



Filing Receipt

Received - 2023-01-24 12:46:57 PM
Control Number - 51619
ItemNumber - 99

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

7
8 **SOAH DOCKET NO. 473-22-2652**
9 **PUC DOCKET NO. 51619**

10 COMPLAINT OF JEFF CONNORS

11 AGAINST

12 THE GALLERY, ROSCOE PROPERTY
13 MANAGEMENT AND CONSERVICE

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§
§
§
§
§

BEFORE THE STATE OFFICE

OF

ADMINISTRATIVE HEARINGS

14
15 **RESPONSE OF CONSERVICE, LLC TO DISCOVERY REQUESTS**
16 **FROM JEFF CONNORS**

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

20 Complainant's requests for disclosure:

21 A.1:

22 A1. When Conservice "created the full monthly rental bills for Gallery II residents" 1 did Conservice put the
23 "water service periods" on them?

24 RESPONSE TO REQUEST A.1:

25 Yes.

1
2 A.2:

3
4 Did Roscoe Property Management at The Gallery put the "water service periods" on the rental bills
5 Conservice sent Gallery II residents?
6

7 RESPONSE TO REQUEST A.2:

8 No.
9

10 B.1:

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12 Copy of the City of Austin bill to The Gallery II that Conservice used to calculate my October 2019
13 water charges2.
14

15 RESPONSE TO REQUEST B.1:

16 The City of Austin Bill for service period 7/15/2019 - 8/14/2019 is attached.
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26



W2=5
S2=3
D2=1

Utility News

Bill Cycle 11

Read Dates

Next meter read date will be on or about 9/13/2019.

Enjoy summer savings. Tools and tips help you manage utility bills. Use Austin Energy's web app and Austin Water's Dropcountr app. Set the thermostat to 78 degrees. Water lawns on your assigned day. More at austinenenergy.com/go/summer.

The City of Austin is now in Conservation Stage water restrictions. This means more flexibility in watering schedules and car washing at home. To find your watering day and get all the facts on Conservation Stage, visit WaterWiseAustin.org.

Outstanding utility bill balance? Set up monthly payment arrangements to keep your account in good standing. Call 512-494-9400 and a Customer Service Representative will assist you.

Be street smart! Public Works crews are resurfacing nearly 500 streets this summer. Visit www.austintexas.gov/streetmaintenance and use the Interactive Street Maintenance Map to see if your street is on the list.

Did you know? Your food service business could receive \$1,800 in rebates for making the switch from Styrofoam to compostable or recyclable to-go containers? Learn more at AustinTexas.Gov/ZWBizRebate and give us a call: (512) 974-9727.

Contact Information

View or Pay online: www.coautilities.com

Customer Service: 512-494-9400
or call toll free at 1-888-340-6465
TDD: 512-477-3663
Se Habla Español

To report an electrical **OUTAGE** call 512-322-9100 or visit outagemap.austinenenergy.com. Please have your account number available.

Summary of Service

VM 3506 MANCHACA LLC
Service Address: 3506 MANCHACA RD
Account Number: 47173 94148
Invoice Number: 471518605432

Bill Print Date Aug 16, 2019
Due Date Sep 3, 2019

Previous Activity/Charges

Total Amount Due at Last Bill \$2,742.59
Payment received - Thank you -\$2,742.59

Previous Balance \$0.00

Current Activity/Charges

Water Service \$1,200.35
Wastewater Service \$997.30
Drainage Service + \$720.70

Current Utility Balance \$2,918.35

If Payment is received after due date, a late fee will be assessed.

Total Amount Due \$2,918.35

Do Not Send Payment. Your Bill is Scheduled for Electronic Autopayment on 09/03/2019.

Continued On Next Page



THE CITY IS COMPLYING WITH THE AMERICANS WITH DISABILITIES ACT.



Detach and include stub with your payment

P.O. Box 2267 Austin, TX 78783-2267

Account: 47173 94148

Make Checks payable to City of Austin.

View or Pay online:

www.coautilities.com

Total Amount Due: \$2,918.35
Date Due: 09/03/19

Penalty After Date Due: \$109.89
Total Due After 09/03/2019: \$3,028.24
CAP Contribution: \$
Parks & Libraries Fund: \$
Public School Energy Asst.: \$

Enter
contributions
and include
in Total Paid

Total Paid: \$

7536 0100 CA 10 17 08172019 NNNNNNNN 0002199 Non-4 1 02.

VM 3506 MANCHACA LLC

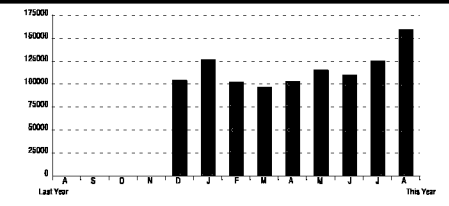


Do Not Send Payment. Your Bill is Scheduled for Electronic Autopayment on 09/03/2019.

0000047173941488 000002918358 990001012

Service Details

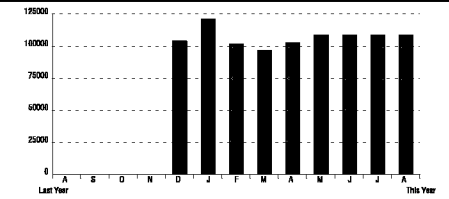
Your Water Use (WGAL)



Current
Month

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

Your Wastewater Use (SGAL)



Current
Month

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



WATER SERVICE

3506 MANCHACA RD

Meter # 148462

Read Date

07/15/2019

08/14/2019

Consumption

Read

99635

101228

1593

Reading Difference in Hundreds

1593

Total Consumption in Gallons

159300

City of Austin Water - Multi-Family

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

TOTAL CURRENT CHARGES \$1,200.35



WASTEWATER SERVICE

3506 MANCHACA RD

City of Austin Wastewater - Multi-Family

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

TOTAL CURRENT CHARGES \$997.30

View or Pay online: www.coutilities.com

AUTHORIZED PAY STATIONS:

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

- Fiesta Mart (IH35 and 38 1/2 st.)
- Rosewood-Zaragosa Center (2800 Webberville Rd.)
- Utility Service Center (8716 Research Blvd. Suite 115)

Drop Box Locations Are:

- 625 East 10th Street
- 505 Barton Springs Road

Mail all inquiries to:

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



Impervious Cover

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



DRAINAGE SERVICE

3506 MANCHACA RD

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

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