



Filing Receipt

Received - 2022-10-03 04:04:49 PM
Control Number - 51619
ItemNumber - 71

EVIDENCE A

From: Carl Bunch <carl.bunch@rpmliving.com>

Sent: Friday, February 28, 2020 2:17 PM

To: Jeff Connors <jeffc_419@hotmail.com>

Subject: Re: Request to examine water/wastewater and stormwater/drainage bills and charges for 3506 Manchaca Road Apt. 239

Good morning Jeff,

I wasn't in the office yesterday so I apologize about the delay in response.

This is being passed along to our community manager to make sure you get everything you need.

Carl Bunch | THE GALLERY
Leasing Manager

3622 Manchaca Rd, Austin, TX 78704

O: (512) 655-2922

E: carl.bunch@rpmliving.com

From: Jeff Connors <jeffc_419@hotmail.com>

Sent: Friday, February 28, 2020 4:04 AM

To: Carl Bunch <carl.bunch@rpmliving.com>

Subject: Fw: Request to examine water/wastewater and stormwater/drainage bills and charges for 3506 Manchaca Road Apt. 239

Carl,

To be clear, I want all the information in the PUC Rules Subchapter H 24.122 (e) that is available to me including the formula that was used to calculate my bill in June 2019 and how it is now billed by Roscoe now to compare with. Included with this I want to see how much money was paid for by the owner for common areas in June 2019 and now, which as it states in (g) should be available to me to verify Roscoe's calculation of the bill.

If these could be provided as hard copies to me that would be best since it could just be handed or mailed to me and wouldn't require us to coordinate a time to meet and potentially take you away from your other work duties.

Sincerely,
Jeff Connors

3506 Manchaca Road Apt. 239

From: Jeff Connors

Sent: Friday, February 28, 2020 2:35 AM

To: Carl Bunch <carl.bunch@rpmliving.com>

Subject: Request to examine water/wastewater and stormwater/drainage bills and charges for 3506 Manchaca Road Apt. 239

Carl,

I have lived in this apartment complex since March of 2016 and my water/wastewater/drainage bills were always around \$21 to \$26/month until Roscoe started managing the property and then those bills started skyrocketing to the point to now where I'm paying over \$62/month. The last two months those bills have increased about \$10/month. I don't see how water costs would increase from \$26/month tops to over \$62/month in 6 months or so and I suspect it has something to do with how Roscoe is calculating the bills and charging me.

I want to examine the water/wastewater and stormwater/drainage bills from June of 2019 and this past month to see what's going on and what has changed. According to PUC Rules I have that right and you are supposed to hold onto those bills and maintain those records for this calendar year and last.

Please let me know when you expect to have those bills ready for me to take a look at and to see how you are charging me for water/wastewater and stormwater/drainage so that we can arrange a day and time to meet.

Thank you very much,

Jeff Connors

3506 Manchaca Road Apt. 239

Water bills

Kimberly Hoffman <kimberly.hoffman@rpmliving.com>

Wed 10/21/2020 2:08 PM

Good morning Jeff:

My apologies in the delay in getting back to you. I've been extremely short handed and many days it's been just me in the office.

As for the utility bills from June 2019 I'm not sure I would be able to provide those as Roscoe didn't take over until the end of July 2019.

Common area charges are billed separately and not to the residents. Water/Sewer are billed according to a allocation formula so it will vary monthly according to occupancy, square footage, number of units in a building and number of occupants in a unit.

I've attached a copy of your lease with the utility addendums that will explain the formula.

Have a great rest of your week.

Regards

Kimberly Hoffman, CAM | THE GALLERY
Community Manager

3622 Manchaca Rd, Austin, TX 78704

O: (512) 655-2922

E: kimberly.hoffman@rpmliving.com

Jeff Connors

Wed 10/21/2020 1:52 AM

To: Kimberly Hoffman

Hello, this is Jeff Connors from the 3506 Manchaca portion of The Gallery. I live in Apt. 239.

I have requested from Roscoe to see copies of water bills three times this year through the email, twice addressed to you directly (see email chain below), and have never gotten a response from Roscoe, so would you please acknowledge via a reply to this email that you are aware that I am requesting:

To see the water/sewage/drainage bills from June 2019 (6/11/19-7/10-19) and September 201

9 (9/8/19-10/3/19). Included in these bills I want to see how these charges were calculated for my individual unit and also the common area charges during those

periods which should be billed to the complex and not to the residents according to PUCT Rules. In addition, I would like to see the same information for February 2020 (2/13/20-3/13/20) and March 2020 (3/13/20-4/14/20) when my water/sewage/drainage bills returned to their former levels plunging from over \$70 back to \$27.10.

If for some reason you are not able to, or unwilling to, acknowledge this request via the email, please let me know of your availability this week so I can arrange an appointment to meet with you to sign a written request for it. I will wear a face mask.

Thank you,

Jeff Connors

3506 Manchaca Road Apt. 239

□

You forwarded this message on Wed 10/21/2020 1:52 AM

Jeff Connors

Thu 10/8/2020 12:41 PM

Hello Kimberly,

I haven't heard back from you yet in regards to the request I made last week in the email below for copies of the water bills. I imagine that you were busy last week though with rent due and all. I thought email was the best way to make this request due to the circumstances, but if you want me to make a formal written request in person for some reason I can do that and have you sign that you received it.

Please let me know when you can provide this information to me.

Sincerely,

Jeff Connors

3506 Manchaca Road

Apt. 239

□

You forwarded this message on Thu 10/8/2020 12:41 PM

Jeff Connors

Tue 9/29/2020 2:09 PM

Hello Kimberly,

I have lived at the Gallery Apartments on 3506 Manchaca Road in Apartment 239 since March 2016 and my water bills (which included sewage and drainage) were always between \$21 and \$27 from what I can remember, and from the records I've kept, until August of 2019 when Roscoe Management took over managing the property.

Once Roscoe began managing the property, the water bills steadily rose to \$36/month in August of 2019 all the way to \$70/month by February-March 2020.

On 2/28/20 I requested a copy of the water bills from Roscoe from before Roscoe began managing the property and afterwards so that I could compare the two and I never heard back from management. Of course COVID hit during that time so I'm sure there were plenty of things to take care of then that were unexpected. So, I am making another request to get a copy of the water/sewage/drainage bills from before Roscoe took over managing the property and afterwards. I am requesting to see the water/sewage/drainage bills from June 2019 (6/11/19-7/10-19) and September 2019 (9/8/19-10/3/19). Included in these bills I want to see how these charges were calculated for my individual unit and also the common area charges during those periods which should be billed to the complex and not to the residents according to PUCT Rules. In addition I would like to see the same information for February 2020 (2/13/20-3/13/20) and March 2020 (3/13/20-4/14/20) when my water/sewage/drainage bills returned to their former levels plunging from over \$70 back to \$27.10.

For reference, here are the amounts I have been charged since June of 2019:

\$23.80	6/11/19-7/10-19
\$26.24	7/11/19-8/9/19

\$36.15	8/14/19-9/8/19	(Roscoe began managing The Gallery)
\$41.66	9/8/19-10/3/19	
\$41.40	10/3/19-10/29/19	
\$44.84	10/29/19-11/23/19	
\$53.90	11/23/19-12/18/19	
\$62.85	12/18/19-1/14/20	
\$68.60	1/14/20-2/12/20	
\$70.08	2/13/20-3/13/20	*
\$27.10	3/13/20-4/14/20	
\$25.40	4/14/20-5/13/20	
\$23.25	5/13/20-6/12/20	
\$27.07	6/12/20-7/15/20	
\$24.58	7/15/20-8/13/20	

I would prefer that you email me a copy of these records so that we don't have to meet face-to-face due to the COVID situation. Please let me know when you can provide these records to me.

Sincerely,

Jeff Connors

From: Kimberly Hoffman <kimberly.hoffman@rpmliving.com>

Sent: Thursday, September 24, 2020 2:50 PM

To: Jeff Connors <jeffc_419@hotmail.com>

Subject: RE: Manager of the Gallery

Hello Jeff:

Yes I am, can I help you with something?

**Kimberly Hoffman, CAM | THE GALLERY
Community Manager**

3622 Manchaca Rd, Austin, TX 78704

O: (512) 655-2922

E: kimberly.hoffman@rpmliving.com

From: Jeff Connors <jeffc_419@hotmail.com>

Sent: Wednesday, September 23, 2020 8:08 PM

To: Kimberly Hoffman <kimberly.hoffman@rpmliving.com>

Subject: Manager of the Gallery

Hello Kimberly,

Are you the manager of The Gallery?

Thanks,

Jeff Connors

3506 Manchaca Road Unit #239

Request to see past water bills 121420
Jeff Connors <jeffc_419@hotmail.com>
Mon 12/14/2020 5:44 PM
To:

- Kimberly Hoffman <kimberly.hoffman@rpmliving.com>

1 attachments (991 KB)
Signed request to inspect water bills 121420.pdf;
Kimberly,

A short while ago I dropped off a written and signed request to you to see copies of past water bills. I have attached a copy of the signed request to this email and I will paste a copy of my signed request to this email.

Let me know when you will provide these water bills. According to PUC Rules, The Gallery has 15 days to provide them. I would prefer that you email me a copy of them due to the COVID-19 situation.

Here is a link to the Tenants Guide for Allocated Service:
<https://www.puc.texas.gov/consumer/facts/factsheets/waterfacts/TenantGuideAllocatedService.pdf>

To: The Gallery Community Manager

I am requesting to see the water billing records for the Gallery II water billing periods of:

3/15/19 to 4/12/19

7/16/19 to 8/14/19

9/8/19 to 10/3/19

According to my lease and the Texas PUC (<https://www.puc.texas.gov/consumer/facts/factsheets/waterfacts/TenantGuideAllocatedService.pdf>):

PUCT rules require property owners to make the following billing records available to tenants for inspection at the manager's office during normal business hours. The owner or manager may ask the tenant to submit a written request to view this information. Records routinely kept at the on-site manager's office should be made available within three days.

Records routinely kept elsewhere must be made available within 15 days of receiving your written request. If there is no on-site manager's office, the owner must make copies of requested information available at the tenant's dwelling unit, at a time agreed to by the tenant, within 30 days of receiving a written request.

Records must be maintained for the current year and the previous calendar year. Testing results of submetering equipment must be maintained as long as that equipment is in service.

Information that must be made available to the tenant includes:

- Statute that allows owners to bill tenants for water and waste- water service (Texas Water Code, Chapter 13, Subchapter M),
- PUCT rules that regulate this practice [16 TAC, Chapter 24, Subchapter H],
- Rates charged to the property by the utility,
- Bills from the utility to the property,
- Data on occupancy and square footage used to calculate allocated bills,
- Calculations showing deductions for common areas (if applicable),
- Total amount billed to tenants each month for water/waste- water,
- Total amount collected from tenants each month for water/wastewater,
- Any other information the tenant may need to calculate and verify their water/wastewater bill,

There are no exceptions for whether or not your property management company happened to be managing the apartment complex at the time.

I'd prefer to have a copy of these records emailed to me due to the COVID-19 situation.

Sincerely yours,

Jeff Connors

3506 Menchaca Road

Apt.239

Austin, TX 78704

jeffc_419@hotmail.com

Sincerely,

Jeff Connors

3506 Menchaca Road

Apt. 239

Austin, TX 78704

COMPLAINT # CP2020101118 - Jeff Conners

Courtney Gaines <Courtney.gaines@rpmliving.com>

Wed 1/6/2021 2:10 AM

To:

- Isabel.Ford@puc.texas.gov <Isabel.Ford@puc.texas.gov>

Cc:

- puccomplaints@puc.texas.gov <puccomplaints@puc.texas.gov>;
- jeffc_419@hotmail.com <jeffc_419@hotmail.com>

Ms. Ford,

Please accept this email as the formal reply to the original complaint by Jeff Conners and the subsequent letter sent to Conserve, RPM (Roscoe Property Management) and The Gallery I and II on 12/16/2020. A thorough investigation has been conducted by the Gallery, RPM and Conserve, our professional utility partner and it is our position that the Gallery has been billing appropriately in accordance with all laws and regulations in the state of Texas and the Public Utility Commission. We fervently disagree with the allegations set forth by Mr. Conners in his subsequent letters sent to our office and we are happy to provide the documentation that supports our position.

1. The Gallery and RPM understands the PUC's jurisdiction in this matter and agree that the final outcome of this event will be at the discretion of the PUC.
2. In the original complaint that unfortunately was never received by the Community Manager (the email went to spam and we never saw it), Mr. Conners wanted the billing invoices for the service periods of 3/15/2019 to 4/12/2019, 7/16/2019 to 8/14/2019 and 9/8/2019 to 10/3/2019, water statutes (Texas Water Code, Chapter 13, Subchapter M), water rates, data on how the bills are calculated and allocated, data on deductions for common areas. He also wanted amounts billed to all residents and all amounts collected. Mr. Conners also demanded that there should be no exceptions for whether or not RPM managed the asset during the service periods in question or not. Obviously, if RPM did not manage the asset during the time periods in question, we can not speak to a previous management company's practices. Further we can not provide data relating to other residents – both billed or collected amounts. Their privacy, as Mr. Conners, is our priority.

3. The Multi-Family public billing rates are attached.
4. The PUC rules and regulations covering water allocation billing is attached.
5. Subchapter M is attached.
6. Gallery Phase II bills from November 2019 through January 2021.
7. How we calculate billing (Word doc) is attached.

RPM took over operations of The Gallery and Gallery II on 7/25/2019. RPM did not bill utilities until September 2019 for an October 2019 payment month. If Mr. Connors is concerned about billing practices prior to 7/25/2019, he needs to refer his complaints to the following companies/persons:

Valiant Residential

Phone:(214) 522-1310

Fax: (214) 559-2333

info@valiantresidential.com

www.valiantresidential.com

Performance Utility Management & Billing LLC

9050 N. Capital of Texas Hwy, Bldg. 3, Suite 320, Austin, TX 78759

Phone: (512) 394-8359

info@performanceutilities.com

Cole Denton is the Contact

We strenuously believe RPM and Conservice, a very well-respected utility provider in the Multi-Family Industry, have billed appropriately and the attached evidence supports this position. RPM

cannot speak to the billing practices of the prior management firm or utility billing company, which is where I believe Mr. Conner's inquiries should be directed.

I am happy to discuss this further with you or Mr. Conners. My contact information is below in the signature block.

Courtney Gaines
Senior Regional Manager

5508 Parkcrest Drive, Suite 320, Austin, TX 78731

D: (512) 505-0998

O: (512) 480-9886

E: Courtney.gaines@rpmliving.com

EVIDENCE B

Conservice's calculations for my October 2019 water and wastewater bill

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



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

service@conservice.com

750 S. Gateway Drive River Heights, UT 84321

conservice.com

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. 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.	$\$9.50 + \$6.05 = \$15.55$

Addendum in my 2019-2020 lease for allocating water and wastewater costs

Item 32 of the Docket on pdf page 18

LEASE ADDENDUM FOR ALLOCATING WATER/WASTEWATER COSTS

1. **Addendum.** This is an addendum to the TAA Lease Contract for Apt. No. 239 in the VM 3506 Manchaca, LLC Apartments in Austin, Texas. The terms of this addendum will control if the terms of the Lease and this addendum conflict.
2. **Reason for allocation.** When water and wastewater bills are paid 100 percent by the property owner, residents have no incentive to conserve water. This results in a waste of our state's natural resources and adds to the overhead of the property—and that usually means higher rents. Allocation of water bills saves money for residents because it encourages them to conserve water and wastewater. We as owners also have incentive to conserve because we are required by law to pay a portion of the total water bill(s) for the entire apartment community.
3. **Your payment due date.** Payment of your allocated water/wastewater bill is due 15 days after the date it is postmarked or hand delivered to your apartment. You agree to mail or deliver payment to the place indicated on your bill so that payment is received no later than the due date. You will pay a late charge of 5 percent of your water/wastewater bill if we don't receive timely payment. If you are late in paying the water bill, we may not cut off your water; but we may immediately exercise all other lawful remedies, including eviction—just like late payment of rent.
4. **Allocation procedures.** Your monthly rent under the TAA Lease Contract does not include a charge for water and wastewater. Instead, you will be receiving a separate bill from us each month for such utilities. We may include this item as a separate and distinct charge as part of a multi-item bill. We will allocate the monthly mastermeter water/wastewater bill(s) for the apartment community, based on an allocation method approved by the Public Utility Commission of Texas (PUC) and described below.
- The allocation method that we will use in calculating your bill is noted below and described in the following subdivision of Section 24.124 of the PUC rules (check only one):
- ☐ subdivision (i) actual occupancy;
- ☐ subdivision (ii) ratio occupancy (PUC average for number of occupants in unit);
- ☐ subdivision (iii) average occupancy (PUC average for number of bedrooms in unit);
- ☒ subdivision (iv) combination of actual occupancy and square feet of the apartment; or
- ☐ subdivision (v) submetered hot/cold water; ratio to total.
- The normal date on which the utility company sends its monthly bill to us for the water/wastewater mastermeter is about the _____ day of the month. Within 10 days thereafter, we will try to allocate that mastermeter bill among our residents by allocated billings.
5. **Common area deduction.** We will calculate your allocated share of the mastermetered water/wastewater bill according to PUC rules. Before calculating your portion of the bill, we will deduct for irrigation of landscaping and all other common area uses, as required by PUC rules. We will also deduct for any utility company base charges and customer service charges so that you won't be paying any part of such charges for vacant units. No administrative or other fees will be added to the total mastermeter water/wastewater bill(s) to be allocated unless expressly allowed by PUC rules. No other amounts will be included in the bill except your unpaid balances and any late fees you incur. If we fail to pay our mastermeter bill to the utility company on time and incur penalties or interest, no portion of such amounts will be included in your bill.
6. **Change of allocation formula.** The above allocation formula for determining your share of the mastermetered water/wastewater bill cannot be changed except as follows: (1) the new formula is one approved by the PUC; (2) you receive notice of the new formula at least 35 days before it takes effect; and (3) you agree to the change in a signed lease renewal or signed mutual agreement.
7. **Previous average.** As required under PUC rules, you are notified that the average monthly bill for all dwelling units in the previous calendar year was \$ _____ per unit, varying from \$ _____ to \$ _____ for the lowest to highest month's bills for any unit in the apartment community for this period, if such information is available. The above amounts do not reflect future changes in utility company water rates, weather variations, total water consumption, residents' water consumption habits, etc.
8. **Right to examine records.** During regular weekday office hours, you may examine: (1) our water/wastewater bills from the utility company; (2) our calculations of your monthly allocations; and (3) any other information available to you under PUC rules. Please give us reasonable advance notice to gather the data. Any disputes relating to the computation of your bill will be between you and us.
9. **PUC.** Water allocation billing is regulated by the PUC. A copy of the rules is attached. This addendum complies with those rules.
10. **Conservation efforts.** We agree to use our best efforts to repair any water leaks inside or outside your apartment no later than 7 days after learning of them. You agree to use your best efforts to conserve water and notify us of leaks.

Jeffrey Michael Connors
Signature of All Residents

Sara Pasney
Signature of Owner or Owner's Representative

February 1, 2019

Date of TAA Lease Contract

Addendum in my 2020-2021 lease for allocating water and wastewater costs

Item 32 of the Docket on pdf page 44

LEASE ADDENDUM FOR ALLOCATING WATER/WASTEWATER COSTS

1. **Addendum.** This is an addendum to the TAA Lease Contract for Apt. No. 2-239 in the The Gallery 3506 Apartments in Austin, Texas. The terms of this addendum will control if the terms of the Lease and this addendum conflict.
2. **Reason for allocation.** When water and wastewater bills are paid 100 percent by the property owner, residents have no incentive to conserve water. This results in a waste of our state's natural resources and adds to the overhead of the property—and that usually means higher rents. Allocation of water bills saves money for residents because it encourages them to conserve water and wastewater. We as owners also have incentive to conserve because we are required by law to pay a portion of the total water bill(s) for the entire apartment community.
3. **Your payment due date.** Payment of your allocated water/wastewater bill is due 16 days after the date it is postmarked or hand delivered to your apartment. You agree to mail or deliver payment to the place indicated on your bill so that payment is received no later than the due date. You will pay a late charge of 5 percent of your water/wastewater bill if we don't receive timely payment. If you are late in paying the water bill, we may not cut off your water, but we may immediately exercise all other lawful remedies, including eviction—just like late payment of rent.
4. **Allocation procedures.** Your monthly rent under the TAA Lease Contract does not include a charge for water and wastewater. Instead, you will be receiving a separate bill from us each month for such utilities. We may include this item as a separate and distinct charge as part of a multi-item bill. We will allocate (as monthly mastermeter water/wastewater bill(s) for the apartment community, based on an allocation method approved by the Public Utility Commission of Texas (PUC) and described below.
- The allocation method that we will use in calculating your bill is noted below and described in the following subdivision of Section 24.124 of the PUC rules (check only one):
- ☐ subdivision (i) actual occupancy;
 - ☐ subdivision (ii) ratio occupancy (PUC average for number of occupants in unit);
 - ☒ subdivision (iii) average occupancy (PUC average for number of bedrooms in unit);
 - ☐ subdivision (iv) combination of actual occupancy and square feet of the apartment; or
 - ☐ subdivision (v) submetered hot/cold water, ratio to total.
- The normal date on which the utility company sends its monthly bill to us for the water/wastewater mastermeter is about the 15 day of the month. Within 10 days thereafter, we will try to allocate that mastermeter bill among our residents by allocated billings.
5. **Common area deduction.** We will calculate your allocated share of the mastermetered water/wastewater bill according to PUC rules. Before calculating your portion of the bill, we will deduct for irrigation of landscaping and all other common area uses, as required by PUC rules. We will also deduct for any utility company base charges and customer service charges so that you won't be paying any part of such charges for vacant units. No administrative or other fees will be added to the total mastermeter water/wastewater bill(s) to be allocated unless expressly allowed by PUC rules. No other amounts will be included in the bill except your unpaid balances and any late fees you incur. If we fail to pay our mastermeter bill to the utility company on time and incur penalties or interest, no portion of such amounts will be included in your bill.
6. **Change of allocation formula.** The above allocation formula for determining your share of the mastermetered water/wastewater bill cannot be changed except as follows: (1) the new formula is one approved by the PUC; (2) you receive notice of the new formula at least 35 days before it takes effect; and (3) you agree to the change in a signed lease renewal or signed mutual agreement.
7. **Previous average.** As required under PUC rules, you are notified that the average monthly bill for all dwelling units in the previous calendar year was \$_____ per unit, varying from \$_____ to \$_____ for the lowest to highest month's bills for any unit in the apartment community for this period, if such information is available. The above amounts do not reflect future changes in utility company water rates, weather variations, total water consumption, residents' water consumption habits, etc.
8. **Right to examine records.** During regular weekday office hours, you may examine: (1) our water/wastewater bills from the utility company; (2) our calculations of your monthly allocations; and (3) any other information available to you under PUC rules. Please give us reasonable advance notice to gather the data. Any disputes relating to the computation of your bill will be between you and us.
9. **PUC.** Water allocation billing is regulated by the PUC. A copy of the rules is attached. This addendum complies with those rules.
10. **Conservation efforts.** We agree to use our best efforts to repair any water leaks inside or outside your apartment no later than 7 days after learning of them. You agree to use your best efforts to conserve water and notify us of leaks.

Gallery Michael Connors
Signature of All Residents

Kimberly Hoffman
Signature of Owner or Owner's Representative

January 21, 2020
Date of TAA Lease Contract

JULY 2020 BILLING

July 2020 Billing info – based upon June 2020 occupancy info

Item 12 ZIP folder *The Gallery – January to June 2020.xlsx* in 06.2020 worksheet

	A	B	C	D	E	F	G	H
1	06.2020							
2	#	Move In	Occs	Mult	Sqft	Bedroom		
3	1	12/22/12	1	1.60	620	1.00		
4	2	06/28/19	1	1.60	620	1.00		
5	3	02/15/20	1	1.60	620	1.00		
6	4	07/02/19	1	1.60	620	1.00		
7	5	06/28/13	1	1.60	620	1.00		
8	6	07/30/19	2	1.60	620	1.00		
9	7	07/17/19	1	1.60	620	1.00		
10	8	04/01/09	1	1.60	620	1.00		
11	9	07/14/17	1	1.60	620	1.00		
12	10	03/24/20	1	1.60	620	1.00		
13	11	06/28/19	2	1.60	620	1.00		
14	12	08/02/19	2	1.60	620	1.00		
15	13	02/15/20	1	1.60	620	1.00		
16	14	08/16/19	2	1.60	620	1.00		
17	15	12/15/19	1	1.60	620	1.00		
18	16	11/19/19	1	1.60	620	1.00		
19	17	05/24/17	1	1.60	620	1.00		
20	18	04/20/19	1	1.60	620	1.00		
21	19	08/14/19	1	1.60	620	1.00		
22	20	06/27/19	1	1.60	620	1.00		
23	21	03/09/20	1	2.80	870	2.00		
24	22	10/28/19	2	2.80	870	2.00		
25	23	01/10/20	2	2.80	870	2.00		
26	24	05/08/01	1	1.60	620	1.00		
27	25	08/04/10	1	1.60	620	1.00		
28	26	06/09/17	1	1.60	620	1.00		
29	27	08/17/19	1	1.60	620	1.00		
30	28	12/27/19	1	1.60	620	1.00		
31	29	11/22/19	1	2.80	870	2.00		
32	30	08/01/19	3	2.80	870	2.00		
33	31	08/06/19	2	2.80	870	2.00		
34	32	09/29/12	1	2.80	870	2.00		
35	33	06/22/19	2	2.80	870	2.00		
36	34	01/25/20	2	2.80	870	2.00		
37	35	04/20/17	2	2.80	870	2.00		
38	36	09/14/17	2	2.80	870	2.00		
39	37	03/04/20	2	2.80	870	2.00		
40	38	12/15/19	2	2.80	870	2.00		
Summary 01.2020 02.2020 03.2020 04.2020 05.2020 06.2020								

	A	B	C	D	E	F
1	06.2020					
2	#	Move In	Occs	Mult	Sqft	Bedroom
96	94	04/09/20	2	2.80	870	2.00
97	95	01/01/11	3	2.80	870	2.00
98	96	06/21/19	1	2.80	870	2.00
99	97	08/02/19	2	2.80	870	2.00
100	98	08/15/18	2	2.80	870	2.00
101	99	01/10/20	2	2.80	870	2.00
102	100	03/07/20	1	2.80	870	2.00
103	101	01/24/20	1	1.00	391	0.50
104	102	08/26/16	1	1.60	630	1.00
105	103	12/16/19	1	1.60	694	1.00
106	104	10/22/19	2	1.60	694	1.00
107	105	06/01/17	2	1.60	694	1.00
108	106	07/05/19	1	1.60	694	1.00

	A	B	C	D	E	F	G	H	I
1	06.2020								
2	#	Move In	Occs	Mult	Sqft	Bedroom			
189	187	10/15/18	1	1.00	391	0.50			1.00
190	188	09/24/19	2	1.60	630	1.00			1.60
191	189	02/22/20	1	1.60	694	1.00			1.60
192	190	02/22/19	1	1.60	694	1.00			1.60
193	191	08/25/18	1	1.60	694	1.00			1.60
194	192	05/10/19	2	1.00	391	0.50			1.00
195			250	348.6	128167	226.5			132.20

Σ for Mult from D103 to D194 = 132.2

Total Number of Gallery II apartments rented = 92



Post Month 07/2020

Water Charges

Your water charges are calculated based on local utility provider bills. Conservice will take the charges from local provider bills 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 total community provider expense and a multiplier based on bedrooms to calculate your monthly water bill. Conservice will add a value of 1.6 for the first bedroom and 2.8 for the second bedroom.

A 25% common area deduction is subtracted from the total community water charge to calculate the amount that will be allocated to residents.	$\$438.94 - \$109.74 = \$329.21$
A multiplier is applied to each unit in the community based on the criteria below: <ul style="list-style-type: none"> Units with 1 bedroom = 1.6 Units with 2 bedrooms = 2.8 	
The values from each unit type are added together to find the total community bedroom multiplier.	Occupant multiplier total = 132.2
The remaining water expense is divided by the total community bedroom multiplier to calculate the per bedroom charge.	$\$329.21 / 132.2 = \2.49 per bedroom
If your apartment has 1 bedroom, the per bedroom charge will be multiplied by 1.6 to calculate your total monthly water charge.	$\$2.49 \times 1.6 = \3.98

	<u>Occ. Mult. in billing</u>	<u>Actual Occ. Mult</u>
July 2020	132.2	132.2

	A	B	C	D	E	F	G	H	I	J	K
1	06.2020										
2	#	Move In	Occs	Mult	Sqft	Bedroom					
192	190	02/22/19	1	1.60	694	1.00			1.60		
193	191	08/25/18	1	1.60	694	1.00			1.60		
194	192	05/10/19	2	1.00	391	0.50			1.00		
195			250	348.6	128167	226.5			132.20		
196	Non-Billable Units										
198	1			0.00	620	1.00					
199	2			0.00	620	1.00					
200	3			0.00	620	1.00					
201	4			0.00	620	1.00					
202	5	05/22/20	1	0.00	620	1.00					
203	6			0.00	870	2.00					
204	7			0.00	870	2.00					
205	8			0.00	870	2.00					
206	9			0.00	620	1.00					
207	10			0.00	620	1.00					
208	11			0.00	870	2.00					
209	12			0.00	870	2.00					
210	13			0.00	870	2.00					
211	14			0.00	870	2.00					
212	15			0.00	391	0.50					
213	16			0.00	630	1.00					
214	17			0.00	1,021	2.00					
215	18			0.00	391	0.50					
216	19			0.00	630	1.00					
217	20			0.00	630	1.00					
218	21			0.00	630	1.00					
219	22			0.00	694	1.00					
220	23			0.00	630	1.00					
221	24			0.00	694	1.00					
222	25			0.00	630	1.00					
223			1	0	17401	32					
224			251	348.6	145568	258.5					
225	Total Bills this Month : 192										
226	Avg. Drainage this Month : \$6.25										
227	Avg. Drainage 2 this Month : \$15.03										
228	Avg. Drainage 4 this Month : \$7.00										
229	Avg. Drainage 5 this Month : \$17.47										
Summary 01.2020 02.2020 03.2020 04.2020 05.2020 06.2020											

JUNE 2020 BILLING

June 2020 Billing info – based upon May 2020 occupancy info

Item 12 ZIP folder *The Gallery – January to June 2020.xlsx* in 05.2020 worksheet

	A	B	C	D	E	F	G	H
1	05.2020							
2	#	Move In	Occs	Mult	Sqft	Bedroom		
3	1	12/22/12	1	1.60	620	1.00		
4	2	06/28/19	1	1.60	620	1.00		
5	3	05/01/07	1	1.60	620	1.00		
6	4	02/15/20	1	1.60	620	1.00		
7	5	07/02/19	1	1.60	620	1.00		
8	6	06/28/13	1	1.60	620	1.00		
9	7	07/30/19	2	1.60	620	1.00		
10	8	07/17/19	1	1.60	620	1.00		
11	9	04/01/09	1	1.60	620	1.00		
12	10	07/14/17	1	1.60	620	1.00		
13	11	03/24/20	1	1.60	620	1.00		
14	12	06/28/19	2	1.60	620	1.00		
15	13	08/02/19	2	1.60	620	1.00		
16	14	02/15/20	1	1.60	620	1.00		
17	15	08/16/19	2	1.60	620	1.00		
18	16	12/15/19	1	1.60	620	1.00		
19	17	11/19/19	1	1.60	620	1.00		
20	18	05/24/17	1	1.60	620	1.00		
21	19	04/20/19	1	1.60	620	1.00		
22	20	08/14/19	1	1.60	620	1.00		
23	21	06/27/19	1	1.60	620	1.00		
24	22	03/09/20	1	2.80	870	2.00		
25	23	10/28/19	2	2.80	870	2.00		
26	24	01/10/20	2	2.80	870	2.00		
27	25	05/08/01	1	1.60	620	1.00		
28	26	08/04/10	1	1.60	620	1.00		
29	27	06/09/17	1	1.60	620	1.00		
30	28	08/17/19	1	1.60	620	1.00		
31	29	12/27/19	1	1.60	620	1.00		
32	30	11/22/19	1	2.80	870	2.00		
33	31	08/01/19	3	2.80	870	2.00		
34	32	08/06/19	2	2.80	870	2.00		
35	33	09/29/12	1	2.80	870	2.00		
36	34	06/22/19	2	2.80	870	2.00		
37	35	01/25/20	2	2.80	870	2.00		
38	36	04/20/17	2	2.80	870	2.00		
39	37	09/14/17	2	2.80	870	2.00		
40	38	03/04/20	2	2.80	870	2.00		
	Summary	01.2020	02.2020	03.2020	04.2020	05.2020	06.2020	

	A	B	C	D	E	F
1	05.2020					
2	#	Move In	Occs	Mult	Sqft	Bedroom
93	91	04/09/20	2	2.80	870	2.00
94	92	01/01/11	3	2.80	870	2.00
95	93	06/21/19	1	2.80	870	2.00
96	94	08/02/19	2	2.80	870	2.00
97	95	08/15/18	2	2.80	870	2.00
98	96	01/10/20	2	2.80	870	2.00
99	97	03/07/20	1	2.80	870	2.00
100	98	01/24/20	1	1.00	391	0.50
101	99	08/26/16	1	1.60	630	1.00
102	100	12/16/19	1	1.60	694	1.00
103	101	10/22/19	2	1.60	694	1.00

	A	B	C	D	E	F	G	H	I
1	05.2020								
2	#	Move In	Occs	Mult	Sqft	Bedroom			
185	183	03/09/20	1	1.60	694	1.00			1.60
186	184	02/15/19	1	1.60	630	1.00			1.60
187	185	03/06/15	1	1.00	391	0.50			1.00
188	186	10/15/18	1	1.00	391	0.50			1.00
189	187	09/24/19	2	1.60	630	1.00			1.60
190	188	02/22/20	1	1.60	694	1.00			1.60
191	189	02/22/19	1	1.60	694	1.00			1.60
192	190	08/25/18	1	1.60	694	1.00			1.60
193	191	05/10/19	2	1.00	391	0.50			1.00
194			250	345.8	127317	224.5			135.40

Σ for Mult from D100 to D193 = 135.4

Total Number of Gallery II apartments rented = 94



Post Month 06/2020

Water Charges

Your water charges are calculated based on local utility provider bills. Conservice will take the charges from local provider bills 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 total community provider expense and a multiplier based on bedrooms to calculate your monthly water bill. Conservice will add a value of 1.6 for the first bedroom and 2.8 for the second bedroom.

A 25% common area deduction is subtracted from the total community water charge to calculate the amount that will be allocated to residents.	$\$518.89 - \$129.72 = \$389.17$
A multiplier is applied to each unit in the community based on the criteria below: <ul style="list-style-type: none"> Units with 1 bedroom = 1.6 Units with 2 bedrooms = 2.8 	
The values from each unit type are added together to find the total community bedroom multiplier.	Occupant multiplier total = 135.4
The remaining water expense is divided by the total community bedroom multiplier to calculate the per bedroom charge.	$\$389.17 / 135.4 = \2.87 per bedroom
If your apartment has 1 bedroom, the per bedroom charge will be multiplied by 1.6 to calculate your total monthly water charge.	$\$2.87 \times 1.6 = \4.60

	<u>Occ. Mult. in billing</u>	<u>Actual Occ. Mult</u>
June 2020	135.4	135.4

MAY 2020 BILLING

May 2020 Billing info – based upon April 2020 occupancy info

Item 12 ZIP folder *The Gallery – January to June 2020.xlsx* in 04.2020 worksheet

	A	B	C	D	E	F	G	H
1	04.2020							
2	#	Move In	Occs	Mult	Sqft	Bedroom		
30	28	08/04/10	1	1.60	620	1.00		
31	29	06/09/17	1	1.60	620	1.00		
32	30	08/17/19	1	1.60	620	1.00		
33	31	12/27/19	1	1.60	620	1.00		
34	32	06/15/18	1	2.80	870	2.00		
35	33	11/22/19	1	2.80	870	2.00		
36	34	08/01/19	3	2.80	870	2.00		
37	35	08/06/19	2	2.80	870	2.00		
38	36	09/29/12	1	2.80	870	2.00		
39	37	06/22/19	2	2.80	870	2.00		
40	38	01/25/20	2	2.80	870	2.00		
41	39	04/20/17	2	2.80	870	2.00		
42	40	09/14/17	2	2.80	870	2.00		
43	41	03/04/20	2	2.80	870	2.00		
44	42	12/15/19	2	2.80	870	2.00		
45	43	05/01/08	3	2.80	870	2.00		
46	44	09/27/19	2	2.80	870	2.00		
47	45	04/01/19	2	2.80	870	2.00		
48	46	07/02/18	2	2.80	870	2.00		
49	47	04/18/14	1	2.80	870	2.00		
50	48	02/21/20	1	2.80	870	2.00		
51	49	06/24/16	2	2.80	870	2.00		
52	50	10/31/19	1	2.80	870	2.00		
53	51	08/06/17	1	2.80	870	2.00		
54	52	03/17/09	2	2.80	870	2.00		
55	53	09/04/09	1	1.60	620	1.00		
56	54	08/30/19	1	1.60	620	1.00		
57	55	06/30/19	1	1.60	620	1.00		
58	56	07/22/19	1	1.60	620	1.00		
59	57	01/25/13	1	1.60	620	1.00		
60	58	02/26/20	1	1.60	620	1.00		
61	59	07/21/17	2	1.60	620	1.00		
62	60	08/30/19	2	1.60	620	1.00		
63	61	07/06/19	1	1.60	620	1.00		
64	62	08/10/12	1	1.60	620	1.00		
65	63	07/19/19	1	1.60	620	1.00		
66	64	02/07/18	1	1.60	620	1.00		
67	65	02/08/20	1	1.60	620	1.00		
Summary 01.2020 02.2020 03.2020 04.2020 05.2020 06.2020								

	A	B	C	D	E	F
1	04.2020					
2	#	Move In	Occs	Mult	Sqft	Bedroom
96	94	08/15/18	2	2.80	870	2.00
97	95	01/10/20	2	2.80	870	2.00
98	96	03/07/20	1	2.80	870	2.00
99	97	01/24/20	1	1.00	391	0.50
100	98	08/26/16	1	1.60	630	1.00
101	99	12/16/19	1	1.60	694	1.00
102	100	10/22/19	2	1.60	694	1.00
103	101	06/01/17	2	1.60	694	1.00
104	102	07/05/19	2	1.60	694	1.00
105	103	08/06/17	1	1.60	630	1.00
106	104	12/31/19	2	1.00	391	0.50
107	105	05/12/17	2	1.60	630	1.00
108	106	06/21/19	2	1.60	630	1.00

	A	B	C	D	E	F	G	H	I	J
1	04.2020									
2	#	Move In	Occs	Mult	Sqft	Bedroom				
186	184	03/09/20	1	1.60	694	1.00			1	694
187	185	02/15/19	1	1.60	630	1.00			1	630
188	186	03/06/15	1	1.00	391	0.50			1	391
189	187	10/15/18	1	1.00	391	0.50			1	391
190	188	09/24/19	2	1.60	630	1.00			2	630
191	189	02/22/20	1	1.60	694	1.00			1	694
192	190	02/22/19	1	1.60	694	1.00			1	694
193	191	08/25/18	1	1.60	694	1.00			1	694
194	192	05/10/19	2	1.00	391	0.50			2	391
195			248	344.4	127218	223			114	56,698

Σ for Occs from C99 to C194 = Actual Total Number of Occupants = 114

Σ for Sqft from E99 to E194 = Actual Total Occupied Space = 56,698

Total Number of Gallery II apartments rented = 96



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.	$\$13.98 + \$18.65 = \$32.63$

	<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 BILLING

April 2020 Billing info – based upon March 2020 occupancy info

Item 12 ZIP folder *The Gallery – January to June 2020.xlsx* in 03.2020 worksheet

	A	B	C	D	E	F	G	H
1	03.2020							
2	#	Move In	Occs	Mult	Sqft	Bedroom		
3	1	12/22/12	1	1.60	620	1.00		
4	2	06/28/19	1	1.60	620	1.00		
5	3	05/01/07	1	1.60	620	1.00		
6	4	04/01/19	1	1.60	620	1.00		
7	5	07/02/19	1	1.60	620	1.00		
8	6	06/28/13	1	1.60	620	1.00		
9	7	02/17/17	1	1.60	620	1.00		
10	8	07/30/19	2	1.60	620	1.00		
11	9	07/17/19	1	1.60	620	1.00		
12	10	04/01/09	1	1.60	620	1.00		
13	11	07/14/17	1	1.60	620	1.00		
14	12	03/10/17	2	1.60	620	1.00		
15	13	06/28/19	2	1.60	620	1.00		
16	14	08/02/19	2	1.60	620	1.00		
17	15	01/19/12	1	1.60	620	1.00		
18	16	08/16/19	2	1.60	620	1.00		
19	17	05/01/08	3	1.60	620	1.00		
20	18	12/15/19	1	1.60	620	1.00		
21	19	11/19/19	1	1.60	620	1.00		
22	20	05/24/17	1	1.60	620	1.00		
23	21	04/20/19	1	1.60	620	1.00		
24	22	08/14/19	1	1.60	620	1.00		
25	23	06/27/19	1	1.60	620	1.00		
26	24	10/28/19	2	2.80	870	2.00		
27	25	01/10/20	2	2.80	870	2.00		
28	26	05/08/01	1	1.60	620	1.00		
29	27	08/04/10	1	1.60	620	1.00		
30	28	06/09/17	1	1.60	620	1.00		
31	29	08/17/19	1	1.60	620	1.00		
32	30	12/27/19	1	1.60	620	1.00		
33	31	06/15/18	1	2.80	870	2.00		
34	32	11/22/19	1	2.80	870	2.00		
35	33	08/01/19	2	2.80	870	2.00		
36	34	08/06/19	2	2.80	870	2.00		
37	35	09/29/12	1	2.80	870	2.00		
38	36	06/22/19	2	2.80	870	2.00		
39	37	01/25/20	2	2.80	870	2.00		
40	38	04/20/17	2	2.80	870	2.00		
	Summary	01.2020	02.2020	03.2020	04.2020	05.2020	06.2020	

	A	B	C	D	E	F
1	03.2020					
2	#	Move In	Occs	Mult	Sqft	Bedroom
90	88	05/17/17	1	2.80	870	2.00
91	89	01/01/11	3	2.80	870	2.00
92	90	06/21/19	1	2.80	870	2.00
93	91	08/02/19	2	2.80	870	2.00
94	92	08/15/18	2	2.80	870	2.00
95	93	01/10/20	2	2.80	870	2.00
96	94	01/24/20	1	1.00	391	0.50
97	95	08/26/16	1	1.60	630	1.00
98	96	12/16/19	1	1.60	694	1.00
99	97	10/22/19	2	1.60	694	1.00
100	98	06/01/17	2	1.60	694	1.00

	A	B	C	D	E	F	G	H	I	J
1	03.2020									
2	#	Move In	Occs	Mult	Sqft	Bedroom				
183	181	02/15/19	1	1.60	630	1.00			1	630
184	182	03/06/15	1	1.00	391	0.50			1	391
185	183	10/15/18	1	1.00	391	0.50			1	391
186	184	09/24/19	2	1.60	630	1.00			2	630
187	185	02/22/19	1	1.60	694	1.00			1	694
188	186	08/25/18	1	1.60	694	1.00			1	694
189	187	05/10/19	2	1.00	391	0.50			2	391
190			242	330.4	122720	213			112	55,310

Σ for Occs from C96 to C189 = Actual Total Number of Occupants = 112

Σ for Sqft from E96 to E189 = Actual Total Occupied Space = 55,310

Total Number of Gallery II apartments rented = 94



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 1 \text{ occupants} = \14.05
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.	$\$14.05 + \$19.01 = \$33.06$

	<u>Occ. in billing</u>	<u>Actual Occ.</u>	<u>Occ. space in billing</u>	<u>Actual Occ. space</u>
April 2020	50	112	25,636	55,310

MARCH 2020 BILLING

March 2020 Billing info – based upon February 2020 occupancy info

Item 12 ZIP folder *The Gallery – January to June 2020.xlsx* in 02.2020 worksheet

	A	B	C	D	E	F	G	H
1	02.2020							
2	#	Move In	Occs	Mult	Sqft	Bedroom		
3	1	12/22/12	1	1.60	620	1.00		
4	2	06/28/19	1	1.60	620	1.00		
5	3	05/01/07	1	1.60	620	1.00		
6	4	04/01/19	1	1.60	620	1.00		
7	5	07/02/19	1	1.60	620	1.00		
8	6	06/28/13	1	1.60	620	1.00		
9	7	02/17/17	1	1.60	620	1.00		
10	8	07/30/19	2	1.60	620	1.00		
11	9	07/17/19	1	1.60	620	1.00		
12	10	04/01/09	1	1.60	620	1.00		
13	11	07/14/17	1	1.60	620	1.00		
14	12	03/10/17	2	1.60	620	1.00		
15	13	06/28/19	2	1.60	620	1.00		
16	14	08/02/19	2	1.60	620	1.00		
17	15	01/19/12	1	1.60	620	1.00		
18	16	08/16/19	2	1.60	620	1.00		
19	17	05/01/08	2	1.60	620	1.00		
20	18	12/15/19	1	1.60	620	1.00		
21	19	11/19/19	1	1.60	620	1.00		
22	20	05/24/17	1	1.60	620	1.00		
23	21	04/20/19	1	1.60	620	1.00		
24	22	08/14/19	1	1.60	620	1.00		
25	23	06/27/19	1	1.60	620	1.00		
26	24	10/28/19	2	2.80	870	2.00		
27	25	05/08/01	1	1.60	620	1.00		
28	26	08/04/10	1	1.60	620	1.00		
29	27	06/09/17	1	1.60	620	1.00		
30	28	08/17/19	1	1.60	620	1.00		
31	29	12/27/19	1	1.60	620	1.00		
32	30	06/15/18	1	2.80	870	2.00		
33	31	02/01/19	2	2.80	870	2.00		
34	32	11/22/19	1	2.80	870	2.00		
35	33	08/01/19	2	2.80	870	2.00		
36	34	08/06/19	2	2.80	870	2.00		
37	35	09/29/12	1	2.80	870	2.00		
38	36	06/22/19	2	2.80	870	2.00		
39	37	04/20/17	2	2.80	870	2.00		
40	38	09/14/17	2	2.80	870	2.00		
Summary 01.2020 02.2020 03.2020 04.2020 05.2020 06.2020								

	A	B	C	D	E	F
1	02.2020					
2	#	Move In	Occs	Mult	Sqft	Bedroom
90	88	05/17/17	1	2.80	870	2.00
91	89	01/01/11	3	2.80	870	2.00
92	90	06/21/19	1	2.80	870	2.00
93	91	08/02/19	2	2.80	870	2.00
94	92	08/15/18	2	2.80	870	2.00
95	93	08/26/16	1	1.60	630	1.00
96	94	12/16/19	1	1.60	694	1.00
97	95	10/22/19	2	1.60	694	1.00
98	96	06/01/17	2	1.60	694	1.00
99	97	07/05/19	2	1.60	694	1.00
100	98	08/06/17	1	1.60	630	1.00
101	99	02/28/19	1	1.00	391	0.50

	A	B	C	D	E	F	G	H	I	J
1	02.2020									
2	#	Move In	Occs	Mult	Sqft	Bedroom				
179	177	09/24/19	2	1.60	630	1.00			2	630
180	178	02/22/19	1	1.60	694	1.00			1	694
181	179	08/25/18	1	1.60	694	1.00			1	694
182	180	01/12/19	1	1.60	694	1.00			1	694
183	181	01/15/16	1	1.60	630	1.00			1	630
184	182	05/10/19	2	1.00	391	0.50			2	391
185			232	319.6	120164	208			106	53,874

Σ for Occs from C95 to C184 = Actual Total Number of Occupants = 106

Σ for Sqft from E95 to E184 = Actual Total Occupied Space = 53,874

Total Number of Gallery II apartments rented = 90



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 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 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.	$\$13.18 + \$17.36 = \$30.54$

	<u>Occ. in billing</u>	<u>Actual Occ.</u>	<u>Occ. space in billing</u>	<u>Actual Occ. space</u>
March 2020	55	106	28,978	53,874

FEBRUARY 2020 BILLING

February 2020 Billing info – based upon January 2020 occupancy info

Item 12 ZIP folder *The Gallery – January to June 2020.xlsx* in 01.2020 worksheet

	A	B	C	D	E	F	G	H
1	01.2020							
2	#	Move In	Occs	Mult	Sqft	Bedroom		
6	4	04/01/19	1	1.60	620	1.00		
7	5	07/02/19	1	1.60	620	1.00		
8	6	06/28/13	1	1.60	620	1.00		
9	7	02/17/17	1	1.60	620	1.00		
10	8	07/30/19	2	1.60	620	1.00		
11	9	07/17/19	1	1.60	620	1.00		
12	10	04/01/09	1	1.60	620	1.00		
13	11	07/14/17	1	1.60	620	1.00		
14	12	03/10/17	2	1.60	620	1.00		
15	13	06/28/19	2	1.60	620	1.00		
16	14	08/02/19	2	1.60	620	1.00		
17	15	01/19/12	1	1.60	620	1.00		
18	16	08/16/19	2	1.60	620	1.00		
19	17	05/01/08	2	1.60	620	1.00		
20	18	11/19/19	1	1.60	620	1.00		
21	19	05/24/17	1	1.60	620	1.00		
22	20	04/20/19	1	1.60	620	1.00		
23	21	08/14/19	1	1.60	620	1.00		
24	22	06/27/19	1	1.60	620	1.00		
25	23	10/28/19	2	2.80	870	2.00		
26	24	05/01/17	2	2.80	870	2.00		
27	25	05/08/01	1	1.60	620	1.00		
28	26	08/04/10	1	1.60	620	1.00		
29	27	06/09/17	1	1.60	620	1.00		
30	28	08/17/19	1	1.60	620	1.00		
31	29	06/15/18	1	2.80	870	2.00		
32	30	02/01/19	2	2.80	870	2.00		
33	31	11/22/19	1	2.80	870	2.00		
34	32	08/01/19	2	2.80	870	2.00		
35	33	08/06/19	2	2.80	870	2.00		
36	34	09/29/12	1	2.80	870	2.00		
37	35	06/22/19	2	2.80	870	2.00		
38	36	04/20/17	2	2.80	870	2.00		
39	37	09/14/17	2	2.80	870	2.00		
40	38	09/27/19	2	2.80	870	2.00		
41	39	04/01/19	2	2.80	870	2.00		
42	40	07/02/18	2	2.80	870	2.00		
43	41	04/18/14	1	2.80	870	2.00		
	Summary	01.2020	02.2020	03.2020	04.2020	05.2020	06.2020	

	A	B	C	D	E	F
1	01.2020					
2	#	Move In	Occs	Mult	Sqft	Bedroom
88	86	11/10/05	1	2.80	870	2.00
89	87	02/25/19	1	2.80	870	2.00
90	88	05/17/17	1	2.80	870	2.00
91	89	01/01/11	3	2.80	870	2.00
92	90	06/21/19	1	2.80	870	2.00
93	91	08/02/19	2	2.80	870	2.00
94	⚠	08/15/18	2	2.80	870	2.00
95	93	08/26/16	1	1.60	630	1.00
96	94	10/22/19	2	1.60	694	1.00
97	95	06/01/17	2	1.60	694	1.00
98	96	07/05/19	2	1.60	694	1.00

	A	B	C	D	E	F	G	H	I	J
1	01.2020									
2	#	Move In	Occs	Mult	Sqft	Bedroom				
171	169	02/15/19	1	1.60	630	1.00			1	630
172	170	03/06/15	1	1.00	391	0.50			1	391
173	171	10/15/18	1	1.00	391	0.50			1	391
174	172	09/24/19	2	1.60	630	1.00			2	630
175	173	02/22/19	1	1.60	694	1.00			1	694
176	174	08/25/18	1	1.60	694	1.00			1	694
177	175	01/12/19	1	1.60	694	1.00			1	694
178	176	01/15/16	1	1.60	630	1.00			1	630
179	177	05/10/19	2	1.00	391	0.50			2	391
180			223	316.8	117906	205			99	51,616

Σ for Occs from C95 to C179 = Actual Total Number of Occupants = 99

Σ for Sqft from E95 to E179 = Actual Total Occupied Space = 51,616

Total Number of Gallery II apartments rented = 85



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.	$\$9.81 + \$13.02 = \$22.83$

	<u>Occ. in billing</u>	<u>Actual Occ.</u>	<u>Occ. space in billing</u>	<u>Actual Occ. space</u>
February 2020	60	99	31,387	51,616

JANUARY 2020 BILLING

Item 10 ZIP folder *HIMBC Unit 2-239.docx* on page 7

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 1 \text{ occupants} = \6.75
The other half of the provider expense will be divided by the square feet of your building to calculate the per square foot charge.	$\$459.23 / 35447 \text{ square feet} = \$0.028271 \text{ per square foot}$
The per square foot charge will be multiplied by the square footage of your unit to calculate your total monthly square footage charge.	$\$0.028271 \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.	$\$6.75 + \$8.99 = \$15.74$

	<u>Occ. in billing</u>	<u>Actual Occ.</u>	<u>Occ. space in billing</u>	<u>Actual Occ. space</u>
January 2020	68	?	35,447	?

DECEMBER 2019 BILLING



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.	$\$5.92 + \$7.39 = \$13.31$

	<u>Occ. in billing</u>	<u>Actual Occ.</u>	<u>Occ. space in billing</u>	<u>Actual Occ. space</u>
December 2019	70	?	38,877	?

NOVEMBER 2019 BILLING



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.	$\$6.45 + \$8.23 = \$14.68$

	<u>Occ. in billing</u>	<u>Actual Occ.</u>	<u>Occ. space in billing</u>	<u>Actual Occ. space</u>
November 2019	78	?	42,459	?

OCTOBER 2019 BILLING



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

	<u>Occ. in billing</u>	<u>Actual Occ.</u>	<u>Occ. space in billing</u>	<u>Actual Occ. space</u>
October 2019	78	?	42,459	?

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

EVIDENCE C

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

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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	07/16/2019 - August 2019) p															
2	Premis e #	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 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

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

BILLING CYCLE 07/16/19 - 08/14/19

BILLED DAYS 30

Rent is DUE on the 1st of every month

UTILITY MANAGEMENT

PERFORMANCE

& BILLING LLC

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

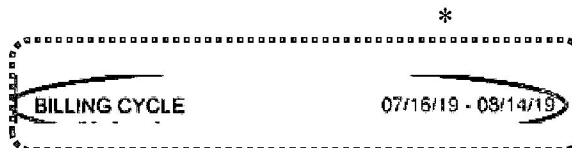
ROSCOE
PROPERTIES

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	secdcp	:Posted by QuickTrans (secdcp)	250.00		250.00	10136746
07/25/2019	chkt#	:QuickTrans :Posted by QuickTrans		250.00	0.00	3555454
08/01/2019	ubtrash	Trash (08/2019)	25.00		25.00	10165389
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)	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	10372760
09/01/2019	ubsewer	7/11/19-8/9/19	0.10		1,092.07	10372944
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	uttrash	Valet 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. 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 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	0091045	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	secdp	:Posted by QuickTrans (secdp)	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	10172496
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	5.75		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	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_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 - 09/01/19-10/31/19	5.00		1,055.00	
10/01/2019	ubsewer	Sewer Allocation - 08/14/19-09/08/19	10.80		1,065.80	
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	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

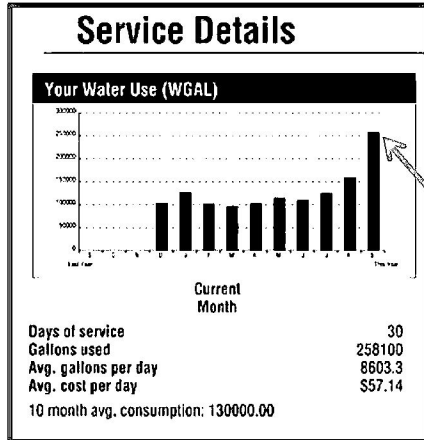
\$10.80 + \$0.10 (sewer base 2 charge) = \$10.90

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_YS3xO0		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_UDOTX2		1,150.81	0.00	3837545

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

Found in Item 60 page 4 in the pdf



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

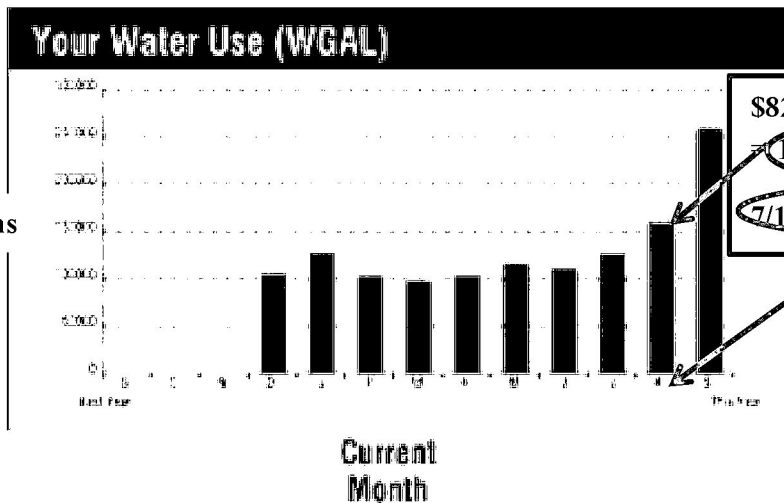
TOTAL CURRENT CHARGES ... \$1,714.11

\$1342.13

Not \$828.37 as in 10/19 Conserve billing info.

\$1342.13 found in 11/19 Conserve bill

Service Details



$\$828.37 / [(\$5.00 + 0.15 + 0.05) / 1000 \text{ gallons}]$
 159,300 gallons
 7/16/19-8/14/19 City of Austin water bill

150,000 gallons

*

City of Austin bill

On rental bill

October 2019

7/16/19-8/14/19*

8/14/19-9/8/19

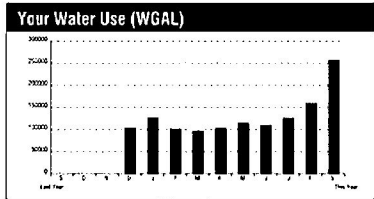
*Double-billed for City of Austin water bill paid in September 2019

NOVEMBER 2019 BILLING

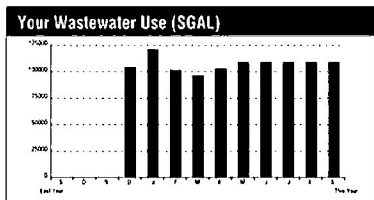
NOVEMBER 2019 BILLING

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



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



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

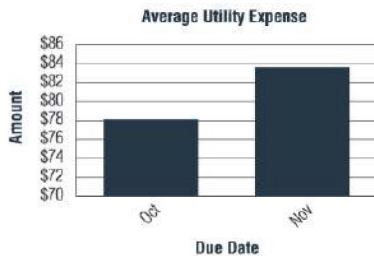
Your sewer charges are calculated based on local utility provider bills. Conservice will take the monthly charges and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, 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



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.

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

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	Conservice is a service provider contracted to prepare monthly statements and provide residents with conservation resources.		\$3.00
Valet 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	

*

City of Austin

Read Date	08/14/2019	09/13/2019
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City of Austin bill

On rental bill

November 2019

8/14/19-9/13/19

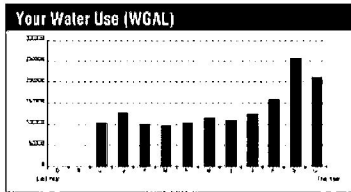
9/8/19-10/3/19

DECEMBER 2019 BILLING

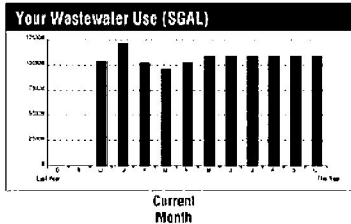
DECEMBER 2019 BILLING

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 # 188462

Read Date	Read	Consumption
09/13/2019	103809	2124
10/14/2019	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	\$3.56
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	Conserve 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

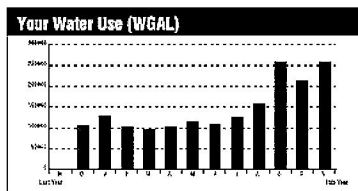
JANUARY 2020 BILLING

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

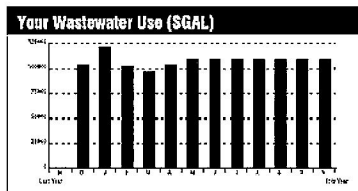
P00000-0007008

Page 2 of 2

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

Water # 140462

Read Date	10/14/2019	11/13/2019	Consumption
Read	105833	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	Conservise 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**

City of Austin bill

On rental bill

January 2020

10/14/19-11/13/19

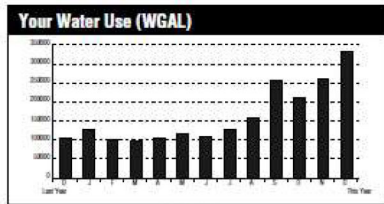
10/29/19-11/23/19

FEBRUARY 2020 BILLING

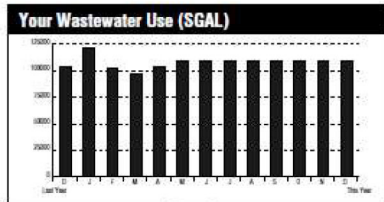
FEBRUARY 2020 BILLING

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

Service Details



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



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	Conservice 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
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City of Austin bill

On rental bill

February 2020

11/13/19-12/13/19

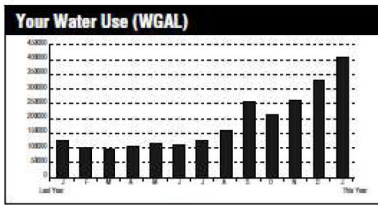
11/23/19-12/18/19

MARCH 2020 BILLING

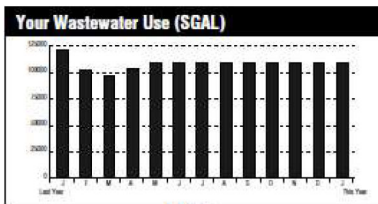
MARCH 2020 BILLING

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 2 \text{ occupants} = \26.36
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.	$\$26.36 + \$17.36 = \$43.72$



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 2 \text{ occupants} = \13.46
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.	$\$13.46 + \$8.86 = \$22.32$

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

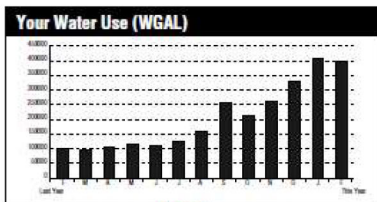
12/18/19-1/14/20

APRIL 2020 BILLING

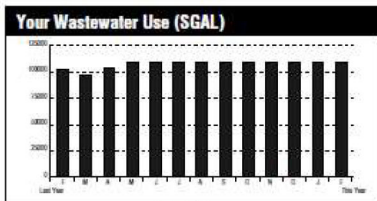
APRIL 2020 BILLING

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 1 \text{ occupants} = \7.40
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.	$\$7.40 + \$10.02 = \$17.42$

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

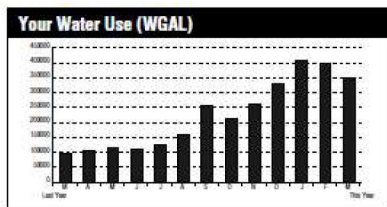
1/14/20-2/12/20

MAY 2020 BILLING

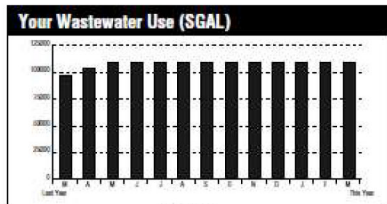
MAY 2020 BILLING

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 1 \text{ occupants} = \8.41
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.	$\$8.41 + \$11.22 = \$19.63$

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



Your utility statement due on **5/01/2020** 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

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	BILLING CYCLE 07/16/19 - 08/14/19	
		BILLED DAYS 30	
UTILITY	CHARGE PER	Rent is DUE on the 1st of every month	
USAGE	SECURITY CODE		
	3-484267-92EE		



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

EVIDENCE D

BACKGROUND

Item 12 ZIP folder _COMPLAINT#CP2020101118 -MSG

[COMPLAINT#CP2020101118 - Jeff Conners] Request to see info on water, wastewater, and drainage bills from January to June 2020M.

File Message

Junk Delete Reply Reply All Forward More Meeting Move Actions Mark Unread Categorize Follow Up Translate Related Select Zoom

From: Courtney Gaines
To: j@RC_419@hotmail.com
Cc: Kimberly Hoffman; Trevino, Ana
Subject: [COMPLAINT#CP2020101118 - Jeff Conners] Request to see info on water, wastewater, and drainage bills from January to June 2020

Message: The Gallery - January to June 2020.xlsx
g1070 WSD 0420.pdf
g1070 WSD (both phases) 0120.pdf
g1070 WSD 0220.pdf
g1070 water 0320.pdf
g1070 WSD 0520.pdf
g1070 WSD 0620.pdf
Request to see info on water, wastewater, and drainage bills from January to June 2020

Sent: Tue 2/2/2021 10:31

Hello,

As requested, attached are the billing summaries from January - June 2020. 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.

Post Month	Period From	Period To	Water		Sewer		Drainage	
			Total Billed Amount	Total Expense	Total Billed Amount	Total Expense	Total Billed Amount	Total Expense
January 2020	10/09/2019	11/07/2019	\$1,088.73	\$1,191.57	\$1,936.10	\$2,089.62	\$306.28	\$728.95
February 2020	11/07/2019	12/09/2019	\$951.67	\$1,016.56	\$1,674.09	\$1,753.66	\$352.40	\$728.95
March 2020	12/09/2019	01/09/2020	\$911.35	\$955.07	\$1,596.01	\$1,635.62	\$399.46	\$728.95
April 2020	01/09/2020	02/08/2020	\$933.34	\$992.91	\$1,641.03	\$1,708.26	\$454.51	\$728.95
May 2020	02/08/2020	03/10/2020	\$968.64	\$1,011.83	\$1,709.03	\$1,744.58	\$512.90	\$728.95
June 2020	03/10/2020	04/08/2020	\$996.02	\$945.61	\$1,749.94	\$1,617.46	\$619.76	\$728.95
Total:			\$5,849.75	\$6,113.55	\$10,306.20	\$10,549.20	\$2,645.31	\$4,373.70

Below is an explanation of how each utility is billed:

- **Water / Sewer:** Water and Sewer service is provided by City of Austin. Service provider issues bill, property management pays a portion to cover common area usage (25% of expense). The remaining amount is paid by residents using a multiplier based on the number of bedrooms in the unit. Below are the factors by bedroom:
 - o 0.5 Bedroom: 1
 - o 1 Bedroom: 1.6
 - o 2 Bedroom: 2.8
- **Drainage:** Drainage service is provided by City of Austin. Service provider issues bill, amount is divided equally by number of units. **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 whole heartedly believe your grievances lie, if any, with the former management company and their utility billing provider, as indicated by the PUC in their letter absolving RPM of any wrong doing.**

I have also attached:

- The bills that were used to calculate billing for January 2020 - June 2020
- A spreadsheet that reflects the occupied units and number of bedrooms used to calculate the bedroom factors by post month

Courtney Gaines in first paragraph of email:

“As requested, attached are the billing summaries from January - June 2020. 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.”

Gallery I February 2020 Water Billing

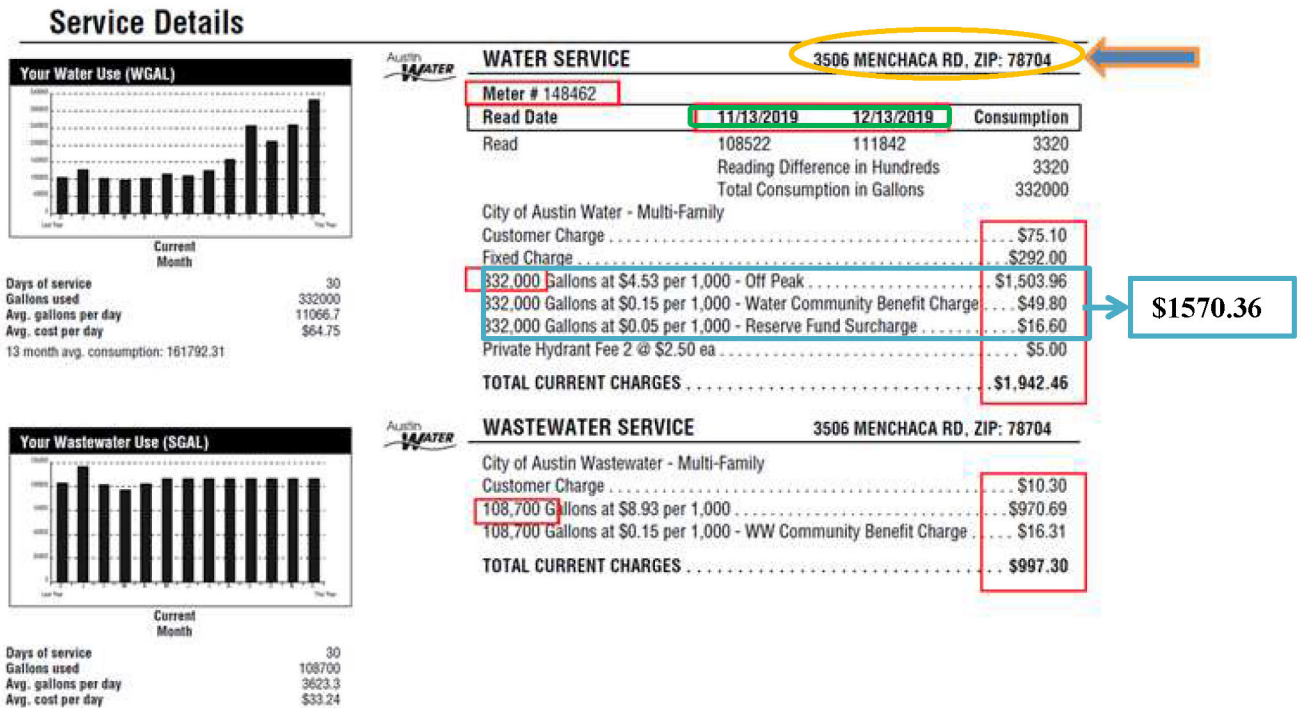
[illegible]

D5

Item 12 ZIP folder *gl070 WSD (both phases) 0120.pdf* on page 3

Item 10 ZIP folder *HIMBC Unit 2-239.docx* on page 8

GALLERY II 11/13/19 to 12/13/19 Water Bill

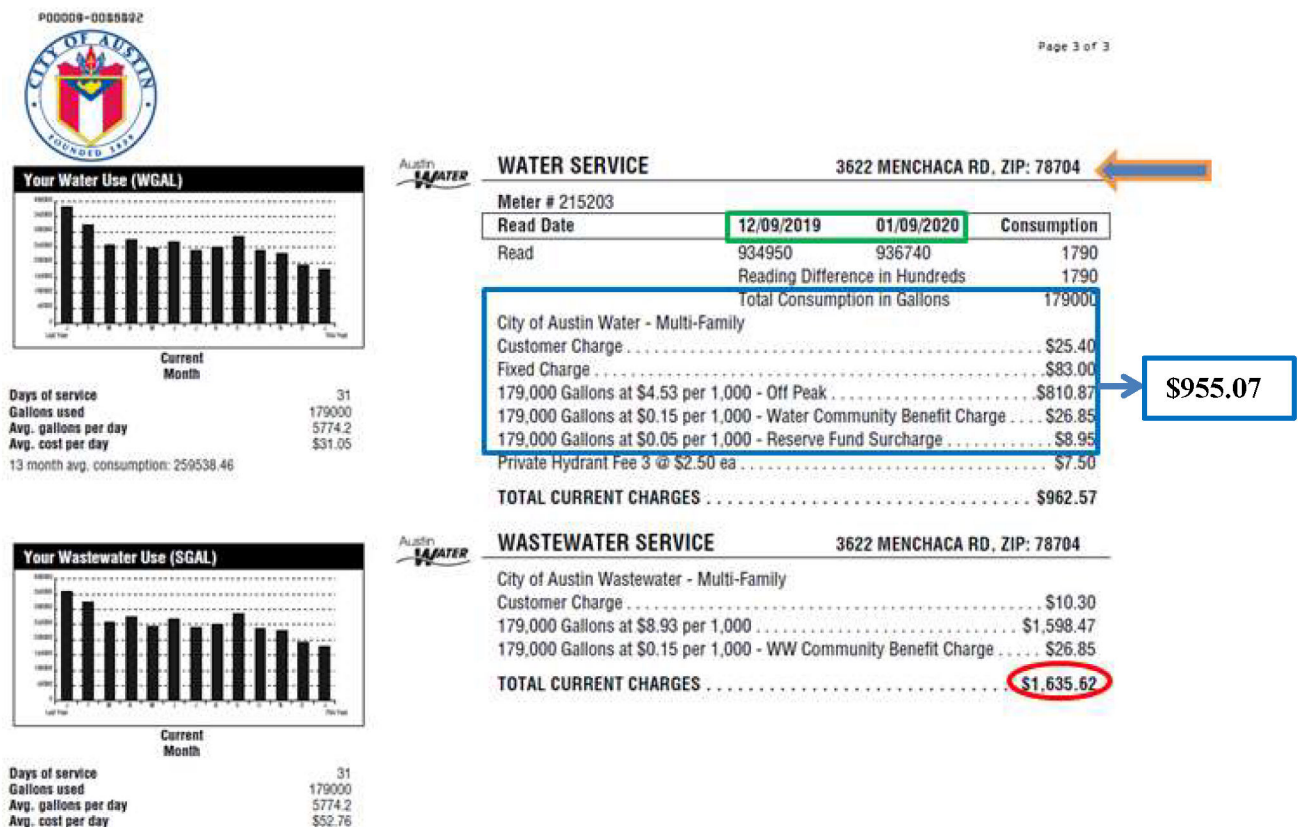


Gallery I March 2020 Water Billing

Item 12 ZIP folder *The Gallery – January to June 2020.xlsx* in *Summary* worksheet

	A	B	C	D	E	F	G	H	I	J
1										
2					Water		Sewer		Drainage	
3		Post Month	Period From	Period To	Total Billed Amount	Total Expense	Total Billed Amount	Total Expense	Total Billed Amount	Total Expense
4		January 2020	10/09/2019	11/07/2019	\$1,088.73	\$1,191.57	\$1,936.10	\$2,089.62	\$306.28	\$728.95
5		February 2020	11/07/2019	12/09/2019	\$951.67	\$1,016.56	\$1,674.09	\$1,753.66	\$352.40	\$728.95
6		March 2020	12/09/2019	01/09/2020	\$911.35	\$955.07	\$1,596.01	\$1,635.62	\$399.46	\$728.95
7		April 2020	01/09/2020	02/08/2020	\$933.34	\$992.91	\$1,641.03	\$1,708.26	\$454.51	\$728.95
8		May 2020	02/08/2020	03/10/2020	\$968.64	\$1,011.83	\$1,709.03	\$1,744.58	\$512.90	\$728.95
9		June 2020	03/10/2020	04/08/2020	\$996.02	\$945.61	\$1,749.94	\$1,617.46	\$619.76	\$728.95
10		Total:			\$5,849.75	\$6,113.55	\$10,306.20	\$10,549.20	\$2,645.31	\$4,373.70

Item 12 ZIP folder *gl070 WSD 0220.pdf* on page 8



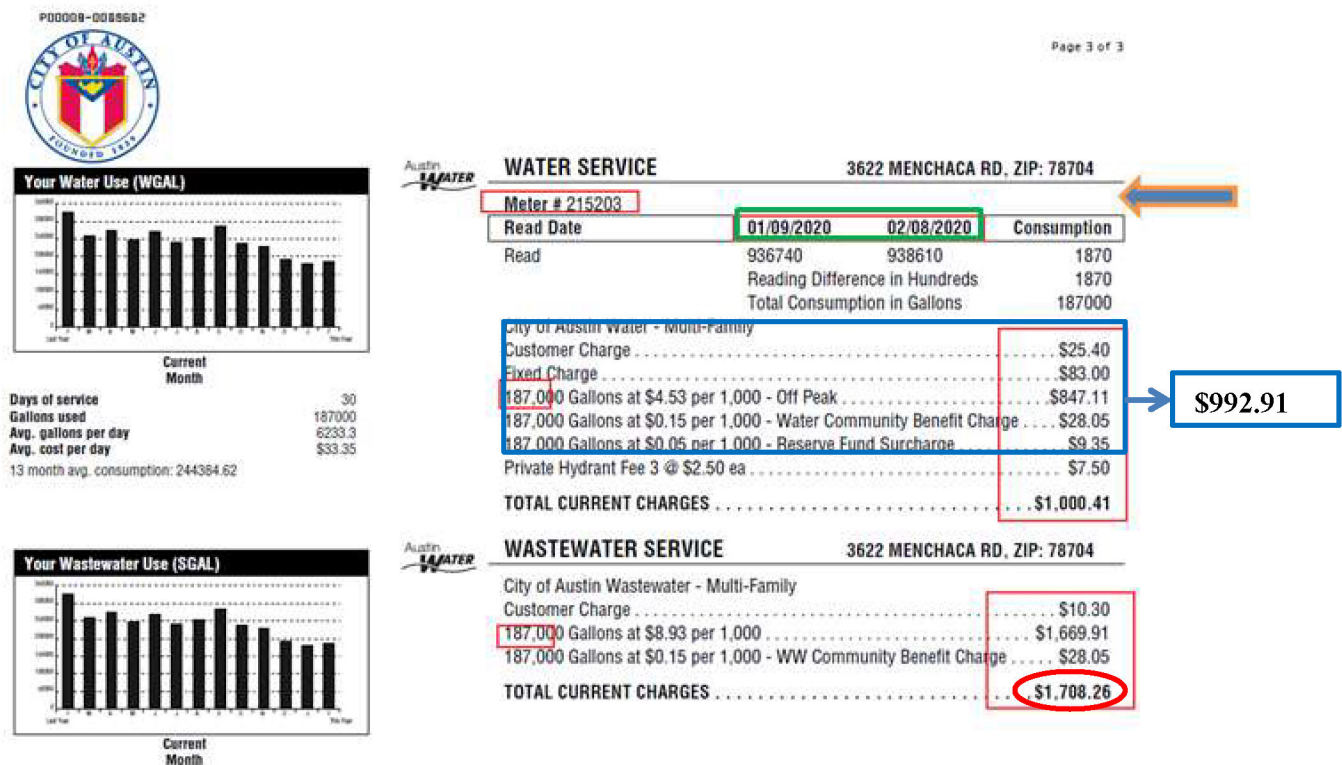
Gallery I April 2020 Water Billing

Item 12 ZIP folder *The Gallery – January to June 2020.xlsx* in *Summary* worksheet

	A	B	C	D	E	F	G	H	I	J
1										
2										
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8										
9										
10										

	Post Month	Period From	Period To	Total Billed Amount	Total Expense	Total Billed Amount	Total Expense	Total Billed Amount	Total Expense
	January 2020	10/09/2019	11/07/2019	\$1,088.73	\$1,191.57	\$1,936.10	\$2,089.62	\$306.28	\$728.95
	February 2020	11/07/2019	12/09/2019	\$951.67	\$1,016.56	\$1,674.09	\$1,753.66	\$352.40	\$728.95
	March 2020	12/09/2019	01/09/2020	\$911.35	\$955.07	\$1,596.01	\$1,625.62	\$399.46	\$728.95
	April 2020	01/09/2020	02/08/2020	\$933.34	\$992.91	\$1,641.03	\$1,708.26	\$454.51	\$728.95
	May 2020	02/08/2020	03/10/2020	\$968.64	\$1,011.83	\$1,709.03	\$1,744.58	\$512.90	\$728.95
	June 2020	03/10/2020	04/08/2020	\$996.02	\$945.61	\$1,749.94	\$1,617.46	\$619.76	\$728.95
	Total:			\$5,849.75	\$6,113.55	\$10,306.20	\$10,549.20	\$2,645.31	\$4,373.70

Item 12 ZIP folder *gl070 WSD 0320.pdf* on page 8



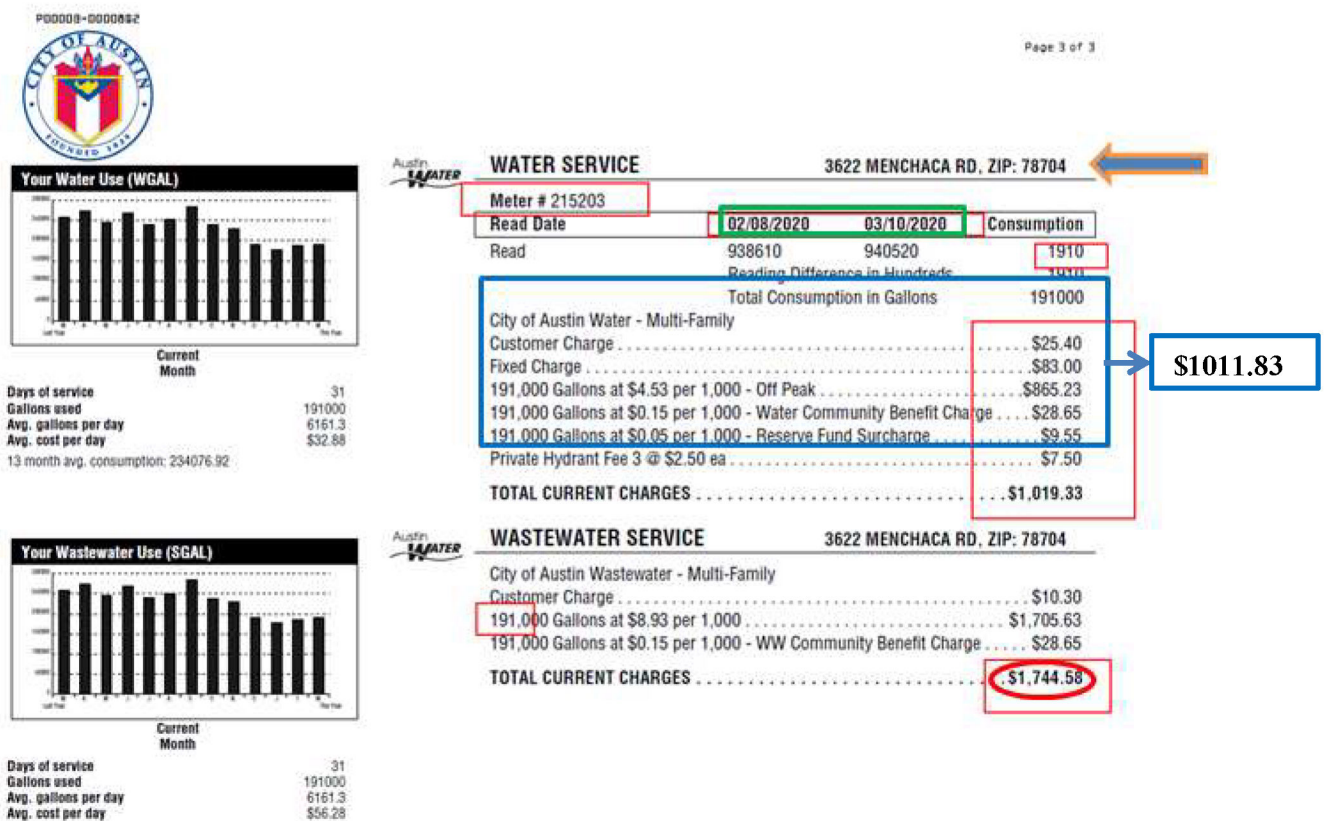
Gallery I May 2020 Water Billing

Item 12 ZIP folder *The Gallery – January to June 2020.xlsx* in *Summary* worksheet

	A	B	C	D	E	F	G	H	I	J
1										
2										
3										
4										
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9										
10										

				Water		Sewer		Drainage	
	Post Month	Period From	Period To	Total Billed Amount	Total Expense	Total Billed Amount	Total Expense	Total Billed Amount	Total Expense
	January 2020	10/09/2019	11/07/2019	\$1,088.73	\$1,191.57	\$1,936.10	\$2,089.62	\$306.28	\$728.95
	February 2020	11/07/2019	12/09/2019	\$951.67	\$1,016.56	\$1,674.09	\$1,753.66	\$352.40	\$728.95
	March 2020	12/09/2019	01/09/2020	\$911.35	\$955.07	\$1,596.01	\$1,635.62	\$399.46	\$728.95
	April 2020	01/09/2020	02/08/2020	\$933.34	\$992.91	\$1,641.03	\$1,708.26	\$454.51	\$728.95
	May 2020	02/08/2020	03/10/2020	\$968.64	\$1,011.83	\$1,709.03	\$1,744.58	\$512.90	\$728.95
	June 2020	03/10/2020	04/08/2020	\$996.02	\$945.61	\$1,749.94	\$1,617.46	\$619.76	\$728.95
			Total:	\$5,849.75	\$6,113.55	\$10,306.20	\$10,549.20	\$2,645.31	\$4,373.70

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



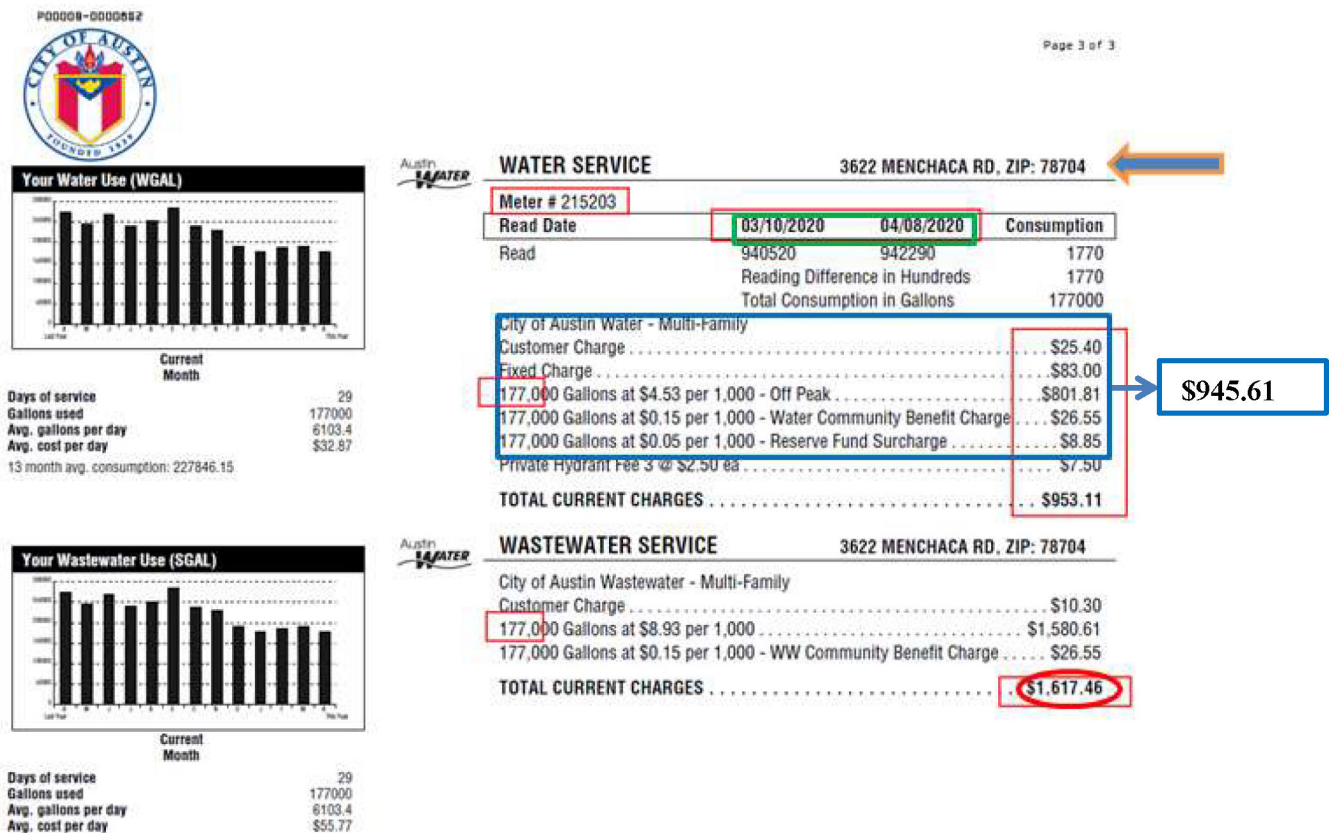
Gallery I June 2020 Water Billing

Item 12 ZIP folder *The Gallery – January to June 2020.xlsx* in *Summary* worksheet

	A	B	C	D	E	F	G	H	I	J
1										
2										
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7										
8										
9										
10										

Post Month	Period From	Period To	Total Billed Amount	Total Expense	Total Billed Amount	Total Expense	Total Billed Amount	Total Expense
January 2020	10/09/2019	11/07/2019	\$1,088.73	\$1,191.57	\$1,936.10	\$2,089.62	\$306.28	\$728.95
February 2020	11/07/2019	12/09/2019	\$951.67	\$1,016.56	\$1,674.09	\$1,753.66	\$352.40	\$728.95
March 2020	12/09/2019	01/09/2020	\$911.35	\$955.07	\$1,596.01	\$1,635.62	\$399.46	\$728.95
April 2020	01/09/2020	02/08/2020	\$933.34	\$992.91	\$1,641.03	\$1,708.26	\$454.51	\$728.95
May 2020	02/08/2020	03/10/2020	\$968.64	\$1,011.83	\$1,709.03	\$1,744.58	\$512.90	\$728.95
June 2020	03/10/2020	04/08/2020	\$996.02	\$945.61	\$1,749.94	\$1,617.46	\$619.76	\$728.95
Total:			\$5,849.75	\$6,113.55	\$10,306.20	\$10,549.20	\$2,645.31	\$4,373.70

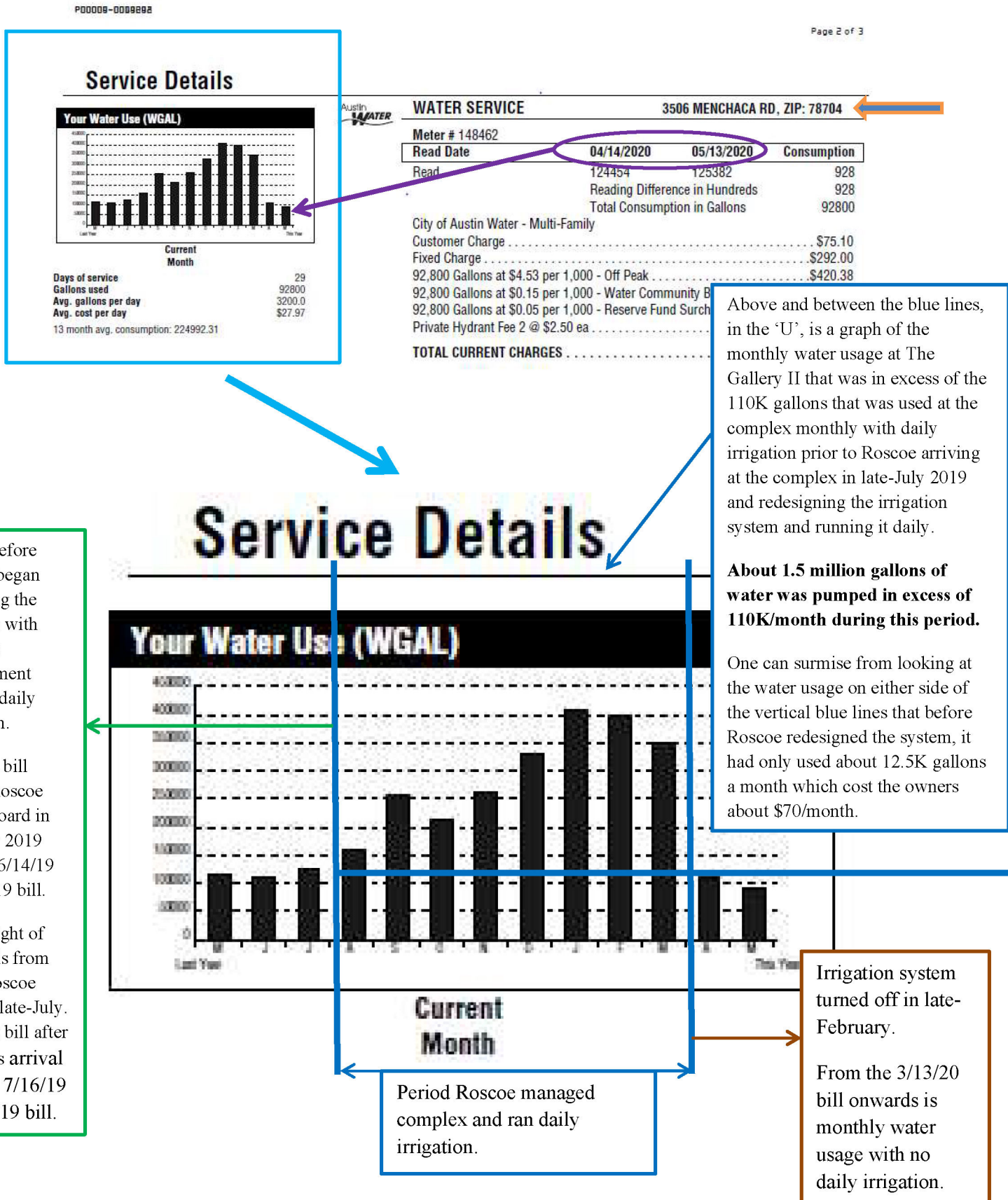
Item 12 ZIP folder *gl070 WSD 0520.pdf* on page 8



EVIDENCE W

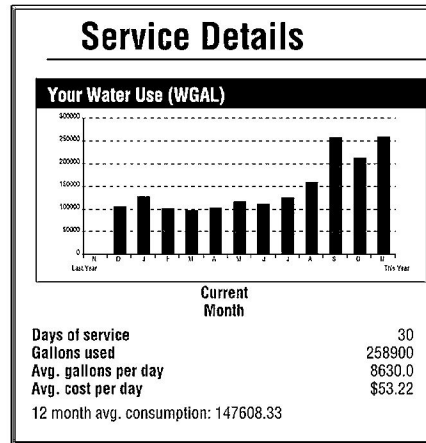
Item 10 ZIP folder *Gallery Phase 2 Bills.pdf* on page 31

Graph of May 2019 to May 2020 water usage at complex



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

Graph of December 2018 to November 2019 water usage at complex



WATER SERVICE

3506 MENCHACA RD, ZIP: 78704

Meter # 148462

Read Date	10/14/2019	11/13/2019	Consumption
Read	105933	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

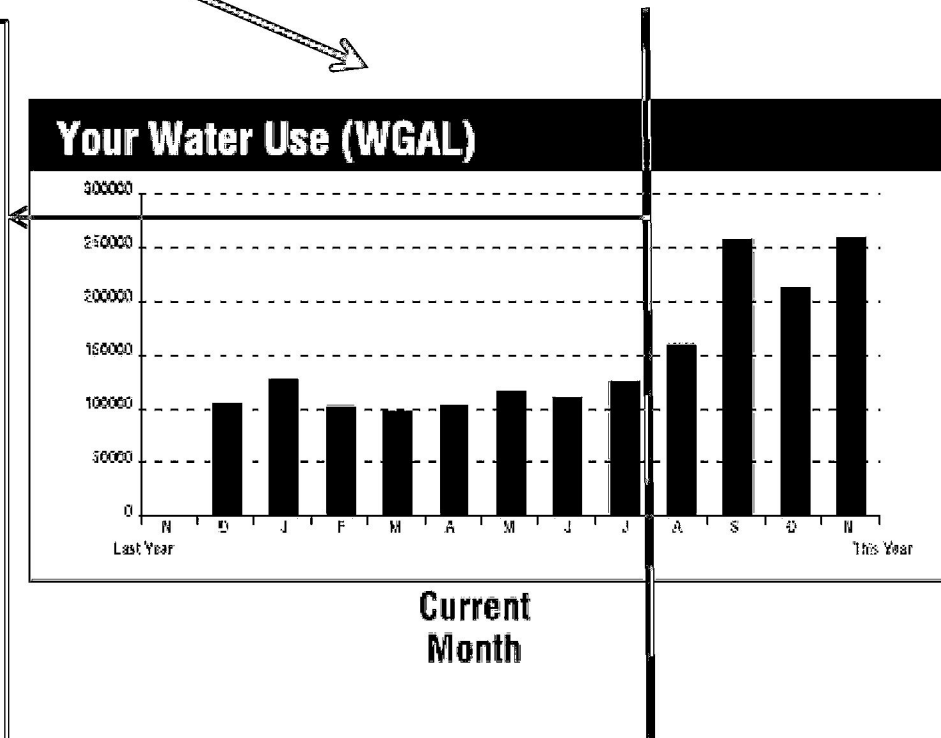
TOTAL CURRENT CHARGES **\$1,596.71**

Period before Roscoe began managing the complex with previous management running daily irrigation.

Last full bill before Roscoe came aboard in late-July 2019 was the 6/14/19 to 7/15/19 bill.

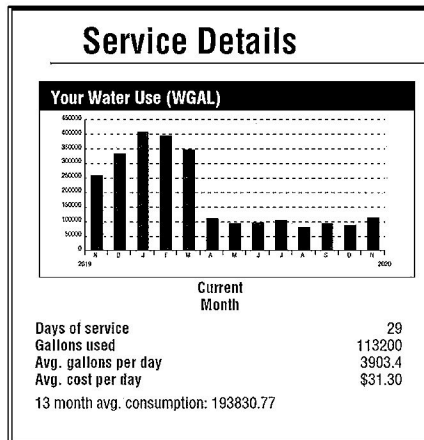
To the right of the line is from when Roscoe came in late-July. The first bill after Roscoe's arrival was the 7/16/19 to 8/14/19 bill.

Average monthly water usage during period is 110K gallons.



Item 10 ZIP folder *Gallery Phase 2 Bills.pdf* on page 7

Graph of November 2019 to November 2020 water usage at complex



WATER SERVICE

3506 MENCHACA RD, ZIP: 78704

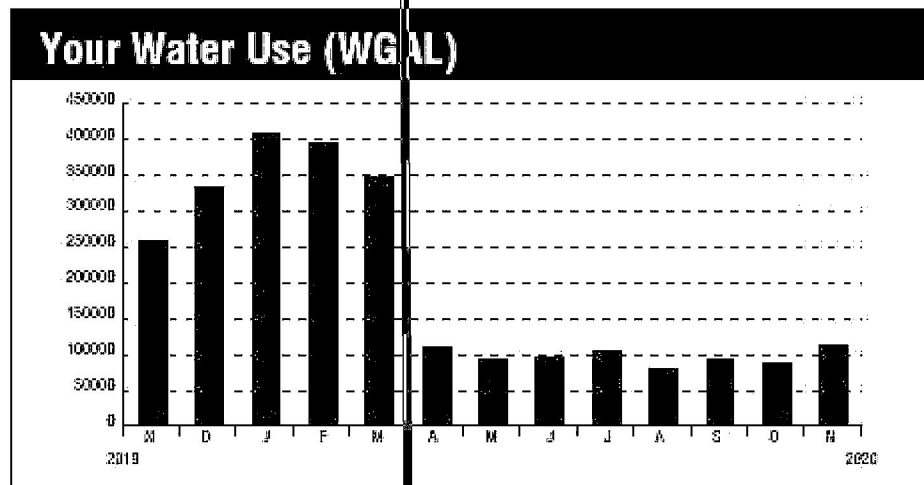
Meter # 148462

Read Date	10/14/2020	11/12/2020	Consumption
Read	129999	131131	1132
	Reading Difference in Hundreds		1132
	Total Consumption in Gallons		113200

City of Austin Water - Multi-Family

Customer Charge	\$75.10
Fixed Charge	\$292.00
113,200 Gallons at \$4.53 per 1,000 - Off Peak	\$512.80
113,200 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge	\$16.98
113,200 Gallons at \$0.05 per 1,000 - Reserve Fund Surcharge	\$5.66
Private Hydrant Fee 2 @ \$2.56 ea	\$5.12

TOTAL CURRENT CHARGES \$907.66



Irrigation system turned off in late-February.

From the 3/13/20 bill onwards is monthly water usage with no daily irrigation

Average monthly water usage during period is 97.5K gallons.