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DOCKET 51619

REPLY TO SUBMISSIONS MADE BY THE GALLERY ON 2/3/21

DOCKET NO. 51619

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

REPLY TO SUBMISSIONS MADE BY THE GALLERY ON 2/3/21

Preliminary Comments

In this Reply I will be addressing the submissions made to the Docket by The Gallery on 2/3/21. They submitted Items 10, 11, and 12 in the Docket on that date.

I won't address the material in Item 11 which has to do with the Informal Complaint and has no bearing on the case at this point.

Much of what I'll comment on regarding the material submitted in Item 10 I've already spoken to in my Second Motion to Amend my Complaint that was filed in the Docket on 2/3/21, but I'll include those comments in this as well in the event my Second Motion to Amend the Complaint is not granted by the Commission. I'll note that if my Second Motion to Amend the Complaint is granted, that most everything down to page 15 (going by page numbers listed at the bottom of each page) in this document is pretty much verbatim from what is in my Second Motion to Amend the Complaint until the F. section at the bottom of page 15. That section has additional information in it than my Second Motion to Amend the Complaint contained which concerns The Gallery charging us for an extra month of water, wastewater, and drainage by shifting billing dates and what appears to be double billing Gallery II residents for the City of Austin's water bill for 7/16/19-8/14/19. So, from page 15 to the end of the document is where the Commission may

want to focus their attention and time if they've granted and already read my Second Motion to Amend the Complaint.

I. Item 10: The *HIMBC Unit 2-239* and *Gallery Phase II Bills*

A. Correlation between the *HIMBC Unit 2-239* and *Gallery Phase II Bills*

These two bills are found in the PUC Interchange System in the filings on January 29, 2021. The *HIMBC Unit 2-239* documentation is my personal water/wastewater bills from Conserve and the calculations they used for those bills. They begin at 10/2019 on the first page and run forward in time down the document to 1/2021 at the bottom of the page. The *Gallery Phase II Bills* are the water bills from Austin Water for the entire complex and start with the bills from 10/14/2019 to 11/13/2019 at the bottom of that document and then run upwards to 11/12/20 to 12/11/20 to the top of the page. As I mentioned earlier, as it currently stands the Austin Water bills for the complex are currently billed to residents about a month and a half after the reading so the 10/14/2019 to 11/13/2019 bill actually applies to the January 2020 bill in *HIMBC Unit 2-239*.

You can see how these two bills correlate by going to page 55 of the 57 page *Gallery Phase II Bills* where the 10/14/2019 to 11/13/2019 Austin Water bill to the complex is located and comparing them to page 7 of the *HIMBC Unit 2-239* bills which is my January 2020 bill for water/wastewater. You'll see that on page 7 of the *HIMBC Unit 2-239* bill in the first numerical field is the number of \$1224.61. That is the Total Current Charges in the *Gallery Phase II Bills* of the Water Service (\$1596.71) found on page 55 of the *Gallery Phase II Bills* minus the Multi-family customer charge (\$75.10), the Fixed Charge (\$292.00), and the Private Hydrant fee (\$5.00) that is all supposed to be paid by the owner and therefore deducted from the overall bill that the residents pay.

You'll also notice that on page 55 in the *Gallery Phase II Bills*, right below the Water Service, is the Wastewater Service, which is billed for 108,700 gallons of water in contrast to the 258,900 gallons that is billed for Water Service that month. The Wastewater Service uses either the amount of water billed for the Water Service or the calculated Wastewater Average, which is the average amount of water billed from the previous mid-November to mid-March, whichever is lower. This information is found in the *MultiFamilyPublicRates_2021* pdf within the evidence submitted in Item 10 of the Docket.

Because the water usage was so much greater during the period that I contend that The Gallery II residents were overbilled, which runs from the 10/2019 to 5/2020 bills in *HIMBC Unit 2-239*, the amount of water used for the wastewater in the bills is constant at 108,700 gallons/month. As you'll see this amount is \$987.00 in all those aforementioned bills, which is the Total Wastewater charges minus the \$10.30 customer charge.

Note: In my monthly bill I also pay a fixed charge of \$3.56 for water base charge and 0.10 for sewer base charge, but these have nothing to do with the calculations I am about to cover. These charges, in the same exact amounts, were also part of our bill when Performance Utilities did them.

The last water charge in the City of Austin bills, found on page 56, is for drainage. The previous company that had done our water billing before Roscoe began managing The Gallery, which was Performance Utilities, used to do the water, wastewater, and drainage billing for the complex, but Roscoe now does the drainage billing calculations themselves and Conservice only calculates the water and wastewater. As you can see on page 56 of the *Gallery Phase II Bills*, the charge for the complex is \$721.90. This is a fixed set charge and remains at \$721.90/month in the Austin water bills to the complex throughout all the bills in the *Gallery Phase II Bills*.

As you can see on page 44 of my original Formal Complaint filed in the PUC Interchange Service on 12/14/20, I was supposed to be billed my share of the water/wastewater costs by allocated billing by a "*combination of actual occupancy and square feet of the apartment*". On page 45 of the same document, you'll see that for drainage costs the allocation formula is: *Half of your allocation will be based on your apartment's share of total square footage and half will be based on your share of total people living in the apartment community.*

Going back to the *HIMBC Unit 2-239* document you'll see that in the last sentence of the first paragraph on page 7 the calculations for the water are explained: *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.* You'll also notice that in the table below that they use 50% on each allocation calculations, essentially dividing up half of the remaining water bill, after the 25% is removed for common areas, and dividing it by the total number of occupants in the complex and multiplying it by the number of people in your apartment and the other half of the bill paid by residents is divided by the total occupied square footage in the complex, which means the total amount of square footage of occupied apartments in the complex, irrespective of how many people live in each apartment, and they multiply that by the residents' apartment size.

Then the results of those two calculations are added together and residents get their water charge, which is shown in the last field of the table on the page.

So, assuming that drainage is using the size of the apartment a tenant lives in divided by the total occupied space, and it appears that it is, the calculations for water and wastewater and the drainage are all the same except that 25% gets deducted for common area costs out of the water and wastewater bills prior to using the formula while that 25% isn't deducted from the complex's overall drainage bill.

These formulas were used for water and wastewater during the entire eight month period that I believe residents were overcharged and presumably were also for drainage, though I have yet to see the drainage bills. Note also that once the 25% is deducted from fixed wastewater costs of \$987, you get \$740.75 and that the fixed monthly drainage costs in the City of Austin water bills for the complex are \$721.90 so the wastewater and drainage bills should be very similar from month-to-month since the numerators are very similar and the denominators in the equations used to calculate the costs are identical. And the two monthly charges for residents for the most part were indeed similar, usually within a dollar of each other, prior to Roscoe managing The Gallery and also in the bills that reflect the months after I first asked The Gallery management to provide past water bills in late-February of 2020 for me to examine, which is first billed in the June 2020 bills in *HIMBC Unit 2-239*. However, they weren't during the period in between in which I contend that residents were overbilled.

So, in summary, I'd like to affirm the following points:

1. All three of the water, wastewater, and drainage bills use the same equations for their calculations and should use the same numbers for *total number of occupants in the complex* and *total occupied square footage*.
2. Twenty-five (25) per cent of the water and wastewater total bill (after some deductions from each) is deducted for common areas before the residents allocate the bill. For drainage there is no 25% deduction for common areas.
3. Beyond that 25% deduction the only difference in these calculations for water, wastewater, and drainage is the total amount of the bill that the residents are collectively responsible for.
4. The water bill varies from month-to-month and is a variable cost.
5. The wastewater and drainage bills are fixed costs during the months that I was overcharged since the wastewater was capped at 108,700 gallons for billing and The Gallery II used far more than that for water. The residents' financial responsibility for

wastewater and drainage should therefore be similar from month-to-month because they use the same set of equations only with slightly different total amounts that the residents are responsible for with wastewater as \$740.75/month and drainage at \$721.90/month.

6. Roscoe handles the billing calculations for drainage in-house, they do it themselves, while Conservice does the billing for water and wastewater. The previous company that did our water billing did it for all three.
7. *Total number of occupants in the complex* is determined by the total amount of people on a lease at the complex. At most this number is the total amount of apartments that are occupied, which would require everyone living here being on a single occupancy lease.
8. The *total occupied square footage* is the total amount of apartment space that is occupied regardless of how many people live in that space. In other words, a couple sharing a lease in a 694 square foot apartment only count 694 square feet toward that total.

B. Review of the HIMBC Unit 2-239 bills

The *HIMBC Unit 2-239* bills are the monthly Conservice water and wastewater bill calculations for my apartment from 10/2019 to 1/2021. Below I have listed the *total number of occupants in the complex* and *total occupied square footage* used in those bills for my monthly water/wastewater calculations from 10/2019 to 5/2020, which are the bills that I believe residents at The Gallery II were overcharged for, and they run from pages 1 to 16 in the document. For proper context, I'll mention again that The Gallery II is a 104 unit apartment complex in a popular part of town, consists entirely of studio and one bedroom apartments, and is comprised of 28 studios of 391 sq. ft. each, 36 one bedrooms of 630 sq. ft. each, and 40 one bedrooms of 694 sq. ft. each.

	<u>Total number of occupants in complex</u>	<u>Total occupied square footage</u>
October 2019	78	42459
November 2019	78	42459
December 2019	70	38877
January 2020	68	35447
February 2020	60	31387
March 2020	55	28978
April 2020	50	25636
May 2020	44	22900

I've lived here for 5 years and until recently, I'd estimate that low tide here as far as occupancy was somewhere in the low 80s. In fact, when I first moved in here in March 2016 the management back then told me that I had to take my current apartment immediately or it would probably be rented by the next day. One can also get a pretty good idea of the complex's occupancy here at The Gallery II because every apartment has a balcony and most folks put something out on theirs and you can see the balconies of four of the buildings in the complex easily on a walk from the front of the complex to the mailboxes and for the other two buildings you can get a decent idea of their occupancy from the cars in the parking lots out in front of them.

Looking at these records, I find it difficult to believe the total occupant numbers at 78 in October and November of 2019 are legit, but every total occupant number from December 2019 to May 2020 were incorrect on the low side from my casual observations of the complex which would mean that more residents were billed than those numbers indicate. Even at 70 for December 2019 for instance strains credulity; that's almost 1/3rd of the complex unoccupied.

The numbers from that 70 go south in a hurry though until we get all the way down to 44 occupants, a maximum occupancy of slightly over 42%. There aren't many established apartment complexes in Austin in a popular area of town like here with yearly leases that ever go below 70% much less the unfathomable low 40s in that May bill.

The numbers used for the *total occupied square footage* appear to be just as understated and don't appear to have any absolute link to the *number of total occupants* and the apartment sizes at the complex. Some of those numbers used for occupied square footage don't work at all when taking into consideration the number of occupants, even though that has some play in it with possible double occupancies, and the fact that we're talking about a 104 unit apartment complex that is comprised of 28 studios of 391 sq. ft. each, 36 one bedrooms of 630 sq. ft. each, and 40 one bedrooms of 694 sq. ft. each.

For instance between December 2019 and the January 2020 bill the number of occupants dropped just two, from 68 from 70, but the total occupied square footage dropped by 3430 sq ft (38877 to 35447). The only way to get close to that delta is if seven single occupants of 694 sq ft apartments and one single occupant of a 630 sq ft apartment moved out of the complex and three double occupants of 694 sq ft apartment moved in, but even then you're still 24 sq ft shy of 3430

with no way of getting there no matter how much jinga you play with apartment sizes and occupants. So, it appears that the numbers for *total occupied square footage* were provided rather than calculated from using the apartment sizes occupied and their occupants.

These numbers provided for these calculations during this period were also obviously not tied to and/or derived from the billing information that Conservice must have in their database as far as the amount of residents they are billing because there were certainly more than 44 apartments occupied here in May of 2020, and more than 50 and 55 and 60 and even more than 68 or 70 I'd heavily bet. And neither were these numbers tied to their collective apartment sizes although this info is also in Conservice's possession since they are making calculations for residents' bills based upon apartment size. Apparently then these numbers used for these calculations came from outside of Conservice's database they use for billing or otherwise flags would have been raised. So, unless Conservice was making off-the-cuff approximations as to how many occupants there are at The Gallery II that information was very likely provided by The Gallery management in some form or fashion.

I am a bit surprised that there isn't a quality assurance measure at Conservice that checks how many bills are being sent out and the collective sizes of their apartments compared to the numbers provided for *total number of occupants in the complex* and *total occupied square footage* because if you are dividing by one number that is supposed to represent the parts of the whole and you are multiplying that by a larger number collectively then tenants are being overbilled. For example if you are billing for water/wastewater/drainage by dividing the charges by 44 and billing out over 80 people the tenants would be paying far more than their share of the complex's water/wastewater, about twice as much. Obviously the same holds true for *total occupied square footage*.

Mind you, that's great from the ownership/management side because they are presumably making a profit off of having the power to allocate the water/wastewater/drainage billing, but not so good for residents who may be struggling financially from month-to-month and unable to afford the variability in their water billing that causes them to practically triple over a 8 month period and takes an additional \$45 bite out of their monthly budget.

I believe that it is worth noting too that as time went on and the ownership of The Gallery's financial responsibilities for the 25% of the water bills rose from slightly over \$200/month on the 10/2019 bill to what eventually was close to \$500/month the amount of *total number of*

occupants in the complex and *total occupied square footage* in these equations shrank. So, not only were residents paying a higher water charge due to the additional water being used but they were being hit by higher charges overall in the water and wastewater billing by the inaccurately low numbers used for *total number of occupants in the complex* and *total occupied square footage* in the equations.

So, in regards to the *HIMBC Unit 2-239* bills I would like to emphasize that:

1. The amounts used by Conservice for *total number of occupants in the complex* and *total occupied square footage* that were utilized in the calculations for the water/wastewater billing for the residents' bills from October 2019 to May 2020 are understated I believe because they don't correlate to what I observed and what I'd imagine is reflected in the amount of tenants that Conservice billed monthly for The Gallery II during that time period and the apartment sizes of those tenants. Some of these numbers are frankly ridiculous and require the occupancy at The Gallery II to be under 60% from February 2020 to May 2020 which does not make any sense in the Austin area for an established apartment complex. Other numbers don't work at all, for example in January 2020 the number of occupants dropped by only two from December 2019 but the total occupied square footage dropped by 3430 sq ft and there is no way to reach that delta within the confines of those numbers and the make-up of the apartment complex. As a result of these numbers being smaller in the October 2019 to May 2020 bills than the amount of tenants being billed and the amount of apartment space being occupied the tenants were overcharged for water/wastewater during that period.
2. Thus far, despite numerous requests and in defiance of PUC Rules, The Gallery management has not provided to me the total amount they charged tenants for water/wastewater during any of these months. I believe this information would reveal that The Gallery overbilled residents and force The Gallery, under the management of Roscoe Properties, to acknowledge their responsibility for that.
3. Conservice does not seem to have a system in place to check if the numbers provided for *total number of occupants in the complex* and *total occupied square footage* actually match how many tenants they are billing and their collective square footage.
4. Since the numbers used for *total number of occupants in the complex* and *total occupied square footage* are lower than how many tenants were billed for water during that period and their collective square footage, I can only conclude that these numbers were not derived from Conservice's billing records and unless Conservice pulled those numbers from their imagination they were provided separately and very likely supplied by The Gallery management.

C. The Transition to The Gallery's new water billing method in June 2020

As I mentioned previously, I emailed a Roscoe Property team member who worked for The Gallery in late-February of last year and requested to see copies of past water bills and they forwarded on my email to the community manager on 2/28/20. I believe it was the next day, if it wasn't it was the day after, that I came out for my daily 5AM walk and noticed that the irrigation system, which had gone off at 5AM for as long as I could remember, did not go off and it hasn't gone off since as far as I know except when landscapers or maintenance worked on it.

In the water billing cycle immediately after the daily irrigation was ceased, which is reflected in my June 2020 bill, the formula for calculating the water bills was changed according to the bills that Conservice sent me (page 17 of *HIMBC Unit 2-239*). This different formula was in my 2020-2021 lease, by the way, but these new allocation formulas were applied a few months after my new lease started so it had nothing to do with the timing of my new lease. Anyway, I have no problem with The Gallery II using the new allocation formula and it makes sense for simplicity's sake to do it for the full community all at once, which I assume they did, but I think the timing of it is noteworthy. What is even more noteworthy is what that new formula revealed about how many apartments were occupied each month.

The new allocation formula (page 49 of my original Formal Complaint) is *average occupancy (PUC average for numbers of bedrooms in unit)*.

In §24.124 (e) (2) (A) (iii) in my lease for 2020-2021 it states how this allocation formula works:

(iii) the average number of occupants per bedroom, which shall be determined by the following occupancy formula. The formula must calculate the average number of occupants in all dwelling units based on the number of bedrooms in the dwelling unit according to the scale below, notwithstanding the actual number of occupants in each of the dwelling unit's bedrooms or all dwelling units:

- (I) dwelling unit with an efficiency = 1;
- (II) dwelling unit with one bedroom = 1.6;
- (III) dwelling unit with two bedrooms = 2.8;
- (IV) dwelling unit with three bedrooms = 4 + 1.2 for each

“(N)otwithstanding the actual numbers of occupants in each of the dwelling unit's bedrooms or all dwelling units” means that this formula is based purely upon the number of occupied apartments and the amount of people living in those apartments has no part in the formula.

Therefore from this formula we should be able to get an idea of the range of the number of apartments that were occupied at that time.

On page 17 of *HIMBC Unit 2-239* you'll see that the number used for occupant multiplier total is 135.4. We know that we only have efficiency and one bedroom apartments which means that the 135.4 has to come from a sum of combinations of 1s (efficiency) and 1.6s (one bedrooms). We also know that there are 76 one bedroom apartments and 28 efficiencies in The Gallery II. Therefore there are only two combinations that arrive at 135.4 since we need either a 4 or 9 as the last number in the amount of one bedrooms because we have to match the .4 in 135.4. One of the combinations that works is 74 ($74 \times 1.6 = 118.4$) one bedrooms and 17 efficiencies for a total of 91 occupied apartments. The only other combination that works is 69 ($69 \times 1.6 = 110.4$) and 25 efficiencies for a total of 94 occupied apartments. So, the least amount of occupied apartments for the June 2020 bills is 91.

Mind you that in the May 2020 water/wastewater Conservice bills they had the maximum amount of occupied apartments as 44, so what this billing lays claim to is the absurdity that at least 47 apartments were newly occupied in the month period between the May and June bills and that the overall occupancy at The Gallery II doubled in one month.

I'll add that since the change to the new formula, the *occupant multiplier total* in The Gallery II's monthly water/wastewater bills has never went below 125 which would mean a minimum of 80 occupied apartments after supposedly steadily declining from 78 down to a maximum of 44 prior to my request to The Gallery management to open the books on past water billing.

So, in summary in regards to the transition to the new water/wastewater billing formulas used after I requested to see past water bills I'd like to make the following points:

1. Shortly after I first asked The Gallery management to examine past water bills in late-February of 2020, the daily irrigation system at The Gallery II was stopped and the water bills then went right back to around the same levels that they were before Roscoe began managing The Gallery and have stayed close to that level ever since while daily irrigation has yet to be resumed.
2. In the water/wastewater billing cycle immediately following my request, Conservice switched to a new calculation for the billing. This change in the equations used for allocated water/wastewater billing was in my 2020-2021 lease so there is no problem with that, but what is noteworthy is that comparing the May 2020 bill, which covered

the period in which I requested to see the water bills, and the June 2020 bill the numbers reveal that there was supposedly at least a 47 apartment increase in apartment rentals, from at most 44 occupied apartments in May 2020 to at least 91 in June 2020 in The Gallery II. That simply did not happen.

3. From the June 2020 bills to the January 2021 bills, which is the last bills in this document, the lowest possible amount of occupied apartments was 80 after supposedly diving from 78 to as low as 44 from October 2019 to May 2020.

D. Drainage billing

As I mentioned earlier Roscoe does the billing calculations for drainage and Conservice for water and wastewater. The company that had done the water billing before Roscoe began managing The Gallery used to do all three of them. The drainage bills and the wastewater bills should be fairly consistent and comparable with each other since they use the same equations to calculate them and they both have similar costs to divide up among the residents with wastewater as a fixed cost of \$740.75/month and drainage at \$721.90/month from 10/19 to 5/20. The two hadn't varied much at all, usually within a dollar of each other, before Roscoe began managing The Gallery.

Once Roscoe took over the drainage billing though they immediately almost doubled from \$6.97 on our water bill for the September 2019 rent (page 14 of my original Formal Complaint) under the old company, Performance Utility, to \$12.63 (page 15 of my original Formal Complaint) and stayed either there or rose until I asked Roscoe to open their books for me on water charges and then they immediately went right back to \$7.01 (page 29 of my original Formal Complaint), pretty much where they had been when Performance Utility had been calculating the bills, and they haven't went above that in the monthly bills since then.

Also, during that billing period (10/19 to 5/20) in which I believe The Gallery II residents were overcharged, the wastewater and drainage bills didn't move in relative tandem as one would expect if they were using the same equations and calculations. The wastewater rose during that period from \$10.80/month to \$19.63, which is an increase of over 80%, and drainage rose from \$12.63 to \$15.16, which is an increase of only 20% so apparently there was a difference in the numbers used for *total number of occupants in the complex* and *total occupied square footage* and/or the equations used in Roscoe's in-house calculations for drainage and what Conservice was provided and used for their water/wastewater billing calculations during that time period.

In summary, in regards to the drainage billing:

1. The drainage billing, which Roscoe Properties does in-house at The Gallery, immediately almost doubled once Roscoe began managing The Gallery compared to the billing before Roscoe and after I first asked to examine the water bills. It was at least \$5/more on my bill during the period though this is a fixed cost to the complex. Being that there is almost always at least 80 tenants at The Gallery II if all residents were overbilled by \$5/month then that would amount to overbilling residents in total over \$400 a month and hence lead to a monthly profit for The Gallery on the drainage billing during those 8 months.
2. The drainage bills and the wastewater bills, which should use the same equations and numbers in those equations for both *total number of occupants in the complex* and *total occupied square footage*, were both similar fixed costs from October 2019 to May 2020, and should therefore track each other in their price movement during those periods but they do not in fact track each other with the drainage bill increasing only 20% during that period and the wastewater bill increasing over 80%.

E. The *Gallery Phase 2 Bills* (City of Austin water bills for The Gallery II)

The bills in the *Gallery Phase 2 Bills* document are the water bills from the City of Austin to The Gallery II complex and reflect the total water usage in the complex. I'd like to first turn the Commission's attention to page 7 of the *Gallery Phase 2 Bills* and point to the upper left hand corner of the page where the *Your Water Use* chart is at. The chart is a record of the monthly water usage at the complex from November 2019 to November 2020. This particular bill is from 10/14/20 to 11/12/20. I refer the Commission to this bill because the later bill from 11/12/20 to 12/11/20 was from a period in which The Gallery did a powerwashing of the apartment buildings which atypically affected the water usage for that month.

As one can see on the graph on page 7 the water usage at the complex dramatically decreased once Roscoe stopped doing daily irrigation shortly after my request to examine the complex's water billing in late-February. This decrease is first captured in the April 2020 bills since the March 2020 bill ran from 2/12/20 to 3/13/20. From this graph one can get a good idea from the water usage amounts from April 2020 to November 2020 that the complex's baseline monthly water usage without daily irrigation is about 100K gallons.

Next I'd like the Commission to take a look at page 35 of that document and look at that same chart on that page in the upper left hand corner. Note that Roscoe began managing The Gallery

sometime in late July of 2019 and the water bills run to around halfway through the month so the August 2019 water bills are the first set of water bills after Roscoe began managing The Gallery. I want to call attention to the rise in the water usage between the period in which Roscoe first began managing The Gallery II and when I asked to examine past water bills, which is captured in the March 2020 water bill. Also please note that the monthly water usage amounts on the chart to the left of August 2019 was when the previous management company had done daily irrigation, presumably from drawing water through the common area submeter, and the water usage for those four months (April 2019 to July 2019) averaged somewhere around 120K gallons/month.

We can surmise from that info from April 2019 to July 2019 and the fact that the average water usage after the daily irrigation was turned off was approximately 100K that the daily irrigation before Roscoe oversaw modifications to the system used about 20K gallons/month. Now please look to the right there from the chart on page 35 at the water usage and its costs, which is \$4.73 (\$4.53 + \$0.15 + \$0.05) altogether per 1000 gallons. That water rate, by the way, rises to \$5.20 altogether per 1000 gallons during Austin's warmer months as one can see on page 23 of this document. So, at most it appears that it cost the ownership at The Gallery II about \$100/month to do daily irrigation under the old irrigation system, the one that had been used to do daily irrigation for the previous three plus years that I had lived at the complex before Roscoe oversaw modifications to the irrigation system, changes in which the primary function apparently was that it now drew water for irrigation from the water lines of several apartment buildings instead of through the common area water line where a common area submeter presumably would have read it.

Please note also the amount of water wasted, which is the monthly amounts above 120K gallons, during those eight months in which The Gallery II did daily irrigation with the redesigned and modified irrigation system. From August 2019 to March 2020, there were easily 1.5 million gallons drawn through The Gallery II's main water line above 120K gallons/month. So, I think it is fair to conclude that due to the water irrigation system modifications that Roscoe oversaw at The Gallery II and their failure to properly maintain the system that 1.5 million gallons of water was unnecessarily wasted.

Now please look at page 39, which is the water bill from 2/12/20 to 3/13/20. Note that during this period, in late-February, I requested to examine the water bills and they stopped daily irrigation almost immediately. So, this water bill only captures about a half a month of daily irrigation and yet the total water usage for the month was 346,900 gallons. That means that there was approximately 250K gallons used for irrigation for a half a month so at the rate in which the

irrigation system was spewing water at that time we were on course to use 500K gallons for irrigation compared to 20K before The Gallery II, under Roscoe's management, brought in contractors to redesign and modify the system. That's a 25 fold increase.

Considering how the system was redesigned and that it likely wasn't maintained very well it all makes some sense. From what I understand of it, before the modifications all the irrigation water was drawn through the common area water line and the common area was a central hub that dispersed water to all the irrigation lines. So, back then even if there were leaks in the system the water usage was confined to what could be drawn through that single common area water line. With the hodgepoded redesign though, which apparently partitioned the irrigation system so that it could draw water from multiple apartment building water lines, maybe as many as six water lines were drawing water (I believe there is one water line per apartment building since there appears to be only one to the two-story building I live in), or maybe even more since there are two three story apartment buildings in this six building apartment complex and those might even use more than one water line. So with those additional water lines there is an opportunity to draw, and waste, a lot more water. It also would not be surprising if the redesign led to increased water pressure on those irrigation lines which could have led to the cracks and breaks in those lines, or even blown irrigation heads, that appear to have become more numerous as the weather got colder and dipped below freezing.

I believe that the excessive amount of water usage during this period also lays aside any notions that it was caused by a leak in the water pipes rather than the irrigation system itself. The water pipes are not buried miles underground and a leak of that magnitude would not have poured seamlessly into an aquifer. Instead it would have shown itself above ground in some manner or another from the force and mass of the water being leaked. The only reasonable explanation in my opinion is that it was leaking out of the irrigation lines at 5AM in the morning.

Mind you also what it means when 17,000 gallons of water are being used per morning, as it appears was happening in February 2020, instead of 700 gallons during the winter months: some of that water is flowing down the two moderately steep driveways in the complex across a sidewalk and onto Menchaca Road so some of that water was not only on the sidewalk for pedestrians to walk over but also running onto a very busy road at 5AM in the morning and maybe freezing by the time the morning traffic rush hits causing icy conditions on the ten days or so each winter in which Austin has temperatures below freezing. In fact when contractors turned the irrigation system on a few months ago I saw irrigation water flowing down both of the complex's driveways and out into the street.

These two driveways are also located in particularly hazardous locations on that stretch of Menchaca Road. One of the driveways is straight across from Larchmont, where drivers often make left turns onto Menchaca towards Ben White and State Highway 71, and also catty-corner to a public bus stop. It is not a rare sight to see drivers making a harried left out of Larchmont onto Menchaca when cars northbound on Menchaca swing around a bus stopped at the corner to pick up passengers.

The other driveway is also in a somewhat bad location for traffic because it is right next to the driveway that runs to The Gallery I and drivers, particularly delivery drivers and taxicab and Uber drivers, often suddenly stop in that location of Menchaca while figuring out which driveway they want to go up. There is also a bus stop on that side of the street for southbound buses that is about a hundred yards up the road which causes unanticipated backups in traffic at times.

I'll also mention that though I don't know if it is related or not, a few months ago the city did some work on those two driveways that decreased their steepness and also on the patches of Menchaca they lead onto.

So, in regards to the *Gallery Phase II Bills* I would like to emphasize that:

1. The previous irrigation system was working fine, keeping the grounds green and only using 20K gallons a month to accomplish that.
2. The redesign and modifications to the irrigation system and The Gallery's negligence maintaining it eventually led to a 25 fold increase in the use of irrigation water to a rate of 500K gallons a month compared to 20K gallons per month it was using previously so the irrigation system was using 17,000 gallons a day by late February of 2020 compared to 700 gallons per day with the old one.
3. Also, according to past water bill records, the new system overall used an additional 1.5 million gallons of water in the eight months I contend residents were overbilled compared to what the old system would have used.

F. Charging tenants for an extra month of water/wastewater/drainage by shifting billing dates

Before Roscoe began managing The Gallery tenants used to pay their monthly water bill with their rent a half a month after the City of Austin water bill came in. For instance you can look at

my water bill from Performance Utility for 7/16/19 to 8/14/19 (page 14 of my original Formal Complaint) and compare it to the rental bill for September (see attached file 2-239 *Ledger 2* page 1) and you'll see that I paid it with the September rent. But then you look at that bill we talked about earlier, which Roscoe by the way had the water bill dates shifted to 10/29/19 to 11/23/19, and I paid for the 10/14/19 to 11/13/19 water bill from the City of Austin with the January 2020 rent. So tenants from September 2019, in which I paid for water from 7/16/19 to 8/14/19, to January 2020 paid for water/wastewater/drainage monthly costs for five months (September, October, November, December, and January) but yet only 4 months, from 7/16/19 to 11/13/19, tolled on the City of Austin water bills.

You can see it more clearly in the monthly water billing periods that I listed earlier and placing the months that residents got charged for them to the right of them. Looking at the monthly water bills from the City of Austin, which are accurately reflected in the 3/15/19 to 8/14/19 water billing periods, you'll notice that they run from halfway through one month to the next, for example from 10/14 to 11/13, and are generally for 30 day periods. But if you look at my water bills below once Roscoe began managing the complex you'll see that Roscoe shifted them to shorter cycles and they no longer aligned with the mid-month to mid-month dates of the City of Austin water bills to the complex.

\$21.76	3/15/19-4/12/19	Former management company	May 2019 bill
\$22.66	4/13/19-5/14/19	Former management company	June 2019 bill
\$22.62	5/15/19-6/13/19	Former management company	July 2019 bill
\$23.80	6/14/19-7/15/19	Former management company	Aug. 2019 bill
\$25.24	7/16/19-8/14/19	Roscoe begins managing Gallery	Sept. 2019 bill
-			
\$36.15	8/14/19-9/8/19	Roscoe managing property	Oct. 2019 bill
\$41.66	9/8/19-10/3/19	Roscoe managing property	Nov. 2019 bill
\$41.40	10/3/19-10/29/19	Roscoe managing property	Dec. 2019 bill
\$44.84	10/29/19-11/23/19	Roscoe managing property	Jan. 2020 bill
\$53.90	11/23/19-12/18/19	Roscoe managing property	Feb. 2020 bill
\$62.85	12/18/19-1/14/20	Roscoe managing property	March 2020 bill

As you can see when Roscoe came in they shifted to billing cycles of around 25 days while Performance was presumably synched with the city's water bills to the complex which generally uses 30 or more days in their bills. Roscoe partially hid it by double listing days from the end of one billing cycle to the beginning of the next.

Twenty-five (25) days multiplied by 6 is 150 days, but divided by 30, the average days in a month and in the City of Austin's bill, we get five months have only passed. By doing that Roscoe charged us six times for water/wastewater/drainage costs from 8/14/19 to 1/14/20 which we paid in our October 2019 to March 2020 rental bills though there should only be five City of Austin monthly water bills during that span.

So where did that extra water bill come from? Well, what they very likely did was take that 7/16/19 to 8/14/19 City of Austin water bill that the previous biller, Performance Utilities, used for our September 2019 bills, and turned it into newly contracted Conservice for October 2019 billing along with the occupant numbers and total occupied apartment space they provided to them for that month. Conservice wouldn't have known that we had previously been billed for it because it was their first month billing The Gallery.

The total water bill amount for residents for our October 2019 bill (page 1 of *HIMBC Unit 2-239*) was abnormally low also, at \$828.37, for a monthly period in which Roscoe did daily irrigation. So, what Roscoe almost undoubtedly did was double bill us for that 7/16/19 to 8/14/19 City of Austin water bill. When you divide the total, \$828.37 by \$5.20 per thousand gallons water usage that's used for summer months you come up with 159,300 gallons, which looks pretty accurate with what you'll see in the graph for August of 2019 in the upper left hand corner of page 55 of Gallery Phase 2 Bills. They probably had to turn a bill into Conservice to bill us for so we probably got billed for that August water usage on both our September 2019 and October 2019 resident bills.

This little operation not only immediately made them thousands of dollars of pure profit in October 2019 for charging residents for a water bill they had already paid, it also shifted the water billing cycles in a way that benefits them with future residents. See it creates an opening for them where they can bill new residents after the first month they live here for a water bill cycle that is before they resided here and then once the tenant ends their lease they'll have an extra water bill time stamped for a period in which they did live here, leading to the ex-resident

being charged for more monthly water bills than months they lived at the complex. That's more pure profit for Roscoe.

At that point even if you know that Roscoe charged you on the first month and you got proof of it, you still have to work with Conservice to settle it and you are operating under the ticking time bomb of late fees and/or possible damaged credit if you don't pay it on time. I have heard Roscoe play up this threat before to residents too that this was the risk they took if they didn't settle things with Conservice on time. Most people in that situation, even if they know they are being charged for a bill they don't owe, are going to cuss, pay the damn bill, and tell themselves good riddance and move on. There's too much aligned against them with the bill time stamped for a period that they resided at The Gallery and the uphill battle required to work with Conservice and Roscoe to stop the bill before you risk getting late fees and/or damaged credit.

In summary, in regards to Roscoe shortening the water bill periods to 25 days from 8/14/19 to 1/14/20:

1. Roscoe billed us for an extra water bill in October 2019 that likely was a double billing for the 7/16/19-8/14/19 City of Austin water bill, which was paid by residents in September 2019 and that was pure and immediate profit to Roscoe because there was no water bill to pay.
2. They concealed this by falsifying water billing cycles that misaligned with the City of Austin water billing cycles and shortening them to 25 days though the City of Austin's water billing cycles are for 30 day periods or so. Over a course of six cycles of these 25 day billing periods they were back aligned with the City of Austin's but now residents have an extra water bill time stamped for a period in which they lived at The Gallery that will follow them a month after they end their lease and move on, even though they would have already paid monthly water bills for the entire course of their lease.
3. This situation created by Roscoe of shifting the water billing dates so that residents are a month and a half lagging behind the City of Austin's water bills provides Roscoe with an opportunity to charge residents for an extra month of water by billing new residents for a month of water after their first month residing here even though that bill is for a period before they resided at The Gallery.

II. Item 12: *The Gallery – January to June 2020* spreadsheet and The Gallery's monthly water bills pdfs

A. The *Summary* worksheet in *The Gallery – January to June 2020*_spreadsheet and the pdfs of The Gallery's monthly water bills

The totals provided in the table in the Roscoe's Regional Manager's email to me on 2/2/21, found in Item 12 (COMPLAINT ...), that are also in the *The Gallery – January to June 2020* spreadsheet, are not for The Gallery II, or for both The Gallery I and II, but for The Gallery I only, as we shall see from the billing pdfs that came with this submission.

The six *gl070* pdfs provided in Item 12 are the City of Austin's water bills to The Gallery for both the The Gallery I side of the complex (3622 Menchaca Road) and The Gallery II side (3506 Menchaca Road). They are each on separate water bills, since The Gallery I and II are on different water meters, and those two monthly bills are combined into one pdf with The Gallery II bills running from pages 2 to 4 in each of the documents and The Gallery I from 6 to 8 in each also. You can see this in the Service Address on the third line below Summary of Service on the right side of the bills on pages 2 and 6 of these pdfs and on the far right of the top line of pages 3-4 and 7-8. These bills, as we will see, apply to the February to June 2020 figures in the chart that Roscoe's Senior Regional Manager provided because that is the month they were billed to tenants. The *gl070 WSD 0620* pdf, incidentally, isn't covered in the chart because it applies to the July 2020 billing.

On page 2 of the *gl070 WSD (both phases) 0120* pdf file, you'll see on the right side of the page on the second row down the Service Address is named as 3506 Menchaca Road. This is for The Gallery II part of the complex. You'll also see on page 3 that the water charges, which are \$1942.46 in total, have no relation to anything you see in the chart provided by The Gallery. And neither does the wastewater (\$997.30) or the drainage costs (\$721.95).

However, if you go to page 6 you'll see on the right side on the third line down that 3622 Menchaca Road is listed as the Service Address. These bills are for The Gallery I side of the complex. As an aside, in The Gallery I bill there is also charges for electric service, in contrast to The Gallery II's bills, which judging by the amount appears to be to The Gallery ownership/management for common areas such as the pool, laundry room, and the office for The Gallery complex, which is located over on that side of the complex. The apartments at The Gallery I complex, by the way, consists entirely of two bedroom apartments of 870 sq. ft. and one bedrooms of 620 sq. ft..

On page 8 of the pdf are The Gallery I's water, wastewater, and drainage bills and we can start seeing their relation to the figures in the chart provided. You'll see that if the private hydrant fee of \$7.50 is deducted from the water bill that you arrive at \$1016.56, the amount listed in

February 2020 as the total expense for the water. The wastewater and drainage bill amounts match exactly with what is in the chart for February 2020.

You'll find that correlation in the March to June 2020 bills as well, that the amounts match in the same way to the bills, essentially that they are figures from The Gallery I side and that the only thing that is deducted from any of the figures is the private hydrant fee of \$7.50 from the water bill.

Which means that the *City of Austin Water – Multi-Family Customer Charge* of \$25.40 and the *Fixed Charge* of \$83.00 aren't deducted from the water bill Total Expenses in that monthly chart and that the \$10.30 fee for *City of Austin Wastewater – Multi-Family Customer Charge* wasn't deducted from the wastewater bill either, which were both deducted from our water and wastewater charges at The Gallery II in the bills I got from Conservice in the *HIMBC Unit 2-239* document. For The Gallery II, the *City of Austin Water – Multi-Family Customer Charge* is \$75.10, the *Fixed Charge* is \$292.00, and *Private Hydrant Fee 2 @ \$2.50 ea.* is \$5.00, so we have \$372.10 deducted from the total bill each month before Conservice does their calculations.

So it looks like those numbers ought to be deducted from The Gallery I bill as well and reflected in the Total Expenses in the table that the Courtney Gaines, Roscoe's Senior Regional Manager, provided. I also believe that they have an installed irrigation system over there and if that is the case they ought to have another 25% deducted from the bill, like we do over at The Gallery II. In fact, Ms. Gaines notes in her email in the Water/Sewer bullet below the chart that 25% should be deducted from the bill for common areas: "*property management pays a portion to cover common area usage (25% of expense).*"

With that mind, I took the *The Gallery – January to June 2020* spreadsheet and did some calculations with the fees and the 25% deducted from the residents' responsibilities in those bills and I found that over the course of those six monthly bills that The Gallery I residents were overcharged a total of \$4,193.04 (H51 in the *Summary* tab of the spreadsheet) for water and wastewater (sewer). That overcharge would possibly be partially offset by the undercharges for drainage that Roscoe claims in the chart, but I'm not putting much weight on those *Total Billed Amount* figures for drainage because they contrast so heavily with what we experienced over at The Gallery II on our drainage bills.

In addition to the overbilling, you'll notice that The Gallery I's water billing dates lag the residents' bills by almost two months so it appears that Roscoe probably snuck in an extra month of water billing on them too, just as they did at The Gallery II, which would amount to about \$4000.

So, in total it appears that Roscoe overcharged The Gallery I residents for water and wastewater by about \$8,000 and that doesn't even take into account any potential overcharges in the November and December 2019 bills and possible overcharges after June 2020.

I have attached the spreadsheet that I made to recalculate The Gallery I residents' responsibilities for the water and wastewater bills and have submitted it along with this document. It's entitled *The Gallery I January to June 2020*. These calculations are in the Summary tab of the spreadsheet and you'll see them in G16 to H23 for the Water billing, G30 to H37 for Wastewater (Sewer) billing, and in G44 to H51 for Water and Wastewater billing together. In the monthly tabs I also calculated the proper occupants, occupancy multiplier, and occupied square footage numbers for The Gallery I that ought to have been used for those billing periods in case that comes into play in any way later on. Note that the months in those tabs apply to bills for the following month. For example the numbers in the January 2020 Bill tab actually apply to the February 2020 bill to residents.

B. The worksheets (tabs) in the spreadsheet for monthly billing

The data in the monthly worksheets (tabs) in the *The Gallery – January to June 2020* spreadsheet that Roscoe's Regional Senior Manager provided is for both Gallery I and Gallery II residents and has columns for occupants (Column C – Occs), occupancy multiplier (Column D – Mult), and occupied square footage (Column E – Sqft). Again, the Gallery I consists entirely of 870 sq. ft. two bedroom apartments and 620 sq. ft. one bedroom apartments and The Gallery II consists entirely of 391 sq. ft. studios and 630 and 694 sq. ft. one bedroom apartments. From that we should be able to find our way through this data to figure out if the numbers provided to Conservice in the *HIMBC Unit 2-239* document to calculate Gallery II residents' bills are accurate.

If you recall The Gallery II's billing calculations changed in June 2020 from using occupants and occupied sq. ft. to utilizing the occupancy multiplier. So first we'll look into the 06.2020 tab and see if we can extract the occupancy multiplier data and compare it with the data in *HIMBC Unit 2-239* to see if we can find a correlation.

The Sqft in Column E is the square footage of the apartments listed. We can see as we proceed down that column in the spreadsheet that those numbers consist only of 620 and 870 all the way down until we get to E103. At that point we have a 391 and from there all the numbers in Sqft are 391, 630, or 694. That means that from E103 down is the Gallery II resident info while above it is all Gallery I resident info.

So, let's see if we can find a match between Mult (occupancy multiplier) in Column D and my bills in the *HIMBC Unit 2-239* document. How I'll do this is that I'll sum up all those numbers from D103, which is next to our first Gallery II apartment, down to D194, where the Gallery II data ends.

So, I'll left click on D103 and hold down the mouse button to D194 and then release it and do CTRL-c to copy the data. Next I'll take my cursor over to H103 and do CTRL-v to paste and that data should paste from H103 to H194 and still be highlighted. Next I'll go to my Excel tool ribbon up top, click on the Home tab if it is not already up and then select the epsilon symbol on the right side of the ribbon to AutoSum the numbers (this can also be done in some versions of Excel by right clicking and selecting Quick Analysis and then Totals). Then we'll go down to the bottom of that column and see the total in H195. It's 132.2.

From here I went back to the *HIMBC Unit 2-239* document to see if that number applied to Conservice's calculations. What I found was that on page 19 of the document, for the bills for July 2020, that an occupant multiplier total of 132.2 was used. So, the June data in the spreadsheet for occupancy applies to the July bill that Conservice sent us, which makes sense. Next I checked the June 2020 data on page 17 of the *HIMBC Unit 2-239* document, the first month that the occupancy multiplier was used in Conservice's calculations, and found that we have 135.4 for the occupant multiplier total for the calculations for that month.

I went back to the spreadsheet in the 05.2020 tab to see if it reveals a match with the 135.4 occupant multiplier used by Conservice. Our Gallery II apartment sizes start in E100, so I selected D100 to D193 and copied it over to a blank column and summed it and found that it is indeed 135.4. I'll note too that the amount of apartments from D100 to D193 is 94, so that's 69 one bedrooms and 25 studios occupied at the time. That also means that according to the data provided to Conservice for the May 2020 bills that there must have been an increase of at least

50 apartments occupied from May 2020 to June 2020 because there were only supposedly 44 occupants in the complex for the month of May.

So, I went to that tab (04.2020) to compare that data with what Conservice had for their billing calculations for occupants (44) and occupied sq. ft. (22,900) . This data can be found in Columns C and E of that spreadsheet. The sequence of apartment sizes for The Gallery II begin in E99 so I selected C99 to C194, copied and pasted it and AutoSummed them up and what I found was that there were not 44 residents living at The Gallery II in May 2020, but instead 114. I did the same in Column E (E99 to E194) and found that the occupied square footage was 56,698, not 22.900 as was used in the Conservice bills for that month.

I did this for the other monthly tabs to the left of 04.2020 and listed below the numbers provided to Conservice for billing the Gallery II residents for their February 2020 to May 2020 bills and the actual ones found from this spreadsheet to do a comparison:

	<u>Occ. in billing</u>	<u>Actual Occ.</u>	<u>Occ. space in billing</u>	<u>Actual Occ. space</u>
May 2020	44	114	22,900	56,698
April 2020	50	112	25,636	55,310
March 2020	55	106	28,978	53,874
February 2020	60	99	31,387	51,616

As one can see, there are huge differences in what was used in our billing and what they were in actuality. All these numbers actually rise in the February to May 2020 bills but the numbers provided to Conservice went in the opposite direction and got smaller which increased the portion of the water costs to residents as the water bills rose. So, not only were residents getting hit with higher water costs from the increased water usage due to The Gallery's modified irrigation system, they were also being overcharged for water due to inaccurate information used by Conservice to calculate the bills.

Since The Gallery management hasn't provided to me the total amount billed to The Gallery II residents from January 2020 to June 2020 thus far, despite my numerous inquiries for that

information, I created a spreadsheet with this data to see how much The Gallery II residents were overcharged in their February to May 2020 bills by taking the formulas used to calculate the bills and getting the difference between what we were charged with the numbers provided to Conservice and what we should have been charged had those numbers been accurate. I've submitted this spreadsheet (*Gallery II Water Billing Feb to July 2020*) with this document. I found that Gallery II residents were overcharged by the amounts below for water and wastewater in their February to May 2020 bills:

Water and Wastewater Overcharge

May 2020 (H194)	\$3022.93
April 2020 (H189)	\$2572.00
March 2020 (H184)	\$1956.35
February 2020 (H179)	\$1241.76

These numbers don't even include the drainage overcharges, which should have been shrinking due to the increasing occupancy in the complex, along with the wastewater bills. The drainage overcharges are probably at least another \$2200 in total over those four months. That would make the water, wastewater, and drainage overcharges about \$11,000 over that four month period. Mind you that we also got billed for a bill in October that we had already been paid, which was probably somewhere around another \$3000, not to mention that this doesn't even include the months of November 2019 to January 2020, which we were probably overbilled less because Roscoe didn't have as much water costs for themselves to toss on to residents but still overbilled looking at the figures used by Conservice to calculate those bills. Overall I'd estimate that Gallery II residents were probably overcharged by The Gallery somewhere around \$17,000 in total for water, wastewater and drainage from when Roscoe first started managing The Gallery in late July of 2019 until June 2020 when they apparently decided to start playing it straight once I asked to see copies of past water bills.

I find the Gallery II residents' drainage cost rises from February 2020 to May 2020 particularly troubling. These are fixed costs and the calculations were done internally at The Gallery and yet, according to my bills, the drainage costs to residents rose from February to April 2020 even though the total amount of occupants, occupied square feet, and even the total occupied apartments all increased each month during that time period according to The Gallery's management's own records. Those monthly drainage costs to residents should have been

decreasing during those months regardless of what formulas The Gallery's management were using if they were in fact using their own data and not just making up numbers that financially benefitted The Gallery's ownership/management.

Notes about the *Gallery II Water Billing Feb to July 2020* spreadsheet:

1. I changed the monthly tab dates to align with the monthly bills found in the *HIMBC Unit 2-239* document, which is the month that the residents were charged for them.
2. In Columns A to E I've included the Gallery I residents' data and have it highlighted in yellow. The Gallery II residents' data is highlighted in green for those columns and generally begins somewhere between rows 90 and a 100.
3. For the tabs for the months Gallery II residents were overbilled, which are February to May 2020, Column F next to the Gallery II residents' data is the amount overcharged to Gallery II residents for water and Column G is the amount overcharged for wastewater (sewer). Column H is the totals of those amounts.
4. In Column J in those tabs next to the Gallery II residents' data is what the drainage costs would have been for residents had they been billed according to the residents' drainage calculations in my 2019-2020 lease. In other words, what residents should have been billed. I don't have any data on what residents were billed for that period besides what I personally got billed.
5. Below the residents' data, I have the Gallery II occupants totaled in Column B and the occupied square footage in Column D. Below them I have the numbers that Conservice used that month for those calculations next to *Bill Occup.* and *Bill Occup. Sq Ft.*. Down below them I have the total amount of occupied apartments in The Gallery II next to *Total Occ. Apts.*.
6. The data to the right of that info under the dark blue highlighted cell containing the monthly 2020 bill title is the Total Gallery II tenants' water, wastewater (sewage), and drainage financial responsibilities, in essence they are the amount that Gallery II residents get divided up to pay collectively.
7. In the monthly tabs for June and July 2020, below the residents' data I just have the total amount of occupants and the occupant multiplier totaled for The Gallery II as well as the total amount of apartments occupied.
8. Again, I'm not sure how The Gallery figured The Gallery II drainage bills, though I know they did it incorrectly. Roscoe's Senior Regional Manager stated in her email that the drainage was *divided up equally by number of units*. If that is the case, all The Gallery II residents paid the same amount as I did and the full amount overpaid for water, wastewater (sewer) and drainage could be calculated in Column I of the February to May 2020 tabs by using the absolute spreadsheet cell in which I had labeled *Paid* in the row that contains the Gallery II tenants drainage responsibility, for example in the *February 2020 Bill* tab it would be $\$189$, and the absolute spreadsheet cell for both the Total

Occ. Apts. (\$D\$185) and Total Tenants Drainage Bill Responsibility (\$F\$189) in that tab and place the following equation in I94 of that tab, just under Total Refund:
=H94+\$H\$189-(\$F\$189/\$D\$185) and then just copying that and then pasting down to I178. Of course the calculations for the March to May 2020 tabs will use different cell letters and numbers.

C. Roscoe's Senior Regional Manager Courtney Gaines' email entitled
[COMPLAINT#CP2020101118 - Jeff Conners] Request to see info on water, wastewater, and drainage bills from January to June 2020

Ms. Gaines addressed and sent this email to me on 2/2/21 in response to my request to see info on water, wastewater, and drainage bills from January to June 2020.

Parsing through this email from Roscoe's Senior Regional Manager there are several puzzling and ultimately misleading statements made.

In paragraph 1:

"Conservice currently bills phase 1 and 2 separately but did not at that time. Please note that both phases use the same bills for resident billing. We have broken down the expense and the actual total billed to residents for the requested time frame."

Conservice did in fact bill The Gallery II separately based upon the City of Austin's water bill to The Gallery II as I established earlier when I showed the relations of the *Gallery Phase 2 Bills* (the City of Austin water bills to 3506 Menchaca Road) with the *HIMBC Unit 2-239* bills (the total bill amounts and calculations used to figure out my monthly water bills). As I demonstrated, the amounts used in the *HIMBC Unit 2-239* bills for the monthly total water charges came directly from the *Gallery Phase 2 Bills* minus fees for 'City of Austin Water – Multi-Family Customer Charge', 'Fixed Charge', and 'Private Hydrant Fee 2 @ 2.50 ea' which amounted to monthly deductions of \$372.10. And for the wastewater service the *HIMBC Unit 2-239* bills used the Total Current Charges minus the 'City of Austin Wastewater – Multi-Family Customer Charge' of \$10.30.

Then of course, as I just covered, the water, wastewater, and drainage amounts used in the bills in the table provided in this email and in the spreadsheet attached to it come directly from The Gallery I's total City of Austin water bill and are not a combination of The Gallery I and Gallery II's bills. So, I'm unsure what is meant, or implied, by Roscoe's Senior Regional Manager's statement that "*Please note that both phases use the same bills for resident billing*".

One possibility is that both The Gallery I and Gallery II shared the same account number at Conservice at one point and then they were placed each under different account numbers.

In those regards, if you look at the very first page of my initial Formal Complaint, you'll see this:

Customer Account Number:

In regards to billing, Conservice (the company that does the billing for Roscoe Properties, which currently manages The Gallery) had my account number as 23332691 when Roscoe first started billing through them at The Gallery from around November 2019 until November 2020. After November 2020 the account number was changed to 26258106.

I'll mention here that in October or November of last year, shortly after I resumed my efforts to get The Gallery to provide the records for past water bills for me to examine, I tried to get into my Conservice account. I had never tried to get into it before. They give you a PIN, which is one of the two yellow highlighted on page 1 of *My Conservice bills November to December 2020* attached to this Reply, and you are supposed to use that PIN to register your account. The way I remember it is that once I entered the PIN there was a selection of apartment complexes to select from in order to register my account. However, none of the apartment complexes listed were The Gallery so I was unable to register it. Then in December of last year my account number was changed (yellow highlighted on page 3 of *My Conservice bills November to December 2020*) from 23332691 to 26258106. Maybe that was what Ms. Gaines was referring to.

Finally, in the Drainage bullet, in bold red font Ms. Gaines wrote:

PLEASE NOTE: WE DO NOT legally have to release drainage information according to the PUC since they have no jurisdiction with drainage; however, I have a VERY intense desire to

finally put this grievance behind us. RPM and/or The Gallery under our management has not and never will bill back utilities that do not follow the letter of the law, which is why RPM employs Conservice, a highly respected utility billing provider fully registered with the PUC.

I will just add that though it may be that the PUC does not have jurisdiction over drainage billing, according to my leases (2019-2020 on page 45 in my initial Formal Complaint and 2020-2021 on page 50 in the same document) I as a tenant do have the right to examine those records.

-

I will email frontdesk@roscoeproperties.com, Service@conservice.com, jkat@conservice.com, and Courtney.gaines@rpmliving.com to inform them of this submission to the docket.

Respectfully submitted,

Jeff Connors

3506 Menchaca Road

Apt. 239

Austin, TX 78704

(509)990-2154

jeffc_419@hotmail.com

Resident Ledger



Date: 11/10/2019

Code	t0091045	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	03/18/2016
		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	secdep	:Posted by QuickTrans (secdep)	250.00		250.00	10138746
07/25/2019		chk# :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		chk# 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)	10143826
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	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		chk# 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	vtrash	Valet Trash Service Fee - 10/01/19-10/31/19	25.00		1,115.53	10648422

10/01/2019	ubwater	Water Allocation - 08/14/19-09/08/19	12.62		1,128.15	<u>10648423</u>
10/01/2019		chk# 46083809 ClickPay - ACH - A1910010858_YS3X00		1,111.00	17.15	<u>3767680</u>
11/01/2019	pest	Pest Control - 11/01/19-11/30/19	5.00		22.15	<u>10731658</u>
11/01/2019	ubsewer	Sewer Allocation - 09/08/19-10/03/19	10.90		33.05	<u>10731659</u>
11/01/2019	ubstorm	Storm water / Drainage - 09/08/19-10/03/19	12.52		45.57	<u>10731661</u>
11/01/2019	ubtrash	Trash - 11/01/19-11/30/19	9.00		54.57	<u>10731663</u>
11/01/2019	admintra	Trash Admin Fee - 11/01/19-11/30/19	3.00		57.57	<u>10731665</u>
11/01/2019	vtrash	Valet Trash Service Fee - 11/01/19-11/30/19	25.00		82.57	<u>10731667</u>
11/01/2019	ubwater	Water Allocation - 09/08/19-10/03/19	18.24		100.81	<u>10731669</u>
11/01/2019	rent	Rent-Lease Charges (11/2019)	1,050.00		1,150.81	<u>10873695</u>
11/01/2019		chk# 48169776 ClickPay - ACH - A1911012001_UD0TX2		1,150.81	0.00	<u>3837545</u>

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Monthly Conservice Statement for The Gallery



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Thu 10/15/2020 4:52 PM



Your utility statement due on 11/01/2020 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	11/01/2020 - 11/30/2020	\$1,200.00
Rent and Leasing Charges Due 11/01/2020		\$1,200.00

Current Utility Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Water Base Charge 4	08/13/2020 - 09/14/2020	\$3.56
Drainage Admin 2	08/13/2020 - 09/14/2020	\$3.00
Drainage 4	08/13/2020 - 09/14/2020	\$6.94

SERVICE TYPE	SERVICE PERIOD	CHARGES
Pest Control	11/01/2020 - 11/30/2020	\$5.00
Sewer Base 4	08/13/2020 - 09/14/2020	\$0.10
Sewer 4	08/13/2020 - 09/14/2020	\$6.80
Trash	11/01/2020 - 11/30/2020	\$10.00
Trash Admin Fee	Conservice is a service provider contracted to prepare monthly statements and provide residents with conservation resources.	\$3.00
Valet Trash	11/01/2020 - 11/30/2020	\$25.00
Water 4	08/13/2020 - 09/14/2020	\$3.90
Current Utility Charges due	the later of 16 days after the statement date listed above or 11/01/2020	\$67.30
Total Current Charges		\$1,267.30
Prior Balance		\$0.00
Grand Total Due		\$1,267.30

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Monthly Conservice Statement for The Gallery II



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Mon 11/16/2020 8:36 AM



Your utility statement due on 12/01/2020 is ready. A summary of your charges is below, for the account number ending in 8106. 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: 0879. To view the bill or see payment options, please click below.

Current Rent and Lease Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Rent	12/01/2020 - 12/31/2020	\$1,200.00
Rent and Leasing Charges Due 12/01/2020		\$1,200.00

Current Utility Charges

SERVICE TYPE	SERVICE PERIOD	CHARGES
Water Base Charge	09/09/2020 - 10/08/2020	\$3.56
Drainage Admin	09/09/2020 - 10/08/2020	\$3.00
Drainage	09/09/2020 - 10/08/2020	\$7.01

SERVICE TYPE	SERVICE PERIOD	CHARGES
Pest Control	12/01/2020 - 12/31/2020	\$5.00
Sewer 3	09/09/2020 - 10/08/2020	\$6.42
Sewer Base	09/09/2020 - 10/08/2020	\$0.10
Trash	12/01/2020 - 12/31/2020	\$10.00
Trash Admin Fee	Conservice is a service provider contracted to prepare monthly statements and provide residents with conservation resources.	\$3.00
Valet Trash	12/01/2020 - 12/31/2020	\$25.00
Water 3	09/09/2020 - 10/08/2020	\$3.67
Current Utility Charges due	the later of 16 days after the statement date listed above or 12/01/2020	\$66.76
Total Current Charges		\$1,266.76
Prior Balance		\$0.00
Grand Total Due		\$1,266.76

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			Water	
Post Month	Period From	Period To	Total Billed Amount	Total Expense
January 2020	10/09/2019	11/07/2019	\$1,088.73	\$1,191.57
February 2020	11/07/2019	12/09/2019	\$951.67	\$1,016.56
March 2020	12/09/2019	01/09/2020	\$911.35	\$955.07
April 2020	01/09/2020	02/08/2020	\$933.34	\$992.91
May 2020	02/08/2020	03/10/2020	\$968.64	\$1,011.83
June 2020	03/10/2020	04/08/2020	\$996.02	\$945.61
Total:			\$5,849.75	\$6,113.55

			Water	
Post Month	Period From	Period To	Total Billed Amount	Total Expense
January 2020	10/09/2019	11/07/2019	\$1,088.73	\$1,191.57
February 2020	11/07/2019	12/09/2019	\$951.67	\$1,016.56
March 2020	12/09/2019	01/09/2020	\$911.35	\$955.07
April 2020	01/09/2020	02/08/2020	\$933.34	\$992.91
May 2020	02/08/2020	03/10/2020	\$968.64	\$1,011.83
June 2020	03/10/2020	04/08/2020	\$996.02	\$945.61

			Sewer	
Post Month	Period From	Period To	Total Billed Amount	Total Expense
January 2020	10/09/2019	11/07/2019	\$1,936.10	\$2,089.62
February 2020	11/07/2019	12/09/2019	\$1,674.09	\$1,753.66
March 2020	12/09/2019	01/09/2020	\$1,596.01	\$1,635.62
April 2020	01/09/2020	02/08/2020	\$1,641.03	\$1,708.26
May 2020	02/08/2020	03/10/2020	\$1,709.03	\$1,744.58
June 2020	03/10/2020	04/08/2020	\$1,749.94	\$1,617.46

			Water and Sewer	
Post Month	Period From	Period To	Total Billed Amount	Total Expense
January 2020	10/09/2019	11/07/2019	\$3,024.83	
February 2020	11/07/2019	12/09/2019	\$2,625.76	
March 2020	12/09/2019	01/09/2020	\$2,507.36	
April 2020	01/09/2020	02/08/2020	\$2,574.37	
May 2020	02/08/2020	03/10/2020	\$2,677.67	
June 2020	03/10/2020	04/08/2020	\$2,745.96	

Sewer		Drainage	
Total Billed Amount	Total Expense	Total Billed Amount	Total Expense
\$1,936.10	\$2,089.62	\$306.28	\$728.95
\$1,674.09	\$1,753.66	\$352.40	\$728.95
\$1,596.01	\$1,635.62	\$399.46	\$728.95
\$1,641.03	\$1,708.26	\$454.51	\$728.95
\$1,709.03	\$1,744.58	\$512.90	\$728.95
\$1,749.94	\$1,617.46	\$619.76	\$728.95
\$10,306.20	\$10,549.20	\$2,645.31	\$4,373.70

Total Expense with deductions	Amount Overpaid by The Gallery I residents
\$812.38	\$276.35
\$681.12	\$270.55
\$635.00	\$276.35
\$663.38	\$269.96
\$677.57	\$291.07
\$627.91	\$368.11
	\$1,752.39

Total Expense with deductions	Amount Overpaid by The Gallery I residents
\$1,559.49	\$376.61
\$1,307.52	\$366.57
\$1,218.99	\$377.02
\$1,273.47	\$367.56
\$1,300.71	\$408.32
\$1,205.37	\$544.57
	\$2,440.65

Total Expense with deductions	Amount Overpaid by The Gallery I residents
\$2,371.87	\$652.96
\$1,988.64	\$637.12
\$1,853.99	\$653.37
\$1,936.85	\$637.52
\$1,978.28	\$699.39
\$1,833.28	\$912.68
Total Overpaid:	\$4,193.04

Date Move-in	Occupants	Occupancy number	Apt. Size	Bedrooms
12/22/12	1	1.60	620	1.00
06/28/19	1	1.60	620	1.00
05/01/07	1	1.60	620	1.00
04/01/19	1	1.60	620	1.00
07/02/19	1	1.60	620	1.00
06/28/13	1	1.60	620	1.00
02/17/17	1	1.60	620	1.00
07/30/19	2	1.60	620	1.00
07/17/19	1	1.60	620	1.00
04/01/09	1	1.60	620	1.00
07/14/17	1	1.60	620	1.00
03/10/17	2	1.60	620	1.00
06/28/19	2	1.60	620	1.00
08/02/19	2	1.60	620	1.00
01/19/12	1	1.60	620	1.00
08/16/19	2	1.60	620	1.00
05/01/08	2	1.60	620	1.00
11/19/19	1	1.60	620	1.00
05/24/17	1	1.60	620	1.00
04/20/19	1	1.60	620	1.00
08/14/19	1	1.60	620	1.00
06/27/19	1	1.60	620	1.00
10/28/19	2	2.80	870	2.00
05/01/17	2	2.80	870	2.00
05/08/01	1	1.60	620	1.00
08/04/10	1	1.60	620	1.00
06/09/17	1	1.60	620	1.00
08/17/19	1	1.60	620	1.00
06/15/18	1	2.80	870	2.00
02/01/19	2	2.80	870	2.00
11/22/19	1	2.80	870	2.00
08/01/19	2	2.80	870	2.00
08/06/19	2	2.80	870	2.00
09/29/12	1	2.80	870	2.00
06/22/19	2	2.80	870	2.00
04/20/17	2	2.80	870	2.00
09/14/17	2	2.80	870	2.00
09/27/19	2	2.80	870	2.00
04/01/19	2	2.80	870	2.00
07/02/18	2	2.80	870	2.00
04/18/14	1	2.80	870	2.00
06/24/16	2	2.80	870	2.00
10/31/19	1	2.80	870	2.00
08/06/17	1	2.80	870	2.00
03/17/09	1	2.80	870	2.00
09/04/09	1	1.60	620	1.00

11/26/19	1	1.60	620	1.00
06/28/19	1	1.60	620	1.00
08/30/19	1	1.60	620	1.00
06/30/19	1	1.60	620	1.00
07/22/19	1	1.60	620	1.00
01/25/13	1	1.60	620	1.00
09/01/17	1	1.60	620	1.00
07/21/17	2	1.60	620	1.00
08/30/19	2	1.60	620	1.00
07/06/19	1	1.60	620	1.00
08/10/12	1	1.60	620	1.00
07/19/19	1	1.60	620	1.00
02/19/18	1	1.60	620	1.00
02/07/18	1	1.60	620	1.00
05/01/19	1	1.60	620	1.00
08/30/19	2	1.60	620	1.00
02/10/17	1	1.60	620	1.00
08/14/19	1	1.60	620	1.00
05/18/17	1	1.60	620	1.00
03/09/18	1	1.60	620	1.00
09/23/19	1	1.60	620	1.00
07/28/11	1	1.60	620	1.00
10/18/97	2	1.60	620	1.00
06/28/19	1	1.60	620	1.00
07/02/18	1	2.80	870	2.00
09/25/17	1	2.80	870	2.00
10/30/15	2	2.80	870	2.00
11/15/16	1	1.60	620	1.00
02/25/19	1	1.60	620	1.00
06/28/19	2	1.60	620	1.00
11/10/08	1	1.60	620	1.00
06/21/19	1	2.80	870	2.00
05/28/19	2	2.80	870	2.00
05/11/19	1	2.80	870	2.00
06/17/19	2	2.80	870	2.00
05/01/18	3	2.80	870	2.00
07/30/19	1	2.80	870	2.00
04/01/11	1	2.80	870	2.00
01/19/15	1	2.80	870	2.00
11/10/05	1	2.80	870	2.00
02/25/19	1	2.80	870	2.00
05/17/17	1	2.80	870	2.00
01/01/11	3	2.80	870	2.00
06/21/19	1	2.80	870	2.00
08/02/19	2	2.80	870	2.00
08/15/18	2	2.80	870	2.00
08/26/16	1	1.60	630	1.00

10/22/19	2	1.60	694	1.00
06/01/17	2	1.60	694	1.00
07/05/19	2	1.60	694	1.00
08/06/17	1	1.60	630	1.00
02/28/19	1	1.00	391	0.50
05/12/17	2	1.60	630	1.00
06/21/19	2	1.60	630	1.00
08/15/19	1	1.00	391	0.50
03/06/15	1	1.60	630	1.00
03/18/19	2	1.60	630	1.00
08/13/13	1	1.60	630	1.00
08/30/16	1	1.60	630	1.00
06/11/18	1	1.60	694	1.00
02/19/09	1	1.60	694	1.00
07/14/19	1	1.60	694	1.00
06/13/19	1	1.60	694	1.00
08/17/18	2	1.60	630	1.00
03/19/19	1	1.60	694	1.00
07/17/15	1	1.60	694	1.00
03/04/16	1	1.60	694	1.00
04/03/19	1	1.60	694	1.00
05/05/14	1	1.60	630	1.00
09/13/18	2	1.00	391	0.50
02/26/19	1	1.00	391	0.50
02/06/15	1	1.60	630	1.00
10/12/18	1	1.60	694	1.00
08/10/91	1	1.60	694	1.00
09/10/99	1	1.60	694	1.00
09/03/19	1	1.60	694	1.00
07/31/19	1	1.00	391	0.50
12/01/17	1	1.00	391	0.50
03/22/19	1	1.60	630	1.00
04/16/18	1	1.60	694	1.00
08/15/18	1	1.60	694	1.00
08/31/19	1	1.60	694	1.00
04/27/86	1	1.60	694	1.00
05/18/18	2	1.60	630	1.00
06/01/17	1	1.00	391	0.50
08/05/16	1	1.00	391	0.50
06/21/19	1	1.60	630	1.00
12/01/14	1	1.60	630	1.00
05/04/19	1	1.60	630	1.00
08/17/19	1	1.60	630	1.00
02/01/16	1	1.00	391	0.50
06/28/19	1	1.00	391	0.50
02/01/18	1	1.60	630	1.00
11/18/11	1	1.60	630	1.00

10/06/19	2	1.60	630	1.00
07/29/19	1	1.60	630	1.00
12/04/19	1	1.00	391	0.50
07/05/19	1	1.00	391	0.50
06/08/07	1	1.60	630	1.00
03/18/19	1	1.60	694	1.00
07/03/18	1	1.60	694	1.00
09/21/18	2	1.60	694	1.00
07/26/19	1	1.60	694	1.00
06/24/11	1	1.60	630	1.00
10/09/18	1	1.00	391	0.50
01/15/18	1	1.60	630	1.00
12/01/17	1	1.60	694	1.00
10/01/19	1	1.60	694	1.00
06/15/18	1	1.60	694	1.00
05/06/17	1	1.60	694	1.00
10/26/09	1	1.60	630	1.00
03/18/16	1	1.60	694	1.00
04/12/13	1	1.60	694	1.00
11/22/19	1	1.60	694	1.00
01/15/14	1	1.60	694	1.00
05/01/18	1	1.60	630	1.00
09/08/17	1	1.00	391	0.50
10/31/19	1	1.00	391	0.50
09/01/17	1	1.60	630	1.00
01/28/16	1	1.60	694	1.00
09/25/19	2	1.60	694	1.00
09/18/17	1	1.60	694	1.00
02/15/19	1	1.60	630	1.00
03/06/15	1	1.00	391	0.50
10/15/18	1	1.00	391	0.50
09/24/19	2	1.60	630	1.00
02/22/19	1	1.60	694	1.00
08/25/18	1	1.60	694	1.00
01/12/19	1	1.60	694	1.00
01/15/16	1	1.60	630	1.00
05/10/19	2	1.00	391	0.50
99			51,616	

Bill Occup.	60	Bill Occup. Sq Ft	31,387
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Total Occ. Apts.:	85
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Water Bill Refund	Sewer Bill Refund
8.50	5.35

12.84	8.07
12.84	8.07
12.84	8.07
8.50	5.35
6.74	4.24
12.37	7.78
12.37	7.78
6.74	4.24
8.50	5.35
12.37	7.78
8.50	5.35
8.50	5.35
8.97	5.64
8.97	5.64
8.97	5.64
8.97	5.64
12.37	7.78
8.97	5.64
8.97	5.64
8.97	5.64
8.97	5.64
8.50	5.35
10.61	6.67
6.74	4.24
8.50	5.35
8.97	5.64
8.97	5.64
8.97	5.64
8.97	5.64
6.74	4.24
6.74	4.24
8.50	5.35
8.97	5.64
8.97	5.64
8.97	5.64
8.97	5.64
12.37	7.78
6.74	4.24
6.74	4.24
8.50	5.35
8.50	5.35
8.50	5.35
8.50	5.35
6.74	4.24
6.74	4.24
8.50	5.35
8.50	5.35

12.37	7.78
8.50	5.35
6.74	4.24
6.74	4.24
8.50	5.35
8.97	5.64
8.97	5.64
12.84	8.07
8.97	5.64
8.50	5.35
6.74	4.24
8.50	5.35
8.97	5.64
8.97	5.64
8.97	5.64
8.97	5.64
8.50	5.35
8.97	5.64
8.97	5.64
8.97	5.64
8.97	5.64
8.50	5.35
6.74	4.24
6.74	4.24
8.50	5.35
8.97	5.64
12.84	8.07
8.97	5.64
8.50	5.35
6.74	4.24
6.74	4.24
12.37	7.78
8.97	5.64
8.97	5.64
8.97	5.64
8.50	5.35
10.61	6.67

February 2020 Bill	
Total Tenants Water Bill Responsibility	My Water Bill Responsibility
1177.77	13.87

Total Tenants Sewage Bill Responsibility	My Sewage Bill Responsibility
740.75	8.72

Total Tenants Drainage Bill Responsibility	My Drainage Bill Responsibility
721.9	8.50

Water and Sewer Refund	Total Refund	Drainage Cost
13.84		8.05

20.91		12.15
20.91		12.15
20.91		12.15
13.84		8.05
10.98		6.38
20.14		11.70
20.14		11.70
10.98		6.38
13.84		8.05
20.14		11.70
13.84		8.05
13.84		8.05
14.61		8.50
14.61		8.50
14.61		8.50
14.61		8.50
20.14		11.70
14.61		8.50
14.61		8.50
14.61		8.50
14.61		8.50
13.84		8.05
17.28		10.03
10.98		6.38
13.84		8.05
14.61		8.50
14.61		8.50
14.61		8.50
14.61		8.50
10.98		6.38
10.98		6.38
13.84		8.05
14.61		8.50
14.61		8.50
14.61		8.50
14.61		8.50
20.14		11.70
10.98		6.38
10.98		6.38
13.84		8.05
13.84		8.05
13.84		8.05
13.84		8.05
10.98		6.38
10.98		6.38
13.84		8.05
13.84		8.05

20.14		11.70
13.84		8.05
10.98		6.38
10.98		6.38
13.84		8.05
14.61		8.50
14.61		8.50
20.91		12.15
14.61		8.50
13.84		8.05
10.98		6.38
13.84		8.05
14.61		8.50
14.61		8.50
14.61		8.50
13.84		8.05
14.61		8.50
14.61		8.50
14.61		8.50
13.84		8.05
10.98		6.38
10.98		6.38
13.84		8.05
14.61		8.50
20.91		12.15
14.61		8.50
13.84		8.05
10.98		6.38
10.98		6.38
20.14		11.70
14.61		8.50
14.61		8.50
14.61		8.50
13.84		8.05
17.28		10.03
1241.76		721.90

Paid	Refund
22.83	8.96

Paid	Refund
14.35	5.63

Paid	Refund
13.06	4.56

Total Refund
19.15