



Filing Receipt

Filing Date - 2023-10-27 03:26:14 PM

Control Number - 54440

Item Number - 1275

CY 2023 Registration of Submetered or Allocated Utility Service

Registration Number: Not Entered

Property Owner

Jae Cho
1930 Village Center Circle #3-3487
Las Vegas, NV 89134
(888) 415-0092
jae@stpaulgroup.com

Property Manager

Anne Hughes
602 W Main St. - Lot 003
Whitehouse, TX 75791
(903) 871-7051
anne@foresthollowestates.net

Property Where Utility Service Is Provided

FOREST HOLLOW ESTATES
602 W Main St
Whitehouse, TX 75791
(903) 871-7051
info@stpaulgroup.com

Property Type: Manufactured Home Rental Community

Information on Utility Service

Tenants are billed for? Both Water and Wastewater
Submetered or Allocated? Changing from Submetered to Allocated
Name of utility providing service: City of Whitehouse
Date billing begins: 1/1/2024

Changing from Submetered to Allocated

The following supporting documents were uploaded:
Request Letter - Change from submetered billing to allocated billing.pdf

Method Used to Allocate Utility Charges

The following methods are used:

- Occupancy Method

Method Used to Offset Charges for Common Areas

The following methods were checked:

- Not Applicable (neither common areas nor installed irrigation system)

Filing Party

This registration was filed by the Property Owner.

Jae Cho
1930 Village Center Circle #3-3487
Las Vegas, NV 89134

10/28/2023

Chris Burch
Director, Customer Protection Division
Public Utility Commission of Texas
1701 N. Congress
Austin, TX 78711-3326

Re: Forest Hollow Estates Utility Billing
602 W. Main St, Whitehouse TX 75791

Dear Sir:

We are requesting for approval to switch from Submetered Billing to Allocated Billing for Forest Hollow Estates, a manufactured housing community located at 602 W Main St, Whitehouse 75791. The reasons for the request are:

1. Consistent Equipment Failure

- a. Many installed water meters are constantly failing. Small amount of dust would break the meter. They would show no usage and would need to be removed, flushed / cleaned out and reinstalled. If this would not fix the problem, the meter would need to be replaced.
- b. The meters are using cellular signal. Signals are often not reaching the readers.
- c. There are extra meter numbers not on our list that are connecting to the system. We would have to double check each meter installed to reconcile where these meter numbers are coming from.

2. Cost to Repair and Replace

- a. To replace each meter that is not reading, it would cost \$100 plus \$500 in labor (\$600 in total). Several meters need replacing from time to time.
- b. For each meter issue, we need to do the following. Administrator to review the meters that are not working. Manager to notify the tenant. Maintenance needs to crawl under a home to inspect & troubleshoot.

Admin to contact meter company if order and update a meter. Admin to reconcile billing. The time and effort needed to repair is prohibitive.

- c. With constant maintenance, we still have a large of meters that are not working properly.

3. Cost to Maintain

- a. It would cost 15 hours a month at \$20/hr to maintain each meter.

Looking forward to hearing from you.

Thank you.

Regards,

Jae Cho
Owner