



Control Number: 51856



Item Number: 311

Addendum StartPage: 0



4683

September 13, 2016

RECEIVED

Executive Director
Texas Public Utilities Commission
1701 Congress Ave
Austin, TX 78701

Office of the
Executive Director

2016 JUL -3 AM 11:52
RECEIVED

RE: Conversion from submetered to allocated billing at Ashton Pointe Apartments

Dear Sir or Madam:

Pursuant to Section 291.123(d) of the Texas Public Utilities Commission ("PUC") Regulations, McDougal Companies ("Owner") respectfully requests that it be allowed to convert from submetered to allocated billing at Ashton Pointe property ("Property") located at 308 Frankford Ave, Lubbock, TX 79416.

The metering and wireless transmission systems at the Property are experiencing equipment failures. The wireless meter reading transmission system is not functioning properly and thirty four (34) of the meter transmitters are inoperable. To date, Owner has incurred \$4,691.37 in expenses for diagnosing issues and repairing said issues with meters and the read system. Owner has received estimates for repairing the system and at this time the minimum amount needed to repair all issues at the Property would be \$3,662.69.

Concurrent with the submission of this correspondence, Owner will provide Tenants a new lease addendum disclosing the allocated billing method which will be used if Owner receives written approval from your office.

Should you have questions or concerns, please contact me at 806-797-3162.

Sincerely,

Angela Taylor
McDougal Companies
Ashton Pointe Apartments

311

SAP 468300

Producing them by hand and by machine, respectively.

Mr. Brad Hedrick, AVP
Bristol Properties, Inc
2010 Valley View Lane, Suite 230
Farmers Branch, Texas 75234

Dear Mr Hearick.

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

Sincerely,

MT:as

RECEIVED
MAY 14 2009
TCFO
CENTRAL FILE ROOM



2010 Valley View Lane ■ Suite 230 ■ Farmers Branch, Texas ■ 75234

March 5, 2009

Mr. Doug Holcomb, PEM
Utilities & Districts Section
Water Supply Division
P O Box 13087
Austin, TX 78711-3087

Re: Request for Approval to Change Billing Method
Heather Creek Apartments, S4683
CN 602601106; RN 103998415

Dear Mr. Holcomb,

I have included a letter from the water billing and repair company, "Velocity" "Utility Management Services," explaining the issues that we are experiencing at Heather Creek Apartments. I have also included copies of two estimates to 1) Repair system at no guarantee that it will continue to work, and 2) Replacing the current system.

If you should have any questions regarding this request for Heather Creek to be changed over from a sub-metered to allocated property, you can contact myself at (972) 931-9400 or Jami Shoemaker "Velocity" at (877) 325-7243 ext. 3624 (more numbers on her letter.)

Sincerely,


Wade Hedrick, AVP
Bristol Properties, Inc
2010 Valley View Lane, Suite 230
Farmers Branch, TX 75234

Buddy Garcia, Chairman
Larry R. Soward, Commissioner
Bryan W. Shaw, Ph.D., Commissioner
Mark R. Vickers, P.E., Executive Director

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

February 20, 2009

Mr. Brad Hedrick, AVP
Bristol Properties, Inc
2010 Valley View Lane, Suite 230
Farmers Branch, Texas 75234

Re: Request for Approval to Change Billing Method
Heather Creek Apartments, S4683
CN 602601106, RN 103998415

Dear Mr. Hedrick:

Thank you for your recent letter submitted on behalf of Heather Creek Apartments. You asked for approval to change the utility billing at the property from sub metered to allocated.

In order to consider your request, the Texas Commission on Environmental Quality will need further information. Please describe the problems with the existing sub metering system and provide an estimate for repairing the system or replacing it completely. If available, information on costs already incurred should be included.

If you have questions, please contact Ms. Margot Taunton in the Water Supply Division by phone at 512-239-4000, by fax at 512-239-6972, by email at mtaunton@tceq.state.tx.us, or if by correspondence, please include MC-153 in the letterhead address.

Sincerely,


Doug Holcomb, P.E. Manager
Utilities & Districts Section
Water Supply Division

DE/MT/wen



Mr. Brad Hedrick, AVP
Bristol Properties, Inc
2010 Valley View Lane, Suite 230
Farmers Branch, Texas 75224

Re: Heather Creek Apartments S4683
CN 602601106, RN 103998415

Dear Mr. Hedrick

After a through audit of the system at Heather Creek Velocity recommends the property switch from a Submetered method to a RUBS method. Due to the high costs of repair to the currently installed 10 port SpeedRead transmitters when one transmitter goes down it takes 10 units down with it. This system has a history of failure and thus is no longer supported by the manufacturer. A new transmitter installed per unit is \$80 for parts alone and these historically are also not very reliable and tend to fail. Attached is a quote to repair the system. However, as discussed if repaired you can expect ongoing costly repairs for the life of the property.

Attached is also a quote to upgrade the electronics portion of the system at \$95.00 per unit should you decide the cost would not financially cripple the property.

Please let me know if you have any additional questions.

Thank you,

Jamie Shoemaker CPUS-ICiv
Strategic Account Manager
Resident Solutions
877-325-7243 x 3624
972-820-3624 Phone
214-995-4832 Cell
866-513-0517- Fax
jamie.shoemaker@realpage.com



Velocity c/o RealPage Inc.
4000 International Parkway
Carrollton, TX 75007
Voice: 972-820-3647 FAX: 866-973-2455

SERVICE ESTIMATE

Quote Number: 1595

Quote Date: Dec 16 2008

Page: 1

Estimate To:

Heather Creek
1540 North Galloway
Mesquite TX 75149
USA

Leading Office Ph
Fax

Your submetering system is in need of repairs.
This is an estimate. You will only be charged for
the materials and labor hours required to
complete the service repairs.

Customer ID	Good Thru	Payment Terms	Sales Rep	
PIA-HEA	1/17/09	Net 30 Days		
Quantity	Item	Description	Unit Price	Amount
75.00	M-SPE-H-P-SIX-1	High Power Transistor	80.00	6,000.00
20.00	M-FAM 1/1	FM06-1CH-NAA 2-3/4" FAM 1/1	50.00	1,000.00
20.00	R-SERVICE LABOR	SYSTEM REPAIR/MAINT CALL	95.00	1,900.00
This quote is based on a worse case scenario and your property will only be billed for the exact amount of parts and labor required to complete the work. Please feel free to contact me if you have any questions. Thanks, Donald White donald.white@realpage.com				
In order to schedule the necessary repairs, we ask that you sign and date this form indicating approval of the estimated repairs and fax to our toll free number (866) 973-2455 or 972-820-4102. Repairs will be scheduled and completed within 30 days of Velocity receiving this authorization. By signing this estimate you are approving			Subtotal	8,900.00
			Sales Tax	
			TOTAL	8,900.00

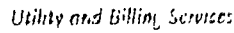
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Velocity
Senior Technician West Coast
Donald White
PH: 972-820-3647 FAX: 866-973-2455
E-mail: donald.white@realpage.com

Authorizing Estimate

DATE

IF YOU DO NOT WANT SERVICE WORK TO REPAIR THE
COMMUNITY SUB-METERING EQUIPMENT PLEASE CHECK BOX,
SIGN, AND FAX BACK THIS FORM



SERVICE ESTIMATE

Quote Date: Mar 2, 2009

Page. 1

Heather Creek
1540 North Galloway
Mesquite, TX 75149
USA

Leasing Office Ph
Fax

Your submetering system is in need of repairs. This is an estimate. You will only be charged for the materials and labor hours required to complete the service repairs.

In order to schedule the necessary repairs, we ask that you sign and date this form indicating approval of the estimated repairs and fax to our toll free number (866) 973-2455 or 972-820-4102. Repairs will be scheduled and completed within 30 days of Velocity receiving this authorization. By signing this estimate you are approving service to be done on your property. The total cost may fluctuate up or down by 25% from this estimate. You will be notified if the cost of the estimate is more than 25% before we complete the service repairs.

Subtotal	19,000.00
Sales Tax	
TOTAL	19,000.00

Jose P. Ortega
Velocity Service Manager
Ext. 1 672 826 3292
Fax 672 620 4152
jp.ortega@freespace.com

Aggregating Evidence

(343)

Buddy Garcia, *Chairman*
Larry R. Soward, *Commissioner*
Bryan W. Shaw, Ph.D., *Commissioner*
Mark R. Vickery, P.G., *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

February 20, 2009

Mr. Brad Hedrick, AVP
Bristol Properties, Inc.
2010 Valley View Lane, Suite 230
Farmers Branch, Texas 75234

Re: Request for Approval to Change Billing Method
Heather Creek Apartments, S4683
CN 602601106; RN 103998415

Dear Mr. Hedrick:

Thank you for your recent letter submitted on behalf of Heather Creek Apartments. You asked for approval to change the utility billing at the property from sub metered to allocated.

In order to consider your request, the Texas Commission on Environmental Quality will need further information. Please describe the problems with the existing sub metering system and provide an estimate for repairing the system or replacing it completely. If available, information on costs already incurred should be included.

If you have questions, please contact Ms. Margot Taunton in the Water Supply Division by phone at 512-239-403, by fax at 512-239-6972, by email at mtaunton@tceq.state.tx.us, or if by correspondence, please include MC-153 in the letterhead address.

Sincerely,

A handwritten signature in cursive script, appearing to read "Doug Holcomb".

Doug Holcomb, P.E. Manager
Utilities & Districts Section
Water Supply Division

DE/MT/wem

Buddy Garcia, *Chairman*
Larry R. Soward, *Commissioner*
Bryan W. Shaw, Ph.D., *Commissioner*
Mark R. Vickery, P.G., *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

April 13, 2009

Mr. Brad Hedrick, AVP
Bristol Properties, Inc.
2010 Valley View Lane, Suite 230
Farmers Branch, Texas 75234

Re: Request for approval to change billing method
Heather Creek Apartments, Registration No. S4683
CN: 602601106 RN: 103998415

Dear Mr. Hedrick:

The request you submitted on behalf of Heather Creek Apartments, to change from submetered to allocated billing is approved. This approval is based on the facts stated in your letter of March 5, 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 that reads "Margot Taunton".

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

MT/as

Attachments (TCEQ-10363 and TCEQ-10400)



2010 Valley View Lane ■ Suite 230 ■ Farmers Branch, Texas ■ 75234

March 5, 2009

Mr. Doug Holcomb, PEM
Utilities & Districts Section
Water Supply Division
P.O. Box 13087
Austin, TX 78711-3087

Re: Request for Approval to Change Billing Method
Heather Creek Apartments, S4683
CN 602601106; RN 103998415

Dear Mr. Holcomb,

I have included a letter from the water billing and repair company, "Velocity" "Utility Management Services," explaining the issues that we are experiencing at Heather Creek Apartments. I have also included copies of two estimates to 1) Repair system at no guarantee that it will continue to work, and 2) Replacing the current system.

If you should have any questions regarding this request for Heather Creek to be changed over from a sub-metered to allocated property, you can contact myself at (972) 931-9400 or Jaimi Shoemaker "Velocity" at (877) 325-7243 ext. 3624 (more numbers on her letter.)

Sincerely,

Brad Hedrick, AVP
Bristol Properties, Inc.
2010 Valley View Lane, Suite 230
Farmers Branch, TX 75234

Buddy Garcia, *Chairman*
Larry R. Soward, *Commissioner*
Bryan W. Shaw, Ph.D., *Commissioner*
Mark R. Vickery, P. G., *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

February 20, 2009

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Bristol Properties, Inc.
2010 Valley View Lane, Suite 230
Farmers Branch, Texas 75234

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Heather Creek Apartments, S4683
CN 602601106; RN 103998415

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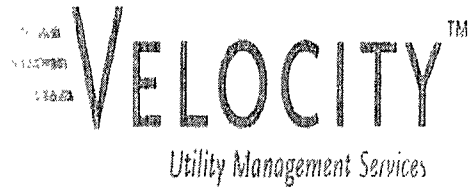
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Sincerely,

A handwritten signature in cursive script, appearing to read "Doug Holcomb", is written over the typed name.

Doug Holcomb, P.E. Manager
Utilities & Districts Section
Water Supply Division

DE/MT/wem



Mr. Brad Hedrick, AVP
Bristol Properties, Inc
2010 Valley View Lane, Suite 230
Farmers Branch, Texas 75234

Re: Heather Creek Apartments, S4683
CN 602601106; RN 103998415

Dear Mr. Hedrick

After a through audit of the system at Heather Creek Velocity recommends the property switch from a Submetered method to a RUBS method. Due to the high costs of repair to the currently installed 10 port SpeedRead transmitters when one transmitter goes down it takes 10 units down with it. This system has a history of failure and thus is no longer supported by the manufacturer. A new transmitter installed per unit is \$80 for parts alone and these historically are also not very reliable and tend to fail. Attached is a quote to repair the system. However, as discussed if repaired you can expect ongoing costly repairs for the life of the property

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Please let me know if you have any additional questions.

Thank you,

Jaimi Shoemaker, CPO, SHCM
Strategic Account Manager
Resident Solutions
877-325-7243 x 3624
972-820-3624 Phone
214-995-4832 Cell
866.513.0517- Fax
Jaimi.shoemaker@realpage.com



Velocity c/o RealPage Inc.
4000 International Parkway
Carrollton, TX 75007
Voice: 972-820-3647 FAX: 866-973-2455

SERVICE ESTIMATE

Quote Number: 1585
Quote Date: Dec 18, 2008
Page: 1

Estimate To:
Heather Creek 1540 North Galloway Mesquite, TX 75149 USA
Leasing Office Ph : Fax :

**Your submetering system is in need of repairs.
This is an estimate. You will only be charged for
the materials and labor hours required to
complete the service repairs.**

Customer ID		Good Thru	Payment Terms	Sales Rep	
PIA-HEA		1/17/09	Net 30 Days		
Quantity	Item	Description		Unit Price	Amount
75.00	M-SPE-HP-STX-1	High Power Tran -1 port		80.00	6,000.00
20.00	M-FAM 1/1	FM06-1CH-NAA-2- 3/4"FAM 1/1		50.00	1,000.00
20.00	R-SERVICE LABOR	SYSTEM REPAIR/MAINT CALL		95.00	1,900.00
		This quote is based on a worse case scenario and your property will only be billed for the exact amount of parts and labor required to complete the work. Please feel free to contact me if you have any questions.			
		Thanks, Donald White donald.white@realpage.com			

In order to schedule the necessary repairs, we ask that you sign and date this form indicating approval of the estimated repairs and fax to our toll free number (866) 973-2455 or 972-820-4102. Repairs will be scheduled and completed within 30 days of Velocity receiving this authorization. By signing this estimate you are approving service to be done on your property. The total cost may fluctuate up or down by 25% from this estimate. You will be notified if the cost of the estimate is more the 25% before we complete the service repairs.

Subtotal	8,900.00
Sales Tax	
TOTAL	8,900.00

Velocity
Senior Technician West Coast
Donald White
PH: 972-820-3235 FAX: 866-973-2455
E-mail: donald.white@realpage.com

Authorizing Estimate: _____
DATE: _____

**IF YOU DO NOT WANT SERVICE WORK TO REPAIR THE
COMMUNITY SUB-METERING EQUIPMENT. PLEASE CHECK BOX,
SIGN, AND FAX BACK THIS FORM.**

☐



Sub 1/1/03



Texas Commission on Environmental Quality
Registration of Submetered or Allocated Utility Service

This Box for TCEQ Use Only

Registration No. **8 4683**

Date **11/20/03** By **Rego**

CUSTOMER REFERENCE NUMBER-if available*	REGULATED ENTITY REFERENCE NUMBER-if available*
CN (9 digits)	RN (2 digits)
*If the owner does not have this number, complete a Core Data Form (TCEQ 10400) and submit it with this registration.	*If you do not have this number for the property, complete a Core Data Form (TCEQ 10400) and submit it with this registration.

OWNER (Customer) on TCEQ 10400)

NAME AND TYPE OF PROPERTY WHERE UTILITY SERVICE IS PROVIDED ("Regulated Entity" on TCEQ 10400)

Name **Heather Creek Apartments**

☒ Apartment ☐ Condominium ☐ Manufactured Home Rental Community ☐ Multiple-Use Facility (describe below)

If multiple-use facility, describe here:

INFORMATION ON UTILITY SERVICE

Tenants are billed for: ☐ Water ☐ Wastewater ☒ Both

These bills are: ☒ Submetered ☐ Allocated

Name of utility providing water/wastewater: **City of Mesquite**

Date submetered or allocated billing begins (or began): **10-1-03**

METHOD USED TO OFFSET CHARGES FOR COMMON AREAS. (Check one)

☒ This provision does not apply to this property. (Each unit is submetered, and we bill each tenant accordingly.)

☐ All common areas are metered or submetered. We deduct the actual charges for water and wastewater to these areas. Then we allocate the remainder of the utility bill among our tenants.

☐ This property has an installed irrigation system that is not separately metered or submetered. We deduct 25 percent of the retail public utility's total charges for water and wastewater consumption, then allocate the remaining charges among our tenants.

☐ This property has an installed irrigation system that is separately metered or submetered. We deduct 5 percent of the retail public utility's total charges for water and wastewater consumption, then allocate the remaining charges among our tenants.

☐ This property does not have an installed irrigation system. We deduct 5 percent of the retail public utility's total charges for water and wastewater consumption, then allocate the remaining charges among our tenants.

IF UTILITY SERVICES ARE ALLOCATED, COMPLETE THE FOLLOWING ALSO

METHOD USED TO ALLOCATE UTILITY CHARGES: (Check all that apply)

☐ As outlined in condominium contract (describe):

☐ Size of manufactured home rental space: The size of the space rented by the tenant divided by the size of all rental spaces.

☐ Occupancy and size of rental unit: _____ percent (which is equal to or greater than 50%) of the utility bill for water/wastewater consumption is allocated using the occupancy method checked below. The remainder is allocated according to either:
 a) the size of the tenant's dwelling unit divided by the total sum of all dwelling units, or
 b) the size of the space rented by the tenant of a manufactured home divided by the size of all rental spaces.
 (Note: if you check this option, you must also check one of the next three boxes to indicate the occupancy method used.)

☐ Occupancy method: The number of occupants in the tenant's dwelling unit is divided by the total number of occupants in all dwelling units at the beginning of the utility's billing period.

Number of Occupants	Number of Occupants for Billing Purposes
1	1.0
2	1.0
3	2.2
>3	2.2 + 0.4 for each additional occupant

☐ Ratio occupancy method: The number of occupants in the tenant's dwelling unit is adjusted as shown in the table at right. This adjusted value is divided by the total of these values for all dwelling units at the beginning of the retail public utility's billing period.

Number of Bedrooms	Number of Occupants for Billing Purposes
0 or less	1.0
1	2.0
2	4.0
>2	4.0 + 1.2 for each additional bedroom

☐ Estimated occupancy method: The estimated occupancy in the tenant's dwelling unit is divided by the total estimated occupancy of all dwelling units. The estimated occupancy for each unit is based on the number of bedrooms and is determined from the table at right.

☐ Submetered hot water: The retail utility bill for water and wastewater for the dwelling unit is divided by all submetered hot water used in all dwelling units.

☐ Submetered cold water: The retail utility bill for cold water provided through a central system. The individual submetered cold water used in the tenant's dwelling unit is divided by all submetered cold water used in all dwelling units.

TCEQ Core Data Form

TCEQ Use Only

If you have questions on how to fill out this form or about our Central Registry, please contact us at 512 239 5175

Individuals are entitled to request and review their personal information that the agency gathers on its forms. They may also have any errors in their information corrected. To review such information, contact us at 512 239 5282

SECTION I: General Information			
1. Reason for Submission <i>Example: new wastewater permit, HV registration, change in customer information, etc</i> <u>Registration of Submerged Utility</u>			
2. Attachments Describe Any Attachments (ex: Title V Application, Waste Transporter Application, etc.) <u>TCEQ Registration</u>			
3. Customer Reference Number-if issued CN (9 digits)		4. Regulated Entity Reference Number-if issued RW (9 digits)	

SECTION II: Customer Information			
5. Customer Role (Proposed or Actual) - As it Relates to the Regulated Entity Listed on This Form			
Please check <u>one</u> of the following:			
☒ Owner	☐ Operator	☐ Owner and Operator	
☐ Occupational Licensee	☐ Volunteer Cleanup Applicant	☐ Other	
☐ TCEQ Use Only	☐ Superfund	☐ PST	☐ Respondent
6. General Customer Information			
☒ New Customer		☐ Change to Customer Information	
☐ Change in Regulated Entity Ownership		☐ No Change *	
*If "No Change" and Section I is complete, skip to Section III - Regulated Entity Information.			
7. Type of Customer:			
☐ Individual	☐ Sole Proprietorship - O B A		
☐ Partnership	☐ Federal Government		
☐ State Government	☐ County Government		
☐ Other Government	☐ Other		
8. Customer Name (If an individual, please print last name first) If new name, enter previous name <u>Heather Creek Apartments Mesquite LTD</u>			
9. Mailing Address: <u>4125 Fairway Dr.</u>			
<u>Ste. 128</u>		<u>City Carrollton</u>	
<u>State TX</u>		<u>ZIP 75010</u>	<u>ZIP + 4</u>
10. Country Mailing Information if outside USA		11. E-Mail Address if applicable	
12. Telephone Number <u>214-731-9208</u>		13. Extension or Code	14. Fax Number if applicable
15. Federal Tax ID (9 digits) <u>69-0001853</u>	16. State Franchise Tax ID Number if applicable	17. DUNS Number if applicable (9 digits)	
18. Number of Employees		19. Independently Owned and Operated?	
☐ 0-20	☐ 21-100	☐ 101-250	☐ 251-500
☐ 501 and higher	☐ Yes	☐ No	

SECTION III: Regulated Entity Information			
20. General Regulated Entity Information			
☒ New Regulated Entity		☐ Change to Regulated Entity Information	
☐ No Change *		☐ No Change *	
*If "No Change" and Section I is complete, skip to Section IV - Preparer Information			

Press the Tab Key to continue to page 2

21. Regulated Entity Name (if an individual, please print last name first)			
Hearth Creek Apartments			
22. Street Address (No PO Boxes)		1540 N. Galloway	
City Mesquite		State TX	ZIP 75149
23. Mailing Address			
City		State	ZIP
24. E-Mail Address:			
25. Telephone Number		26. Extension or Code	
972-289-6622			
27. Fax Number if applicable			
28. Primary SIC Code (4 digits)	29. Secondary SIC Code (4 digits)	30. Primary NAICS Code (5 or 6 digits)	31. Secondary NAICS Code (5 or 6 digits)
32. What is the Primary Business of this entity? (Please do not repeat the SIC or NAICS description)			
Apartment Complex			
Questions 33 - 37 address geographic location. Please refer to the instructions for applicability.			
33. County			
34. Description of Physical Location			
35. Nearest City		State	Nearest Zip
36. Latitude (N)		37. Longitude (W)	
Degrees	Minutes	Seconds	Degrees
38. TCEQ Programs in Which This Regulated Entity Participates. Not all programs have been listed. Please add to this list as needed. If you don't know or are unsure, please mark "Unknown". If you know a permit or registration # for this entity, please write it below the program.			
Animal Feeding Operation	Petroleum Storage Tank	Water Rights	
Title V - Air	Wastewater Permit		
Industrial & Hazardous Waste	Water Districts		
Municipal Solid Waste	Water Utilities	Unknown	
		Submaterial	
New Source Review - Air	Licensing - TYPE(s)		
Section IV: Preparer Information			
39. Name		40. Title	
Laura Garver		Gen. Mgr	
41. Telephone Number		43. Fax Number if applicable	
972-544-5100			
42. E-mail Address:			