



Filing Receipt

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DOCKET NO. 51619

SOAH DOCKET NO. 473-22-2652

COMPLAINANT'S EXHIBIT FOR HEARING

1/30/23

TABLE OF CONTENTS

WATER CHARGES FROM MAY 2019 TO NOVEMBER 2020	Page 1
SEPTEMBER 2019 TO MAY 2020 OCCUPANCY INFO	Page 2
SEPTEMBER 2019 TO MAY 2020 BILLING DATE INFO	Page 3
PROOF THAT GALLERY II RESIDENTS WERE CHARGED TWICE FOR THE 7/15/19 TO 8/14/19 CITY OF AUSTIN WATER BILL	Page 4
PROOF THAT PUC RULE §24.283 (d)(1) WAS VIOLATED	Page 14
PROOF THAT PUC RULE §24.283 (b)(1) WAS VIOLATED	Page 60
EVIDENCE DERIVED FROM TABLE IN ITEM 100	Page 63
Conservice's Response to my First RFI to them in Item 64	Page 71
Conservice's Response to my Second RFI to them in Item 67	Page 84
Conservice's Response to my Third RFI to them in Item 100	Page 98
Conservice's Response to my Fourth RFI to them in Item 99	Page 109
PUC Staff's Response to my First RFI to them in Item 86	Page 115

WATER CHARGES FROM MAY 2019 TO NOVEMBER 2020

\$14.93	3/15/19-4/12/19	May '19 rental bill with Valiant (daily irrigation)
\$15.80	4/13/19-5/14/19	June '19 rental bill with Valiant (daily irrigation)
\$15.70	5/15/19-6/13/19	July '19 rental bill with Valiant (daily irrigation)
\$16.84	6/14/19-7/15/19	August '19 rental bill with Valiant (daily irrigation)
\$18.27	7/16/19-8/14/19	September '19 rental bill with Valiant (daily irrigation)

Roscoe began managing complex in late-July 2019

\$23.52	8/14/19-9/8/19	October '19 rental bill with Roscoe (daily irrigation)
\$29.14	9/8/19-10/3/19	November '19 rental bill - Roscoe (daily irrigation)
\$28.87	10/3/19-10/29/19	December '19 rental bill - Roscoe (daily irrigation)
\$32.09	10/29/19-11/23/19	January '20 rental bill - Roscoe (daily irrigation)
\$40.84	11/23/19-12/18/19	February '20 rental bill - Roscoe (daily irrigation)
\$49.79	12/18/19-1/14/20	March '20 rental bill - Roscoe (daily irrigation)
\$54.14	1/14/20-2/12/20	April '20 rental bill - Roscoe (daily irrigation)
\$55.92	2/13/20-3/13/20	May '20 rental bill – Roscoe (daily irr. until 2/28)

Water records requested from Roscoe on 2/28 and daily irrigation promptly ends

\$17.09	3/13/20-4/14/20	June '20 rental bill - Roscoe (<u>no</u> daily irrigation)
\$15.29	4/14/20-5/13/20	July '20 rental bill - Roscoe (<u>no</u> daily irrigation)
\$14.03	5/13/20-6/12/20	August '20 rental bill - Roscoe (<u>no</u> daily irrigation)
\$17.06	6/12/20-7/15/20	September '20 rental bill - Roscoe (<u>no</u> daily irrigation)
\$14.64	7/15/20-8/13/20	October '20 rental bill - Roscoe (<u>no</u> daily irrigation)
\$14.36	8/13/20-9/14/20	November '20 rental bill - Roscoe (<u>no</u> daily irrigation)

SEPTEMBER 2019 TO MAY 2020 OCCUPANCY INFO

	<u>Occ. in billing</u>	<u>Actual Occ.</u>	<u>Occ. space in billing</u>	<u>Actual Occ. space</u>
Sept. 2019		101*		
Oct. 2019	78		42,459	
Nov. 2019	78		42,459	
Dec. 2019	70		38,877	
Jan. 2020	68		35,447	
Feb. 2020	60	99	31,387	51,616
March 2020	55	106	28,978	53,874
April 2020	50	112	25,636	55,310
May 2020	44	114	22,900	56,698

*Derived from *gl070 – 3506 Highlighted final summary – 9.4.19.xls* found in Item 10 ZIP folder

SEPTEMBER 2019 TO MAY 2020 BILLING DATE INFO

	<u>City of Austin bill</u>	<u>On rental bill</u>
September 2019	7/16/19- 8/14/19	7/11/19-8/9/19
October 2019	7/16/19- 8/14/19*	8/14/19-9/8/19
November 2019	8/14/19-9/13/19	9/8/19-10/3/19
December 2019	9/13/19-10/14/19	10/3/19-10/29/19
January 2020	10/14/19-11/13/19	10/29/19-11/23/19
February 2020	11/13/19-12/13/19	11/23/19-12/18/19
March 2020	12/13/19-1/14/20	12/18/19-1/14/20
April 2020	1/14/20-2/12/20	1/14/20-2/12/20
May 2020	2/12/20-3/13/20	2/12/20-3/13/20

*Double-billed for City of Austin water bill paid in September 2019

**PROOF THAT GALLERY II RESIDENTS WERE CHARGED
TWICE FOR THE 7/15/19 TO 8/14/19 CITY OF AUSTIN WATER
BILL**

SEPTEMBER 2019 BILLING

SEPTEMBER 2019 BILLING

Found in Item 10 ZIP folder in *gl070 – 3506 Highlighted final summary – 9.4.19.xls*

gl070 - 3506 Highlighted final summary - 9.4.19.xls (read-only) - OpenOffice

File Edit View Insert Format Tools Data Window Help

Find

A1 THE GALLERY 3506 (07/16/2019 - 08/14/2019 - August 2019) printed on: 08/21/19 10:42:09 AM

	A	B	C	D	F	G	H	I	J	L	M	N	O	P	Q	R
1	9 - 08/14/2019 - August 2019) p															
2	Premise #	Premise ID	Address Line 1	Address Line 2	Resident ID	Resident Name	Pinvoice Amount	PBalance	CBalance	CInvoice Amount	CBalance With Latefee	Drainage: City of Austin	Sewer Base: City of Austin	Sewer: City of Austin	Water Base: City of Austin	Water: City of Austin
84	0239	334796	3506 MANCHACA RD	APT 239	484267	Jeffrey Connors	\$23.80	\$0.00	\$25.24	\$25.24	\$26.50	\$6.97	\$0.10	\$7.94	\$3.56	\$6.67

Found in Item 1 page 14 in the pdf

RESIDENT/UNIT INFO:
BILL DATE: 08/21/19
SERVICE PERIOD: 07/16/19 - 08/14/19
SERVICE DAYS: 30
OCCUPANTS: 1
SQUARE FOOTAGE: 694

RESIDENT NAME / ACCOUNT #	
JEFFREY CONNORS / 484267	
AMOUNT DUE BY 09/05/19	
\$25.24	
SERVICE ADDRESS / UNIT #	
3506 MANCHACA RD 0239	
CURRENT READ	PREVIOUS READ
UTILITY	CHARGE PER
USAGE	SECURITY CODE
	3-484267-92EE

RESIDENT UTILITY STATEMENT

Water: City of Austin	\$6.67
Water Base: City of Austin	\$3.56
Sewer: City of Austin	\$7.94
Sewer Base: City of Austin	\$0.10
Drainage: City of Austin	\$6.97
TOTAL INVOICE:	\$25.24
UTILITY LATE FEE IF PAID AFTER: 09/05/19	\$1.26

BILLING CYCLE 07/16/19 - 08/14/19
BILLED DAYS 30

Rent is DUE on the 1st of every month



PLEASE REMIT W/RENT TO:

THE GALLERY APARTMENTS
 3622 MANCHACA RD
 AUSTIN TX 78704-6603

Found in Item 13 page 31 of pdf

Resident Ledger



Date: 11/10/2019

Code	10091045	Property	9200	Lease From	04/01/2019
Name	Jeffrey Connors	Unit	2-239	Lease To	03/31/2020
Address	3506 Manchaca Rd # 2-239	Status	Current	Move In	03/16/2016
		Rent	1050.00	Move Out	
City	Austin, TX 78704	Phone (H)	(509) 990-2154	Phone (W)	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
07/25/2019	seddep	:Posted by QuickTrans (seddep)	250.00		250.00	10138746
07/25/2019	chkt#	:QuickTrans :Posted by QuickTrans		250.00	0.00	3595454
08/01/2019	ubtrash	Trash (08/2019)	25.00		25.00	10165380
08/01/2019	pest	Pest Control (08/2019)	5.00		30.00	10165593
08/01/2019	rent	Rent-Lease Charges (08/2019)	1,050.00		1,080.00	10165767
08/04/2019	late	Late Fee Income :Reversed by Charge Ctrl# 10180337	75.00		1,155.00	10172456
08/04/2019	late	:Reverse Charge Ctrl#10172456 money posted to wrong ledger	(75.00)		1,080.00	10180337
08/06/2019		chkt# 1019 Reapplied Receipt		1,098.80	(18.80)	3663331
08/07/2019	ubstorm	6/11/19-7/10/19	6.96		(11.84)	10143638
08/07/2019	ubsewer	6/11/19-7/10/19	0.10		(11.74)	10143739
08/07/2019	ubsewer	6/11/19-7/10/19	7.93		(3.81)	10143820
08/07/2019	ubwater	6/11/19-7/10/19	3.56		(0.25)	10143938
08/07/2019	ubwater	6/11/19-7/10/19	5.25		5.00	10144030
09/01/2019	ubtrash	Trash (09/2019)	25.00		30.00	10371890
09/01/2019	pest	Pest Control (09/2019)	5.00		35.00	10372123
09/01/2019	rent	Rent-Lease Charges (09/2019)	1,050.00		1,085.00	10372303
09/01/2019	ubstorm	7/11/19-8/9/19	6.97		1,091.97	10377760
09/01/2019	ubsewer	7/11/19-8/9/19	0.10		1,092.07	10377944
09/01/2019	ubsewer	7/11/19-8/9/19	7.94		1,100.01	10378144
09/01/2019	ubwater	7/11/19-8/9/19	3.56		1,103.57	10378327
09/01/2019	ubwater	7/11/19-8/9/19	6.67		1,110.24	10378517
09/03/2019		chkt# 44455651 ClickPay ? ACH ? A1909031251_OW7FT7		1,110.24	0.00	3704744
10/01/2019	rent	Rent-Lease Charges (10/2019)	1,050.00		1,050.00	10627137
10/01/2019	pest	Pest Control - 10/01/19-10/31/19	5.00		1,055.00	10648417
10/01/2019	ubsewer	Sewer Allocation - 08/14/19-09/08/19	10.90		1,065.90	10648418
10/01/2019	ubstorm	Storm water / Drainage - 08/14/19-09/08/19	12.63		1,078.53	10648419
10/01/2019	ubtrash	Trash - 10/01/19-10/31/19	9.00		1,087.53	10648420
10/01/2019	admintra	Trash Admin Fee - 10/01/19-10/31/19	3.00		1,090.53	10648421
10/01/2019	vttrash	Vallet Trash Service Fee - 10/01/19-10/31/19	25.00		1,115.53	10648422

*

City of Austin



City of Austin bill

On rental bill

September 2019

7/16/19-8/14/19

7/11/19-8/9/19

OCTOBER 2019 BILLING

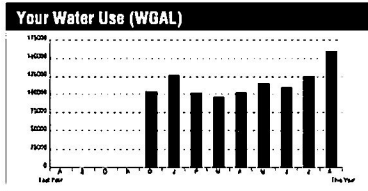
OCTOBER 2019 BILLING

Found in Item 99 on pdf page 5

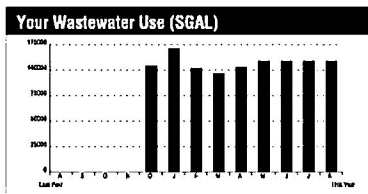
P00008-0000002

Page 2 of 3

Service Details



Days of service 30
 Gallons used 159300
 Avg. gallons per day 5310.0
 Avg. cost per day \$40.01
 9 month avg. consumption: 115766.67



Days of service 30
 Gallons used 108700
 Avg. gallons per day 3623.3
 Avg. cost per day \$33.24



WATER SERVICE

3506 MANCHACA RD

Meter # 148462

Read Date

07/15/2019

08/14/2019

Consumption

Read

99635

101228

1593

Reading Difference in Hundreds

1593

Total Consumption in Gallons

159300

City of Austin Water - Multi-Family

Customer Charge \$75.10 W

Fixed Charge \$292.00 W

159,300 Gallons at \$5.00 per 1,000 - On Peak \$796.50 W

159,300 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge \$23.90 W

159,300 Gallons at \$0.05 per 1,000 - Reserve Fund Surcharge \$7.97 W

Private Hydrant Fee 2 @ \$2.44 ea \$4.88 NB

TOTAL CURRENT CHARGES \$1,200.35

\$828.37



WASTEWATER SERVICE

3506 MANCHACA RD

City of Austin Wastewater - Multi-Family

Customer Charge \$10.30 S

108,700 Gallons at \$8.93 per 1,000 \$970.69 S

108,700 Gallons at \$0.15 per 1,000 - WW Community Benefit Charge \$16.31 S

TOTAL CURRENT CHARGES \$997.30

\$987.00

Item 10 ZIP folder *HIMBC Unit 2-239.docx* on page 1



Dear **The Gallery** Resident,

The ever-increasing cost of utilities, tied with the impact utility consumption has on the environment, has made conservation an important concern at **The Gallery**. When residents are aware of their utility usage, they will be more likely to conserve. Because of this, you will be billed for your utility usage each month.

When it comes to the billing of utility costs, we all want to ensure that utility usage is billed accurately and fairly. That's why **The Gallery** is a direct customer of Conservice, a worldwide leader in utility billing for the **Water/Sewer** utilities consumed by residents. The utility providers send bills to **The Gallery**, which include charges for **Water/Sewer** that you consume in your apartment. These utility costs are passed on to our residents through Conservice. You will receive a utility bill from Conservice every month.

How is my Conservice Utility Bill Calculated?

Post Month 10/2019

Water Charges

Your water charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly water bill.



A 25% common area deduction is subtracted from the total water charge for your building to calculate the amount that will be allocated to residents.	$\$828.37 - \$207.09 = \$621.28$
The adjusted expense is divided in half.	$\$621.28 / 2 = \310.64
Half of the expense is divided by the total number of occupants in your building to calculate the per occupant amount.	$\$310.64 / 78 \text{ occupants} = \$3.98 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$3.98 \times 1 \text{ occupants} = \3.98
The other half of the provider expense will be divided by the square feet of your building to calculate the per square foot charge.	$\$310.64 / 42459 \text{ square feet} = \$0.007316 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.007316 \times 694 \text{ square feet} = \5.08



Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly water charge.	$\$3.98 + \$5.08 = \$9.06$
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Sewer Charges

Your sewer charges are calculated based on local utility provider bills. Conserve will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conserve will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly sewer bill.

A 25% common area deduction is subtracted from the monthly expense to calculate the amount that will be allocated to residents.	$\$987.00 - \$246.75 = \$740.75$
The adjusted expense is divided in half.	$\$740.75 / 2 = \370.13
Half of the expense is divided by the total number of occupants at your community to calculate the per occupant amount.	$\$370.13 / 78 \text{ occupants} = \$4.75 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$4.75 \times 1 \text{ occupants} = \4.75
The other half of the provider expense will be divided by the square feet in your community to calculate the per square foot charge.	$\$370.13 / 42459 \text{ square feet} = \$0.008717 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.008717 \times 694 \text{ square feet} = \6.05
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly sewer charge.	$\$4.75 + \$6.05 = \$10.80$

Found in Item 13 page 31 of pdf

Resident Ledger

ROSCOE
PROPERTY

Date: 11/10/2019

Code	10091045	Property	9200	Lease From	04/01/2019
Name	Jeffrey Connors	Unit	2-239	Lease To	03/31/2020
Address	3506 Manchaca Rd # 2-239	Status	Current	Move In	03/16/2016
		Rent	1050.00	Move Out	
City	Austin, TX 78704	Phone (H)	(509) 990-2154	Phone (W)	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
07/25/2019	seddep	:Posted by QuickTrans (seddep)	250.00		250.00	10138746
07/25/2019	chkb	:QuickTrans :Posted by QuickTrans		250.00	0.00	3595454
08/01/2019	ubtrash	Trash (08/2019)	25.00		25.00	10165380
08/01/2019	pest	Pest Control (08/2019)	5.00		30.00	10165593
08/01/2019	rent	Rent-Lease Charges (08/2019)	1,050.00		1,080.00	10165767
08/04/2019	late	Late Fee Income :Reversed by Charge Ctrl# 10180337	75.00		1,155.00	10172456
08/04/2019	late	:Reverse Charge Ctrl#10172456 money posted to wrong ledger	(75.00)		1,080.00	10180337
08/06/2019	chkb	1019 Reapplied Receipt		1,088.80	(18.80)	3068331
08/07/2019	ubstorm	6/11/19-7/10/19	6.96		(11.84)	10143638
08/07/2019	ubsewer	6/11/19-7/10/19	0.10		(11.74)	10143734
08/07/2019	ubsewer	6/11/19-7/10/19	7.93		(3.81)	10143820
08/07/2019	ubwater	6/11/19-7/10/19	3.56		(0.25)	10143918
08/07/2019	ubwater	6/11/19-7/10/19	5.25		5.00	10144010
09/01/2019	ubtrash	Trash (09/2019)	25.00		30.00	10371890
09/01/2019	pest	Pest Control (09/2019)	5.00		35.00	10372123
09/01/2019	rent	Rent-Lease Charges (09/2019)	1,050.00		1,085.00	10372303
09/01/2019	ubstorm	7/11/19-8/9/19	6.97		1,091.97	10372760
09/01/2019	ubsewer	7/11/19-8/9/19	0.10		1,092.07	10377844
09/01/2019	ubsewer	7/11/19-8/9/19	7.94		1,100.01	10378144
09/01/2019	ubwater	7/11/19-8/9/19	3.56		1,103.57	10378427
09/01/2019	ubwater	7/11/19-8/9/19	6.67		1,110.24	10378517
09/03/2019		chkb 44455651 ChkPay ? ACH ? A1909031251_OW7F17		1,110.24	0.00	3704744
10/01/2019	rent	Rent-Lease Charges (10/2019)	1,050.00		1,050.00	10627137
10/01/2019	pest	Pest Control - 10/01/19-10/31/19	5.00		1,055.00	
10/01/2019	ubsewer	Sewer Allocation - 08/14/19-09/08/19	10.90		1,065.90	
10/01/2019	ubstorm	Storm water / Drainage - 08/14/19-09/08/19	12.63		1,078.53	
10/01/2019	ubtrash	Trash - 10/01/19-10/31/19	9.00		1,087.53	10649420
10/01/2019	admintra	Trash Admin Fee - 10/01/19-10/31/19	3.00		1,090.53	10648421
10/01/2019	ubtrash	Valet Trash Service Fee - 10/01/19-10/31/19	25.00		1,115.53	10648422

\$10.80 + \$0.10 (sewer base 2 charge) = \$10.90

Found in Item 13 page 32 of pdf

10/01/2019	ubwater	Water Allocation - 08/14/19-09/08/19	12.62		1,128.15	10648423
10/01/2019		chk# 46083809 ClickPay - ACH - A1910010858_Y\$3X00		1,111.00	17.15	3767680
11/01/2019	pest	Pest Control - 11/01/19-11/30/19	9.00		22.15	10731658
11/01/2019	ubsewer	Sewer Allocation - 09/08/19-10/03/19	10.90		33.05	10731659
11/01/2019	ubstorm	Storm water / Drainage - 09/08/19-10/03/19	12.52		45.57	10731661
11/01/2019	ubtrash	Trash - 11/01/19-11/30/19	9.00		54.57	10731663
11/01/2019	admintra	Trash Admin Fee - 11/01/19-11/30/19	3.00		57.57	10731665
11/01/2019	vtrash	Valet Trash Service Fee - 11/01/19-11/30/19	29.00		82.57	10731667
11/01/2019	ubwater	Water Allocation - 09/08/19-10/03/19	18.24		100.81	10731669
11/01/2019	rent	Rent-Lease Charges (11/2019)	1,050.00		1,150.81	10873695
11/01/2019		chk# 48169776 ClickPay - ACH - A1911012001_UD0TX2		1,150.81	0.00	3837545

\$9.06 + \$3.56 (water base 2 charge) = \$12.62

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City of Austin



City of Austin bill

On rental bill

October 2019

7/15/19-8/14/19*

8/14/19-9/8/19

***Double-billed for City of Austin water bill paid in September 2019**

PROOF THAT PUC RULE §24.283 (d)(1) WAS VIOLATED

SEPTEMBER 2019 BILLING

SEPTEMBER 2019 BILLING

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2	Premise #	Premise ID	Address Line 1	Address Line 2	Resident ID	Resident Name	Pinvoice Amount	PBalance	CBalance	CInvoice Amount	CBalance With Latefee	Drainage: City of Austin	Sewer Base: City of Austin	Sewer: City of Austin	Water Base: City of Austin	Water: City of Austin
84	0239	334796	3506 MANCHACA RD	APT 239	484267	Jeffrey Connors	\$23.80	\$0.00	\$25.24	\$25.24	\$26.50	\$6.97	\$0.10	\$7.94	\$3.56	\$6.67

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RESIDENT/UNIT INFO:
 BILL DATE: 08/21/19
 SERVICE PERIOD: 07/16/19 - 08/14/19
 SERVICE DAYS: 30
 OCCUPANTS: 1
 SQUARE FOOTAGE: 694

RESIDENT NAME / ACCOUNT #	
JEFFREY CONNORS / 484267	
AMOUNT DUE BY 09/05/19	
\$25.24	
SERVICE ADDRESS / UNIT #	
3506 MANCHACA RD 0239	
CURRENT READ	PREVIOUS READ
UTILITY	CHARGE PER
USAGE	SECURITY CODE
	3-484267-92EE

RESIDENT UTILITY STATEMENT

Water: City of Austin	\$6.67
Water Base: City of Austin	\$3.56
Sewer: City of Austin	\$7.94
Sewer Base: City of Austin	\$0.10
Drainage: City of Austin	\$6.97

TOTAL INVOICE: \$25.24

UTILITY LATE FEE IF PAID AFTER : 09/05/19 \$1.26

BILLING CYCLE 07/16/19 - 08/14/19
BILLED DAYS 30

Rent is DUE on the 1st of every month



PLEASE REMIT W/RENT TO:
 THE GALLERY APARTMENTS
 3622 MANCHACA RD
 AUSTIN TX 78704-6603

Found in Item 13 page 31 of pdf

Resident Ledger



Date: 11/10/2019

Code	10091045	Property	9200	Lease From	04/01/2019
Name	Jeffrey Connors	Unit	2-239	Lease To	03/31/2020
Address	3506 Manchaca Rd # 2-239	Status	Current	Move In	03/16/2016
		Rent	1050.00	Move Out	
City	Austin, TX 78704	Phone (H)	(509) 990-2154	Phone (W)	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
07/25/2019	seddep	:Posted by QuickTrans (seddep)	250.00		250.00	10138746
07/25/2019	chkt#	:QuickTrans :Posted by QuickTrans		250.00	0.00	3595454
08/01/2019	ubtrash	Trash (08/2019)	25.00		25.00	10165380
08/01/2019	pest	Pest Control (08/2019)	5.00		30.00	10165593
08/01/2019	rent	Rent-Lease Charges (08/2019)	1,050.00		1,080.00	10165767
08/04/2019	late	Late Fee Income :Reversed by Charge Ctrl# 10180337	75.00		1,155.00	10172456
08/04/2019	late	:Reverse Charge Ctrl#10172456 money posted to wrong ledger	(75.00)		1,080.00	10180337
08/06/2019		chkt# 1019 Reapplied Receipt		1,098.80	(18.80)	3663331
08/07/2019	ubstorm	6/11/19-7/10/19	6.96		(11.84)	10143638
08/07/2019	ubsewer	6/11/19-7/10/19	0.10		(11.74)	10143734
08/07/2019	ubsewer	6/11/19-7/10/19	7.93		(3.81)	10143820
08/07/2019	ubwater	6/11/19-7/10/19	3.56		(0.25)	10143938
08/07/2019	ubwater	6/11/19-7/10/19	5.25		5.00	10144030
09/01/2019	ubtrash	Trash (09/2019)	25.00		30.00	10371890
09/01/2019	pest	Pest Control (09/2019)	5.00		35.00	10372123
09/01/2019	rent	Rent-Lease Charges (09/2019)	1,050.00		1,085.00	10372303
09/01/2019	ubstorm	7/11/19-8/9/19	6.97		1,091.97	10377760
09/01/2019	ubsewer	7/11/19-8/9/19	0.10		1,092.07	10377944
09/01/2019	ubsewer	7/11/19-8/9/19	7.94		1,100.01	10378144
09/01/2019	ubwater	7/11/19-8/9/19	3.56		1,103.57	10378327
09/01/2019	ubwater	7/11/19-8/9/19	6.67		1,110.24	10378517
09/03/2019		chkt# 44455651 ClickPay ? ACH ? A1909031251_OW7FT7		1,110.24	0.00	3704744
10/01/2019	rent	Rent-Lease Charges (10/2019)	1,050.00		1,050.00	10627137
10/01/2019	pest	Pest Control - 10/01/19-10/31/19	5.00		1,055.00	10648417
10/01/2019	ubsewer	Sewer Allocation - 08/14/19-09/08/19	10.90		1,065.90	10648418
10/01/2019	ubstorm	Storm water / Drainage - 08/14/19-09/08/19	12.63		1,078.53	10648419
10/01/2019	ubtrash	Trash - 10/01/19-10/31/19	9.00		1,087.53	10648420
10/01/2019	admintra	Trash Admin Fee - 10/01/19-10/31/19	3.00		1,090.53	10648421
10/01/2019	vttrash	Vallet Trash Service Fee - 10/01/19-10/31/19	25.00		1,115.53	10648422

*

City of Austin



City of Austin bill

On rental bill

September 2019

7/16/19-8/14/19

7/11/19-8/9/19

OCTOBER 2019 BILLING

OCTOBER 2019 BILLING

Item 10 ZIP folder *HIMBC Unit 2-239.docx* on page 1



Dear **The Gallery** Resident,

The ever-increasing cost of utilities, tied with the impact utility consumption has on the environment, has made conservation an important concern at **The Gallery**. When residents are aware of their utility usage, they will be more likely to conserve. Because of this, you will be billed for your utility usage each month.

When it comes to the billing of utility costs, we all want to ensure that utility usage is billed accurately and fairly. That's why **The Gallery** is a direct customer of Conservice, a worldwide leader in utility billing for the **Water/Sewer** utilities consumed by residents. The utility providers send bills to **The Gallery** which include charges for **Water/Sewer** that you consume in your apartment. These utility costs are passed on to our residents through Conservice. You will receive a utility bill from Conservice every month.

How is my Conservice Utility Bill Calculated?

Post Month 10/2019

Water Charges

Your water charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly water bill.

A 25% common area deduction is subtracted from the total water charge for your building to calculate the amount that will be allocated to residents.	$\$828.37 - \$207.09 = \$621.28$
The adjusted expense is divided in half.	$\$621.28 / 2 = \310.64
Half of the expense is divided by the total number of occupants in your building to calculate the per occupant amount.	$\$310.64 / 78 \text{ occupants} = \$3.98 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$3.98 \times 1 \text{ occupants} = \3.98
The other half of the provider expense will be divided by the square feet of your building to calculate the per square foot charge.	$\$310.64 / 42459 \text{ square feet} = \$0.007316 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.007316 \times 694 \text{ square feet} = \5.08



Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly water charge.	$\$3.98 + \$5.08 = \$9.06$
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Sewer Charges

Your sewer charges are calculated based on local utility provider bills. Conserve will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conserve will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly sewer bill.

A 25% common area deduction is subtracted from the monthly expense to calculate the amount that will be allocated to residents.	$\$987.00 - \$246.75 = \$740.75$
The adjusted expense is divided in half.	$\$740.75 / 2 = \370.13
Half of the expense is divided by the total number of occupants at your community to calculate the per occupant amount.	$\$370.13 / 78 \text{ occupants} = \$4.75 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$4.75 \times 1 \text{ occupants} = \4.75
The other half of the provider expense will be divided by the square feet in your community to calculate the per square foot charge.	$\$370.13 / 42459 \text{ square feet} = \$0.008717 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.008717 \times 694 \text{ square feet} = \6.05
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly sewer charge.	$\$4.75 + \$6.05 = \$10.80$

Found in Item 13 page 31 of pdf

Resident Ledger

ROSCOE
PROPERTY

Date: 11/10/2019

Code	10091045	Property	9200	Lease From	04/01/2019
Name	Jeffrey Connors	Unit	2-239	Lease To	03/31/2020
Address	3506 Manchaca Rd # 2-239	Status	Current	Move In	03/16/2016
		Rent	1050.00	Move Out	
City	Austin, TX 78704	Phone (H)	(509) 990-2154	Phone (W)	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
07/25/2019	seddep	:Posted by QuickTrans (seddep)	250.00		250.00	10138746
07/25/2019	chkk	:QuickTrans :Posted by QuickTrans		250.00	0.00	3595454
08/01/2019	ubtrash	Trash (08/2019)	25.00		25.00	10165380
08/01/2019	pest	Pest Control (08/2019)	5.00		30.00	10165593
08/01/2019	rent	Rent-Lease Charges (08/2019)	1,050.00		1,080.00	10165767
08/04/2019	late	Late Fee Income :Reversed by Charge Ctrl# 10180337	75.00		1,155.00	10172456
08/04/2019	late	:Reverse Charge Ctrl#10172456 money posted to wrong ledger	(75.00)		1,080.00	10180337
08/06/2019	chkk	1019 Reapplied Receipt		1,088.80	(18.80)	3068331
08/07/2019	ubstorm	6/11/19-7/10/19	6.96		(11.84)	10143638
08/07/2019	ubsewer	6/11/19-7/10/19	0.10		(11.74)	10143734
08/07/2019	ubsewer	6/11/19-7/10/19	7.93		(3.81)	10143820
08/07/2019	ubwater	6/11/19-7/10/19	3.56		(0.25)	10143918
08/07/2019	ubwater	6/11/19-7/10/19	5.25		5.00	10144010
09/01/2019	ubtrash	Trash (09/2019)	25.00		30.00	10371890
09/01/2019	pest	Pest Control (09/2019)	5.00		35.00	10372123
09/01/2019	rent	Rent-Lease Charges (09/2019)	1,050.00		1,085.00	10372303
09/01/2019	ubstorm	7/11/19-8/9/19	6.97		1,091.97	10377760
09/01/2019	ubsewer	7/11/19-8/9/19	0.10		1,092.07	10377844
09/01/2019	ubsewer	7/11/19-8/9/19	7.94		1,100.01	10378144
09/01/2019	ubwater	7/11/19-8/9/19	3.56		1,103.57	10378427
09/01/2019	ubwater	7/11/19-8/9/19	6.67		1,110.24	10378517
09/03/2019		chkk 44455651 ChkPay ? ACH ? A1909031251_OW7F17		1,110.24	0.00	3704744
10/01/2019	rent	Rent-Lease Charges (10/2019)	1,050.00		1,050.00	10627137
10/01/2019	pest	Pest Control - 10/01/19-10/31/19	5.00		1,055.00	
10/01/2019	ubsewer	Sewer Allocation (08/14/19-09/08/19)	10.90		1,065.90	
10/01/2019	ubstorm	Storm water / Drainage - 08/14/19-09/08/19	12.63		1,078.53	
10/01/2019	ubtrash	Trash - 10/01/19-10/31/19	9.00		1,087.53	10649420
10/01/2019	admintra	Trash Admin Fee - 10/01/19-10/31/19	3.00		1,090.53	10649421
10/01/2019	ubtrash	Valer Trash Service Fee - 10/01/19-10/31/19	25.00		1,115.53	10649422

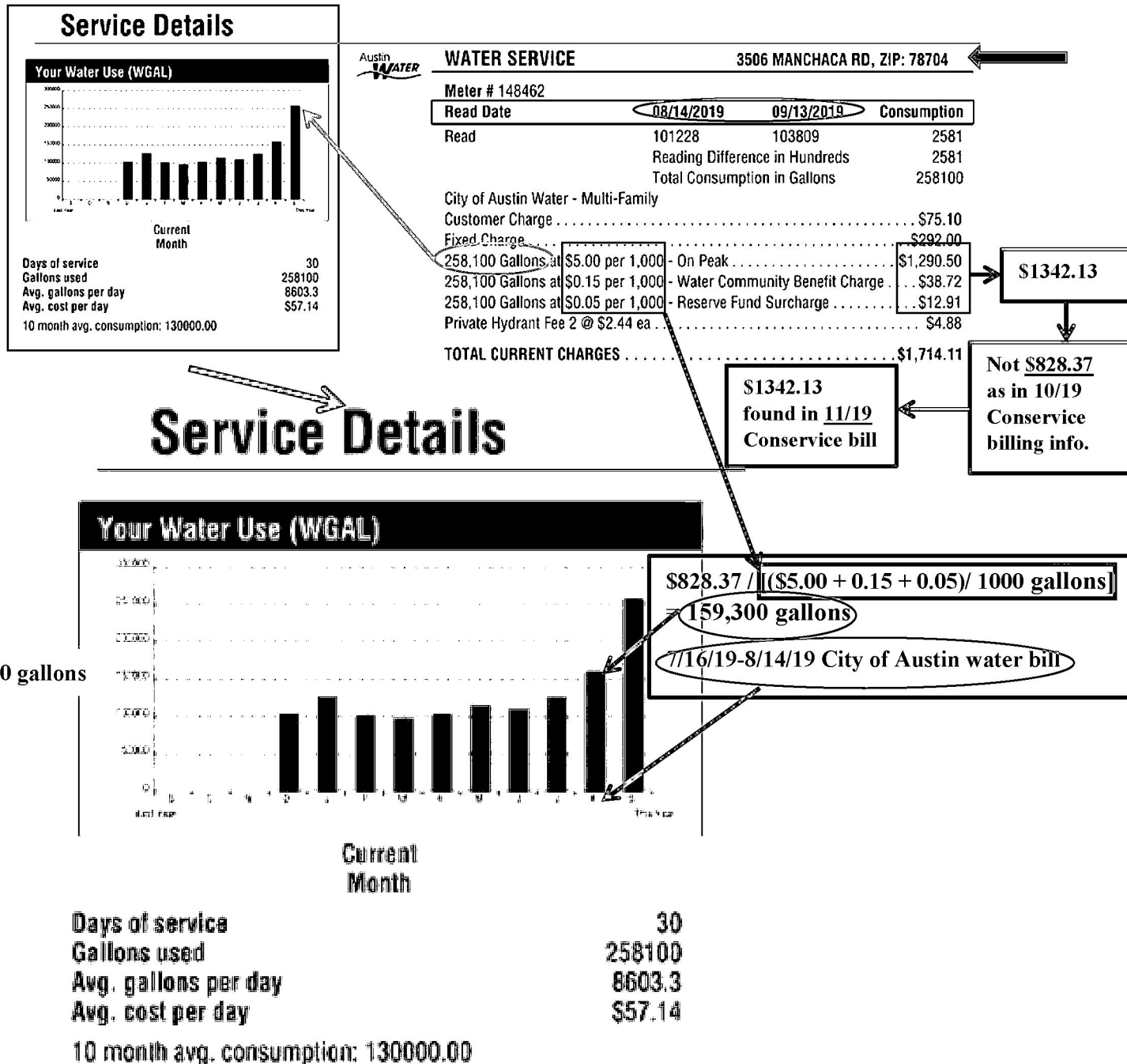
\$10.80 + \$0.10 (sewer base 2 charge) = \$10.90

Found in Item 13 page 32 of pdf

10/01/2019	ubwater	Water Allocation - 08/14/19-09/08/19	12.62		1,128.15	10648423
10/01/2019		chk# 46083809 ClickPay - ACH - A1910010858_Y53X00		1,111.00	17.15	3767680
11/01/2019	pest	Pest Control - 11/01/19-11/30/19	9.00		22.15	10731658
11/01/2019	ubsewer	Sewer Allocation - 09/08/19-10/03/19	10.90		33.05	10731659
11/01/2019	ubstorm	Storm water / Drainage - 09/08/19-10/03/19	12.52		45.57	10731661
11/01/2019	ubtrash	Trash - 11/01/19-11/30/19	9.00		54.57	10731663
11/01/2019	admintra	Trash Admin Fee - 11/01/19-11/30/19	3.00		57.57	10731665
11/01/2019	vtrash	Valet Trash Service Fee - 11/01/19-11/30/19	29.00		82.57	10731667
11/01/2019	ubwater	Water Allocation - 09/08/19-10/03/19	18.24		100.81	10731669
11/01/2019	rent	Rent-Lease Charges (11/2019)	1,050.00		1,150.81	10873695
11/01/2019		chk# 48169776 ClickPay - ACH - A1911012001_UD0TX2		1,150.81	0.00	3837545

$$\$9.06 + \$3.56 \text{ (water base 2 charge)} = \$12.62$$

Found in Item 60 page 4 in the pdf



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	<u>City of Austin bill</u>	<u>On rental bill</u>
October 2019	7/16/19-8/14/19*	8/14/19-9/8/19

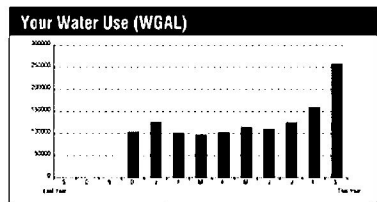
*Double-billed for City of Austin water bill paid in September 2019

NOVEMBER 2019 BILLING

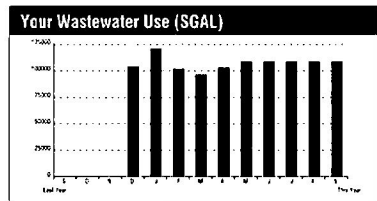
NOVEMBER 2019 BILLING

Found in Item 60 page 4 in the pdf

Service Details



Days of service 30
 Gallons used 258100
 Avg. gallons per day 8603.3
 Avg. cost per day \$57.14
 10 month avg. consumption: 130000.00



Days of service 30
 Gallons used 108700
 Avg. gallons per day 3623.3
 Avg. cost per day \$33.24



WATER SERVICE

3506 MANCHACA RD, ZIP: 78704

Meter # 148462

Read Date	08/14/2019	09/13/2019	Consumption
Read	101228	103809	2581
	Reading Difference in Hundreds		2581
	Total Consumption in Gallons		258100

City of Austin Water - Multi-Family

Customer Charge \$75.10

Fixed Charge \$292.00

258,100 Gallons at \$5.00 per 1,000 - On Peak \$1,290.50

258,100 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge \$38.72

258,100 Gallons at \$0.05 per 1,000 - Reserve Fund Surcharge \$12.91

Private Hydrant Fee 2 @ \$2.44 ea \$4.88

TOTAL CURRENT CHARGES \$1,714.11

\$ 1342.13



WASTEWATER SERVICE

3506 MANCHACA 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

\$987.00



Post Month 11/2019

Water Charges

Your water charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly water bill.

A 25% common area deduction is subtracted from the total water charge for your building to calculate the amount that will be allocated to residents.	$\$1342.13 - \$335.53 = \$1006.60$
The adjusted expense is divided in half.	$\$1006.60 / 2 = \503.30
Half of the expense is divided by the total number of occupants in your building to calculate the per occupant amount.	$\$503.30 / 78 \text{ occupants} = \$6.45 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$6.45 \times 1 \text{ occupants} = \6.45
The other half of the provider expense will be divided by the square feet of your building to calculate the per square foot charge.	$\$503.30 / 42459 \text{ square feet} = \$0.011854 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.011854 \times 694 \text{ square feet} = \8.23
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly water charge.	$\$6.45 + \$8.23 = \$14.68$



Sewer Charges

Your sewer charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly sewer bill.

A 25% common area deduction is subtracted from the monthly expense to calculate the amount that will be allocated to residents.	$\$987.00 - \$246.75 = \$740.75$
The adjusted expense is divided in half.	$\$740.75 / 2 = \370.13
Half of the expense is divided by the total number of occupants at your community to calculate the per occupant amount.	$\$370.13 / 78 \text{ occupants} = \$4.75 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$4.75 \times 2 \text{ occupants} = \9.50
The other half of the provider expense will be divided by the square feet in your community to calculate the per square foot charge.	$\$370.13 / 42459 \text{ square feet} = \$0.008717 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.008717 \times 694 \text{ square feet} = \6.05
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly sewer charge.	$\$9.50 + \$6.05 = \$15.55$

Item 1 on pdf page 16

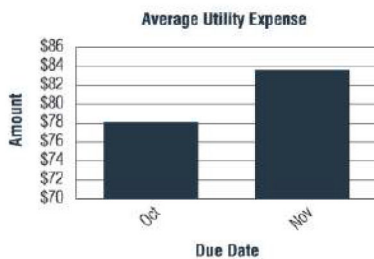


Balance Inquiries & Payment Options
Leasing Office: 1-512-443-1738

Customer Service for Utility Inquiries
Toll Free: 1-866-947-7379
service@conservice.com
www.utilitiesinfo.com

Service Problems with Utilities
Leasing Office: 1-512-443-1738

Account #: 23332691
Account Name: Jeffrey Connors
Due Date: 11/01/2019
Statement Date: 10/17/2019
Total Charges: \$1150.81
Service Address: 3506 Manchaca Rd # 2-239
Austin, TX 78704
Web Pin: 95747634



Heat your home efficiently! Make sure vents are free from obstacles.

Utility Statement for The Gallery

CURRENT RENT AND LEASE CHARGES

SERVICE TYPE	SERVICE PERIOD	CHARGES
Rent	11/01/2019 - 11/30/2019	\$1,050.00

Rent and Leasing Charges Due 11/01/2019 \$1,050.00

CURRENT UTILITY CHARGES

SERVICE TYPE	SERVICE PERIOD	CHARGES	
Water Base Charge 2	09/08/2019 - 10/03/2019	\$3.56	
Drainage 5	09/08/2019 - 10/03/2019	\$12.52	
Pest Control	11/01/2019 - 11/30/2019	\$5.00	
Sewer Base 2	09/08/2019 - 10/03/2019	\$0.10	
Sewer 4	09/08/2019 - 10/03/2019	\$10.80	
Trash	11/01/2019 - 11/30/2019	\$9.00	
Trash Admin Fee	Conserve is a service provider contracted to prepare monthly statements and provide residents with conservation resources.		\$3.00
Vallet Trash	11/01/2019 - 11/30/2019	\$25.00	
Water 4	09/08/2019 - 10/03/2019	\$14.68	

Current Utility Charges due the later of 16 days after the statement date listed above or 11/01/2019 \$83.66

Total Current Charges \$1,133.66
Prior Balance \$17.15
Grand Total Due \$1,150.81

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City of Austin

Read Date 08/14/2019 09/13/2019

City of Austin bill

On rental bill

November 2019

8/14/19-9/13/19

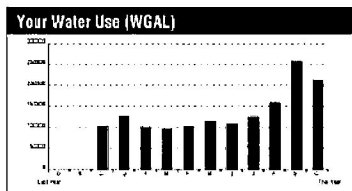
9/8/19-10/3/19

DECEMBER 2019 BILLING

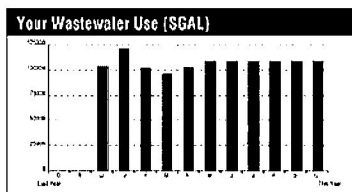
DECEMBER 2019 BILLING

Found in Item 60 page 8 in the pdf

Service Details



Days of service 31
 Gallons used 212400
 Avg. gallons per day 6851.6
 Avg. cost per day \$47.63
 11 month avg. consumption: 137490.91



Days of service 31
 Gallons used 108700
 Avg. gallons per day 3506.5
 Avg. cost per day \$32.17



WATER SERVICE

3506 MANCHACA RD, ZIP: 78704

Meter # 148462

Read Date	09/13/2019	10/14/2019	Consumption
Read	103809	105933	2124
	Reading Difference in Hundreds		2124
	Total Consumption in Gallons		212400

City of Austin Water - Multi-Family

Customer Charge \$75.10
 Fixed Charge \$292.00

212,400 Gallons at \$5.00 per 1,000 - On Peak \$1,062.00

212,400 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge \$31.86

212,400 Gallons at \$0.05 per 1,000 - Reserve Fund Surcharge \$10.62

Private Hydrant Fee 2 @ \$2.44 ea \$4.88

TOTAL CURRENT CHARGES \$1,476.46

\$ 1104.48



WASTEWATER SERVICE

3506 MANCHACA 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

\$987.00



Post Month 12/2019

Water Charges

Your water charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly water bill.

A 25% common area deduction is subtracted from the total water charge for your building to calculate the amount that will be allocated to residents.	$\$1104.48 - \$276.12 = \$828.36$
The adjusted expense is divided in half.	$\$828.36 / 2 = \414.18
Half of the expense is divided by the total number of occupants in your building to calculate the per occupant amount.	$\$414.18 / 70 \text{ occupants} = \$5.92 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$5.92 \times 1 \text{ occupants} = \5.92
The other half of the provider expense will be divided by the square feet of your building to calculate the per square foot charge.	$\$414.18 / 38877 \text{ square feet} = \$0.010654 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.010654 \times 694 \text{ square feet} = \7.39
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly water charge.	$\$5.92 + \$7.39 = \$13.31$



Sewer Charges

Your sewer charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly sewer bill.

A 25% common area deduction is subtracted from the monthly expense to calculate the amount that will be allocated to residents.	$\$987.00 - \$246.75 = \$740.75$
The adjusted expense is divided in half.	$\$740.75 / 2 = \370.13
Half of the expense is divided by the total number of occupants at your community to calculate the per occupant amount.	$\$370.13 / 70 \text{ occupants} = \$5.29 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$5.29 \times 1 \text{ occupants} = \5.29
The other half of the provider expense will be divided by the square feet in your community to calculate the per square foot charge.	$\$370.13 / 38877 \text{ square feet} = \$0.010654 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.010654 \times 694 \text{ square feet} = \6.61
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly sewer charge.	$\$5.29 + \$6.61 = \$11.90$

Copy of Info found in Item 1 on pdf pages 17 and 18



Your utility statement due on **12/01/2019** is ready. A summary of your charges is below, for the account number ending in **2691**. To view the bill or see payment options, please click below.

We see that you have not logged in to our site. Before you can access your utility information, please click 'View Statement' and register your account using the pin: **7634**. To view the bill or see payment options, please click below.

Current Rent and Lease Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Rent	12/01/2019 - 12/31/2019	\$1,050.00
Rent and Leasing Charges Due 12/01/2019		\$1,050.00

Current Utility Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Water Base Charge 2	10/03/2019 - 10/29/2019	\$3.58
Drainage 5	10/03/2019 - 10/29/2019	\$12.53
Pest Control	12/01/2019 - 12/31/2019	\$5.00
Sewer Base 2	10/03/2019 - 10/29/2019	\$0.10
Sewer 4	10/03/2019 - 10/29/2019	\$11.90
Trash	12/01/2019 - 12/31/2019	\$9.00
Trash Admin Fee	Conservice is a service provider contracted to prepare monthly statements and provide residents with conservation resources.	\$3.00
Valet Trash	12/01/2019 - 12/31/2019	\$25.00
Water 4	10/03/2019 - 10/29/2019	\$13.31
Current Utility Charges due	the later of 16 days after the statement date listed above or 12/01/2019	\$83.40
Total Current Charges		\$1,133.40
Prior Balance		\$0.00
Grand Total Due		\$1,133.40

[VIEW STATEMENT](#)

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City of Austin

Read Date	09/13/2019	10/14/2019
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City of Austin bill

On rental bill

December 2019

9/13/19-10/14/19

10/3/19-10/29/19

JANUARY 2020 BILLING

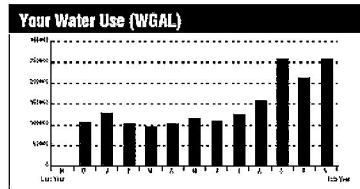
JANUARY 2020 BILLING

Item 10 ZIP folder *Gallery Phase 2 Bills.pdf* on page 55

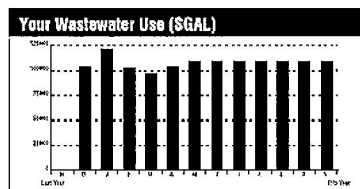
P00000-0007000

Page 2 of 3

Service Details



Days of service 30
Gallons used 258900
Avg. gallons per day 8630.0
Avg. cost per day \$53.22
12 month avg. consumption: 147608.33



Days of service 30
Gallons used 108700
Avg. gallons per day 3623.3
Avg. cost per day \$33.24



WATER SERVICE

3506 MENCHACA RD, ZIP: 78704

Meter # 148462

Read Date	10/14/2019	11/13/2019	Consumption
Read	105935	108522	2589
	Reading Difference in Hundreds		2589
	Total Consumption in Gallons		258900

City of Austin Water - Multi-Family

Customer Charge \$75.10

Fixed Charge \$292.00

258,900 Gallons at \$4.53 per 1,000 - Off Peak \$1,172.82

258,900 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge \$38.84

258,900 Gallons at \$0.05 per 1,000 - Reserve Fund Surcharge \$12.95

Private Hydrant Fee 2 @ \$2.50 ea \$5.00

TOTAL CURRENT CHARGES \$1,596.71

\$ 1224.61



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

\$987.00



Post Month 01/2020

Water Charges

Your water charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly water bill.

A 25% common area deduction is subtracted from the total water charge for your building to calculate the amount that will be allocated to residents.	$\$1224.61 - \$306.15 = \$918.46$
The adjusted expense is divided in half.	$\$918.46 / 2 = \459.23
Half of the expense is divided by the total number of occupants in your building to calculate the per occupant amount.	$\$459.23 / 68 \text{ occupants} = \$6.75 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$6.75 \times 2 \text{ occupants} = \13.50
The other half of the provider expense will be divided by the square feet of your building to calculate the per square foot charge.	$\$459.23 / 35447 \text{ square feet} = \$0.012955 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.012955 \times 694 \text{ square feet} = \8.99
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly water charge.	$\$13.50 + \$8.99 = \$22.49$



Sewer Charges

Your sewer charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly sewer bill.

A 25% common area deduction is subtracted from the monthly expense to calculate the amount that will be allocated to residents.	$\$987.00 - \$246.75 = \$740.75$
The adjusted expense is divided in half.	$\$740.75 / 2 = \370.13
Half of the expense is divided by the total number of occupants at your community to calculate the per occupant amount.	$\$370.13 / 68 \text{ occupants} = \$5.44 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$5.44 \times 1 \text{ occupants} = \5.44
The other half of the provider expense will be divided by the square feet in your community to calculate the per square foot charge.	$\$370.13 / 35447 \text{ square feet} = \$0.010442 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.010442 \times 694 \text{ square feet} = \7.25
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly sewer charge.	$\$5.44 + \$7.25 = \$12.69$

Copy of Info found in Item 1 on pdf pages 19 and 20



Your utility statement due on **01/01/2020** is ready. A summary of your charges is below, for the account number ending in **2691**. To view the bill or see payment options, please click below.

We see that you have not logged in to our site. Before you can access your utility information, please click 'View Statement' and register your account using the pin: **7634**. To view the bill or see payment options, please click below.

Current Rent and Lease Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Rent	01/01/2020 - 01/31/2020	\$1,050.00
Rent and Leasing		
Charges Due 01/01/2020		\$1,050.00

Current Utility Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Water Base Charge 2	10/29/2019 - 11/23/2019	\$3.56
Drainage 5	10/29/2019 - 11/23/2019	\$12.75
Pest Control	01/01/2020 - 01/31/2020	\$5.00
Sewer Base 2	10/29/2019 - 11/23/2019	\$0.10
Sewer 4	10/29/2019 - 11/23/2019	\$12.69
Trash	01/01/2020 - 01/31/2020	\$9.00
Trash Admin Fee	Conservice is a service provider contracted to prepare monthly statements and provide residents with conservation resources.	\$3.00
Valet Trash	01/01/2020 - 01/31/2020	\$25.00
Water 4	10/29/2019 - 11/23/2019	\$15.74
Current Utility Charges due	the later of 16 days after the statement date listed above or 01/01/2020	\$86.84
Total Current Charges		\$1,136.84
Prior Balance		\$0.00
Grand Total Due		\$1,136.84

[VIEW STATEMENT](#)

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City of Austin

Read Date	10/14/2019	11/13/2019
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City of Austin bill

On rental bill

January 2020

10/14/19-11/13/19

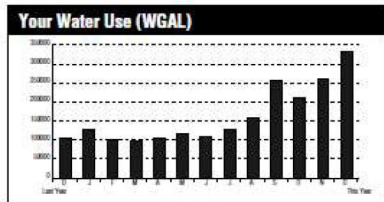
10/29/19-11/23/19

FEBRUARY 2020 BILLING

FEBRUARY 2020 BILLING

Item 10 ZIP folder *Gallery Phase 2 Bills.pdf* on page 51

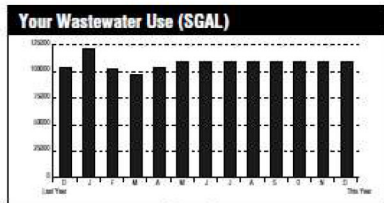
Service Details



Current Month

Days of service 30
 Gallons used 332000
 Avg. gallons per day 11066.7
 Avg. cost per day \$64.75

13 month avg. consumption: 161792.31



Current Month

Days of service 30
 Gallons used 108700
 Avg. gallons per day 3623.3
 Avg. cost per day \$33.24



WATER SERVICE

3506 MENCHACA RD., ZIP: 78704

Meter # 148462

Read Date	11/13/2019	12/13/2019	Consumption
Read	108522	111842	3320
	Reading Difference in Hundreds		3320
	Total Consumption in Gallons		332000

City of Austin Water - Multi-Family

Customer Charge \$75.10

Fixed Charge \$292.00

332,000 Gallons at \$4.53 per 1,000 - Off Peak \$1,503.96

332,000 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge \$49.80

332,000 Gallons at \$0.05 per 1,000 - Reserve Fund Surcharge \$16.60

Private Hydrant Fee 2 @ \$2.50 ea \$5.00

TOTAL CURRENT CHARGES \$1,942.46

\$1570.36



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

\$987.00



Post Month 02/2020

Water Charges

Your water charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly water bill.

A 25% common area deduction is subtracted from the total water charge for your building to calculate the amount that will be allocated to residents.	$\$1570.36 - \$392.59 = \$1177.77$
The adjusted expense is divided in half.	$\$1177.77 / 2 = \588.89
Half of the expense is divided by the total number of occupants in your building to calculate the per occupant amount.	$\$588.89 / 60 \text{ occupants} = \$9.81 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$9.81 \times 1 \text{ occupants} = \9.81
The other half of the provider expense will be divided by the square feet of your building to calculate the per square foot charge.	$\$588.89 / 31387 \text{ square feet} = \$0.018762 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.018762 \times 694 \text{ square feet} = \13.02
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly water charge.	$\$9.81 + \$13.02 = \$22.83$



Sewer Charges

Your sewer charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly sewer bill.

A 25% common area deduction is subtracted from the monthly expense to calculate the amount that will be allocated to residents.	$\$987.00 - \$246.75 = \$740.75$
The adjusted expense is divided in half.	$\$740.75 / 2 = \370.13
Half of the expense is divided by the total number of occupants at your community to calculate the per occupant amount.	$\$370.13 / 60 \text{ occupants} = \$6.17 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$6.17 \times 2 \text{ occupants} = \12.34
The other half of the provider expense will be divided by the square feet in your community to calculate the per square foot charge.	$\$370.13 / 31387 \text{ square feet} = \$0.011792 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.011792 \times 694 \text{ square feet} = \8.18
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly sewer charge.	$\$12.34 + \$8.18 = \$20.52$

Copy of Info found in Item 1 on pdf pages 21 and 22



Your utility statement due on **02/01/2020** is ready. A summary of your charges is below, for the account number ending in **2691**. To view the bill or see payment options, please click below.

We see that you have not logged in to our site. Before you can access your utility information, please click "View Statement" and register your account using the pin: **7634**. To view the bill or see payment options, please click below.

Current Rent and Lease Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Rent	02/01/2020 - 02/29/2020	\$1,050.00
Rent and Leasing Charges Due 02/01/2020		\$1,050.00

Current Utility Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Water Base Charge 2	11/23/2019 - 12/18/2019	\$3.56
Drainage 5	11/23/2019 - 12/18/2019	\$13.06
Pest Control	02/01/2020 - 02/29/2020	\$5.00
Sewer Base 2	11/23/2019 - 12/18/2019	\$0.10
Sewer 4	11/23/2019 - 12/18/2019	\$14.35
Trash	02/01/2020 - 02/29/2020	\$9.00
Trash Admin Fee	Conserve is a service provider contracted to prepare monthly statements and provide residents with conservation resources.	\$3.00
Valet Trash	02/01/2020 - 02/29/2020	\$25.00
Water 4	11/23/2019 - 12/18/2019	\$22.83
Current Utility Charges due	the later of 16 days after the statement date listed above or 02/01/2020	\$95.90
Total Current Charges		\$1,145.90
Prior Balance		\$0.00
Grand Total Due		\$1,145.90

[VIEW STATEMENT](#)

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City of Austin

Read Date **11/13/2019** **12/13/2019**

City of Austin bill

On rental bill

February 2020

11/13/19-12/13/19

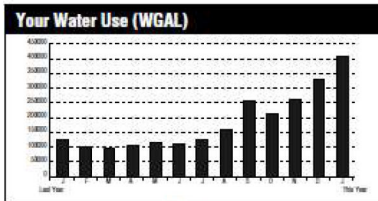
11/23/19-12/18/19

MARCH 2020 BILLING

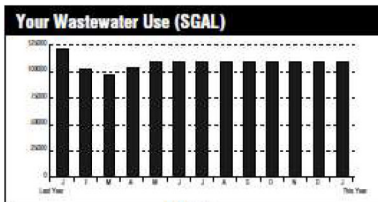
MARCH 2020 BILLING

Item 10 ZIP folder *Gallery Phase 2 Bills.pdf* on page 47

Service Details



Days of service 32
 Gallons used 408600
 Avg. gallons per day 12768.8
 Avg. cost per day \$72.02
 13 month avg. consumption: 185223.08



Days of service 32
 Gallons used 108700
 Avg. gallons per day 3396.9
 Avg. cost per day \$31.17



WATER SERVICE

3506 MENCHACA RD, ZIP: 78704

Meter # 148462

Read Date	12/13/2019	01/14/2020	Consumption
Read	111842	115928	4086
	Reading Difference in Hundreds		4086
	Total Consumption in Gallons		408600

City of Austin Water - Multi-Family

Customer Charge	\$75.10
Fixed Charge	\$292.00
408,600 Gallons at \$4.53 per 1,000 - Off Peak	\$1,850.96
408,600 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge	\$61.29
408,600 Gallons at \$0.05 per 1,000 - Reserve Fund Surcharge	\$20.43
Private Hydrant Fee 2 @ \$2.50 ea	\$5.00

TOTAL CURRENT CHARGES \$2,304.78

\$1932.68



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

\$987.00



Post Month 03/2020

Water Charges

Your water charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly water bill.

A 25% common area deduction is subtracted from the total water charge for your building to calculate the amount that will be allocated to residents.	$\$1932.68 - \$483.17 = \$1449.51$
The adjusted expense is divided in half.	$\$1449.51 / 2 = \724.76
Half of the expense is divided by the total number of occupants in your building to calculate the per occupant amount.	$\$724.76 / 55 \text{ occupants} = \$13.18 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$13.18 \times 1 \text{ occupants} = \13.18
The other half of the provider expense will be divided by the square feet of your building to calculate the per square foot charge.	$\$724.76 / 28978 \text{ square feet} = \$0.025011 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.025011 \times 694 \text{ square feet} = \17.36
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly water charge.	$\$13.18 + \$17.36 = \$30.54$



Sewer Charges

Your sewer charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly sewer bill.

A 25% common area deduction is subtracted from the monthly expense to calculate the amount that will be allocated to residents.	$\$987.00 - \$246.75 = \$740.75$
The adjusted expense is divided in half.	$\$740.75 / 2 = \370.13
Half of the expense is divided by the total number of occupants at your community to calculate the per occupant amount.	$\$370.13 / 55 \text{ occupants} = \$6.73 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$6.73 \times 1 \text{ occupants} = \6.73
The other half of the provider expense will be divided by the square feet in your community to calculate the per square foot charge.	$\$370.13 / 28978 \text{ square feet} = \$0.012773 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.012773 \times 694 \text{ square feet} = \8.86
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly sewer charge.	$\$6.73 + \$8.86 = \$15.59$

Copy of Info found in Item 1 on pdf pages 23 and 24



Your utility statement due on **03/01/2020** is ready. A summary of your charges is below, for the account number ending in **2691**. To view the bill or see payment options, please click below.

We see that you have not logged in to our site. Before you can access your utility information, please click 'View Statement' and register your account using the pin: **7634**. To view the bill or see payment options, please click below.

Current Rent and Lease Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Rent	03/01/2020 - 03/31/2020	\$1,050.00
Rent and Leasing Charges Due 03/01/2020		\$1,050.00

Current Utility Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Water Base Charge 2	12/18/2019 - 01/14/2020	\$3.56
Drainage 5	12/18/2019 - 01/14/2020	\$13.06
Pest Control	03/01/2020 - 03/31/2020	\$5.00
Sewer Base 2	12/18/2019 - 01/14/2020	\$0.10
Sewer 4	12/18/2019 - 01/14/2020	\$15.59
Trash	03/01/2020 - 03/31/2020	\$9.00
Trash Admin Fee	Conservice is a service provider contracted to prepare monthly statements and provide residents with conservation resources.	\$3.00
Valet Trash	03/01/2020 - 03/31/2020	\$25.00
Water 4	12/18/2019 - 01/14/2020	\$30.54
Current Utility Charges due	the later of 16 days after the statement date listed above or 03/01/2020	\$104.85
Total Current Charges		\$1,154.85
Prior Balance		\$0.00
Grand Total Due		\$1,154.85

VIEW STATEMENT

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City of Austin

Read Date 12/13/2019 01/14/2020

City of Austin bill

On rental bill

March 2020

12/13/19-1/14/20

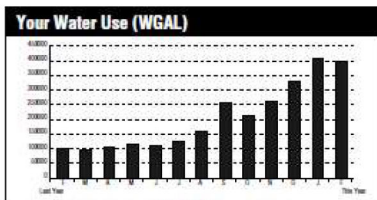
12/18/19-1/14/20

APRIL 2020 BILLING

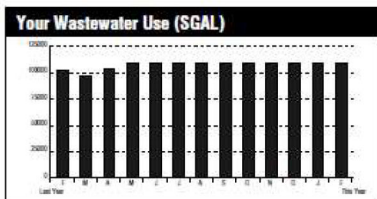
APRIL 2020 BILLING

Item 10 ZIP folder *Gallery Phase 2 Bills.pdf* on page 43

Service Details



Days of service 29
Gallons used 396000
Avg. gallons per day 13655.2
Avg. cost per day \$77.42
13 month avg. consumption: 205923.08



Days of service 29
Gallons used 108700
Avg. gallons per day 3748.3
Avg. cost per day \$34.39



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

\$1873.08



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

\$987.00



Post Month 04/2020

Water Charges

Your water charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly water bill.

A 25% common area deduction is subtracted from the total water charge for your building to calculate the amount that will be allocated to residents.	$\$1873.08 - \$468.27 = \$1404.81$
The adjusted expense is divided in half.	$\$1404.81 / 2 = \702.41
Half of the expense is divided by the total number of occupants in your building to calculate the per occupant amount.	$\$702.41 / 50 \text{ occupants} = \$14.05 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$14.05 \times 2 \text{ occupants} = \28.10
The other half of the provider expense will be divided by the square feet of your building to calculate the per square foot charge.	$\$702.41 / 25636 \text{ square feet} = \$0.027399 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.027399 \times 694 \text{ square feet} = \19.01
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly water charge.	$\$28.10 + \$19.01 = \$47.11$



Sewer Charges

Your sewer charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly sewer bill.

A 25% common area deduction is subtracted from the monthly expense to calculate the amount that will be allocated to residents.	$\$987.00 - \$246.75 = \$740.75$
The adjusted expense is divided in half.	$\$740.75 / 2 = \370.13
Half of the expense is divided by the total number of occupants at your community to calculate the per occupant amount.	$\$370.13 / 50 \text{ occupants} = \$7.40 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$7.40 \times 2 \text{ occupants} = \14.80
The other half of the provider expense will be divided by the square feet in your community to calculate the per square foot charge.	$\$370.13 / 25636 \text{ square feet} = \$0.014438 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.014438 \times 694 \text{ square feet} = \10.02
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly sewer charge.	$\$14.80 + \$10.02 = \$24.82$

Copy of Info found in Item 1 on pdf pages 25 and 26



Your utility statement due on **04/01/2020** is ready. A summary of your charges is below, for the account number ending in **2691**. To view the bill or see payment options, please click below.

We see that you have not logged in to our site. Before you can access your utility information, please click 'View Statement' and register your account using the pin: **7634**. To view the bill or see payment options, please click below.

Current Rent and Lease Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Rent	04/01/2020 - 04/30/2020	\$1,050.00
Rent and Leasing Charges Due 04/01/2020		\$1,050.00

Current Utility Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Water Base Charge 2	01/14/2020 - 02/12/2020	\$3.56
Drainage 5	01/14/2020 - 02/12/2020	\$14.46
Pest Control	04/01/2020 - 04/30/2020	\$5.00
Sewer Base 2	01/14/2020 - 02/12/2020	\$0.10
Sewer 4	01/14/2020 - 02/12/2020	\$17.42
Trash	04/01/2020 - 04/30/2020	\$9.00
Trash Admin Fee	Conservice is a service provider contracted to prepare monthly statements and provide residents with conservation resources.	\$3.00
Valet Trash	04/01/2020 - 04/30/2020	\$25.00
Water 4	01/14/2020 - 02/12/2020	\$33.06
Current Utility Charges due	the later of 16 days after the statement date listed above or 04/01/2020	\$110.60
Total Current Charges		\$1,160.60
Prior Balance		\$0.00
Grand Total Due		\$1,160.60

[VIEW STATEMENT](#)

*

City of Austin

Read Date **01/14/2020** **02/12/2020**

City of Austin bill

On rental bill

April 2020

1/14/20-2/12/20

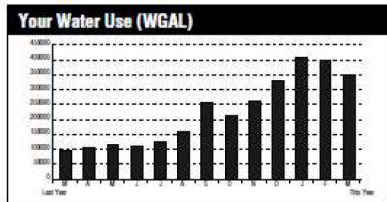
1/14/20-2/12/20

MAY 2020 BILLING

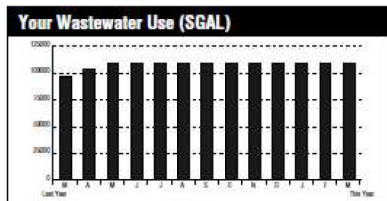
MAY 2020 BILLING

Item 10 ZIP folder *Gallery Phase 2 Bills.pdf* on page 43

Service Details



Days of service 30
 Gallons used 346900
 Avg. gallons per day 11563.3
 Avg. cost per day \$67.10
 13 month avg. consumption: 224769.23



Days of service 30
 Gallons used 108700
 Avg. gallons per day 3623.3
 Avg. cost per day \$33.24



WATER SERVICE

3506 MENCHACA RD, ZIP: 78704

Meter # 148462

Read Date	02/12/2020	03/13/2020	Consumption
Read	119888	123357	3469
	Reading Difference in Hundreds		3469
	Total Consumption in Gallons		346900

City of Austin Water - Multi-Family

Customer Charge \$75.10

Fixed Charge \$292.00

346,900 Gallons at \$4.53 per 1,000 - Off Peak \$1,571.46

346,900 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge \$52.04

346,900 Gallons at \$0.05 per 1,000 - Reserve Fund Surcharge \$17.35

Private Hydrant Fee 2 @ \$2.50 ea \$5.00

TOTAL CURRENT CHARGES \$2,012.95

\$1640.85



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

\$987.00



Post Month 05/2020

Water Charges

Your water charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly water bill.

A 25% common area deduction is subtracted from the total water charge for your building to calculate the amount that will be allocated to residents.	$\$1640.85 - \$410.21 = \$1230.64$
The adjusted expense is divided in half.	$\$1230.64 / 2 = \615.32
Half of the expense is divided by the total number of occupants in your building to calculate the per occupant amount.	$\$615.32 / 44 \text{ occupants} = \$13.98 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$13.98 \times 1 \text{ occupants} = \13.98
The other half of the provider expense will be divided by the square feet of your building to calculate the per square foot charge.	$\$615.32 / 22900 \text{ square feet} = \$0.026870 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.026870 \times 694 \text{ square feet} = \18.65
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly water charge.	$\$13.98 + \$18.65 = \$32.63$



Sewer Charges

Your sewer charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the number of occupants in the unit and the unit's square footage, compared with the total square footage (of all occupied units) at the community, to calculate your monthly sewer bill.

A 25% common area deduction is subtracted from the monthly expense to calculate the amount that will be allocated to residents.	$\$987.00 - \$246.75 = \$740.75$
The adjusted expense is divided in half.	$\$740.75 / 2 = \370.13
Half of the expense is divided by the total number of occupants at your community to calculate the per occupant amount.	$\$370.13 / 44 \text{ occupants} = \$8.41 \text{ per occupant}$
If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly occupant charge.	$\$8.41 \times 2 \text{ occupants} = \16.82
The other half of the provider expense will be divided by the square feet in your community to calculate the per square foot charge.	$\$370.13 / 22900 \text{ square feet} = \$0.016163 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.016163 \times 694 \text{ square feet} = \11.22
Your monthly occupant charge will then be added to your monthly square footage charge to calculate your total monthly sewer charge.	$\$16.82 + \$11.22 = \$28.04$

Copy of Info found in Item 1 on pdf pages 27 and 28



Your utility statement due on **05/01/2020** is ready. A summary of your charges is below, for the account number ending in **2691**. To view the bill or see payment options, please click below.

We see that you have not logged in to our site. Before you can access your utility information, please click 'View Statement' and register your account using the pin: **7634**. To view the bill or see payment options, please click below.

Current Rent and Lease Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Month to Month Fee	05/01/2020 - 05/31/2020	\$200.00
Rent	05/01/2020 - 05/31/2020	\$1,325.00
Rent and Leasing Charges Due 05/01/2020		\$1,525.00

Current Utility Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Water Base Charge 2	02/12/2020 - 03/13/2020	\$3.56
Drainage 5	02/12/2020 - 03/13/2020	\$15.16
Pest Control	05/01/2020 - 05/31/2020	\$5.00
Sewer Base 2	02/12/2020 - 03/13/2020	\$0.10
Sewer 4	02/12/2020 - 03/13/2020	\$19.63
Trash	05/01/2020 - 05/31/2020	\$9.00
Trash Admin Fee	Conservice is a service provider contracted to prepare monthly statements and provide residents with conservation resources.	\$3.00
Valet Trash	05/01/2020 - 05/31/2020	\$25.00
Water 4	02/12/2020 - 03/13/2020	\$32.63
Current Utility Charges due	the later of 16 days after the statement date listed above or 05/01/2020	\$113.08
Total Current Charges		\$1,638.08
Prior Balance		\$0.00
Grand Total Due		\$1,638.08

*

City of Austin **Read Date** **02/12/2020** **03/13/2020**

City of Austin bill

On rental bill

May 2020

2/12/20-3/13/20

2/12/20-3/13/20

SEPTEMBER 2019 TO MAY 2020 BILLING DATE INFO


	<u>City of Austin bill</u>	<u>On rental bill</u>
September 2019	7/16/19- 8/14/19	7/11/19-8/9/19
October 2019	7/16/19- 8/14/19*	8/14/19-9/8/19
November 2019	8/14/19-9/13/19	9/8/19-10/3/19
December 2019	9/13/19-10/14/19	10/3/19-10/29/19
January 2020	10/14/19-11/13/19	10/29/19-11/23/19
February 2020	11/13/19-12/13/19	11/23/19-12/18/19
March 2020	12/13/19-1/14/20	12/18/19-1/14/20
April 2020	1/14/20-2/12/20	1/14/20-2/12/20
May 2020	2/12/20-3/13/20	2/12/20-3/13/20

*Double-billed for City of Austin water bill paid in September 2019

PROOF THAT PUC RULE §24.283 (b)(1) WAS VIOLATED

Found in Item 1 pdf page 14

RESIDENT/UNIT INFO:		RESIDENT UTILITY STATEMENT	
BILL DATE: 08/21/19		Water: City of Austin \$6.67	
SERVICE PERIOD: 07/16/19 - 08/14/19		Water Base: City of Austin \$3.56	
SERVICE DAYS: 30		Sewer: City of Austin \$7.94	
OCCUPANTS: 1		Sewer Base: City of Austin \$0.10	
SQUARE FOOTAGE: 694		Drainage: City of Austin \$6.97	
RESIDENT NAME / ACCOUNT #		TOTAL INVOICE: \$25.24	
JEFFREY CONNORS / 484267		UTILITY LATE FEE IF PAID AFTER: 09/05/19 \$1.26	
AMOUNT DUE BY 09/05/19			
\$25.24			
SERVICE ADDRESS / UNIT #			
3506 MANCHACA RD 0239			
CURRENT READ	PREVIOUS READ		
UTILITY	CHARGE PER		
USAGE	SECURITY CODE		
	3-484267-92EE		
		BILLING CYCLE 07/16/19 - 08/14/19 BILLED DAYS 30 Rent is DUE on the 1st of every month	



PLEASE REMIT W/RENT TO:

THE GALLERY APARTMENTS
 3622 MANCHACA RD
 AUSTIN TX 78704-6603

Found in Item 1 on pdf page 37

conservice

Monthly Conservice Statement for The Gallery

Getting too much email? [Unsubscribe](#) | [Manage subscriptions](#)

Conservice <cbill@cbill.conservicemail.com>

Thu 9/17/2020 3:48 AM

Your utility statement due on 10/01/2020 is ready. A summary of your charges is below, for the account number ending in 2691. To view the bill or see payment options, please click below.

We see that you have not logged in to our site. Before you can access your utility information, please click 'View Statement' and register your account using the pin: 7634. To view the bill or see payment options, please click below.

Current Rent and Lease Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Rent	10/01/2020 - 10/31/2020	\$1,200.00
Rent and Leasing Charges Due 10/01/2020		\$1,200.00

Current Utility Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Water Base Charge 4	07/15/2020 - 08/13/2020	\$3.56

Email to Heritage Oaks front office on April 28, 2016, shortly after I moved in:

× Close Billing at Heritage Oaks

🔍 ✓ 📅



Leslie Muniz <leslie@ststreet.com>
To: You

↩ ↶ ↷ ...
Thu 4/28/2016 1:31 PM

The water is billed after, everything else is billed prior. As noted on your tenant statement water billed is for the following dates 3/18-4/13. I hope this makes sense.
...

*Leslie Muniz
State Street Property Manager
The Gallery 512-443-1738
Heritage Oaks 512-444-4113*

↩ Reply ↷ Forward



Jeff Connors
To: leslie@ststreet.com

↩ ↶ ↷ ...
Thu 4/28/2016 5:57 AM

Leslie,

I'm trying to understand how the billing works here at Heritage Oaks. Are the Utility Reimbursement bills for Trash and Drainage Service separate from a Utility Reimbursement bill for Water/Wastewater? If that is the case, then the Trash and Drainage bills are paid up front for the month, but the bill for Water/Wastewater gets paid after you use the service, correct? Just wondering. I wasn't aware that I had a bill due for Water/Wastewater until I logged into my account tonight.

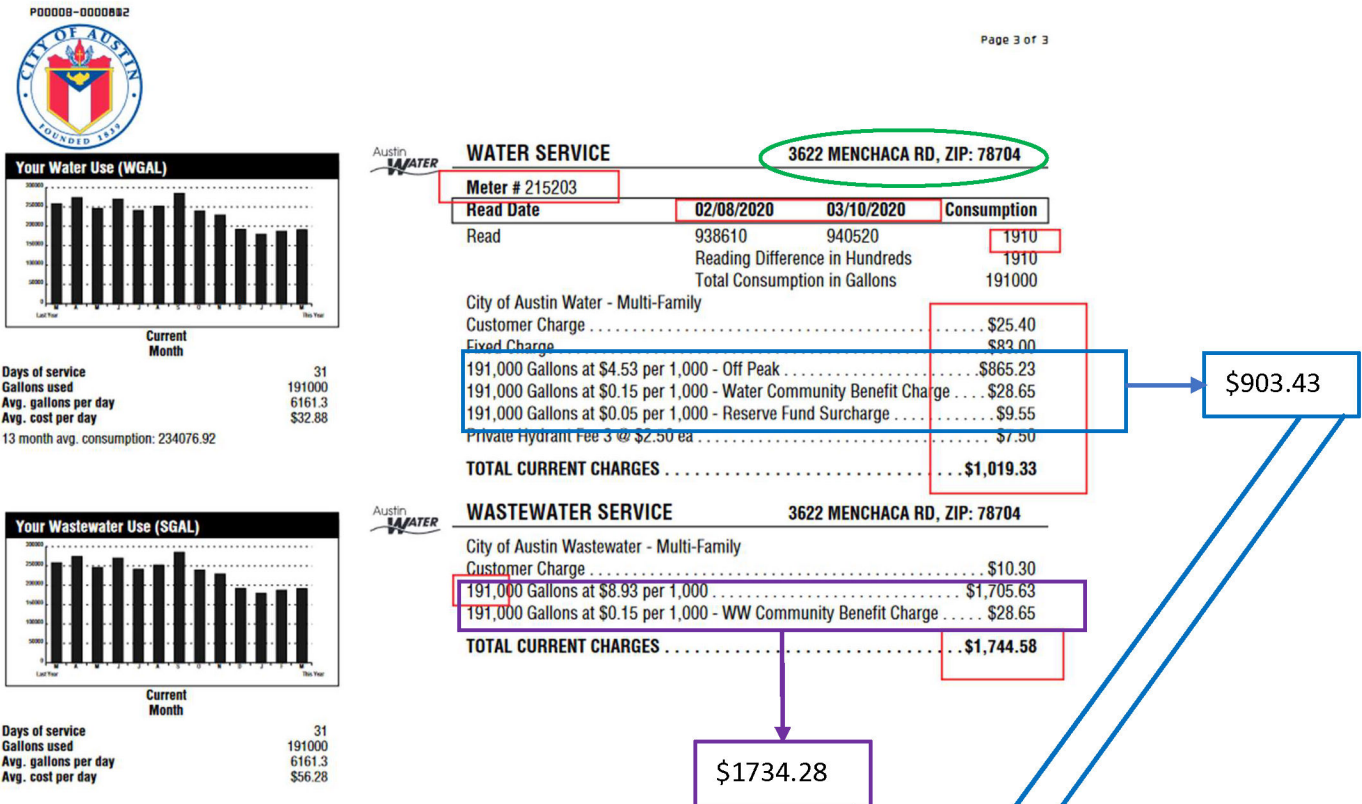
Thank you,
Jeff Connors

EVIDENCE DERIVED FROM TABLE IN ITEM 100

Gallery I residents were billed for *Sewer*, *Sewer 3*, *Water*, and *Water 3* (first column in table).

There were two **Methods** of billing for The Gallery I as tenants transitioned over to a different billing method on their new leases. The two methods were the new one, *CustMult* (PUC Rule §24.281 (e)(2)(A)(iii)), and the old one, *Oc50/Sq50* (PUC Rule §24.281 (e)(2)(A)(iv)). Residents who were billed for *Sewer & Water* had their bills calculated using the *CustMult* method and *Sewer 3 & Water 3* with the *Oc50/Sq50* method.

Item 12 ZIP folder gl070 WSD 0420.pdf on page 8



Item 100 on pdf page 8

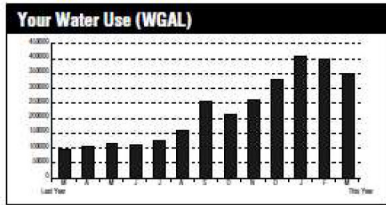
Property	The Gallery (gl070)										
Management Co	Roscoe Properties Inc										
Post Month	May-20										
Utility	Method	# of Bills	Method Pen	Billable Expense	Total Expense	Provider Cycle	Conserve Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed
Drainage	PerApt	58	50.88%	728.95	728.95	02/08/20 - 03/10/20	02/08/20 - 03/10/20	0	728.95	370.89	338.9
Drainage 2	Oc50/Sq50	33	75.29%	28.95	728.95	02/08/20 - 03/10/20	02/08/20 - 03/10/20	25	546.71	411.62	411.75
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
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
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
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
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
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
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
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
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
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
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
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
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
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
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

Gallery II residents were billed for *Sewer 2*, *Sewer 4*, *Water 2*, and *Water 4* (first column)

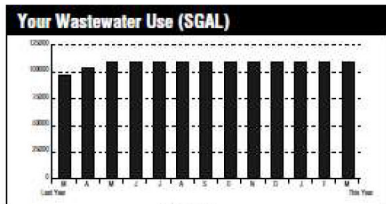
There were two **Methods** of billing for The Gallery II: *CustMult* (PUC Rule §24.281 (e)(2)(A)(iii)) and *Oc50/Sq50* (PUC Rule §24.281 (e)(2)(A)(iv)). Residents who were billed for *Sewer 2* & *Water 2* had their bills calculated using the *CustMult* method and *Sewer 4* & *Water 4* with *Oc50/Sq50*.

Item 10 ZIP folder *Gallery Phase 2 Bills.pdf* on page 43

Service Details



Days of service 30
Gallons used 346900
Avg. gallons per day 11563.3
Avg. cost per day \$67.10
13 month avg. consumption: 224769.23



Days of service 30
Gallons used 108700
Avg. gallons per day 3623.3
Avg. cost per day \$33.24



WATER SERVICE

3506 MENCHACA RD, ZIP: 78704

Meter # 148462

Read Date	02/12/2020	03/13/2020	Consumption
Read	119888	123357	3469
		Reading Difference in Hundreds	3469
		Total Consumption in Gallons	346900

City of Austin Water - Multi-Family

Customer Charge	\$75.10
Fixed Charge	\$292.00
346,900 Gallons at \$4.53 per 1,000 - Off Peak	\$1,571.46
346,900 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge	\$52.04
346,900 Gallons at \$0.05 per 1,000 - Reserve Fund Surcharge	\$17.35
Private Hydrant Fee 2 @ \$2.50 ea	\$5.00

TOTAL CURRENT CHARGES \$2,012.95



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	\$16.21

TOTAL CURRENT CHARGES \$997.30

\$1640.85

\$987.00

Property The Gallery (g070)
Management Co Roscoe Properties Inc
Post Month May-20

Utility	Method	# of Bills	Method Pen	Billable Expense	Total Expense	Provider Cycle	Conservation Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed
Drainage	PerApt	58	50.88%	728.95	728.95	02/01/20 - 03/10/20	02/08/20 - 03/10/20	0	728.95	370.89	338.9
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
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
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
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
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
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
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
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	9.22	7.83
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
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
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
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
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
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
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
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

(Method Pen) × (Billable to Residents) = (Expected Based Upon Pen) which must be ≥ (Billed)

Property											
Management Co											
Post Month											
Utility	Method	# of Bills	Method Pen	Billable Expense	Total Expense	Provider Cycle	Conservice Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed
Drainage	PerApt	59	50.68%	728.95	728.95	02/08/20 - 03/10/20	02/08/20 - 03/10/20	0	728.95	370.89	330.9
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
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
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
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
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
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
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
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
Sewer Base 2	Admin	93	90.23%	10.3	10.3	02/12/20 - 03/13/20	02/12/20 - 03/13/20	0	10.3	9.3	9.11
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
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
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
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
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
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
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	328.84

The amounts in the ***Billed*** column (the last column in the table above) for the water and sewer charges are almost always less than the amounts in the ***Expected Based Upon Pen*** column in the tables that Conservice provided. The most they exceed it by is a few dollars. In the third column from the right in the table, which is not shown in the snip above, there is a ***% of Expected Recov'd*** column which is the numbers in the ***Billed*** column divided by ***Expected Based on Pen***. What that number reflects is in the percentage that was billed to residents compared to what was expected based upon the numbers determined by the ***Method Pen***. The highest the percentages in ***% of Expected Recov'd*** get for water and sewer charges is 100.76% and the vast majority of them, all but two, are below 100% or within a few hundredths of a percent of it. From that it appears that the ***Expected Based Upon Pen*** serves as a limit that the ***Billed*** amount can only exceed by a percentage point, at most. The numbers used for ***Method Pen*** also appear to be arbitrarily chosen in that they aren't derived from any of the data.

The column just to the left of ***Method Pen*** is ***# of Bills***. The ***# of Bills*** is the number of apartments that were billed using that particular billing method. If the ***Method Pen*** truly reflected the percentage of The Gallery I and II that used a given billing method then what it should be is the number of bills in The Gallery I or II that used the ***CustMult*** method compared to the total number of bills at The Gallery I or II (the number of bills that used the ***CustMult*** and ***Oc50/Sq50*** methods at the Gallery I or II) and the number of bills that used the ***Oc50/Sq50*** method compared to the total number of bills at The Gallery I or II. So, for instance in the table above, it would be 63.04% for ***Water*** (58/92), 36.96% for ***Water 3*** (34/92), 67.74% for ***Water 2*** (63/93), and 32.26% for ***Water 4*** (30/93), but as you can see those numbers are way off for ***Water 2*** and ***Water 4***. For ***Water 4*** for instance, they have a ***Method Pen*** of 83.70% so that means that 30 apartments were expected to pay 83.70% of the bill according to the ***Expected Based on Pen*** for ***Water 4***.

So, from all that it seems that Conservice allowed The Gallery, managed by Roscoe Property Management, to arbitrarily choose the **Method Pen** and although the **Method Pen** shouldn't exceed 100% in total for the Water and Water 3, and also for the Water 2 and Water 4 charges, for them to be billed correctly, there is no check by Conservice on that. Instead, the **Method Pen** numbers used are apparently based upon Conservice's blind trust in property managers' and landlords' word, and property managers and landlords are given the latitude to choose to charge tenants over 100% of the amount they are collectively responsible for, and thereby overcharge tenants, and Conservice's system apparently does not flag this. This is a handy feature in Conservice's billing system for the property managers and landlords that hire them that might want to "game" Conservice's system and profit off of overcharging their tenants for a public utility. Conservice could, and should, check to see that the total amounts on the bills that they are sending tenants don't exceed tenants' collective responsibility for the bills, which would eliminate any chance that property managers and landlords could profit off of billing for the public utilities, but unfortunately for tenants Conservice sends their bills out with their name, logo, and trademark on it ("The Utility Experts") without checking that the bills are actually accurate.

Property **The Gallery (g1070)**
 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
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	398.9
Drainage 2	Occ50/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
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
Drainage 5	Occ50/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
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
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
Sewer 3	Occ50/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
Sewer 4	Occ50/Sq50	30	83.70%	987	987	02/12/20 - 03/13/20	02/12/20 - 03/13/20	25	740.25	619.55	619.55
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	7.22	7.83
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
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	3,962.25	1,781.00
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
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
Water 3	Occ50/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
Water 4	Occ50/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
Water Base Charge	Admin	91	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
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

The limits are set at $61.24\% + 75.71\% = 136.95\%$ for The Gallery I for both sewer and water charges which allows property managers and landlords to overbill residents without exceeding the **Expected Based on Pen** and collectively charge tenants over the amount that should be **Billable To Residents**.

Gallery I residents got billed $\$716.48 + \$984.72 = \$1,791.20$ for sewer though their collective charges for sewer should have not exceeded $\$1,300.71$.

Gallery I residents got billed $\$373.10 + \$512.86 = \$885.96$ for water though their collective charges for water should have not exceeded $\$677.57$.

For the Gallery II for the month of May 2020 (see below), if the correct **Method Pen** for *Oc50/Sq50* of 32.26% was used for Water 4 instead of 83.70% that was actually used then the **Expected Based on Pen** would have been \$396.98 instead of \$1,030.05 and one would hope that the fact that we were charged \$1,030.05, which would have produced 259.47% for **% of Expected Recov'd**, would have set off some alarm bells in Conservice's "quality process"¹ and caused them to reevaluate their calculations. But since 83.70% was used for **Method Pen** it didn't exceed the **Expected Based on Pen**.

Property	The Gallery (GI070)										
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
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	386.9
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
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
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
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
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
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
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
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
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
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
Water	CustMult	58	61.24%	903.43	903.43	02/08/20 - 03/10/20	02/08/20 - 03/10/20	25	677.57	414.51	373.1
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	751.21	755.25
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
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
Water Base Charge	Admin	92	82.70%	108.4	108.4	02/08/20 - 03/10/20	02/08/20 - 03/10/20	0	108.4	87.48	82.68
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

The limits are set at 63.48% + 83.70% = 147.18% for The Gallery II for both sewer and water charges which allows property managers and landlords to overbill residents without exceeding the **Expected Based on Pen** and collectively charge tenants over the amount that should be **Billable To Residents**.

Gallery II residents got billed \$454.02 + \$619.55 = \$1,073.57 for sewer though their collective charges for sewer should have not exceeded \$740.25.

Gallery II residents got billed \$755.25 + \$1,030.05 = \$1,785.30 for water though their collective charges for water should have not exceeded \$1,230.64.

¹ Item 64 on page 6 at bottom of document on lines 14 to 16

Apparently, it wasn't even necessary to have two billing methods in order to overcharge tenants because property managers and landlords can choose to bill tenants over a 100% of their collective responsibility for the bill on Conservice's tool as shown below.

October 2019

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
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
Drainage 2	Oct50Sq50	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
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
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	156.99
Drainage 5	Oct50Sq50	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
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
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
Sewer 3	Oct50Sq50	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
Sewer 4	Oct50Sq50	70	100.00%	987	987	07/15/19 - 08/14/19	08/14/19 - 09/08/19	25	740.25	740.25	740.53
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
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
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
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
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
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
Water 3	Oct50Sq50	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
Water 4	Oct50Sq50	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
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
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

Conservice's records also indicate that The Gallery, managed by Roscoe, charged Gallery I residents a second time in October 2019 for their City of Austin water and sewage bill they'd already paid in September 2019, just as they did to Gallery II residents. And, just as they did to us, they then shortened the service period for six months until they matched back up with the service providers' billing cycle on April 2020.

Note: Conservice got the City of Austin water bills sent to them so they had all the info they needed to check that tenants weren't being collectively overcharged and that tenants were being charged for the correct City of Austin water service dates.

October 2019

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
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	118.98
Drainage 2	Occ59/Sq50	48	100.00%	728.95	728.95	07/10/19 - 08/09/19	08/09/19 - 09/03/19	25	545.71	545.71	546.69
Drainage 3	Flat	16	8.39%	728.95	728.95	07/10/19 - 08/09/19	08/09/19 - 09/03/19	0	728.95	60.43	177.3
Drainage 4	PerApt	24	23.50%	728.95	728.95	07/15/19 - 08/14/19	08/14/19 - 09/08/19	0	728.95	167.92	186.98
Drainage 5	Occ59/Sq50	43	100.00%	728.95	728.95	07/15/19 - 08/14/19	08/14/19 - 09/08/19	25	545.53	545.53	540.71
Sewer	CustMult	20	20.00%	2,288.16	2,288.16	07/10/19 - 08/09/19	08/09/19 - 09/03/19	25	1,716.13	343.22	297.2
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
Sewer 3	Occ59/Sq50	76	100.51%	2,288.16	2,288.16	07/10/19 - 08/09/19	08/09/19 - 09/03/19	25	1,716.13	1,724.87	1,716.15
Sewer 4	Occ59/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
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
Sewer Base 2	Admin	90	87.36%	10.3	10.3	07/15/19 - 08/14/19	08/14/19 - 09/08/19	0	10.3	9	8.64
Storm Water Drainage	Flat	12	5.39%	720.7	720.7	07/15/19 - 08/14/19	08/14/19 - 09/08/19	0	720.7	39.95	187.76
Trash	Admin	163	75.12%	1,716.78	1,716.78	09/01/19 - 09/31/19	10/01/19 - 10/31/19	0	1,716.78	1,289.65	1,433.50
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	170.48
Water 2	CustMult	20	21.70%	628.37	628.37	07/15/19 - 08/14/19	08/14/19 - 09/08/19	25	621.28	134.82	123.45
Water 3	Occ59/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
Water 4	Occ59/Sq50	70	100.00%	628.37	628.37	07/15/19 - 08/14/19	08/14/19 - 09/08/19	25	621.28	621.28	621.24
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	91.26	87.98
Water Base Charge 2	Admin	90	87.36%	367.1	367.1	07/15/19 - 08/14/19	08/14/19 - 09/08/19	0	367.1	320.77	314.70

April 2020

Post Month <div>Apr-20</div>											
Utility	Method	# of Bills	Method Pen	Billable Expense	Total Expense	Provider Cycle	Conservice Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed
Drainage	PerApt	48	42.11%	728.95	728.95	01/09/20 - 02/08/20	01/09/20 - 02/08/20	0	728.95	305.96	292.51
Drainage 2	Occ59/Sq50	40	85.51%	728.95	728.95	01/09/20 - 02/08/20	01/09/20 - 02/08/20	25	545.71	468.04	468.07
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
Drainage 5	Occ59/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
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
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	408.51
Sewer 3	Occ59/Sq50	41	78.59%	1,697.96	1,697.96	01/09/20 - 02/08/20	01/09/20 - 02/08/20	25	1,273.47	1,082.09	1,082.12
Sewer 4	Occ59/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
Sewer Base	Admin	88	77.15%	10.3	10.3	01/09/20 - 02/08/20	01/09/20 - 02/08/20	0	10.3	7.95	7.81
Sewer Base 2	Admin	92	80.32%	10.3	10.3	01/14/20 - 02/12/20	01/14/20 - 02/12/20	0	10.3	9.2	8.91
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	3,995.53	1,771.00
Water	CustMult	48	51.72%	884.51	884.51	01/09/20 - 02/08/20	01/09/20 - 02/08/20	25	663.39	343.1	328.77
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
Water 3	Occ59/Sq50	41	78.59%	884.51	884.51	01/09/20 - 02/08/20	01/09/20 - 02/08/20	25	663.39	522.01	522.13
Water 4	Occ59/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
Water Base Charge	Admin	88	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
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	327.88	316.95

Conservice's Response to my First RFI to them
Item 64

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8 **SOAH DOCKET NO. 473-22-2652**
9 **PUC DOCKET NO. 51619**

10 COMPLAINT OF JEFF CONNORS
11 AGAINST
12 THE GALLERY, ROSCOE PROPERTY
13 MANAGEMENT

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14 **BEFORE THE STATE OFFICE**
15 **OF**
16 **ADMINISTRATIVE HEARINGS**

17
18 **RESPONSE OF CONSERVICE, LLC TO DISCOVERY REQUESTS**
19 **FROM JEFF CONNORS**

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

23 **SECTION A: The water bill calculations for Gallery II residents**

24 **A.1:**

25 Who or what company or companies did Conservice have a contract with to provide this
26 service?

27 **RESPONSE TO REQUEST A.1:**

2 the Property. During the period question, Conservice contracted with Roscoe and later contracted
3 with Lincoln Property Co. and The Robinson Group.

4 A.2:

5
6 Did Conservice receive the monthly City of Austin water bills to the complex that they
7 used to do these calculations directly from the City of Austin or were they forwarded to
8 them from someone else or company?

9 RESPONSE TO REQUEST A.2:

10 During the period in question, Conservice received monthly water bills directly from the
11 provider.

12 A.3:

13 If they were forwarded to them by another person or company, who or what were they?

14 RESPONSE TO REQUEST A.3:

15 Not applicable.

16 A.4:

17 From whom or what company did Conservice receive the monthly occupancy
18 information (total number of occupants and total occupied space at the complex) used to
19 calculate Gallery II residents' monthly bills?

20 RESPONSE TO REQUEST A.4

21 Conservice received tenant data directly from the client's software on a daily basis to ensure
22 accurate tenant information.

23 A.5:

24 What form was this information provided to Conservice, in essence was it simply
25
26
27
28

1 numbers provided to Conservice for total number of occupants and total occupied space
2 or in a document or spreadsheet it could be derived from that had the monthly data of
3 each occupied apartment in The Gallery II with the number of occupants in them and size
4 of those occupied apartments such as found in The Gallery – January to June 2020.xlsx
5 spreadsheet in Item 12 ZIP folder of the Docket?
6

7 RESPONSE TO REQUEST A.5:

8 During the time of Roscoe's management of the Property, Conservice pulled tenant data via
9 xml format from the tenant data files listed in the client's software.
10

11 A.6:

12 If Conservice was simply provided with monthly numbers for total number of occupants
13 and total occupied space was any evidence provided to Conservice to substantiate the
14 accuracy of these numbers?
15

16 RESPONSE TO REQUEST A.6:

17 Conservice objects to the request to the extent it is vague and ambiguous. Subject to and
18 without waiver of the foregoing objection, Conservice was able to use the tenant data files to support
19 the numbers during the period in question.

20 A.7:

21 If Conservice was not provided with any substantiating proof as to the monthly total
22 number of occupants and total occupied space at the complex, then what exactly did
23 Conservice calculate?
24

25 RESPONSE TO REQUEST A.7:

26 Conservice objects to the request to the extent it is vague and ambiguous.

27 A.8:

1 Did Conservice in fact calculate the monthly water and wastewater usage charges for the
2 different occupancy combinations at the complex, essentially how much each occupancy
3 situation should be charged based on the occupancy information provided to them, in
4 essence how much each 694 sq. ft. apartment with one occupant should be charged, each
5 694 sq. ft. apartment with two occupants should be charged, each 630 sq. ft. apartment
6 with one occupant should be charged, each 630 sq. ft. apartment with two occupants
7 should be charged, each 391 sq. ft. apartment with one occupant should be charged, each
8 391 sq. ft. apartment with two occupants should be charged, etc.?

9
10 RESPONSE TO REQUEST A.8:

11 Conservice objects to the request to the extent it is vague, ambiguous, and contains a
12 compound question. Subject to and without waiver of the foregoing objection, Conservice calculates
13 the monthly water charges in accordance with PUCT § 24.281.

14
15 A.9:

16 After Conservice did their monthly calculations for the allocation of the complex's water
17 bills did Conservice create the full monthly rental bills for Gallery II residents that
18 Conservice later emailed out to residents which included rent, water charges, and other
19 fees?
20

21 RESPONSE TO REQUEST A.9:

22 Yes, after monthly calculations for the allocation of the complex's water bills, Conservice
23 created the full monthly rental bills for Gallery II residents that Conservice later emailed out to
24 residents which included rent, water charges, and other fees.
25

26 A.10:

27 Did Conservice send their monthly water usage allocation calculations back to Roscoe

1 and/or The Gallery or was it made available to Roscoe and/or The Gallery or any other
2 people or companies to alter or edit in anyway?

3 RESPONSE TO REQUEST A.10:

4 Yes, Conservice sent a monthly summary of billing to the community for review and
5 approval. Conservice uses the provider bills to calculate charges in accordance with Texas
6 regulations, so the community cannot alter or edit the charges.

8 A.11:

9 If so, who were the people and/or company or companies?

10 RESPONSE TO REQUEST A.11:

11 Conservice sent the monthly summary of billing to the community, but the community was
12 not able to edit or alter it.

14 A.12:

15 Did Conservice include the City of Austin water billing dates with these calculations that
16 the monthly calculations were based upon?

17 RESPONSE TO REQUEST A.12:

18 Conservice used the City of Austin billing dates. To follow Texas regulations, Conservice
19 followed the provider billing date cycle exactly.

21 A.13:

22 If so, did Conservice change the water billing dates on these calculations from what the
23 City of Austin's water billing dates were?

24 RESPONSE TO REQUEST A.13:

25 No, Conservice did not change the water billing dates on these calculations from what the
26 City of Austin's water billing dates were.
27

1 A.14:

2 Did Conservice check if the overall monthly amount charged to Gallery II residents
3 exceeded residents' financial responsibility for the bills?

4 RESPONSE TO REQUEST A.14:

5
6 Conservice objects to the request to the extent it is vague and ambiguous. Subject to and
7 without waiver of the foregoing objection, Conservice does have a quality process in place to ensure
8 accuracy after the bills are calculated, but before they are sent.

9 A.15:

10 Was it part of Conservice's contract to check that information mentioned in Question A14?

11
12 RESPONSE TO REQUEST A.15:

13 Conservice objects to the request to the extent it is vague and ambiguous. Subject to and
14 without waiver of the foregoing objection, Conservice does have a quality process in place to ensure
15 accuracy after the bills are calculated, but before they are sent.

16 SECTION B: Emailing out monthly rental bills to Gallery II residents

17
18 B.1:

19 Who or what company or companies did Conservice have a contract with to provide this
20 service?

21 RESPONSE TO REQUEST B.1:

22 Conservice's contract did not specifically state an agreement to send statements by email.

23
24 B.2:

25 Was it on the same contract as the one they had to calculate Gallery II residents' water
26 bills?

27 RESPONSE TO REQUEST B.2:

1 Not applicable.

2 B.3:

3 If Conservice did not fully prepare Gallery II residents' monthly rental bills that they
4 emailed the residents, who or what company or companies did Conservice receive them
5 from?
6

7 RESPONSE TO REQUEST B.3:

8 Conservice objects to the request to the extent it is vague and ambiguous. Conservice is
9 unable to answer the question as written.

10 B.4:

11 Who or what company supplied the email lists to Conservice to email Gallery II residents
12 their monthly bills?
13

14 RESPONSE TO REQUEST B.4:

15 Conservice obtained the email lists directly from the client's software during the period in
16 question. If the resident listed an email on their lease with the community, Conservice automatically
17 accessed it through data integration.
18

19 B.5:

20 Did Conservice check to see that the amount of bills that they emailed out to Gallery II
21 residents each month was less than or equal to the number of total occupants that they
22 used in their calculations of The Gallery II residents' water bills for those months?
23

24 RESPONSE TO REQUEST B.5:

25 No, Conservice did not check to see that the amount of bills they emailed out to Gallery II
26 residents each month was less than or equal to the number of total occupants that they used in their
27

1 calculations of The Gallery II residents' water bills for those months. Conservice used the
2 information directly on the community's data base to determine billing.

3 B.6:

4 Did Conservice check to see if the dates of the water and wastewater billing on the
5 monthly rental bills matched with the dates of the City of Austin monthly water bills to
6 the complex that they had based their calculations on?
7

8 RESPONSE TO REQUEST B.6:

9 Yes, Conservice checked to see if the dates of the water and wastewater billing on the
10 monthly rental bills matched with the dates of the City of Austin monthly water bills in accordance
11 with Texas regulations.
12

13 B.7:

14 Did Conservice change the water billing date periods on these monthly rental bills?

15 RESPONSE TO REQUEST B.7:

16 No, Conservice did not change the water billing date periods on these monthly rental bills.
17

18 B.8:

19 Did Conservice tally and check the total amounts billed out to Gallery II's residents
20 monthly to ensure that they didn't exceed the Gallery II's residents' overall financial
21 responsibility for those bills?

22 RESPONSE TO REQUEST B.8:

23 Conservice objects to the request to the extent it is vague and ambiguous. Subject to and
24 without waiver of the foregoing objection, Conservice does have a quality process in place to ensure
25 accuracy after the bills are calculated, but before they are sent.
26

27 B.9:

1 Was it part of any contract they had to check those amounts?

2 RESPONSE TO REQUEST B.9:

3 Yes, to the extent that Conservice offers the quality process to ensure billing accuracy in the
4 services it provides.

5 SECTION C: Conservice's online accounts for Gallery II residents of residents' monthly rental bills

6 C.1:

7 Who or what company or companies did Conservice have a contract with to provide this
8 service?

9 RESPONSE TO REQUEST C.1:

10 Conservice's contract did not specifically state an agreement to provide online accounts for
11 the residents of the residents' monthly rental bills.

12 C.2:

13 Was it in the same contract as either the one they had to calculate Gallery II residents'
14 water bills or the one to email Gallery II residents their monthly bills?

15 RESPONSE TO REQUEST C.2:

16 Not applicable.

17 C.3:

18 If so, which contract(s)?

19 RESPONSE TO REQUEST C.3:

20 Not applicable.

21 SECTION D: Documentation Requested

22 DOCUMENT 1:

1 Copies of any contracts that Conservice had with any person(s) or company or companies
2 between October 2019 to May 2020 to calculate the bills for Gallery II residents as shown in the
3 calculations Conservice did for my water bills in HIMBC Unit 2 - 239 . docx in Item 10 ZIP folder .
4

5 RESPONSE TO DOCUMENT 1:

6 Conservice objects to the request to the extent it seeks disclosure of proprietary and/or
7 confidential business information of Conservice, its subcontractors, and/or any of its customers.
8 Conservice objects to the request to the extent the request for documents is overly broad, unduly
9 burdensome, and not reasonably calculated to lead the discovery of admissible evidence. Based on
10 the foregoing reasons, Conservice will not produce these documents.
11

12 DOCUMENT 2:

13 Copies of any contracts that Conservice had with any person(s) or company or companies
14 between October 2019 to May 2020 that involved emailing out the monthly rental bills to Gallery II
15 residents, which in addition to the water and wastewater charges also included rent and other fees.
16

17 RESPONSE TO DOCUMENT 2:

18 Conservice objects to the request to the extent it seeks disclosure of proprietary and/or
19 confidential business information of Conservice, its subcontractors, and/or any of its customers.
20 Conservice objects to the request to the extent the request for documents is overly broad, unduly
21 burdensome, and not reasonably calculated to lead the discovery of admissible evidence. Based on
22 the foregoing reasons, Conservice will not produce these documents.
23

24 DOCUMENT 3:

25 Copies of any contracts that Conservice had with any person(s) or company or companies
26 between October 2019 to May 2020 to provide online accounts accessible to Gallery II residents that
27 had a record of their monthly rental bills which included their water and wastewater charges.

1 RESPONSE TO DOCUMENT 3:

2 Conservice objects to the request to the extent it seeks disclosure of proprietary and/or
3 confidential business information of Conservice, its subcontractors, and/or any of its customers.
4 Conservice objects to the request to the extent the request for documents is overly broad, unduly
5 burdensome, and not reasonably calculated to lead the discovery of admissible evidence. Based on
6 the foregoing reasons, Conservice will not produce these documents.
7

8 DOCUMENT 4:

9 The total monthly amounts charged to Gallery II residents for their water and wastewater
10 usage in the months of October 2019 to May 2020 and evidence supporting those numbers such as a
11 spreadsheet of those monthly charges such as found in gl070 - 3506 Highlightedfinal summary - 9 . 4
12 . 19 . xls found in the Item 10 zip folder , copies of the monthly bills they emailed out to Gallery II
13 residents, or copies of the monthly charges from Gallery II residents' online accounts.
14

15 RESPONSE TO DOCUMENT 4:

16 Conservice objects to the request to the extent it includes compound questions. Conservice
17 objects to the request to the extent the request for documents is overly broad and unduly burdensome.
18

19 DOCUMENT 5:

20 Any evidence Roscoe and/or The Gallery provided Conservice to substantiate the total
21 amount of occupants and total occupied space at The Gallery II for the billing months in question.
22

23 RESPONSE TO DOCUMENT 5:

24 Conservice objects to the request to the extent it seeks disclosure of proprietary and/or
25 confidential business information of Conservice, its subcontractors, and/or any of its customers.
26 Conservice objects to the request to the extent the request for documents is overly broad, unduly
27

1 burdensome, and not reasonably calculated to lead the discovery of admissible evidence. Based on
2 the foregoing reasons, Conservice will not produce these documents.
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Conservice's Response to my Second RFI to them
Item 67

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8 **SOAH DOCKET NO. 473-22-2652**
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17 **RESPONSE OF CONSERVICE, LLC TO DISCOVERY REQUESTS**
18 **FROM JEFF CONNORS**

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

23 **A.1:**

24 Did Conservice check if "The Gallery II residents' total monthly amount billed for water usage" was equal to
25 "The Gallery II residents' total monthly financial responsibility for water usage" on every monthly billing?

26 **RESPONSE TO REQUEST A.1:**
27

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

3 Conservice does have a quality process in place to ensure accuracy after the bills are
4 calculated.

5
6
7 A.2:

8
9 Was it Conservice's responsibility according to any contracts that Conservice had with Roscoe to
10 check if Gallery II residents were being billed the proper amount for water usage?

11
12 RESPONSE TO REQUEST A.2:

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

15
16 Conservice's contract did not specifically state an agreement to "check if Gallery II residents were
17 being billed the proper amount for water usage".

18
19 A.3:

20
21 Was it part of Conservice's "quality process in place to ensure accuracy" 3 to check if Gallery II residents were
22 being billed the proper amount for water usage?

23
24 RESPONSE TO REQUEST A.3:

25 Yes.

26
27 A.4:

1 Did Conservice check if "The Gallery II residents' total monthly amount billed for wastewater usage" was
2 equal to "The Gallery II residents' total monthly financial responsibility for wastewater usage" on every
3 monthly billing?
4

5 RESPONSE TO REQUEST A.4
6

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

9 Conservice does have a quality process in place to ensure accuracy after the bills are calculated.
10

11 A.5:
12

13 Was it Conservice's responsibility according to any contracts that Conservice had with Roscoe to
14 check if Gallery II residents were being billed the proper amount for wastewater usage?
15
16

17 RESPONSE TO REQUEST A.5:

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

20 Conservice's contract did not specifically state an agreement to "check if Gallery II residents were
21 being billed the proper amount for wastewater usage".
22
23

24 A.6:
25

26 Was it part of Conservice's "quality process in place to ensure accuracy" to check if Gallery II residents were
27 being billed the proper amount for wastewater usage?

1 RESPONSE TO REQUEST A.6:

2 Yes.

3 A.7:

4
5 Did Conservice check if the water billing periods of Gallery II residents' water usage charges on
6 Gallery II residents' "monthly rental bills" matched the water billing periods of the City of Austin bill
7 that Conservice had based those water usage charges on?
8
9

10 RESPONSE TO REQUEST A.7:

11 Yes.

12 A.8:

13
14 Was it Conservice's responsibility according to any contracts that Conservice had with Roscoe to check if the
15 water billing periods on Gallery II residents' "monthly rental bills" were correct?
16

17 RESPONSE TO REQUEST A.8:

18 Conservice objects to the request to the extent it is vague and ambiguous. Subject to and
19 without waiver of the foregoing objection, Conservice answers as follows:
20
21 Conservice's contract did not specifically state an agreement to "check if the water billing periods on
22 Gallery II residents' monthly rental bills were correct".
23

24 A.9:

25
26 Was it part of Conservice's "quality process in place to ensure accuracy" to check if the water billing periods
27 on Gallery II residents' "monthly rental bills" were correct?
28

1 RESPONSE TO REQUEST A.9:

2 Yes.

3
4 A.10:

5
6 Did Conservice check if the wastewater billing periods of Gallery II residents' wastewater usage
7 charges on Gallery II residents' "monthly rental bills" matched the water billing periods of the City of
8 Austin bill that Conservice had based those wastewater usage charges on?
9

10
11 RESPONSE TO REQUEST A.10:

12 Yes.

13 A.11:

14 Was it Conservice' s responsibility according to any contracts that Conservice had with
15 Roscoe to check if the wastewater billing periods on Gallery II residents' "monthly rental bills"
16 were correct?_
17

18
19 RESPONSE TO REQUEST A.11:

20
21 Conservice objects to the request to the extent it is vague and ambiguous. Subject to and without
22 waiver of the foregoing objection, Conservice answers as follows:
23 Conservice's contract did not specifically state an agreement to "check if the wastewater billing
24 periods on Gallery II residents' montly rental bills were correct".
25
26

27 A.12:

1
2 Was it part of Conservice's "quality process in place to ensure accuracy" to check if the wastewater billing
3 periods on Gallery II residents' "monthly rental bills" were correct?
4

5 RESPONSE TO REQUEST A.12:
6

7 Yes.
8

9 B.1:
10

11 What company did Conservice get the "monthly rental bills" from that Conservice sent Gallery II
12 residents?
13

14 RESPONSE TO REQUEST B.1:
15

16 Conservice objects to the request to the extent it is vague and ambiguous, and not reasonably
17 calculated to lead to the discovery of admissible evidence as the PUC does not have jurisdiction over
18 rent billing. Subject to and without waiving the forgoing objections, Conservice responds as follows:
19

20 Roscoe Property Management.
21

22 B.2:
23

24 What company or companies did Conservice have any contract with which involved Conservice
25 sending Gallery II residents their "monthly rental bills"?
26

27 RESPONSE TO REQUEST B.2:

1 Conservice objects to the request to the extent it is vague and ambiguous, and not reasonably
2 calculated to lead to the discovery of admissible evidence as the PUC does not have jurisdiction over
3 rent billing. Subject to and without waiving the forgoing objections, Conservice responds as follows:
4 Roscoe Property Management.
5

6
7 B.3:

8
9 Were any contracts which involved Conservice sending Gallery II residents their "monthly rental bills" the
10 same contract as the one Conservice had with Roscoe to calculate Gallery II residents' water bills?
11

12 RESPONSE TO REQUEST B.3:

13 Conservice objects to the request to the extent it is vague and ambiguous, and not reasonably
14 calculated to lead to the discovery of admissible evidence as the PUC does not have jurisdiction over
15 rent billing. Subject to and without waiving the forgoing objections, Conservice responds as follows:
16 Yes.
17

18
19 B.4:

20
21 Did Conservice have any contracts with ClickPay which involved the Gallery?
22

23 RESPONSE TO REQUEST B.4:

24 No.
25

26 B.5:

27 Did Conservice have any contracts with ClickPay which involved billing Gallery residents?
28

1
2 RESPONSE TO REQUEST B.5:

3 No.

4 B.6:

5
6 Did Conservice get the "monthly rental bills" from ClickPay that Conservice sent Gallery II
7 residents?
8
9

10 RESPONSE TO REQUEST B.6:

11 No.

12 C.1:

13
14 What company did Conservice get the Gallery II residents' utility information from for Gallery II
15 residents' "online accounts"?
16
17

18 RESPONSE TO REQUEST C.1:

19 Roscoe Property Management.

20 C.2:

21
22 What company or companies did Conservice have any contract with which involved providing
23 "online accounts" for Gallery II residents?
24

25 RESPONSE TO REQUEST C.2:

26 Conservice's contract did not specifically state an agreement to "[provide] online accounts for
27 Gallery II residents".
28

1
2 C.3:

3
4 Were any contracts which involved Conservice providing "online accounts" for Gallery II residents the same
5 as any Conservice had with Roscoe to calculate Gallery II residents' water bills?
6

7 RESPONSE TO REQUEST C.3:

8 Not applicable.
9
10

11 C.4:

12
13 Were any contracts which involved Conservice providing "online accounts" for Gallery II residents the same
14 as any Conservice had which involved Conservice sending Gallery II residents their "monthly rental bills"?
15

16 RESPONSE TO REQUEST C.4:

17 Not applicable.
18
19

20 D1:

21 Copies of any contracts that Conservice had with Roscoe to do the monthly water bill calculations for
22 Gallery II residents.
23
24

25 RESPONSE TO D1:

26 Conservice objects to the request to the extent it seeks disclosure of proprietary and/or
27 confidential business information of Conservice, its subcontractors, and/or any of its customers.
28

1 Conservice objects to the request to the extent the request for documents is overly broad, unduly
2 burdensome, and not reasonably calculated to lead the discovery of admissible evidence. Based on
3 the foregoing objections, Conservice will not produce these documents.
4

5
6 D2:

7 Copies of any contracts that Conservice had with any company or companies that involved sending
8 out the "monthly rental bills" to Gallery II residents.
9

10
11 RESPONSE TO D2:

12 Conservice objects to the request to the extent it seeks disclosure of proprietary and/or
13 confidential business information of Conservice, its subcontractors, and/or any of its customers.
14

15 Conservice objects to the request to the extent the request for documents is overly broad, unduly
16 burdensome, and not reasonably calculated to lead the discovery of admissible evidence as the PUC
17 does not have jurisdiction over rent billing. Based on the foregoing reasons, Conservice will not
18 produce these documents.
19

20 D3:

21 Copies of any contracts that Conservice had with any company or companies that involved providing
22 "online accounts" to Gallery II residents.
23

24
25 RESPONSE TO D3:

26 Conservice objects to the request to the extent it seeks disclosure of proprietary and/or
27 confidential business information of Conservice, its subcontractors, and/or any of its customers.
28

1 Conservice objects to the request to the extent the request for documents is overly broad, unduly
2 burdensome, and not reasonably calculated to lead the discovery of admissible evidence. Subject to
3 and without waiving the forgoing objections, Conservice is not in possession of the requested
4 document.

5
6
7 D4:

8
9 Copies of any contracts that Conservice had with ClickPay that were related to billing Gallery II
10 residents.

11
12 RESPONSE TO D4:

13 Conservice is not in possession of the requested document.
14

15
16 D5:

17 The monthly sum totals that Gallery II residents were billed for their water and wastewater usage in
18 the months of October 2019 to May 2020.
19

20
21 RESPONSE TO D5:

22 Conservice produces a report detailing the total community cost for the Gallery II.
23
24

25 D6:

26 Any evidence supporting those amounts mentioned in D5, such as a spreadsheet of those monthly charges like
27 found in gl070 - 3506 Highlightedfinalsummary - 9.4.19.xls in the Item 10 zip folder, copies of the "monthly
28

1 rental bills" Conservice sent to Gallery II residents, or copies of the monthly charges from Gallery II residents'
2 online accounts.

3
4 RESPONSE TO D6:

5 Conservice objects to the request to the extent it is vague and ambiguous, and not reasonably
6 calculated to lead to the discovery of admissible evidence. Conservice objects to the request to the
7 extent the request for documents is overly broad and unduly burdensome. Based on the foregoing
8 objections, Conservice cannot produce documents responsive to this request.
9

10
11 D7:

12 Copies of the "tenant data" that Conservice used to "ensure accurate tenant information" Conservice claims
13 that they received this data daily. To make this request less burdensome I'm only asking for a printout of the
14 Gallery II "tenant data" for one day from each of the months of the designated period.
15

16
17 RESPONSE TO D7:

18 After diligent review, Conservice is no longer in possession of the requested documents for the designated
19 time period.
20
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Total Community Cost Report

<u>Charge</u>	<u>Expense</u>	<u>Billable Expense</u>	<u>CAD</u>	<u>Billable Consumption</u>
5 / 2020				
Sewer	987.00	740.75	25	1087.00
Water	1640.85	1,230.64	25	3469.00
4 / 2020				
Sewer	987.00	740.75	25	1087.00
Water	1873.08	1,404.81	25	3960.00
3 / 2020				
Sewer	987.00	740.75	25	1087.00
Water	1932.68	1,449.51	25	4086.00
2 / 2020				
Sewer	987.00	740.75	25	108700.00
Water	1570.36	1,177.77	25	332000.00
1 / 2020				
Sewer	987.00	740.75	25	108700.00
Water	1224.61	918.46	25	258900.00
12 / 2019				
Sewer	987.00	740.75	25	108700.00
Water	1104.48	828.36	25	212400.00
11 / 2019				
Sewer	987.00	740.75	25	258100.00
Water	1342.13	1,006.60	25	258100.00
10 / 2019				
Sewer	987.00	740.75	25	159300.00
Water	828.37	621.28	25	159300.00

Conservice's Response to my Third RFI to them
Item 100

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11 AGAINST

12 THE GALLERY, ROSCOE PROPERTY
13 MANAGEMENT AND CONSERVICE

14 BEFORE THE STATE OFFICE

15 OF

16 ADMINISTRATIVE HEARINGS

17
18 RESPONSE OF CONSERVICE, LLC TO DISCOVERY REQUESTS
19 FROM JEFF CONNORS

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

24 A.1:

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

RESPONSE TO REQUEST A.1:

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

3 No.

4
5 A.2:

6
7 Did Conservice check if the monthly amounts they collectively billed Gallery II residents for
8 wastewater (sewer) usage on the bills they sent us equaled the monthly amounts for Sewer found
9 under the Billable Expense column in their response to my second RFI ?
10

11 RESPONSE TO REQUEST A.2:

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

14 No.

15
16 A.3:

17
18 Did Conservice input the numbers used for total number of occupants at The Gallery II into the allocation
19 equations that Conservice used to calculate Gallery II residents' monthly water bills?
20

21 RESPONSE TO REQUEST A.3:

22 Yes.

23 A.4.

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

3
4 RESPONSE TO REQUEST A.4

5 No. Conservice imputed total square footage for all units.
6

7 A.5
8

9 Did Roscoe Property Management input the numbers used for total number of occupants at The
10 Gallery II into the allocation equations that Conservice used to calculate Gallery II residents' monthly
11 water bills?
12

13 RESPONSE TO REQUEST A.5:

14 No. However, they did provide the total number of occupants that was used.
15

16 A.6
17

18 Did Roscoe Property Management input the numbers used for total square footage of all occupied units at The
19 Gallery II into the allocation equations that Conservice used to calculate Gallery II residents' monthly water
20 bills?
21

22 RESPONSE TO REQUEST A.6:

23 No. However they did provide the total square-footage of the units that was used.
24

25 A.7

1 Did Roscoe Property Management have the opportunity to change the water billing dates of the water
2 charges on Gallery II residents' monthly rental bills "after the bills were calculated, but before they
3 were sent?
4

5 RESPONSE TO REQUEST A.7:
6

7 Yes.

8 B.1:
9

10 Copies of any contracts that Conservice had with Roscoe Property Management to do the monthly
11 water bill calculations for Gallery II residents.
12

13 RESPONSE TO REQUEST B.1:
14

15 Conservice objects to the request to the extent it seeks disclosure of proprietary and/or
16 confidential business information of Conservice, its subcontractors, and/or any of its customers.
17 Conservice objects to the request to the extent the request for documents is overly broad, unduly
18 burdensome, and not reasonably calculated to lead the discovery of admissible evidence. Based on
19 the foregoing objections, Conservice will not produce these documents.
20

21 B.2:
22

23 The monthly sum totals that Gallery II residents were billed for their water and wastewater usage in
24 the months of October 2019 to May 2020.
25

RESPONSE TO REQUEST B.2:

1		
2		
3	<u>10/1/2019</u>	<u>Total</u>
4	<u>Sewer</u>	<u>\$887.57</u>
5	<u>Water</u>	<u>\$744.69</u>
6		
7	<u>11/1/2019</u>	<u>Total</u>
8	<u>Sewer</u>	<u>\$867.48</u>
9	<u>Water</u>	<u>\$1,179.34</u>
10		
11	<u>12/1/2019</u>	<u>Total</u>
12	<u>Sewer</u>	<u>\$884.63</u>
13	<u>Water</u>	<u>\$989.87</u>
14		
15	<u>1/1/2020</u>	<u>Total</u>
16	<u>Sewer</u>	<u>\$907.59</u>
17	<u>Water</u>	<u>\$1,125.87</u>
18		
19	<u>2/1/2020</u>	<u>Total</u>
20	<u>Sewer</u>	<u>\$1,005.61</u>
21	<u>Water</u>	<u>\$1,599.85</u>
22		
23	<u>3/1/2020</u>	<u>Total</u>
24	<u>Sewer</u>	<u>\$1,018.73</u>
25	<u>Water</u>	<u>\$1,994.67</u>

4/1/2020 Total
Sewer \$1,062.83
Water \$2,016.93

5/1/2020 Total
Sewer \$1,073.57
Water \$1,785.30

B.3:

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.

RESPONSE TO REQUEST B.3:

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 (9070)

Management Co
Hiscope Properties Inc.

Post Month
May-20

Utility	Method	# of Bils	Method Pen	Billable Expense	Total Expense	Provider Cycle	Consequence Cycle	CAD	Bills to Residents	Expected Based on Pen	B Bal	% of Total Expense Received	% of Expected Received	% of Bills Received	Credits Used
Drainage	Recpt	58	50.05%	729.95	729.95	02/08/20 - 03/10/20	02/08/20 - 03/10/20	0	729.95	370.89	387.9	46.45%	91.37%	46.45%	FALSE
Drainage 2	CC50Sg50	35	75.27%	729.95	729.95	02/08/20 - 03/10/20	02/08/20 - 03/10/20	25	541.71	411.62	411.75	56.45%	100.00%	75.31%	FALSE
Drainage 4	Recpt	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	59.25%	96.78%	59.25%	FALSE
Drainage 5	CC50Sg50	29	85.61%	721.9	721.9	02/12/20 - 03/13/20	02/12/20 - 03/13/20	25	541.42	463.51	413.6	64.52%	100.00%	85.65%	FALSE
Sewer	Custom	58	61.24%	1,734.28	1,734.28	02/08/20 - 03/10/20	02/08/20 - 03/10/20	25	1,323.71	796.55	716.48	41.31%	59.95%	55.08%	FALSE
Sewer 2	Custom	63	63.42%	507	507	02/12/20 - 03/13/20	02/12/20 - 03/13/20	25	742.25	469.91	454.02	46.05%	61.91%	61.91%	FALSE
Sewer 3	CC50Sg50	33	75.71%	1,734.28	1,734.28	02/08/20 - 03/10/20	02/08/20 - 03/10/20	25	1,323.71	389.77	982.72	56.75%	99.99%	75.71%	FALSE
Sewer 4	CC50Sg50	38	83.10%	507	507	02/12/20 - 03/13/20	02/12/20 - 03/13/20	25	742.25	619.55	619.55	62.77%	99.99%	83.10%	FALSE
Sewer Base	Admin	91	79.82%	10.3	10.3	02/08/20 - 03/10/20	02/08/20 - 03/10/20	0	12.3	8.22	7.83	76.02%	76.02%	79.82%	FALSE
Sewer Base 2	Admin	93	90.27%	10.3	10.3	02/12/20 - 03/13/20	02/12/20 - 03/13/20	0	12.3	9.3	9.11	88.45%	97.60%	89.45%	FALSE
Trash	Admin	186	85.25%	4,627.81	4,627.81	03/01/20 - 04/03/20	03/01/20 - 04/03/20	0	4,627.81	3,962.22	1,781.00	38.92%	44.56%	38.92%	FALSE
Water	Custom	58	61.24%	903.43	903.43	02/08/20 - 03/10/20	02/08/20 - 03/10/20	25	677.57	410.94	271.1	41.32%	59.99%	55.04%	FALSE
Water 2	Custom	63	63.43%	1,640.85	1,640.85	02/12/20 - 03/13/20	02/12/20 - 03/13/20	25	1,233.64	781.21	752.25	46.03%	96.68%	61.37%	FALSE
Water 3	CC50Sg50	34	75.71%	903.43	903.43	02/08/20 - 03/10/20	02/08/20 - 03/10/20	25	677.57	512.99	512.05	56.77%	99.97%	75.71%	FALSE
Water 4	CC50Sg50	30	83.35%	1,640.85	1,640.85	02/12/20 - 03/13/20	02/12/20 - 03/13/20	25	1,233.64	1,030.05	1,030.05	62.75%	100.00%	83.35%	FALSE
Water Base Charge	Admin	92	80.10%	103.4	103.4	02/08/20 - 03/10/20	02/08/20 - 03/10/20	0	123.4	87.48	102.60	76.21%	74.51%	76.21%	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%	89.22%	FALSE

Post Month
Apr-20

Utility	Method	# of Bils	Method Pen	Billable Expense	Total Expense	Provider Cycle	Consequence Cycle	CAD	Bills to Residents	Expected Based on Pen	B Bal	% of Total Expense Received	% of Expected Received	% of Bills Received	Credits Used
Drainage	Recpt	48	42.11%	729.95	729.95	01/09/20 - 02/09/20	01/09/20 - 02/09/20	0	729.95	306.96	297.51	40.13%	95.27%	40.13%	FALSE
Drainage 2	CC50Sg50	40	85.61%	729.95	729.95	01/09/20 - 02/09/20	01/09/20 - 02/09/20	25	545.71	468.04	465.07	64.21%	100.01%	85.62%	FALSE
Drainage 4	Recpt	55	53.47%	721.9	721.9	01/14/20 - 02/12/20	01/14/20 - 02/12/20	0	721.9	385.49	362.74	50.53%	74.02%	50.53%	FALSE
Drainage 5	CC50Sg50	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	Custom	48	51.72%	1,697.96	1,697.96	01/09/20 - 02/09/20	01/09/20 - 02/09/20	25	1,273.47	650.64	631.1	37.07%	56.02%	48.54%	FALSE
Sewer 2	Custom	55	57.51%	507	507	01/14/20 - 02/12/20	01/14/20 - 02/12/20	25	721.25	425.72	401.51	41.15%	56.49%	51.90%	FALSE
Sewer 3	CC50Sg50	41	78.65%	1,697.96	1,697.96	01/09/20 - 02/09/20	01/09/20 - 02/09/20	25	1,273.47	1,002.09	1,002.12	59.02%	100.00%	78.65%	FALSE
Sewer 4	CC50Sg50	37	88.62%	507	507	01/14/20 - 02/12/20	01/14/20 - 02/12/20	25	742.25	656.31	656.32	86.55%	100.00%	88.61%	FALSE
Sewer Base	Admin	88	77.19%	10.3	10.3	01/09/20 - 02/09/20	01/09/20 - 02/09/20	0	12.3	7.95	7.81	75.63%	76.24%	75.63%	FALSE
Sewer Base 2	Admin	92	89.52%	10.3	10.3	01/14/20 - 02/12/20	01/14/20 - 02/12/20	0	12.3	9.2	8.91	88.52%	90.05%	89.52%	FALSE
Trash	Admin	186	85.71%	4,622.85	4,622.85	03/01/20 - 03/31/20	03/01/20 - 03/31/20	0	4,622.85	3,996.53	1,771.00	37.95%	44.31%	37.95%	FALSE
Water	Custom	48	51.72%	884.51	884.51	01/09/20 - 02/09/20	01/09/20 - 02/09/20	25	633.38	443.1	326.77	37.17%	56.02%	49.51%	FALSE
Water 2	Custom	55	57.51%	1,873.08	1,873.08	01/14/20 - 02/12/20	01/14/20 - 02/12/20	25	1,424.81	887.91	771.41	41.18%	90.48%	54.91%	FALSE
Water 3	CC50Sg50	41	78.67%	884.51	884.51	01/09/20 - 02/09/20	01/09/20 - 02/09/20	25	633.38	522.01	522.13	59.03%	100.00%	77.71%	FALSE
Water 4	CC50Sg50	37	88.66%	1,873.08	1,873.08	01/14/20 - 02/12/20	01/14/20 - 02/12/20	25	1,424.81	1,245.52	1,245.52	66.52%	100.00%	88.66%	FALSE
Water Base Charge	Admin	89	78.01%	103.4	103.4	01/09/20 - 02/09/20	01/09/20 - 02/09/20	0	123.4	84.63	102.44	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	315.90	86.34%	96.66%	86.34%	FALSE

Difference (Current minus Previous)								
Utility	Billable Expense	% Difference	Bills to Residents	% Difference	Expected Based on Pen	% Difference	B Bal	% Difference
Drainage	0	100.00%	0	100.00%	63.93	105.83%	45.39	85.00%
Drainage 2	0	100.00%	0	100.00%	-56.42	89.62%	54.72	79.00%
Drainage 4	0	100.00%	0	100.00%	56.1	105.55%	62.65	107.00%
Drainage 5	0	100.00%	0	100.00%	-53.93	102.22%	51.2	90.00%
Sewer	36.32	102.14%	27.24	102.14%	137.91	105.61%	85.38	85.00%
Sewer 2	0	100.00%	0	100.00%	49.15	110.33%	47.51	88.00%
Sewer 3	36.32	102.14%	27.24	102.14%	-17.32	96.27%	-17.4	95.26%
Sewer 4	0	100.00%	0	100.00%	-56.72	76.41%	-51.77	74.40%
Sewer Base	0	100.00%	0	100.00%	0.27	103.40%	0.02	100.00%
Sewer Base 2	0	100.00%	0	100.00%	0.1	101.00%	0.2	102.00%
Trash	-15.04	99.68%	-15.04	99.68%	-34.27	99.14%	10	100.00%
Water	13.92	102.14%	14.19	102.14%	71.64	105.81%	44.33	83.50%
Water 2	-212.23	99.08%	-174.17	99.08%	-25.7	96.10%	-16.16	97.91%
Water 3	13.92	102.14%	14.19	102.14%	-9.02	96.27%	-9.27	99.22%
Water 4	-212.23	99.08%	-174.17	99.08%	-219.45	100.00%	-219.47	99.00%
Water Base Charge	0	100.00%	0	100.00%	2.85	103.39%	0.34	100.29%
Water Base Charge 2	0	100.00%	0	100.00%	3.50	101.00%	1.03	102.15%

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

Property: The Gallery (9/1/19)

Management Co: R33000 Properties LLC

Post Month: Mar20

Utility	Method	# of Bils	Method Pen	Billable Expense	Total Expense	Previous Cycle	Consume Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Received	% of Expected Received	% of Billable Received	Credits Used
Drainage	PerApt	41	95.36%	728.95	728.95	12/09/19 - 01/05/20	12/14/19 - 01/09/20	0	728.95	262.12	223.46	30.46%	99.60%	99.46%	FALSE
Drainage 1	OccSOSeqS	42	89.27%	728.95	728.95	12/09/19 - 01/05/20	12/14/19 - 01/09/20	25	541.71	489.8	489.84	87.25%	100.01%	89.15%	FALSE
Drainage 3	Flat	4	1.64%	728.95	728.95	12/09/19 - 01/05/20	12/14/19 - 01/09/20	0	728.95	13.41	38.4	5.41%	293.81%	5.41%	FALSE
Drainage 4	PerApt	45	95.27%	721.9	721.9	12/13/19 - 01/14/20	12/18/19 - 01/14/20	0	721.9	315.4	301.53	42.75%	97.96%	42.75%	FALSE
Drainage 5	OccSOSeqS	37	90.43%	721.9	721.9	12/13/19 - 01/14/20	12/18/19 - 01/14/20	25	541.42	489.88	489.92	87.85%	99.99%	90.47%	FALSE
Sewer	CostMUT	41	44.62%	1,625.32	1,625.32	12/09/19 - 01/05/20	12/14/19 - 01/09/20	25	1,218.99	541.64	541.73	39.76%	100.76%	49.65%	FALSE
Sewer 2	CostMUT	45	46.62%	967	967	12/13/19 - 01/14/20	12/18/19 - 01/14/20	25	743.25	359.91	354.84	35.95%	98.59%	47.94%	FALSE
Sewer 3	OccSOSeqS	48	85.25%	1,625.32	1,625.32	12/09/19 - 01/05/20	12/14/19 - 01/09/20	25	1,218.99	1,039.19	1,037.26	83.94%	100.01%	85.21%	FALSE
Sewer 4	OccSOSeqS	42	89.27%	967	967	12/13/19 - 01/14/20	12/18/19 - 01/14/20	25	743.25	663.95	661.89	87.26%	99.99%	89.65%	FALSE
Sewer Base	Admin	89	78.07%	10.3	10.3	12/09/19 - 01/05/20	12/14/19 - 01/09/20	0	10.3	8.04	7.97	77.36%	99.12%	77.36%	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	83.55%	98.85%	83.55%	FALSE
Trash	Admin	178	82.07%	1,414.24	1,414.24	01/01/20 - 01/31/20	01/01/20 - 01/31/20	0	1,414.24	2,018.75	1,611.88	48.95%	211.47%	41.95%	FALSE
Water	CostMUT	41	44.68%	846.67	846.67	12/09/19 - 01/05/20	12/14/19 - 01/09/20	25	635	283.72	281.86	33.76%	100.75%	45.82%	FALSE
Water 2	CostMUT	45	46.62%	1,570.36	1,570.36	12/13/19 - 01/14/20	12/18/19 - 01/14/20	25	1,217.91	704.75	694.47	39.93%	101.54%	47.91%	FALSE
Water 3	OccSOSeqS	48	85.25%	846.67	846.67	12/09/19 - 01/05/20	12/14/19 - 01/09/20	25	635	541.32	541.48	83.95%	100.00%	85.21%	FALSE
Water 4	OccSOSeqS	42	89.27%	1,570.36	1,570.36	12/13/19 - 01/14/20	12/18/19 - 01/14/20	25	1,217.91	1,083.07	1,080.20	87.27%	100.01%	89.71%	FALSE
Water Base Charge	Admin	89	78.07%	103.4	103.4	12/09/19 - 01/05/20	12/14/19 - 01/09/20	0	103.4	84.63	84.01	77.55%	99.27%	77.55%	FALSE
Water Base Charge 2	Admin	87	84.47%	103.4	103.4	12/13/19 - 01/14/20	12/18/19 - 01/14/20	0	103.4	918.89	304.42	83.45%	141.07%	81.45%	FALSE

Post Month: Feb 20

Utility	Method	# of Bils	Method Pen	Billable Expense	Total Expense	Previous Cycle	Consume Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Received	% of Expected Received	% of Billable Received	Credits Used
Drainage	PerApt	36	31.53%	728.95	728.95	11/07/19 - 12/05/19	11/17/19 - 12/14/19	0	728.95	230.2	221.4	31.65%	98.36%	31.65%	FALSE
Drainage 1	OccSOSeqS	44	89.17%	728.95	728.95	11/07/19 - 12/05/19	11/17/19 - 12/14/19	25	545.71	490.78	481.79	86.81%	99.23%	89.08%	FALSE
Drainage 3	Flat	6	2.76%	728.95	728.95	11/07/19 - 12/05/19	11/17/19 - 12/14/19	0	728.95	20.12	59.1	8.11%	293.74%	8.11%	FALSE
Drainage 4	PerApt	41	59.81%	721.9	721.9	11/13/19 - 12/13/19	11/23/19 - 12/16/19	0	721.9	287.38	266.65	36.94%	92.70%	36.94%	FALSE
Drainage 5	OccSOSeqS	41	100.00%	721.9	721.9	11/13/19 - 12/13/19	11/23/19 - 12/16/19	25	541.42	541.42	541.36	74.99%	99.99%	99.99%	FALSE
Sewer	CostMUT	36	40.03%	1,743.36	1,743.36	11/07/19 - 12/05/19	11/17/19 - 12/14/19	25	1,327.92	524.82	516.46	29.65%	98.92%	39.92%	FALSE
Sewer 2	CostMUT	41	46.65%	567	567	11/13/19 - 12/13/19	11/23/19 - 12/16/19	25	743.25	345.35	324.61	32.69%	94.00%	43.65%	FALSE
Sewer 3	OccSOSeqS	53	88.52%	1,743.36	1,743.36	11/07/19 - 12/05/19	11/17/19 - 12/14/19	25	1,327.92	1,157.42	1,147.68	85.95%	99.33%	87.95%	FALSE
Sewer 4	OccSOSeqS	47	92.00%	567	567	11/13/19 - 12/13/19	11/23/19 - 12/16/19	25	743.25	681.83	681	89.05%	100.00%	92.05%	FALSE
Sewer Base	Admin	89	78.07%	10.3	10.3	11/07/19 - 12/05/19	11/17/19 - 12/14/19	0	10.3	8.04	7.96	77.15%	98.88%	77.15%	FALSE
Sewer Base 2	Admin	88	85.44%	10.3	10.3	11/13/19 - 12/13/19	11/23/19 - 12/16/19	0	10.3	8.8	8.5	82.55%	96.50%	82.55%	FALSE
Trash	Admin	178	78.34%	1,718.12	1,718.12	12/01/19 - 12/31/19	02/01/20 - 02/29/20	0	1,718.12	1,340.98	1,292.88	92.65%	118.28%	92.65%	FALSE
Water	CostMUT	36	40.00%	908.16	908.16	11/07/19 - 12/05/19	11/17/19 - 12/14/19	25	681.12	272.99	261.79	29.62%	101.50%	31.49%	FALSE
Water 2	CostMUT	41	46.65%	1,570.36	1,570.36	11/13/19 - 12/13/19	11/23/19 - 12/16/19	25	1,177.77	549.45	516.52	32.85%	94.01%	43.86%	FALSE
Water 3	OccSOSeqS	53	88.52%	908.16	908.16	11/07/19 - 12/05/19	11/17/19 - 12/14/19	25	681.12	602.93	598.63	85.96%	99.30%	87.96%	FALSE
Water 4	OccSOSeqS	47	92.00%	1,570.36	1,570.36	11/13/19 - 12/13/19	11/23/19 - 12/16/19	25	1,177.77	1,083.55	1,083.33	88.99%	99.96%	91.95%	FALSE
Water Base Charge	Admin	89	78.07%	103.4	103.4	11/07/19 - 12/05/19	11/17/19 - 12/14/19	0	103.4	84.63	82	77.39%	99.16%	77.39%	FALSE
Water Base Charge 2	Admin	88	85.44%	103.4	103.4	11/13/19 - 12/13/19	11/23/19 - 12/16/19	0	103.4	918.68	301.73	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%	31.95	115.00%	52.06	132.00%
Drainage 1	0	100.00%	0	100.00%	-6.95	99.90%	2.85	100.59%
Drainage 3	0	100.00%	0	100.00%	-6.71	100.00%	-19.7	256.00%
Drainage 4	0	100.00%	0	100.00%	28.91	101.75%	42.28	112.00%
Drainage 5	0	100.00%	0	100.00%	-51.54	91.45%	-51.56	10.46%
Sewer	-118.04	70.25%	-68.53	93.21%	20.59	101.00%	52.32	106.26%
Sewer 2	0	100.00%	0	100.00%	12.55	101.22%	51.33	109.31%
Sewer 3	-118.04	70.25%	-68.53	93.21%	-118.23	107.00%	-112.42	10.48%
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	96.06%	0.1	101.18%
Trash	1,718.12	100.00%	1,718.12	100.00%	1,472.77	100.00%	83	100.58%
Water	41.49	93.29%	46.12	93.21%	18.73	101.90%	16.87	100.21%
Water 2	361.32	126.00%	297.74	126.00%	165.32	107.00%	177.95	104.65%
Water 3	41.49	93.25%	46.12	93.21%	-61.59	100.00%	57.2	10.46%
Water 4	361.32	126.00%	297.74	126.00%	216.52	107.00%	216.87	100.00%
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	96.96%	3.69	101.22%

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

Property The Gallery (90/10)

Management Co. E3300 Properties Inc.

Post Month Jan-20

Utility	Method	# of Bils	Method Pen	Billable Expense	Total Expense	Provider Cycle	Convenience Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Rec'd	% of Expected Rec'd	% of Billable Rec'd	0.1 Bils Used
Drainage	PerApt	31	27.13%	720.95	720.95	12/03/19 - 11/07/19	12/24/19 - 11/17/19	0	720.95	190.2	190.20	26.39%	99.93%	26.78%	FALSE
Drainage 2	Cx50Sq50	47	94.97%	720.95	720.95	12/03/19 - 11/07/19	12/24/19 - 11/17/19	25	540.71	519.21	519.00	77.20%	99.97%	94.94%	FALSE
Drainage 3	Flat	8	3.63%	720.95	720.95	12/03/19 - 11/07/19	12/24/19 - 11/17/19	0	720.95	26.9	78.9	10.81%	99.94%	10.81%	FALSE
Drainage 4	PerApt	33	52.04%	721.9	721.9	12/14/19 - 11/15/19	12/28/19 - 11/23/19	0	721.9	291.5	224.32	31.07%	99.90%	31.07%	FALSE
Drainage 5	Cx50Sq50	41	97.66%	721.9	721.9	12/14/19 - 11/15/19	12/28/19 - 11/23/19	25	541.42	528.7	528.62	73.23%	99.98%	97.64%	FALSE
Sewer	Cx4MMI	31	94.75%	2,079.42	2,079.42	12/03/19 - 11/07/19	12/24/19 - 11/17/19	25	1,559.49	912.72	902.04	29.14%	99.19%	39.53%	FALSE
Sewer 2	Cx4MMI	33	36.87%	967	967	12/14/19 - 11/15/19	12/28/19 - 11/23/19	25	740.25	272.93	264.18	26.77%	99.79%	35.64%	FALSE
Sewer 3	Cx50Sq50	59	91.43%	2,079.42	2,079.42	12/03/19 - 11/07/19	12/24/19 - 11/17/19	25	1,559.49	1,425.37	1,425.19	68.54%	99.99%	91.39%	FALSE
Sewer 4	Cx50Sq50	31	86.92%	967	967	12/14/19 - 11/15/19	12/28/19 - 11/23/19	25	740.25	633.43	621.41	85.14%	99.00%	86.92%	FALSE
Sewer Base	Admin	90	70.75%	103.4	103.4	12/03/19 - 11/07/19	12/24/19 - 11/17/19	0	103.4	0.13	6.00	70.25%	99.14%	91.25%	FALSE
Sewer Base 2	Admin	64	81.55%	103.4	103.4	12/14/19 - 11/15/19	12/28/19 - 11/23/19	0	103.4	8.4	8.3	80.55%	99.81%	80.55%	FALSE
Storm Water Drainage	Flat	2	0.12%	721.9	721.9	12/14/19 - 11/15/19	12/28/19 - 11/23/19	0	721.9	6.64	17.16	2.49%	99.40%	2.49%	FALSE
Trash	Admin	163	75.12%	1,719.31	1,719.31	11/01/19 - 11/30/19	11/01/20 - 01/01/20	0	1,719.31	1,288.54	1,515.00	88.35%	99.62%	88.35%	FALSE
Water	Cx4MMI	31	34.75%	1,003.17	1,003.17	12/03/19 - 11/07/19	12/24/19 - 11/17/19	25	612.30	277.51	272.41	29.15%	99.15%	31.53%	FALSE
Water 2	Cx4MMI	33	36.67%	1,224.61	1,224.61	12/14/19 - 11/15/19	12/28/19 - 11/23/19	25	913.46	338.64	321.69	26.76%	99.77%	35.16%	FALSE
Water 3	Cx50Sq50	59	91.43%	1,003.17	1,003.17	12/03/19 - 11/07/19	12/24/19 - 11/17/19	25	612.30	742.50	742.27	68.54%	99.01%	91.41%	FALSE
Water 4	Cx50Sq50	31	86.92%	1,224.61	1,224.61	12/14/19 - 11/15/19	12/28/19 - 11/23/19	25	913.46	790.33	753.18	85.15%	99.98%	86.92%	FALSE
Water Base Charge	Admin	90	70.75%	103.4	103.4	12/03/19 - 11/07/19	12/24/19 - 11/17/19	0	103.4	0.56	16.00	70.49%	99.42%	91.49%	FALSE
Water Base Charge 2	Admin	64	81.55%	103.4	103.4	12/14/19 - 11/15/19	12/28/19 - 11/23/19	0	103.4	19.97	295.48	80.49%	99.70%	80.49%	FALSE

Post Month Dec-19

Utility	Method	# of Bils	Method Pen	Billable Expense	Total Expense	Provider Cycle	Convenience Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Rec'd	% of Expected Rec'd	% of Billable Rec'd	0.1 Bils Used
Drainage	PerApt	27	23.63%	720.95	720.95	09/10/19 - 10/05/19	11/30/19 - 10/24/19	0	720.95	172.62	172.63	23.67%	99.95%	23.67%	FALSE
Drainage 2	Cx50Sq50	48	100.00%	720.95	720.95	09/10/19 - 10/05/19	11/30/19 - 10/24/19	25	540.71	540.71	540.69	75.00%	99.00%	100.00%	FALSE
Drainage 3	Flat	10	4.61%	720.95	720.95	09/10/19 - 10/05/19	11/30/19 - 10/24/19	0	720.95	33.6	92.5	13.51%	99.15%	13.51%	FALSE
Drainage 4	PerApt	29	20.75%	721.9	721.9	09/13/19 - 10/14/19	12/03/19 - 10/25/19	0	721.9	203.29	197.59	27.37%	97.19%	27.37%	FALSE
Drainage 5	Cx50Sq50	43	100.00%	721.9	721.9	09/13/19 - 10/14/19	12/03/19 - 10/25/19	25	531.42	531.42	531.29	74.95%	99.99%	99.95%	FALSE
Sewer	Cx4MMI	27	28.96%	2,172.12	2,172.12	09/10/19 - 10/05/19	11/30/19 - 10/24/19	25	1,627.69	471.19	471.21	21.71%	99.00%	33.95%	FALSE
Sewer 2	Cx4MMI	29	31.47%	967	967	09/13/19 - 10/14/19	12/03/19 - 10/25/19	25	740.25	232.96	225.97	22.65%	96.96%	30.51%	FALSE
Sewer 3	Cx50Sq50	62	86.06%	2,172.12	2,172.12	09/10/19 - 10/05/19	11/30/19 - 10/24/19	25	1,627.69	1,400.72	1,400.63	86.04%	99.00%	86.04%	FALSE
Sewer 4	Cx50Sq50	56	88.97%	967	967	09/13/19 - 10/14/19	12/03/19 - 10/25/19	25	740.25	658.6	653.76	66.74%	99.02%	88.93%	FALSE
Sewer Base	Admin	69	70.07%	103.4	103.4	09/10/19 - 10/05/19	11/30/19 - 10/24/19	0	103.4	0.04	6.00	77.77%	99.69%	77.77%	FALSE
Sewer Base 2	Admin	65	82.52%	103.4	103.4	09/13/19 - 10/14/19	12/03/19 - 10/25/19	0	103.4	8.5	6.42	81.75%	99.02%	81.75%	FALSE
Storm Water Drainage	Flat	5	2.30%	721.9	721.9	09/13/19 - 10/14/19	12/03/19 - 10/25/19	0	721.9	16.6	44.9	6.22%	99.40%	6.22%	FALSE
Trash	Admin	161	74.19%	1,719.45	1,719.45	12/01/19 - 12/31/19	12/01/19 - 12/31/19	0	1,719.45	1,275.66	1,468.50	85.41%	99.12%	85.41%	FALSE
Water	Cx4MMI	27	20.75%	1,242.00	1,242.00	09/10/19 - 10/05/19	11/30/19 - 10/24/19	25	932.1	269.83	269.16	21.71%	99.04%	33.96%	FALSE
Water 2	Cx4MMI	29	31.47%	1,104.48	1,104.48	09/13/19 - 10/14/19	12/03/19 - 10/25/19	25	823.36	260.68	251.84	22.65%	96.99%	30.52%	FALSE
Water 3	Cx50Sq50	62	86.06%	1,242.00	1,242.00	09/10/19 - 10/05/19	11/30/19 - 10/24/19	25	932.1	892.17	892.27	64.54%	99.01%	86.07%	FALSE
Water 4	Cx50Sq50	56	88.97%	1,104.48	1,104.48	09/13/19 - 10/14/19	12/03/19 - 10/25/19	25	823.36	736.99	737.03	66.73%	99.01%	88.97%	FALSE
Water Base Charge	Admin	69	70.07%	103.4	103.4	09/10/19 - 10/05/19	11/30/19 - 10/24/19	0	103.4	04.63	04.55	70.00%	99.91%	91.00%	FALSE
Water Base Charge 2	Admin	65	82.52%	103.4	103.4	09/13/19 - 10/14/19	12/03/19 - 10/25/19	0	103.4	302.95	299.69	81.64%	99.95%	81.64%	FALSE

Difference (Current minus Previous)	Utility	Method	# of Bils	Method Pen	Billable Expense	Total Expense	Provider Cycle	Convenience Cycle	CAD	Billable To Residents	Expected Based on Pen	Billed	% of Total Expense Rec'd	% of Expected Rec'd	% of Billable Rec'd	0.1 Bils Used
Drainage	0	100.00%	0	100.00%	25.56	102.56%	102.56%	22.75	100.14%	0	0	0	0	0	0	0
Drainage 2	0	100.00%	0	100.00%	-27.5	99.97%	99.97%	-27.66	99.94%	0	0	0	0	0	0	0
Drainage 3	0	100.00%	0	100.00%	-6.7	99.98%	99.98%	-19.7	99.99%	0	0	0	0	0	0	0
Drainage 4	0	100.00%	0	100.00%	20.01	100.00%	100.00%	24.74	100.00%	0	0	0	0	0	0	0
Drainage 5	0	100.00%	0	100.00%	-12.72	99.98%	99.98%	-12.67	99.96%	0	0	0	0	0	0	0
Sewer	10.8	95.82%	-65.1	95.82%	61.53	100.00%	100.00%	51.63	100.00%	0	0	0	0	0	0	0
Sewer 2	0	100.00%	0	100.00%	39.97	100.00%	100.00%	35.31	99.99%	0	0	0	0	0	0	0
Sewer 3	10.8	95.82%	-65.1	95.82%	24.67	100.00%	100.00%	23.56	99.75%	0	0	0	0	0	0	0
Sewer 4	0	100.00%	0	100.00%	-15.17	99.70%	99.70%	-15.25	99.67%	0	0	0	0	0	0	0
Sewer Base	0	100.00%	0	100.00%	0.09	100.00%	100.00%	0.05	100.00%	0	0	0	0	0	0	0
Sewer Base 2	0	100.00%	0	100.00%	-0.1	99.99%	99.99%	-0.12	99.97%	0	0	0	0	0	0	0
Storm Water Drainage	0	100.00%	0	100.00%	-9.96	99.99%	99.99%	-26.94	99.99%	0	0	0	0	0	0	0
Trash	-4.14	99.76%	-4.14	99.76%	12.00	100.00%	100.00%	47.5	100.00%	0	0	0	0	0	0	0
Water	-159.63	99.99%	-119.72	99.99%	7.27	100.00%	100.00%	0.02	100.00%	0	0	0	0	0	0	0
Water 2	123.13	100.00%	100.1	100.00%	77.16	100.00%	100.00%	72.65	100.00%	0	0	0	0	0	0	0
Water 3	-159.63	99.99%	-119.72	99.99%	-59.68	99.99%	99.99%	-29.7	99.99%	0	0	0	0	0	0	0
Water 4	123.13	100.00%	100.1	100.00%	61.34	100.00%	100.00%	61.15	100.00%	0	0	0	0	0	0	0
Water Base Charge	0	100.00%	0	100.00%	0.96	100.00%	100.00%	0.53	100.00%	0	0	0	0	0	0	0
Water Base Charge 2	0	100.00%	0	100.00%	-0.56	99.99%	99.99%	-4.21	99.99%	0	0	0	0	0	0	0

** Utilities not shown: Drainage Admin, Drainage Admin 2, Trash Admin Fee, Storm Water

Property
The Gateway (96101)

Management Co
Pascoe Properties, Inc.

Post Month
Nov-19

Utility	Method	# of EUs	Method Pen	Eligible Expense	Total Expense	Provider Cycle	Convenience Cycle	CAD	Eligible To Residents	Expected Based on Pen	Billed	% of Total Expense Received	% of Expected Received	% of Billed Received	Old Bills Used
Drainage	PerAppt	23	20.13%	723.95	723.95	08/03/19 - 09/03/19	13/03/19 - 09/03/19	0	723.95	147.1	124.93	18.78%	23.07%	18.78%	FALSE
Drainage 2	Cx50Sq50	48	100.00%	723.95	723.95	08/03/19 - 09/03/19	13/03/19 - 09/03/19	25	546.71	546.71	543.69	75.11%	100.00%	100.00%	FALSE
Drainage 3	Flat	17	7.83%	723.95	723.95	08/03/19 - 09/03/19	13/03/19 - 09/03/19	0	723.95	57.08	167.45	22.97%	293.36%	22.97%	FALSE
Drainage 4	PerAppt	28	27.16%	723.95	723.95	08/14/19 - 09/13/19	13/08/19 - 10/03/19	0	723.95	195.69	181.92	25.10%	32.30%	25.10%	FALSE
Drainage 5	Cx50Sq50	43	100.00%	723.95	723.95	08/14/19 - 09/13/19	13/08/19 - 10/03/19	25	543.53	543.53	543.72	75.03%	100.04%	100.04%	FALSE
Sewer	Cx3MMJ	22	22.13%	2,387.00	2,387.00	08/03/19 - 09/03/19	13/03/19 - 09/03/19	25	1,940.00	430.48	391.34	15.32%	32.07%	10.42%	FALSE
Sewer 2	Cx3MMJ	27	29.03%	967	967	08/14/19 - 09/13/19	13/08/19 - 10/03/19	25	743.25	214.69	193.17	19.63%	31.29%	26.50%	FALSE
Sewer 3	Cx50Sq50	73	95.07%	2,387.00	2,387.00	08/03/19 - 09/03/19	13/03/19 - 09/03/19	25	1,940.00	1,859.72	1,859.77	71.07%	100.00%	95.02%	FALSE
Sewer 4	Cx50Sq50	63	90.65%	967	967	08/14/19 - 09/13/19	13/08/19 - 10/03/19	25	743.25	671.64	631.31	68.02%	100.04%	90.43%	FALSE
Sewer Base	Admin	95	83.37%	10.3	10.3	08/03/19 - 09/03/19	13/03/19 - 09/03/19	0	10.3	0.56	0.41	01.63%	30.02%	01.63%	FALSE
Sewer Base 2	Admin	90	87.36%	10.3	10.3	08/14/19 - 09/13/19	13/08/19 - 10/03/19	0	10.3	9	8.78	85.33%	97.56%	85.33%	FALSE
Storm Water Drainage	Flat	8	3.67%	723.95	723.95	08/14/19 - 09/13/19	13/08/19 - 10/03/19	0	723.95	26.59	71.94	9.97%	270.10%	9.97%	FALSE
Trash	Admin	162	74.60%	1,717.13	1,717.13	08/01/19 - 09/30/19	11/01/19 - 11/30/19	0	1,717.13	1,281.64	1,446.00	84.21%	112.81%	84.21%	FALSE
Water	Cx3MMJ	22	22.13%	1,432.00	1,432.00	08/03/19 - 09/03/19	13/03/19 - 09/03/19	25	1,111.50	246.53	224.99	15.32%	32.07%	10.42%	FALSE
Water 2	Cx3MMJ	27	29.03%	1,342.13	1,342.13	08/14/19 - 09/13/19	13/08/19 - 10/03/19	25	1,116.60	292.22	261.85	19.63%	31.32%	26.51%	FALSE
Water 3	Cx50Sq50	73	95.07%	1,432.00	1,432.00	08/03/19 - 09/03/19	13/03/19 - 09/03/19	25	1,111.50	1,065.03	1,044.03	71.13%	99.97%	95.11%	FALSE
Water 4	Cx50Sq50	63	90.65%	1,342.13	1,342.13	08/14/19 - 09/13/19	13/08/19 - 10/03/19	25	1,116.60	912.48	912.49	67.93%	100.00%	90.62%	FALSE
Water Base Charge	Admin	95	83.37%	10.3	10.3	08/03/19 - 09/03/19	13/03/19 - 09/03/19	0	10.3	0.56	0.41	01.63%	30.02%	01.63%	FALSE
Water Base Charge 2	Admin	90	87.36%	10.3	10.3	08/14/19 - 09/13/19	13/08/19 - 10/03/19	0	10.3	9.20	8.78	85.15%	97.49%	85.15%	FALSE

Post Month
Oct-19

Utility	Method	# of EUs	Method Pen	Eligible Expense	Total Expense	Provider Cycle	Convenience Cycle	CAD	Eligible To Residents	Expected Based on Pen	Billed	% of Total Expense Received	% of Expected Received	% of Billed Received	Old Bills Used
Drainage	PerAppt	22	19.30%	723.95	723.95	07/10/19 - 08/09/19	13/09/19 - 09/03/19	0	723.95	140.19	111.96	16.31%	34.55%	16.31%	FALSE
Drainage 2	Cx50Sq50	48	100.00%	723.95	723.95	07/10/19 - 08/09/19	13/09/19 - 09/03/19	25	546.71	546.71	543.69	75.11%	100.00%	100.00%	FALSE
Drainage 3	Flat	16	8.29%	723.95	723.95	07/10/19 - 08/09/19	13/09/19 - 09/03/19	0	723.95	60.49	177.3	24.32%	293.40%	24.32%	FALSE
Drainage 4	PerAppt	24	23.30%	723.95	723.95	07/15/19 - 08/14/19	13/14/19 - 09/03/19	0	723.95	167.92	154.95	21.76%	33.47%	21.76%	FALSE
Drainage 5	Cx50Sq50	43	100.00%	723.95	723.95	07/15/19 - 08/14/19	13/14/19 - 09/03/19	25	543.53	543.53	543.71	75.03%	100.03%	100.03%	FALSE
Sewer	Cx3MMJ	20	20.00%	2,233.16	2,233.16	07/10/19 - 08/09/19	13/09/19 - 09/03/19	25	1,716.12	343.22	297.2	12.91%	60.57%	17.31%	FALSE
Sewer 2	Cx3MMJ	20	21.70%	967	967	07/15/19 - 08/14/19	13/14/19 - 09/03/19	25	743.25	160.63	147.04	14.92%	31.54%	19.63%	FALSE
Sewer 3	Cx50Sq50	76	100.51%	2,233.16	2,233.16	07/10/19 - 08/09/19	13/09/19 - 09/03/19	25	1,716.12	1,724.87	1,719.10	75.00%	99.49%	100.00%	FALSE
Sewer 4	Cx50Sq50	70	100.00%	967	967	07/15/19 - 08/14/19	13/14/19 - 09/03/19	25	743.25	740.25	721.53	75.03%	100.04%	100.04%	FALSE
Sewer Base	Admin	95	83.37%	10.3	10.3	07/10/19 - 08/09/19	13/09/19 - 09/03/19	0	10.3	0.67	0.34	00.97%	30.10%	00.97%	FALSE
Sewer Base 2	Admin	90	87.36%	10.3	10.3	07/15/19 - 08/14/19	13/14/19 - 09/03/19	0	10.3	9	8.84	85.83%	98.22%	85.83%	FALSE
Storm Water Drainage	Flat	12	5.57%	723.95	723.95	07/15/19 - 08/14/19	13/14/19 - 09/03/19	0	723.95	39.05	157.76	14.95%	210.41%	14.95%	FALSE
Trash	Admin	163	75.12%	1,715.78	1,715.78	08/01/19 - 08/31/19	10/01/19 - 10/31/19	0	1,715.78	1,289.65	1,433.90	83.12%	111.10%	83.12%	FALSE
Water	Cx3MMJ	20	20.00%	1,312.40	1,312.40	07/10/19 - 08/09/19	13/09/19 - 09/03/19	25	932.0	196.54	175.10	12.91%	60.50%	17.31%	FALSE
Water 2	Cx3MMJ	20	21.70%	825.37	825.37	07/15/19 - 08/14/19	13/14/19 - 09/03/19	25	621.28	134.62	123.45	14.92%	31.57%	19.67%	FALSE
Water 3	Cx50Sq50	76	100.51%	1,312.40	1,312.40	07/10/19 - 08/09/19	13/09/19 - 09/03/19	25	932.0	907.81	903.01	75.00%	99.90%	100.00%	FALSE
Water 4	Cx50Sq50	70	100.00%	825.37	825.37	07/15/19 - 08/14/19	13/14/19 - 09/03/19	25	621.28	621.28	621.24	75.00%	99.99%	99.99%	FALSE
Water Base Charge	Admin	95	83.37%	10.3	10.3	07/10/19 - 08/09/19	13/09/19 - 09/03/19	0	10.3	0.56	0.34	01.16%	30.30%	01.16%	FALSE
Water Base Charge 2	Admin	90	87.36%	10.3	10.3	07/15/19 - 08/14/19	13/14/19 - 09/03/19	0	10.3	9.20	8.78	85.75%	98.13%	85.75%	FALSE

Difference (Current minus Previous)

Utility	Eligible Expense	% Difference	Eligible To Residents	% Difference	Expected Based on Pen	% Difference	Billed	% Difference
Drainage	0	100.00%	0	100.00%	0.41	14.56%	17.97	63.00%
Drainage 2	0	100.00%	0	100.00%	0	0.00%	0	100.00%
Drainage 3	0	100.00%	0	100.00%	-3.35	94.46%	-3.85	94.44%
Drainage 4	0	100.00%	0	100.00%	27.37	115.65%	27.97	115.25%
Drainage 5	0	100.00%	0	100.00%	0	0.00%	0.01	100.00%
Sewer	297.63	115.00%	224.73	115.00%	87.25	125.17%	97.14	130.00%
Sewer 2	0	100.00%	0	100.00%	54.05	133.65%	47.13	130.00%
Sewer 3	297.64	115.00%	224.73	115.00%	133.95	107.82%	133.62	108.31%
Sewer 4	0	100.00%	0	100.00%	-43.21	90.69%	-43.22	90.65%
Sewer Base	0	100.00%	0	100.00%	-0.09	99.96%	-0.07	100.04%
Sewer Base 2	0	100.00%	0	100.00%	0	100.00%	-0.06	99.92%
Storm Water Drainage	0	100.00%	0	100.00%	-13.26	105.00%	-32.92	104.00%
Trash	0.25	100.00%	0.25	100.00%	-7.31	99.77%	12.5	100.00%
Water	171.6	115.00%	125.7	115.00%	49.97	125.00%	52.81	133.88%
Water 2	171.76	115.00%	125.32	115.00%	157.4	267.20%	143.4	293.00%
Water 3	171.6	115.00%	125.7	115.00%	77.23	107.82%	92	108.34%
Water 4	171.76	115.00%	125.32	115.00%	291.2	137.00%	291.25	137.00%
Water Base Charge	0	100.00%	0	100.00%	-0.95	99.96%	-0.78	100.89%
Water Base Charge 2	0	100.00%	0	100.00%	0	100.00%	-2.05	99.95%

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

Conservice's Response to my Fourth RFI to them
Item 99

1 JULIANNA KAT
2 CONSERVICE, LLC
9950 Scripps Lake Drive, Suite 101
3 San Diego, CA 92131
Telephone: 435.716.7374
4 Email: jkat@conservice.com

5
6 SOAH DOCKET NO. 473-22-2652
PUC DOCKET NO. 51619

7
8 COMPLAINT OF JEFF CONNORS
9 AGAINST

10 THE GALLERY, ROSCOE PROPERTY
MANAGEMENT AND CONSERVICE

§
§
§
§
§
§
§

BEFORE THE STATE OFFICE

OF

ADMINISTRATIVE HEARINGS

11
12
13 **RESPONSE OF CONSERVICE, LLC TO DISCOVERY REQUESTS**
14 **FROM JEFF CONNORS**

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

19
20 A.1:

21 A1. When Conservice "created the full monthly rental bills for Gallery II residents" I did Conservice put the
22 "water service periods" on them?
23

24 **RESPONSE TO REQUEST A.1:**
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26 Yes

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A.2

Did Roscoe Property Management at The Gallery put the "water service periods" on the rental bills
Conservice sent Gallery II residents?

RESPONSE TO REQUEST A.2:

No.

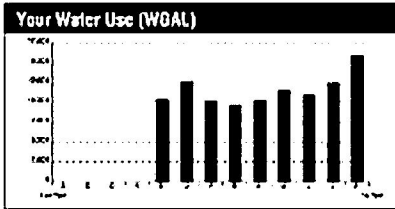
B.1:

Copy of the City of Austin bill to The Gallery II that Conservice used to calculate my October 2019
water charges2.

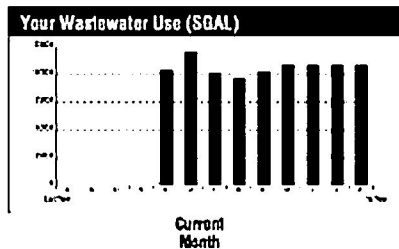
RESPONSE TO REQUEST B.1:

The City of Austin Bill for service period 7/15/2019 - 8/14/2019 is attached.

Service Details



Days of service 30
 Gallons used 159300
 Avg. gallons per day 5310.0
 Avg. cost per day \$43.01
 9 month avg. consumption: 115788.87



Days of service 30
 Gallons used 108700
 Avg. gallons per day 3623.3
 Avg. cost per day \$33.24

Austin
 WATER

WATER SERVICE

3506 MANCHACA RD

Meter # 148462

Read Date

07/15/2019

08/14/2019

Consumption

Read

99635

101228

1593

Reading Difference in Hundreds

1593

Total Consumption in Gallons

159300

City of Austin Water - Multi-Family

Customer Charge \$75.10 W
 Fixed Charge \$292.00 W
 159,300 Gallons at \$5.00 per 1,000 - On Peak \$796.50 W
 159,300 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge \$23.90 W
 159,300 Gallons at \$0.05 per 1,000 - Reserve Fund Surcharge \$7.97 W
 Private Hydrant Fee 2 @ \$2.44 ea \$4.88 NB

TOTAL CURRENT CHARGES \$1,200.35

Austin
 WASTEWATER

WASTEWATER SERVICE

3506 MANCHACA RD

City of Austin Wastewater - Multi-Family

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

TOTAL CURRENT CHARGES \$997.30

View or Pay online: www.coautilities.com

AUTHORIZED PAY STATIONS:

Payments are accepted at most Austin-area
 HEB and Randall's stores, as well as:

- Fiesta Mart (H35 and 38 1/2 st.)
- Rosewood-Zaragoza Center (2800 Webberville Rd.)
- Utility Service Center (8716 Research Blvd. Suite 115)

Drop Box Locations Are:

- 625 East 10th Street
- 505 Barton Springs Road

Mail all Inquiries to:

City of Austin Utility Customer Service,
 P.O. Box 2267 Austin, TX 78783-2267

P00000-CCCC000

Page 3 of 3



Impervious Cover

The drainage charge is calculated using the amount, in square footage, and the percent of impervious cover on the property. Impervious cover is any type of surface that does not absorb rainfall, including: rooftops, patios, driveways, walkways, paved and unpaved parking lots and some docks.



DRAINAGE SERVICE

3506 MANCHACA RD

Service Dates	07/17/2019	08/16/2019
City of Austin Drainage		
Monthly Charge	\$720.70	0
TOTAL CURRENT CHARGES	\$720.70	

To view the Impervious cover on your property, use the 'Find My Drainage Charge' tool located at www.austintexas.gov/drainagecharge.

PUC Staff's Response to my First RFI to them
Item 86

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

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

**COMMISSION STAFF'S RESPONSE TO COMPLAINANT'S FIRST REQUEST FOR
INFORMATION QUESTION NOS. RFI 1-1 AND RFI 2-2**

The Staff (Staff) for the Public Utility Commission of Texas (Commission) stipulates that the following responses to requests for information may be treated by all parties as if the answers were filed under oath.

Dated: January 4, 2023

Respectfully submitted,

**PUBLIC UTILITY COMMISSION OF TEXAS
LEGAL DIVISION**

Keith Rogas
Division Director

Marisa Lopez Wagley
Managing Attorney

/s/ Phillip Lehmann
Phillip Lehmann
State Bar No. 24100140
1701 N. Congress Avenue
P.O. Box 13326
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(512) 936-7385
(512) 936-7268 (facsimile)
phillip.lehmann@puc.texas.gov

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

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 January 4, 2023, in accordance with the Order Suspending Rules, issued in Project No. 50664.

/s/ Phillip Lehmann
Phillip Lehmann

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

**COMMISSION STAFF'S RESPONSE TO COMPLAINANT'S FIRST REQUEST FOR
INFORMATION QUESTION NOS. RFI 1-1 AND RFI 2-2**

RFI 1-1 Please list the items in Docket 51619 that were submitted by the Complainant, Jeff Connors, that you read in their entirety.

Response: I reviewed every item filed in the docket.

Prepared by: Kathryn Eiland

Sponsored by: Kathryn Eiland

RFI 2-2 Please list the items in the Docket 51619 that were submitted by the Complainant, Jeff Connors, that you took into consideration when you did your Written Testimony found in Item 81 of the Docket that was submitted on 11/28/22.

Response: In preparing my November 28, 2022 direct testimony, I considered the following filings as provided in the PUC's interchange: Item Nos. 1, 6, 39, and 60.

Prepared by: Kathryn Eiland
Sponsored by: Kathryn Eiland