



Control Number: 51856



Item Number: 213

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SAR 5041 - CO

Buddy Garcia, Chairman

Larry R. Soward, Commissioner

Bryan W. Shaw, Ph.D., Commissioner

Mark R. Vickery, P.G., Executive Director



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TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

March 9, 2009

Ms. Monica Garcia, Business Manager
The Lodge at Sonterra
210 E. Sonterra Boulevard
San Antonio, Texas 78258

Re: Request for approval to change billing method
The Lodge at Sonterra, Registration No. S5041
CN: 602957649 RN: 104810361

Dear Ms. Garcia:

The request you submitted on behalf of The Lodge at Sonterra to change from submetered to allocated billing is approved. This approval is based on the facts stated in your letter of February 24, 2009. Please complete the attached forms and return them along with a copy of this letter. You may do so via facsimile at: 512-239-6190.

If you have any questions, please contact me at 512-239-6403, via e-mail at mtaunton@tceq.state.tx.us, or by fax at 512-239-6190.

Sincerely,

A handwritten signature in cursive script, appearing to read "V. Re" or similar, is written over the printed name of Margot Taunton.

Margot Taunton, Program Specialist
Utilities & Districts Section
Water Supply Division MC-153

MT/as

Cc: Mr. Cary Frieden
Sierra Utility Billing Services
FAX 877-376-9995

Attachments (TCEQ-10363 and TCEQ-10400)



Utilities & Districts Section, MC-153
TCEQ
PO Box 13087-3087
Austin, Texas 78753-3087

January 30, 2009

To Whom It May Concern:

Pursuant to Subchapter H, Chapter 291.123(d) of the Texas Water Code, which states

Change from submetered to allocated billing. An owner shall not change from submetered billing to allocated billing, except after receiving written approval from the executive director after a demonstration of good cause and if the rental agreement requirements under subsections (a), (b), and (c) of this section have been met. Good cause may include

- 1) equipment failures, or*
- 2) meter reading or billing problems that could not be feasibly be corrected,*

we are hereby requesting the following community be allowed permission to change from a submetered to an allocation method:

Lodge at Sonterra
210 E. Sonterra Blvd
San Antonio, Texas 78258

Equipment Failure

The reason we are requesting this transition due to a failure in submetering equipment that is beyond repair. We have contacted the manufacturer of the equipment and learned that replacement components are not available.

ISTA (the manufacturer) has discontinued the Donqua meter some time ago and has no new replacement parts in production. They have recommended either replacing or abandoning the existing system. We have received bids that are close to \$35,800 (see attached) for the replacement of the existing system and find the cost of replacement too much for our budget. While we prefer submetering to allocation whenever possible, the cost of replacing these meters today is not feasible in today's competitive market.


210 E. Sonterra Blvd, San Antonio, TX 78258

Phone: 210.496.4777 Fax: 210.496.4777

We are prepared to work with all residents in having the allocation addendums executed with proper notice and agreement by residents and transition out the submetering pending the approval of the TCEQ to make this transition.

Questions about the current equipment on the properties can be directed to Cary Frieden at Sierra Utility Billing Services (512-619-8822), he is familiar with this equipment and has accompanied the manufacturer's recommended inspector throughout this process.

Thank you for your consideration and time


Business Manager

We are prepared to work with all residents in having the allocation addendums executed with proper notice and agreement by residents and transition out the submetering pending the approval of the TCEQ to make this transition

Questions about the current equipment on the properties can be directed to Cary Frieden at Sierra Utility Billing Services (512-619-8822), he is familiar with this equipment and has accompanied the manufacturer's recommended inspector throughout this process

Thank you for your consideration and time.



Work Order

PO BOX 140646

Phone 888-376-3354

Fax 877-273-9995

TO:

DATE OF QUOTE 1/19/2009

CUSTOMER ID 210127

From:

Lodge at Sonterra

Manager

210 E. Sonterra Blvd

San Antonio, TX 78258

Meter Issues

Sierra Utility Billing Services

8900 Shoal Creek Blvd Suite 105

Austin, TX 78731

888-376-3354

In order for Sierra to prepare accurate and timely resident billing services, accurate meter reads must be available for each sub-meter in the community. Your sub-metering system for water usage is in need of some repairs, but in order to do so it is necessary to perform on-site tests and repairs. If authorized, Sierra will come to your community and handle this for you.

Install a new echostream transmitter and meter in each unit

Price Estimate

\$35,860 total \$110 per door to replace the transmitter and meter

Payment Terms

Payment is due within 30 days of delivery of invoice. Any unpaid balances beyond 30 days will be subject to late fees accrued at 1 1/2 % per month.

Authorization

By signing below, you are indicating that you are authorized to approve purchases on behalf of the owner.

Please Check One

☐ **Accept this work order**

ACCEPTED BY:

Printed Name _____

Title _____

Signature _____

Date _____

Alert tenants in all affected units

☐ **Decline this work order**

By checking this, you are indicating that you have received the above work order and are declining the service. Furthermore, by signing below you are indicating that you are authorized to refuse the above work on behalf of the owner. Declining this work order will result in utility bills for the affected units continuing to be estimated until the aforementioned problems are remedied.