.67	846.67	12/09/19 - 01/09/20	12/14/19 - 01/09/20	25	635	283.72	285.86	33.76%	100.75%	45.02%	FALSE
Water 2	CustMult	45	48.62%	1,932.68	1,932.68	12/13/19 - 01/14/20	12/18/19 - 01/14/20	25	1,449.51	704.75	694.47	35.93%	98.54%	47.91%	FALSE
Water 3	Oc50/Sq50	48	85.25%	846.67	846.67	12/09/19 - 01/09/20	12/14/19 - 01/09/20	25	635	541.34	541.48	63.95%	100.03%	85.27%	FALSE
Water 4	Oc50/Sq50	42	89.69%	1,932.68	1,932.68	12/13/19 - 01/14/20	12/18/19 - 01/14/20	25	1,449.51	1,300.07	1,300.20	67.27%	100.01%	89.70%	FALSE
Water Base Charge	Admin	89	78.07%	108.4	108.4	12/09/19 - 01/09/20	12/14/19 - 01/09/20	0	108.4	84.63	84.01	77.50%	99.27%	77.50%	FALSE
Water Base Charge 2	Admin	87	84.47%	367.1	367.1	12/13/19 - 01/14/20	12/18/19 - 01/14/20	0	367.1	310.09	306.42	83.47%	98.82%	83.47%	FALSE

Post Month	Feb-20

Utility	Method	# of Bills	Method Pen	Billable Expense	Total Expense	Provider Cycle	Conservice Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Recov'd	% of Expected Recov'd	% of Billable Recov'd	Old Bills Used
Drainage	PerApt	36	31.58%	728.95	728.95	11/07/19 - 12/09/19	11/17/19 - 12/14/19	0	728.95	230.2	226.4	31.06%	98.35%	31.06%	FALSE
Drainage 2	Oc50/Sq50	44	89.77%	728.95	728.95	11/07/19 - 12/09/19	11/17/19 - 12/14/19	25	546.71	490.78	486.99	66.81%	99.23%	89.08%	FALSE
Drainage 3	Flat	6	2.76%	728.95	728.95	11/07/19 - 12/09/19	11/17/19 - 12/14/19	0	728.95	20.12	59.1	8.11%	293.74%	8.11%	FALSE
Drainage 4	PerApt	41	39.81%	721.9	721.9	11/13/19 - 12/13/19	11/23/19 - 12/18/19	0	721.9	287.39	266.65	36.94%	92.78%	36.94%	FALSE
Drainage 5	Oc50/Sq50	41	100.00%	721.9	721.9	11/13/19 - 12/13/19	11/23/19 - 12/18/19	25	541.42	541.42	541.38	74.99%	99.99%	99.99%	FALSE
Sewer	CustMult	36	40.08%	1,743.36	1,743.36	11/07/19 - 12/09/19	11/17/19 - 12/14/19	25	1,307.52	524.05	516.46	29.62%	98.55%	39.50%	FALSE
Sewer 2	CustMult	41	46.65%	987	987	11/13/19 - 12/13/19	11/23/19 - 12/18/19	25	740.25	345.33	324.61	32.89%	94.00%	43.85%	FALSE
Sewer 3	Oc50/Sq50	53	88.52%	1,743.36	1,743.36	11/07/19 - 12/09/19	11/17/19 - 12/14/19	25	1,307.52	1,157.42	1,149.68	65.95%	99.33%	87.93%	FALSE
Sewer 4	Oc50/Sq50	47	92.00%	987	987	11/13/19 - 12/13/19	11/23/19 - 12/18/19	25	740.25	681.03	681	69.00%	100.00%	92.00%	FALSE
Sewer Base	Admin	89	78.07%	10.3	10.3	11/07/19 - 12/09/19	11/17/19 - 12/14/19	0	10.3	8.04	7.95	77.18%	98.88%	77.18%	FALSE
Sewer Base 2	Admin	88	85.44%	10.3	10.3	11/13/19 - 12/13/19	11/23/19 - 12/18/19	0	10.3	8.8	8.5	82.52%	96.59%	82.52%	FALSE
Trash	Admin	170	78.34%	1,718.12	1,718.12	12/01/19 - 12/31/19	02/01/20 - 02/29/20	0	1,718.12	1,345.98	1,592.00	92.66%	118.28%	92.66%	FALSE
Water	CustMult	36	40.08%	908.16	908.16	11/07/19 - 12/09/19	11/17/19 - 12/14/19	25	681.12	272.99	268.99	29.62%	98.53%	39.49%	FALSE
Water 2	CustMult	41	46.65%	1,570.36	1,570.36	11/13/19 - 12/13/19	11/23/19 - 12/18/19	25	1,177.77	549.43	516.52	32.89%	94.01%	43.86%	FALSE
Water 3	Oc50/Sq50	53	88.52%	908.16	908.16	11/07/19 - 12/09/19	11/17/19 - 12/14/19	25	681.12	602.93	598.68	65.92%	99.30%	87.90%	FALSE
Water 4	Oc50/Sq50	47	92.00%	1,570.36	1,570.36	11/13/19 - 12/13/19	11/23/19 - 12/18/19	25	1,177.77	1,083.55	1,083.33	68.99%	99.98%	91.98%	FALSE
Water Base Charge	Admin	89	78.07%	108.4	108.4	11/07/19 - 12/09/19	11/17/19 - 12/14/19	0	108.4	84.63	84	77.49%	99.26%	77.49%	FALSE
Water Base Charge 2	Admin	88	85.44%	367.1	367.1	11/13/19 - 12/13/19	11/23/19 - 12/18/19	0	367.1	313.65	302.73	82.47%	96.52%	82.47%	FALSE

Difference (Current minus Previous)

Utility	Billable Expense	% Difference	Billable To Residents	% Difference	Expected Based on Pen	% Difference	Billed	% Difference
Drainage	0	100.00%	0	100.00%	31.93	113.87%	32.06	114.16%
Drainage 2	0	100.00%	0	100.00%	-0.98	99.80%	2.85	100.59%
Drainage 3	0	100.00%	0	100.00%	-6.71	66.65%	-19.7	66.67%
Drainage 4	0	100.00%	0	100.00%	28.01	109.75%	42.28	115.86%
Drainage 5	0	100.00%	0	100.00%	-51.54	90.48%	-51.56	90.48%
Sewer	-118.04	93.23%	-88.53	93.23%	20.59	103.93%	32.32	106.26%
Sewer 2	0	100.00%	0	100.00%	14.58	104.22%	30.23	109.31%
Sewer 3	-118.04	93.23%	-88.53	93.23%	-118.23	89.79%	-110.42	90.40%
Sewer 4	0	100.00%	0	100.00%	-17.1	97.49%	-17.11	97.49%
Sewer Base	0	100.00%	0	100.00%	0	100.00%	0.02	100.25%
Sewer Base 2	0	100.00%	0	100.00%	-0.1	98.86%	0.1	101.18%
Trash	1,718.12	200.00%	1,718.12	200.00%	1,472.77	209.42%	89	105.59%
Water	-61.49	93.23%	-46.12	93.23%	10.73	103.93%	16.87	106.27%
Water 2	362.32	123.07%	271.74	123.07%	155.32	128.27%	177.95	134.45%
Water 3	-61.49	93.23%	-46.12	93.23%	-61.59	89.78%	-57.2	90.45%
Water 4	362.32	123.07%	271.74	123.07%	216.52	119.98%	216.87	120.02%
Water Base Charge	0	100.00%	0	100.00%	0	100.00%	0.01	100.01%
Water Base Charge 2	0	100.00%	0	100.00%	-3.56	98.86%	3.69	101.22%

** Utilities not shown: Drainage Admin, Drainage Admin 2, Trash Admin Fee, Valet Trash

Property	The Gallery (gl070)
Management Co	Roscoe Properties Inc
Post Month	Jan-20

Utility	Method	# of Bills	Method Pen	Billable Expense	Total Expense	Provider Cycle	Conservice Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Recov'd	% of Expected Recov'd	% of Billable Recov'd	Old Bills Used
Drainage	PerApt	31	27.19%	728.95	728.95	10/09/19 - 11/07/19	10/24/19 - 11/17/19	0	728.95	198.2	195.28	26.79%	98.53%	26.79%	FALSE
Drainage 2	Oc50/Sq50	47	94.97%	728.95	728.95	10/09/19 - 11/07/19	10/24/19 - 11/17/19	25	546.71	519.21	519.03	71.20%	99.97%	94.94%	FALSE
Drainage 3	Flat	8	3.69%	728.95	728.95	10/09/19 - 11/07/19	10/24/19 - 11/17/19	0	728.95	26.9	78.8	10.81%	292.94%	10.81%	FALSE
Drainage 4	PerApt	33	32.04%	721.9	721.9	10/14/19 - 11/13/19	10/29/19 - 11/23/19	0	721.9	231.3	224.32	31.07%	96.98%	31.07%	FALSE
Drainage 5	Oc50/Sq50	41	97.65%	721.9	721.9	10/14/19 - 11/13/19	10/29/19 - 11/23/19	25	541.42	528.7	528.62	73.23%	99.98%	97.64%	FALSE
Sewer	CustMult	31	34.16%	2,079.32	2,079.32	10/09/19 - 11/07/19	10/24/19 - 11/17/19	25	1,559.49	532.72	522.84	25.14%	98.15%	33.53%	FALSE
Sewer 2	CustMult	33	36.87%	987	987	10/14/19 - 11/13/19	10/29/19 - 11/23/19	25	740.25	272.93	264.18	26.77%	96.79%	35.69%	FALSE
Sewer 3	Oc50/Sq50	59	91.40%	2,079.32	2,079.32	10/09/19 - 11/07/19	10/24/19 - 11/17/19	25	1,559.49	1,425.37	1,425.19	68.54%	99.99%	91.39%	FALSE
Sewer 4	Oc50/Sq50	51	86.92%	987	987	10/14/19 - 11/13/19	10/29/19 - 11/23/19	25	740.25	643.43	643.41	65.19%	100.00%	86.92%	FALSE
Sewer Base	Admin	90	78.95%	10.3	10.3	10/09/19 - 11/07/19	10/24/19 - 11/17/19	0	10.3	8.13	8.06	78.25%	99.14%	78.25%	FALSE
Sewer Base 2	Admin	84	81.55%	10.3	10.3	10/14/19 - 11/13/19	10/29/19 - 11/23/19	0	10.3	8.4	8.3	80.58%	98.81%	80.58%	FALSE
Storm Water Drainage	Flat	2	0.92%	721.9	721.9	10/14/19 - 11/13/19	10/29/19 - 11/23/19	0	721.9	6.64	17.96	2.49%	270.48%	2.49%	FALSE
Trash	Admin	163	75.12%	1,715.31	1,715.31	11/01/19 - 11/30/19	01/01/20 - 01/31/20	0	1,715.31	1,288.54	1,516.00	88.38%	117.65%	88.38%	FALSE
Water	CustMult	31	34.16%	1,083.17	1,083.17	10/09/19 - 11/07/19	10/24/19 - 11/17/19	25	812.38	277.51	272.38	25.15%	98.15%	33.53%	FALSE
Water 2	CustMult	33	36.87%	1,224.61	1,224.61	10/14/19 - 11/13/19	10/29/19 - 11/23/19	25	918.46	338.64	327.69	26.76%	96.77%	35.68%	FALSE
Water 3	Oc50/Sq50	59	91.40%	1,083.17	1,083.17	10/09/19 - 11/07/19	10/24/19 - 11/17/19	25	812.38	742.52	742.59	68.56%	100.01%	91.41%	FALSE
Water 4	Oc50/Sq50	51	86.92%	1,224.61	1,224.61	10/14/19 - 11/13/19	10/29/19 - 11/23/19	25	918.46	798.33	798.18	65.18%	99.98%	86.90%	FALSE
Water Base Charge	Admin	90	78.95%	108.4	108.4	10/09/19 - 11/07/19	10/24/19 - 11/17/19	0	108.4	85.58	85.08	78.49%	99.42%	78.49%	FALSE
Water Base Charge 2	Admin	84	81.55%	367.1	367.1	10/14/19 - 11/13/19	10/29/19 - 11/23/19	0	367.1	299.37	295.48	80.49%	98.70%	80.49%	FALSE

Post Month	Dec-19

Utility	Method	# of Bills	Method Pen	Billable Expense	Total Expense	Provider Cycle	Conservice Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Recov'd	% of Expected Recov'd	% of Billable Recov'd	Old Bills Used
Drainage	PerApt	27	23.68%	728.95	728.95	09/10/19 - 10/09/19	09/30/19 - 10/24/19	0	728.95	172.62	172.53	23.67%	99.95%	23.67%	FALSE
Drainage 2	Oc50/Sq50	48	100.00%	728.95	728.95	09/10/19 - 10/09/19	09/30/19 - 10/24/19	25	546.71	546.71	546.69	75.00%	100.00%	100.00%	FALSE
Drainage 3	Flat	10	4.61%	728.95	728.95	09/10/19 - 10/09/19	09/30/19 - 10/24/19	0	728.95	33.6	98.5	13.51%	293.15%	13.51%	FALSE
Drainage 4	PerApt	29	28.16%	721.9	721.9	09/13/19 - 10/14/19	10/03/19 - 10/29/19	0	721.9	203.29	197.58	27.37%	97.19%	27.37%	FALSE
Drainage 5	Oc50/Sq50	43	100.00%	721.9	721.9	09/13/19 - 10/14/19	10/03/19 - 10/29/19	25	541.42	541.42	541.29	74.98%	99.98%	99.98%	FALSE
Sewer	CustMult	27	28.95%	2,170.12	2,170.12	09/10/19 - 10/09/19	09/30/19 - 10/24/19	25	1,627.59	471.19	471.21	21.71%	100.00%	28.95%	FALSE
Sewer 2	CustMult	29	31.47%	987	987	09/13/19 - 10/14/19	10/03/19 - 10/29/19	25	740.25	232.96	225.87	22.88%	96.96%	30.51%	FALSE
Sewer 3	Oc50/Sq50	62	86.06%	2,170.12	2,170.12	09/10/19 - 10/09/19	09/30/19 - 10/24/19	25	1,627.59	1,400.70	1,400.63	64.54%	100.00%	86.06%	FALSE
Sewer 4	Oc50/Sq50	56	88.97%	987	987	09/13/19 - 10/14/19	10/03/19 - 10/29/19	25	740.25	658.6	658.76	66.74%	100.02%	88.99%	FALSE
Sewer Base	Admin	89	78.07%	10.3	10.3	09/10/19 - 10/09/19	09/30/19 - 10/24/19	0	10.3	8.04	8.01	77.77%	99.63%	77.77%	FALSE
Sewer Base 2	Admin	85	82.52%	10.3	10.3	09/13/19 - 10/14/19	10/03/19 - 10/29/19	0	10.3	8.5	8.42	81.75%	99.06%	81.75%	FALSE
Storm Water Drainage	Flat	5	2.30%	721.9	721.9	09/13/19 - 10/14/19	10/03/19 - 10/29/19	0	721.9	16.6	44.9	6.22%	270.48%	6.22%	FALSE
Trash	Admin	161	74.19%	1,719.45	1,719.45	10/01/19 - 10/31/19	12/01/19 - 12/31/19	0	1,719.45	1,275.66	1,468.50	85.41%	115.12%	85.41%	FALSE
Water	CustMult	27	28.95%	1,242.80	1,242.80	09/10/19 - 10/09/19	09/30/19 - 10/24/19	25	932.1	269.84	269.96	21.72%	100.04%	28.96%	FALSE
Water 2	CustMult	29	31.47%	1,104.48	1,104.48	09/13/19 - 10/14/19	10/03/19 - 10/29/19	25	828.36	260.68	252.84	22.89%	96.99%	30.52%	FALSE
Water 3	Oc50/Sq50	62	86.06%	1,242.80	1,242.80	09/10/19 - 10/09/19	09/30/19 - 10/24/19	25	932.1	802.17	802.29	64.56%	100.01%	86.07%	FALSE
Water 4	Oc50/Sq50	56	88.97%	1,104.48	1,104.48	09/13/19 - 10/14/19	10/03/19 - 10/29/19	25	828.36	736.99	737.03	66.73%	100.01%	88.97%	FALSE
Water Base Charge	Admin	89	78.07%	108.4	108.4	09/10/19 - 10/09/19	09/30/19 - 10/24/19	0	108.4	84.63	84.55	78.00%	99.91%	78.00%	FALSE
Water Base Charge 2	Admin	85	82.52%	367.1	367.1	09/13/19 - 10/14/19	10/03/19 - 10/29/19	0	367.1	302.93	299.69	81.64%	98.93%	81.64%	FALSE

Difference (Current minus Previous)

Utility	Billable Expense	% Difference	Billable To Residents	% Difference	Expected Based on Pen	% Difference	Billed	% Difference
Drainage	0	100.00%	0	100.00%	25.58	114.82%	22.75	113.19%
Drainage 2	0	100.00%	0	100.00%	-27.5	94.97%	-27.66	94.94%
Drainage 3	0	100.00%	0	100.00%	-6.7	80.06%	-19.7	80.00%
Drainage 4	0	100.00%	0	100.00%	28.01	113.78%	26.74	113.53%
Drainage 5	0	100.00%	0	100.00%	-12.72	97.65%	-12.67	97.66%
Sewer	-90.8	95.82%	-68.1	95.82%	61.53	113.06%	51.63	110.96%
Sewer 2	0	100.00%	0	100.00%	39.97	117.16%	38.31	116.96%
Sewer 3	-90.8	95.82%	-68.1	95.82%	24.67	101.76%	24.56	101.75%
Sewer 4	0	100.00%	0	100.00%	-15.17	97.70%	-15.35	97.67%
Sewer Base	0	100.00%	0	100.00%	0.09	101.12%	0.05	100.62%
Sewer Base 2	0	100.00%	0	100.00%	-0.1	98.82%	-0.12	98.57%
Storm Water Drainage	0	100.00%	0	100.00%	-9.96	40.00%	-26.94	40.00%
Trash	-4.14	99.76%	-4.14	99.76%	12.88	101.01%	47.5	103.23%
Water	-159.63	87.16%	-119.72	87.16%	7.67	102.84%	2.42	100.90%
Water 2	120.13	110.88%	90.1	110.88%	77.96	129.91%	74.85	129.60%
Water 3	-159.63	87.16%	-119.72	87.16%	-59.65	92.56%	-59.7	92.56%
Water 4	120.13	110.88%	90.1	110.88%	61.34	108.32%	61.15	108.30%
Water Base Charge	0	100.00%	0	100.00%	0.95	101.12%	0.53	100.63%
Water Base Charge 2	0	100.00%	0	100.00%	-3.56	98.82%	-4.21	98.60%

** Utilities not shown: Drainage Admin, Drainage Admin 2, Trash Admin Fee, Valet Trash

Property	The Gallery (gl070)
Management Co	Roscoe Properties, Inc
Post Month	Nov-19

Utility	Method	# of Bills	Method Pen	Billable Expense	Total Expense	Provider Cycle	Conservice Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Recov'd	% of Expected Recov'd	% of Billable Recov'd	Old Bills Used
Drainage	PerApt	23	20.18%	728.95	728.95	08/09/19 - 09/10/19	09/03/19 - 09/30/19	0	728.95	147.1	136.93	18.78%	93.09%	18.78%	FALSE
Drainage 2	Oc50/Sq50	48	100.00%	728.95	728.95	08/09/19 - 09/10/19	09/03/19 - 09/30/19	25	546.71	546.71	546.69	75.00%	100.00%	100.00%	FALSE
Drainage 3	Flat	17	7.83%	728.95	728.95	08/09/19 - 09/10/19	09/03/19 - 09/30/19	0	728.95	57.08	167.45	22.97%	293.36%	22.97%	FALSE
Drainage 4	PerApt	28	27.18%	720.7	720.7	08/14/19 - 09/13/19	09/08/19 - 10/03/19	0	720.7	195.89	180.92	25.10%	92.36%	25.10%	FALSE
Drainage 5	Oc50/Sq50	43	100.00%	720.7	720.7	08/14/19 - 09/13/19	09/08/19 - 10/03/19	25	540.53	540.53	540.72	75.03%	100.04%	100.04%	FALSE
Sewer	CustMult	22	22.18%	2,587.80	2,587.80	08/09/19 - 09/10/19	09/03/19 - 09/30/19	25	1,940.85	430.48	396.34	15.32%	92.07%	20.42%	FALSE
Sewer 2	CustMult	27	29.03%	987	987	08/14/19 - 09/13/19	09/08/19 - 10/03/19	25	740.25	214.89	196.17	19.88%	91.29%	26.50%	FALSE
Sewer 3	Oc50/Sq50	73	95.82%	2,587.80	2,587.80	08/09/19 - 09/10/19	09/03/19 - 09/30/19	25	1,940.85	1,859.72	1,859.77	71.87%	100.00%	95.82%	FALSE
Sewer 4	Oc50/Sq50	63	90.65%	987	987	08/14/19 - 09/13/19	09/08/19 - 10/03/19	25	740.25	671.04	671.31	68.02%	100.04%	90.69%	FALSE
Sewer Base	Admin	95	83.33%	10.3	10.3	08/09/19 - 09/10/19	09/03/19 - 09/30/19	0	10.3	8.58	8.41	81.65%	98.02%	81.65%	FALSE
Sewer Base 2	Admin	90	87.38%	10.3	10.3	08/14/19 - 09/13/19	09/08/19 - 10/03/19	0	10.3	9	8.78	85.24%	97.56%	85.24%	FALSE
Storm Water Drainage	Flat	8	3.69%	720.7	720.7	08/14/19 - 09/13/19	09/08/19 - 10/03/19	0	720.7	26.59	71.84	9.97%	270.18%	9.97%	FALSE
Trash	Admin	162	74.65%	1,717.13	1,717.13	09/01/19 - 09/30/19	11/01/19 - 11/30/19	0	1,717.13	1,281.84	1,446.00	84.21%	112.81%	84.21%	FALSE
Water	CustMult	22	22.18%	1,482.00	1,482.00	08/09/19 - 09/10/19	09/03/19 - 09/30/19	25	1,111.50	246.53	226.99	15.32%	92.07%	20.42%	FALSE
Water 2	CustMult	27	29.03%	1,342.13	1,342.13	08/14/19 - 09/13/19	09/08/19 - 10/03/19	25	1,006.60	292.22	266.85	19.88%	91.32%	26.51%	FALSE
Water 3	Oc50/Sq50	73	95.82%	1,482.00	1,482.00	08/09/19 - 09/10/19	09/03/19 - 09/30/19	25	1,111.50	1,065.04	1,064.83	71.85%	99.98%	95.80%	FALSE
Water 4	Oc50/Sq50	63	90.65%	1,342.13	1,342.13	08/14/19 - 09/13/19	09/08/19 - 10/03/19	25	1,006.60	912.48	912.49	67.99%	100.00%	90.65%	FALSE
Water Base Charge	Admin	95	83.33%	108.4	108.4	08/09/19 - 09/10/19	09/03/19 - 09/30/19	0	108.4	90.33	88.76	81.88%	98.26%	81.88%	FALSE
Water Base Charge 2	Admin	90	87.38%	367.1	367.1	08/14/19 - 09/13/19	09/08/19 - 10/03/19	0	367.1	320.77	312.73	85.19%	97.49%	85.19%	FALSE

Post Month	Oct-19

Utility	Method	# of Bills	Method Pen	Billable Expense	Total Expense	Provider Cycle	Conservice Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Recov'd	% of Expected Recov'd	% of Billable Recov'd	Old Bills Used
Drainage	PerApt	22	19.30%	728.95	728.95	07/10/19 - 08/09/19	08/09/19 - 09/03/19	0	728.95	140.69	118.96	16.32%	84.55%	16.32%	FALSE
Drainage 2	Oc50/Sq50	48	100.00%	728.95	728.95	07/10/19 - 08/09/19	08/09/19 - 09/03/19	25	546.71	546.71	546.69	75.00%	100.00%	100.00%	FALSE
Drainage 3	Flat	18	8.29%	728.95	728.95	07/10/19 - 08/09/19	08/09/19 - 09/03/19	0	728.95	60.43	177.3	24.32%	293.40%	24.32%	FALSE
Drainage 4	PerApt	24	23.30%	720.7	720.7	07/15/19 - 08/14/19	08/14/19 - 09/08/19	0	720.7	167.92	156.95	21.78%	93.47%	21.78%	FALSE
Drainage 5	Oc50/Sq50	43	100.00%	720.7	720.7	07/15/19 - 08/14/19	08/14/19 - 09/08/19	25	540.53	540.53	540.71	75.03%	100.03%	100.03%	FALSE
Sewer	CustMult	20	20.00%	2,288.16	2,288.16	07/10/19 - 08/09/19	08/09/19 - 09/03/19	25	1,716.12	343.22	297.2	12.99%	86.59%	17.32%	FALSE
Sewer 2	CustMult	20	21.70%	987	987	07/15/19 - 08/14/19	08/14/19 - 09/08/19	25	740.25	160.63	147.04	14.90%	91.54%	19.86%	FALSE
Sewer 3	Oc50/Sq50	76	100.51%	2,288.16	2,288.16	07/10/19 - 08/09/19	08/09/19 - 09/03/19	25	1,716.12	1,724.87	1,716.15	75.00%	99.49%	100.00%	FALSE
Sewer 4	Oc50/Sq50	70	100.00%	987	987	07/15/19 - 08/14/19	08/14/19 - 09/08/19	25	740.25	740.25	740.53	75.03%	100.04%	100.04%	FALSE
Sewer Base	Admin	96	84.21%	10.3	10.3	07/10/19 - 08/09/19	08/09/19 - 09/03/19	0	10.3	8.67	8.34	80.97%	96.19%	80.97%	FALSE
Sewer Base 2	Admin	90	87.38%	10.3	10.3	07/15/19 - 08/14/19	08/14/19 - 09/08/19	0	10.3	9	8.84	85.83%	98.22%	85.83%	FALSE
Storm Water Drainage	Flat	12	5.53%	720.7	720.7	07/15/19 - 08/14/19	08/14/19 - 09/08/19	0	720.7	39.85	107.76	14.95%	270.41%	14.95%	FALSE
Trash	Admin	163	75.12%	1,716.78	1,716.78	08/01/19 - 08/31/19	10/01/19 - 10/31/19	0	1,716.78	1,289.65	1,433.50	83.50%	111.15%	83.50%	FALSE
Water	CustMult	20	20.00%	1,310.40	1,310.40	07/10/19 - 08/09/19	08/09/19 - 09/03/19	25	982.8	196.56	170.18	12.99%	86.58%	17.32%	FALSE
Water 2	CustMult	20	21.70%	828.37	828.37	07/15/19 - 08/14/19	08/14/19 - 09/08/19	25	621.28	134.82	123.45	14.90%	91.57%	19.87%	FALSE
Water 3	Oc50/Sq50	76	100.51%	1,310.40	1,310.40	07/10/19 - 08/09/19	08/09/19 - 09/03/19	25	982.8	987.81	982.83	75.00%	99.50%	100.00%	FALSE
Water 4	Oc50/Sq50	70	100.00%	828.37	828.37	07/15/19 - 08/14/19	08/14/19 - 09/08/19	25	621.28	621.28	621.24	75.00%	99.99%	99.99%	FALSE
Water Base Charge	Admin	96	84.21%	108.4	108.4	07/10/19 - 08/09/19	08/09/19 - 09/03/19	0	108.4	91.28	87.98	81.16%	96.38%	81.16%	FALSE
Water Base Charge 2	Admin	90	87.38%	367.1	367.1	07/15/19 - 08/14/19	08/14/19 - 09/08/19	0	367.1	320.77	314.78	85.75%	98.13%	85.75%	FALSE

Difference (Current minus Previous)

Utility	Billable Expense	% Difference	Billable To Residents	% Difference	Expected Based on Pen	% Difference	Billed	% Difference
Drainage	0	100.00%	0	100.00%	6.41	104.56%	17.97	115.11%
Drainage 2	0	100.00%	0	100.00%	0	100.00%	0	100.00%
Drainage 3	0	100.00%	0	100.00%	-3.35	94.46%	-9.85	94.44%
Drainage 4	0	100.00%	0	100.00%	27.97	116.66%	23.97	115.27%
Drainage 5	0	100.00%	0	100.00%	0	100.00%	0.01	100.00%
Sewer	299.64	113.10%	224.73	113.10%	87.26	125.42%	99.14	133.36%
Sewer 2	0	100.00%	0	100.00%	54.26	133.78%	49.13	133.41%
Sewer 3	299.64	113.10%	224.73	113.10%	134.85	107.82%	143.62	108.37%
Sewer 4	0	100.00%	0	100.00%	-69.21	90.65%	-69.22	90.65%
Sewer Base	0	100.00%	0	100.00%	-0.09	98.96%	0.07	100.84%
Sewer Base 2	0	100.00%	0	100.00%	0	100.00%	-0.06	99.32%
Storm Water Drainage	0	100.00%	0	100.00%	-13.26	66.73%	-35.92	66.67%
Trash	0.35	100.02%	0.35	100.02%	-7.81	99.39%	12.5	100.87%
Water	171.6	113.10%	128.7	113.10%	49.97	125.42%	56.81	133.38%
Water 2	513.76	162.02%	385.32	162.02%	157.4	216.75%	143.4	216.16%
Water 3	171.6	113.10%	128.7	113.10%	77.23	107.82%	82	108.34%
Water 4	513.76	162.02%	385.32	162.02%	291.2	146.87%	291.25	146.88%
Water Base Charge	0	100.00%	0	100.00%	-0.95	98.96%	0.78	100.89%
Water Base Charge 2	0	100.00%	0	100.00%	0	100.00%	-2.05	99.35%

** Utilities not shown: Drainage Admin, Drainage Admin 2, Trash Admin Fee, Valet Trash