



Control Number: 52679



Item Number: 1

52679

DATE
SEPT. 22
2021

TO: TEXAS PUC

2021 OCT -5 AM 9:01

FROM: Ricky W. GASKILL TELE 210-773-1435

COMPLAINT #CP2021080573

UPTOWN HEIGHTS APTS

2803 WOODBURY ST.

SAN ANTONIO, TX. 78217

TELE # OFFICE - 210-824-1993 / Home Office 210-492-1570

DATE OF INFORMAL RESOLUTION CONCLUDED
ON 9-15-21 OR DATE I RECEIVED E-MAIL FROM
INVESTIGATOR - KENNETH WILSON

ATTN: I FILED AN INFORMAL COMPLAINT ON
UPTOWN HEIGHTS APARTMENTS

IN AUGUST 2021. AFTER CONSULTING
WITH YOUR INVESTIGATOR, MR. KENNETH
WILSON HE ADVISED ME TO FILE

A FORMAL COMPLAINT AS HE TRIED
UNSUCCESSFULLY TO MAKE CONTACT WITH
REPS FROM UPTOWN HEIGHTS APTS.

I LIVE IN A VERY SMALL ONE Bedroom
ON THIS PROPERTY WITH MY WIFE AND
YOUNG SON. WE HAVE LIVED HERE FOR
3.5 YEARS. OUR WATER UTILITY BILL
AVERAGED \$50 PER MONTH UNTIL NEW
OWNERSHIP TOOK OVER IN FEB. OR MARCH
2021 (THIS YEAR). SINCE THEN OUR WATER
BILLS ARE AVERAGING \$150 PER MONTH

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\$150 is a 300% INCREASE ON OUR BILL WHILE WE USE EVEN LESS WATER THAN WE DID THE YEAR OR TWO. WE USE LESS THAN 100 GALLONS PER DAY THATS FOR SURE. JUST WHEN WE THINK THEY ARE GOING TO MAKE AN ADJUSTMENT, THE GETS HIGHER... i.e. - OUR LAST BILL WAS ABOUT \$180.00 !! LAST MONTH (AUGUST SEPT.) THEY BILLED US \$170.00.

I HAVE PROVIDED THE DOCUMENTS TO TEXAS PUC. IN MAY AND JUNE OUR BILL WAS OVER \$170.00. WE PAID \$111.86 FOR JUNE, THEN WIZ WERE BILLED \$127.74 FOR JULY, \$137.95 FOR AUG., \$170.43 FOR SEPT. AND NOW THEY HAVE BILLED US \$178.45 TO PAY ON OCT 1ST RENT OR PAY WITH OCTobers RENT.

THE MANAGER KEEPS TELLING US THAT SHE DOESNT KNOW WHY THE BILLS ARE HIGH. SHE GIVES US A NUMBER to her HEAD OFFICE. ~~BT~~ AND JUST AS YOUR INVESTIGOR, MR WILSON TRIED TO MAKE CONTACT UNSUCCESSFULLY, NEITHER CAN WE. EVEN BEXAR COUNTY DISPUTE RESOLUTION CENTER COULD NOT MAKE CONTACT WITH

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3)

UPTOWN HEIGHTS APTS.

THE NEW MANAGER (7TH ONE IN 3 YEARS), BRENDA TOLD US LAST MONTH HER REGIONAL MANAGER WOULD CALL US SHE DID NOT. WE LEAVE VOICEMAIL AFTER VOICEMAIL, NO REPLY AT ALL. MY INCOME IS FIXED AT \$1080.00 PER MONTH. THERE IS NO WAY WE CAN AFFORD THESE RIDICULOUS BILLS. AS OF RIGHT NOW WE ARE OVER 170.00 IN ARREARS AND BRENDA VERBALLY TOLD ME LAST WEEK, TO JUST PAY \$50 - \$60 ON NEXT BILL for October, UNTIL THEY CAN FIGURE THIS OUT. THAT BEING SAID, I AM ONLY ABLE TO PAY \$60.00 ON WATER UTILITY BILL IN October, THIS WILL BE \$110.00 SHORT AND THEN WE WILL BE \$280.00 IN ARREARS.

PLEASE NOTE, WE DO NOT AND HAVE NOT HAD ANY LEAKS IN OUR APT. SINCE WE MOVED HERE IN MAY 2018.

I WOULD LIKE ALL OF THE DEBT WE ARE BILLED TO BE EXPUNGED AND OUR FUTURE WATER BILLS TO BE IN LINE WITH OUR PREVIOUS BILLS OF \$50-\$60 PER MONTH
Signed - Rich W. Gaskill - Sincerely Ricky W. Gaskill