



Control Number: 51856



Item Number: 314

Addendum StartPage: 0

MT

Buddy Garcia, *Chairman*
Larry R. Soward, *Commissioner*
Bryan W. Shaw, Ph.D., *Commissioner*
Glenn Shankle, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

March 31, 2008

Ms. Kathy Bretado
ista North America
9555 Chesapeake Dr. Ste. 100
San Diego, California 92123

Re: Request for approval to change billing method
Bentley Place at Willow Bend, Registration No. S4602
CN: 601703143 RN: 103173209

2008 JUL -9 PM 2:26
RECEIVED
TCEQ

Dear Ms. Bretado:

The request you submitted on behalf of Bentley Place at Willow Bend to change from submetered to allocated billing is approved. This approval is based on the facts stated in your February 11, 2008, letter. Please complete the attached forms and return them along with a copy of this letter.

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
Utilities & Districts Section
Water Supply Division

MT/mmg

Attachments (TCEQ-10363 and TCEQ-10400)



34602
CN 601703143
RN 103173209

February 11, 2008

Texas Commission on Environmental Quality
Utilities and District Section MC-153
PO Box 13087
Austin, TX 78711-3087

Dear Jackie Linville,

We would like to request a change in billing method for Bentley Place at Willow Bend 5945 West Parker Road Plano Texas 75093. Due to equipment failures and the cost associated with replacing the current system, ista will utilize an allocated billing method. We are providing the tenants with 35 days written notice.

Property:	Bentley Place at Willow Bend
Management:	ConAm Management Corporation
Contact:	Teresa Randleaf S
Phone:	972-608-5500
Current Billing Method:	Tariff
Proposed Billing Method:	Occupancy Method
No. of units	368

A Core Data Form will be forwarded to you in the near future for complete registration with your organization. Please feel free to contact Michael Foote, general counsel with ista, 858-737-2743 or me with questions or concerns.

Best regards,

Kathy Bretado
ista North America
Direct number 858-244-2500
Toll free 1-800-640-4133 x2500
kbretado@ista-na.com



February 12, 2008

Texas Commission on Environmental Quality
Utilities and District Section MC-153
PO Box 13087
Austin, TX. 78711-3087

Dear Jackie Linville,

We would like to request a change in billing method for Bentley Place at Willow Bend 5945 West Parker Road Plano Texas 75093. Due to equipment failures and the cost associated with replacing the current system, ista will utilize an allocated billing method.

The cost of repairs as of January 22, 2008 is \$11,310.19. Due to the age of the meters the failure rate per month is approximately 3%. We have calculated the loss for 2007 to be \$9,130.00. The proposal to repair the equipment is included.

We are providing the tenants with 35 days written notice.

Property:	Bentley Place at Willow Bend
Management:	ConAm Management Corporation
Contact:	Teresa Randleaf
Phone:	972-608-5500
Current Billing Method:	Tariff
Proposed Billing Method:	Occupancy Method
No. of units:	368

A Core Data Form will be forwarded to you in the near future for complete registration with your organization. Please feel free to contact Michael Foote, general counsel with ista, 858-737-2743 or me with questions or concerns.

Best regards,

Kathy Bretado
ista North America
Direct number 858-244-2500
Toll free 1-800-640-4133 x2500
kbretado@ista-na.com

BENTLEY PLACE

AT WILLOW BEND

APARTMENT NUMBER

February 18, 2008

DEBRA COFER
5945 W PARKER RD APT 322
PLANO, TX 750937756

Dear Debra Cofer

We would like to inform you of a change in billing method relating to your water and sewer billing. Currently you are billed based on the metered consumption in your unit. Due to technical difficulties with the metering system, this will be changed to a Ratio Utility Billing (RUB) "Occupancy" method.

The RUB Occupancy method calculation is as follows:

The number of occupants in your apartment unit is divided by the total number of occupants in all apartment units at the beginning of the month for which bills are being rendered.

Before calculating your portion of the bill, we will deduct for irrigation of landscaping and all other common area uses. No administrative fees will be added to the total bill.

This shall serve as our required 35 day notice of a billing method change.

The meter in your unit has not measured consumption for the past 21 months and the bills you have received reflects flat fees only. As such, Bentley Place Apartments will only bill back the number of months you have been residing in your unit, up to a maximum of 6 months.

Because your meter has not been measuring your consumption correctly and you have been paying only a minimum flat fee, you will be responsible for the difference owed during the time period your meter was inoperable, again up to a maximum of 6 months.

The total you owe to the property is 66.06.

You have the option to make a one time payment or make equal monthly payments over 6 months.

Should you choose the one time payment, the landlord has agreed to apply a one time 10% discount to this amount due. Your adjusted one time payment total would then be 59.45.

If you choose to pay this off in monthly increments, you will owe monthly payments equal to 11.01 and this payment will be due on the first of the month with your rent for a total of 6 months.

02/21/2008 11 54 FAX 9726085600

BentleyPlace

003/003

The amount of shortfall consumption you are being charged is based of the standard national average of 2400 gallons for the first person and 2000 gallons for each additional person.

PLEASE MAKE NOTE: BEGINNING WITH YOUR MARCH WATER BILL, YOUR FUTURE MONTHLY WATER AND SEWER CONSUMPTION FEES WILL NOW BE PAID AT OUR LEASING OFFICE WITH YOUR RENT.

PLEASE INITIAL THE PAYBACK OPTION YOU CHOOSE, SIGN YOUR NAME AND RETURN THIS NOTICE TO THE LEASING OFFICE WITH YOUR RENT BY MARCH 1, 2008. PLEASE BE ADVISED REGARDLESS OF YOUR SELECTION, THE DEBT OWED FOR PAST CONSUMPTION WILL BE ADDED TO YOUR APARTMENT ACCOUNTING.

One Time Payment Option: _____

Monthly Payments Option: _____

Signature: _____

Date: _____

For any questions regarding the new billing method, please contact ista North America at 1-866-737-4943. Please contact your leasing office should you have any questions regarding the amount due.

Thank you in advance for your cooperation on this matter.

Sincerely,

Bentley Place at Willow Bend

Bentley Place at Willow Bend Apartments

Apt #3015

February 21, 2008

Dear Roger Sims,

We would like to inform you of a change in billing method relating to your water and sewer billing. Currently you are billed based on the metered consumption in your unit. Due to technical difficulties with the metering system, this will be changed to a Ratio Utility Billing (RUB) "Occupancy" method.

The RUB Occupancy method calculation is as follows:

The number of occupants in your apartment unit is divided by the total number of occupants in all apartment units at the beginning of the month for which bills are being rendered

Before calculating your portion of the bill, we will deduct for irrigation of landscaping and all other common area uses. No administrative fees will be added to the total bill.

This shall serve as our required 35 day notice of a billing method change

PLEASE NOTE: Beginning with your March water bill, your future monthly water and sewer consumption fees will now be paid at our leasing office with your rent.

PLEASE SIGN AND RETURN THIS NOTICE TO THE APARTMENT OFFICE WITH YOUR RENT ON MARCH 1, 2008.

Signature: _____ Date: _____

For any questions regarding the new billing method, please contact ista North America at 1-866-737-4943

Thank you in advance for your cooperation on this matter.

Sincerely,

Bentley Place at Willow Bend

5945 W. Parker Rd. Plano, TX 75093 Office: 972-608-5500 Fax: (972) 608-5600

CONFIDENTIAL



Maintenance Proposal

Property Name	BENTLEY PLACE @ WILLOW BEND	ASI #	1-486
Date	January 22, 2008	CRM.	C. Tillander
Property Manager	Teresa Randoles	Bill To:	
Property Address	5945 WEST PARKER RD PLANO TX 750937755	Name	
Phone.	(972) 608-5500 Fax (972) 608-5600	Address	
Management Company	CONAM	City	
System Type	Inovonics	State, Zip	

In order to keep your sub-metering system operating at optimum performance a ista technical representative will need to visit your community. Below you will find a description of the problem(s) encountered along with an estimated scope and cost of the work to be performed. Please sign and return this document to ista promptly if you desire for ista to perform the work described below. Your prompt response is appreciated to reserve your appointment. If we do not receive a response we will contact you again next quarter for property maintenance. Please note: We will contact you within a week of planned maintenance to give exact date and time.

Repair Type:	On-Call Maintenance
Planned Maintenance Completion Date	45 days from approval of proposal
Total Numbers of units to be entered	130

DO NOT PAY FROM THIS PROPOSAL

Estimate			
Description	Quantity	Unit Price	Extended Amount
Labor	65	\$ 75.00	\$ 4,875.00
		0.00%	\$ -
Total Labor Only			\$ 4,875.00
Average Equipment cost per unit			\$ -
Istameters @ \$ 36.85 ea	7	\$ 36.85	\$ 257.95
Transmitters @ \$ 44.80 ea	122	\$ 44.80	\$ 5,465.60
Repeaters @ \$ 221.20 ea	1	\$ 221.20	\$ 221.20
(Actual cost depends on defective product)			
Tax		8.25%	\$ 490.44
Total Labor and Equipment			\$ 11,310.19

*Service call minimum labor charge is 4 hours, even though the labor is an estimate, you will be charged no less than (4) four hours of labor.

Return to: ista North America
Attn: Crystal Tillander
Fax: 858-244-2496

By signing this document, you are authorizing ista to perform the work specified above at the prices specified above. Please select the method of payment below by checking the appropriate box (in doing so you authorize ista to collect payments using that method). All work proposed is subject to customer credit approval.

☐ You are also agreeing to pay all invoices submitted for such work within 30 days after receipt of the invoice. In the event that ista is not paid in full (within 90 days) for work performed pursuant to this document, I authorize ista to deduct all monies owed from resident collections.

☐ You are also agreeing to have monthly resident collections withheld until invoice is paid in full.

I have read this maintenance proposal and understand it completely, and agree to all of its terms.

Signature

Date

Print Name

Title

Bentley Place @ Willow Bend Apartments

Date: January 30, 2008

To: Bentley Place Residents

From: Bentley Place Maintenance Staff

Re: Water Meter Battery Installation

***Maintenance will be entering your apartment
below date to change out your Water Meter***

Please unlock your top keyless deadbolt

January 31, 2008, or February 1, 2008

***We appreciate your cooperation,
The Bentley Place Staff***

Jeresa Randall

03-11-08

Attn: ERIN SELVERA

From: Nicky Somaney

Re: Water retro-billing

3 pages total

Thank you

BENTLEY PLACE

AT WILLOW BEND

APARTMENT HOMES

February 18, 2008

PRIYA N. SOMANEY
5945 W PARKER RD APT 2121
PLANO, TX 750937762

Dear Priya Somaney

We would like to inform you of a change in billing method relating to your water and sewer billing. Currently you are billed based on the metered consumption in your unit. Due to technical difficulties with the metering system, this will be changed to a Ratio Utility Billing (RUB) "Occupancy" method.

The RUB Occupancy method calculation is as follows:

The number of occupants in your apartment unit is divided by the total number of occupants in all apartment units at the beginning of the month for which bills are being rendered.

Before calculating your portion of the bill, we will deduct for irrigation of landscaping and all other common area uses. No administrative fees will be added to the total bill.

This shall serve as our required 35 day notice of a billing method change.

The meter in your unit has not measured consumption for the past 10 months and the bills you have received reflects flat fees only. As such, Bentley Place Apartments will only bill back the number of months you have been residing in your unit, up to a maximum of 6 months.

Because your meter has not been measuring your consumption correctly and you have been paying only a minimum flat fee, you will be responsible for the difference owed during the time period your meter was inoperable, again up to a maximum of 6 months.

The total you owe to the property is 125.60

You have the option to make a one time payment or make equal monthly payments over 6 months.

Should you choose the one time payment, the landlord has agreed to apply a one time 10% discount to this amount due. Your adjusted one time payment total would then be 113.04

If you choose to pay this off in monthly increments, you will owe monthly payments equal to 20.93 and this payment will be due on the first of the month with your rent for a total of 6 months.

The amount of shortfall consumption you are being charged is based of the standard national average of 2400 gallons for the first person and 2000 gallons for each additional person.

PLEASE MAKE NOTE: BEGINNING WITH YOUR MARCH WATER BILL, YOUR FUTURE MONTHLY WATER AND SEWER CONSUMPTION FEES WILL NOW BE PAID AT OUR LEASING OFFICE WITH YOUR RENT.

PLEASE INITIAL THE PAYBACK OPTION YOU CHOOSE, SIGN YOUR NAME AND RETURN THIS NOTICE TO THE LEASING OFFICE WITH YOUR RENT BY MARCH 1, 2008. PLEASE BE ADVISED REGARDLESS OF YOUR SELECTION, THE DEBT OWED FOR PAST CONSUMPTION WILL BE ADDED TO YOUR APARTMENT ACCOUNTING.

One Time Payment Option: _____

Monthly Payments Option: _____

Signature: _____

Date: _____

For any questions regarding the new billing method, please contact ista North America at 1-866-737-4943. Please contact your leasing office should you have any questions regarding the amount due.

Thank you in advance for your cooperation on this matter.

Sincerely,

Bentley Place at Willow Bend