



Filing Receipt

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DOCKET NO. 51619

COMPLAINT OF JEFF CONNORS	§	PUBLIC UTILITY COMMISSION
AGAINST THE GALLERY	§	
APARTMENTS, ROSCOE	§	OF TEXAS
PROPERTY MANAGEMENT, AND		
CONSERVICE		

CONSERVICE'S STATEMENT OF POSITION

Mr. Connor's complaint centers around the bills issued to Mr. Connor from the time period of October 1, 2019 to July 1, 2020. The occupancy counts and square-footage measurements for the time period between October 1, 2019 to July 1, 2020 were incorrect. When the issue was discovered, the refunds were issued to tenants using correct occupancy counts and square-footage measurements on tenant's bills due June 1, 2021. Mr. Connor's refund totaled \$103. 12.

The following is a breakdown of the credit for water and sewer charges and occupancy/square-footage totals for Mr. Connors. The previous totals submitted in Conservice's Rebuttal Testimony also contained refund totals for drainage, which is not subject to this proceeding and did not include credit totals for April and May:

Date	Credit Total	Incorrect Occupancy Count	Correct Occupancy Count	Incorrect Square-Footag e Measurement	Correct Square Footage Measurement
10/19	Water: 2.50 Sewer:2.99 Total: 5.49	78	102	42459	61388
11/19	Water: 4.10	70	103	42459	61388

	Sewer:3.03 Total: 7.13				
12/19	Water: 4.72 Sewer:4.23 Total: 8.95	70	106	38877	61388
1/20	Water: 6.05 Sewer:4.88 Total: 10.93	68	102	35447	61388
2/20	Water: 10.40 Sewer:6.54 Total: 16.94	60	102	31387	61388
3/20	Water: 15.51 Sewer:7.92 Total: 23.43	55	106	28978	61388
4/20	Water:18.85 Sewer: 9.94 Total: 28.79	50	112	25636	61388
5/20	Water:20.27 Sewer:12.20 Total: 32.47	44	114	22900	61388

Conservice complied with §24.283(k), which states the following: “If a bill is issued and subsequently found to be in error, the owner shall calculate a billing adjustment. If the tenant is due a refund, an adjustment must be calculated for all of that tenant’s bills that included overcharges. If the overbilling or underbilling affects all tenants, an adjustment must be calculated for all of the tenants’ bills.”

Mr. Connors, and all tenants at the Gallery Apartments were issued refunds to correct over-billing that regrettably occurred due to data being pulled incorrectly into Conservice's system. Mr. Connor's has already been issued the appropriate remedy for the over-billing.

Additionally, before allocating charges to residents, Conservice did deduct the Customer Charge, Fixed Charge and Private Hydrant Fee 2 from the bill before allocating charges to tenants. An example illustrating this is below:

Austin
WATER

WATER SERVICE

3506 MENCHACA RD, ZIP: 78704

Meter # 148462

Read Date	01/14/2020	02/12/2020	Consumption
Read	115928	119888	3960
	Reading Difference in Hundreds		3960
	Total Consumption in Gallons		396000
City of Austin Water - Multi-Family			
Customer Charge			\$75.10
Fixed Charge			\$292.00
396,000 Gallons at \$4.53 per 1,000 - Off Peak			\$1,793.88
396,000 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge			\$59.40
396,000 Gallons at \$0.05 per 1,000 - Reserve Fund Surcharge			\$19.80
Private Hydrant Fee 2 @ \$2.50 ea			\$5.00
TOTAL CURRENT CHARGES			\$2,245.18

Austin
WATER

WASTEWATER SERVICE

3506 MENCHACA RD, ZIP: 78704

City of Austin Wastewater - Multi-Family

Customer Charge	\$10.30
108,700 Gallons at \$8.93 per 1,000	\$970.69
108,700 Gallons at \$0.15 per 1,000 - WW Community Benefit Charge	\$16.31
TOTAL CURRENT CHARGES	\$997.30

Water Consumption charges: $1,793.88 + 59.40 + 19.80 = 1,873.08$

Sewer Consumption charges: $970.69 + 16.31 = 987.00$

20-Apr			
Mult	149.8	Total Sq Ft	61388
Total Sq Ft	61388	Total Occs	112
Total Occs	112	water billable	\$1,873.08
water billable	\$1,873.08	sewer billable	\$987.00
minus CAD	\$1,404.81	minus CAD	\$740.25
half	\$702.41	half	\$370.13
Per occ	per sq ft	Per occ	per sq ft
\$6.27	0.011442057	\$3.30	0.006029
Per Mult	9.377903872	Per Mult	\$4.94

CONCLUSION

Although a billing error occurred, Conservice complied with PUC Substantive Rule §24.283(k) and issued refunds to all tenants at the Gallery Apartments. Furthermore, Conservice's calculation of these refunds complies with PUC Substantive rules in that it deducted the Customer Charge, Fixed Charge and Private Hydrant Fee 2 from the bill before allocating charges to tenants. Mr. Connors has already received the refund owed to him plus his additional requested relief of \$80.00 from Roscoe Property Management. Therefore, Conservice respectfully requests that this case be closed.

Respectfully Submitted,

/s/Julianna Kat

By: Julianna Kat

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Date	Name	Account #	Unit	Move In	Bedrooms	Occs	Square Fee	Multiplier	Renewal Date	Drainage 5	Drainage S	Sewer 4	Sewer Sqft 4	Water 4	Water Sqft 4		Sewer 4	Sewer Sqft 4	Water 4	Water Sqft 4
19-Oct	Jeffrey Connors	23332691	2-239	3/18/2016	1	1	694	1.6	04/01/19	5.52	7.11	4.75	6.05	3.98	5.08		-1.8	-2.43	-2.01	-2.71
19-Nov	Jeffrey Connors	23332691	2-239	3/18/2016	1	1	694	1.6	04/01/19	5.41	7.11	4.75	6.05	6.45	8.23		-1.16	-1.87	-1.56	-2.54
19-Dec	Jeffrey Connors	23332691	2-239	3/18/2016	1	1	694	1.6	04/01/19	5.41	7.12	5.29	6.61	5.92	7.39		-1.8	-2.43	-2.01	-2.71
20-Jan	Jeffrey Connors	23332691	2-239	3/18/2016	1	1	694	1.6	04/01/19	5.52	7.23	5.44	7.25	6.75	8.99		-1.81	-3.07	-2.25	-3.8
20-Feb	Jeffrey Connors	23332691	2-239	3/18/2016	1	1	694	1.6	04/01/19	5.64	7.42	6.17	8.18	9.81	13.02		-2.54	-4	-4.04	-6.36
20-Mar	Jeffrey Connors	23332691	2-239	3/18/2016	1	1	694	1.6	04/01/19	5.64	7.42	6.73	8.86	13.18	17.36		-3.24	-4.68	-6.34	-9.17
20-Apr	Jeffrey Connors	23332691	2-239	3/18/2016	1	1	694	1.6	04/01/19	6.15	8.31	7.4	10.02	14.05	19.01		-4.1	-5.84	-7.78	-11.07
20-May	Jeffrey Connors	23332691	2-239	3/18/2016	1	1	694	1.6	04/01/19	6.45	8.71	8.41	11.22	13.98	18.65		-5.16	-7.04	-8.58	-11.69

Oct-19

Mult	149.8		149.8
Total Sq Ft	61388	Total Sq Ft	61388
Total Occs	102	total occ	102
water billable	\$828.37	sewer billable	\$987.00
minus CAD	\$621.28	minus CAD	\$740.25
half	\$310.64	half	\$370.13
Per occ	per sq ft	Per occ	per sq ft
\$3.05	0.005060252	\$3.63	0.0060293
Per Mult	4.14737984	Per Mult	\$4.94

19-Dec

Mult	149.8		149.8
Total Sq Ft	61388	Total Sq Ft	61388
Total Occs	106	Total Occs	106
water billable	\$1,104.48	sewer billable	\$987.00
minus CAD	\$828.36	minus CAD	\$740.25
half	\$414.18	half	\$370.13
Per occ	per sq ft	Per occ	per sq ft
\$3.91	0.006747	\$3.49	0.006029
Per Mult	5.529773	Per Mult	\$4.94

20-Feb

Mult	149.8		149.8
Total Sq Ft	61388	Total Sq Ft	61388
Total Occs	102	Total Occs	102
water billable	\$1,570.38	sewer billable	\$987.00
minus CAD	\$1,177.77	minus CAD	\$740.25
half	\$588.89	half	\$370.13
Per occ	per sq ft	Per occ	per sq ft
\$5.77	0.009592836	\$3.63	0.006029
Per Mult	7.862283044	Per Mult	\$4.94

20-Apr

Mult	149.8		149.8
Total Sq Ft	61388	Total Sq Ft	61388
Total Occs	112	Total Occs	112
water billable	\$1,873.08	sewer billable	\$987.00
minus CAD	\$1,404.81	minus CAD	\$740.25
half	\$702.41	half	\$370.13
Per occ	per sq ft	Per occ	per sq ft
\$6.27	0.011442057	\$3.30	0.006029
Per Mult	9.377903872	Per Mult	\$4.94

Nov-19

Mult	149.8		149.8
Total Sq Ft	61388	Total Sq Ft	61388
Total Occs	103	Total Occs	103
water billable	\$1,342.13	sewer billable	\$987.00
minus CAD	\$1,006.60	minus CAD	\$740.25
half	\$503.30	half	\$370.13
Per occ	per sq ft	Per occ	per sq ft
\$4.89	0.00819865	\$3.59	0.0060293
Per Mult	6.719609479	Per Mult	\$4.94

20-Jan

Mult	149.8		149.8
Total Sq Ft	61388	Total Sq Ft	61388
Total Occs	102	Total Occs	102
water billable	\$1,224.61	sewer billable	\$987.00
minus CAD	\$918.46	minus CAD	\$740.25
half	\$459.23	half	\$370.13
Per occ	per sq ft	Per occ	per sq ft
\$4.50	0.007481	\$3.63	0.006029
Per Mult	6.131225	Per Mult	\$4.94

20-Mar

Mult	149.8		149.8
Total Sq Ft	61388	Total Sq Ft	61388
Total Occs	106	Total Occs	106
water billable	\$1,932.68	sewer billable	\$987.00
minus CAD	\$1,449.51	minus CAD	\$740.25
half	\$724.76	half	\$370.13
Per occ	per sq ft	Per occ	per sq ft
\$6.84	0.011806135	\$3.49	0.006029
Per Mult	9.676301736	Per Mult	\$4.94

20-May

Mult	149.8		149.8
Total Sq Ft	61388	Total Sq Ft	61388
total	114	total	114
water billable	\$1,640.85	sewer billable	\$987.00
minus CAD	\$1,230.64	minus CAD	\$740.25
half	\$615.32	half	\$370.13
Per occ	per sq ft	Per occ	per sq ft
\$5.40	0.010023437	\$3.25	0.006029
Per Mult	8.215203605	Per Mult	\$4.94