



Filing Receipt

Received - 2023-04-05 01:13:02 PM

Control Number - 54440

ItemNumber - 493

RealPage Submeter Maintenance Proposal

Thursday, March 16, 2023

Page 1 of 5

PROPERTY INFORMATION

Property	Plaza at San Jacinto	Units	132
Portfolio	Hilltop Residential, LLC	MAP	No
Address	3331 Luella Blvd, La Porte, TX 77571		

To authorize, please sign this RealPage Submeter Maintenance Proposal and send it via email to Submeter@RealPage.com. Terms and Conditions are included on the last page.

RealPage Submeter completed a quality check on your submetering system and identified some issues that need inspection and/or repair. These units may receive estimated, rather than actual, usage bills until the issues are resolved.

Please refer to the following pages for a detailed list of issues, service addresses and customer names.

PROPOSAL SUMMARY

Issue	Materials	Labor	Combined	Quantity	Total
Meter Non-Incrementing	\$74.00	\$40.50	\$114.50	20	\$2,290.00
No Current Reads	\$70.00	\$40.50	\$110.50	18	\$1,989.00
Upgrade Data Collector	\$1,750.00	\$324.00	\$2,074.00	1	\$2,074.00
			Subtotal		\$6,353.00
			Shipping		\$32.49
			Estimated Tax		\$521.69
			Estimated Total		\$6,907.18

Work Start Date: To Be Determined

Work Stop Date: To Be Determined

RealPage tech to upgrade currently installed Inovonics RDL to Inovonics Gateway. Tech will address 20 units with meter issues and 18 units with transmitter issues.

Proposal Date
3/16/2023

RealPage Submeter Owner
Nathanael Blinn

Approval

Phone: (800) 254-9710

Fax: (949) 250-6397

Email: Submeter@RealPage.com

RealPage Submeter Maintenance Proposal

Thursday, March 16, 2023

Page 2 of 5

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #1105, La Porte, TX 77571	Michael Gonzalez	Water	Meter Non-Incrementing	Inovonics RDL

Parts Specified for This Work Order

- 1 M105-P / MTW Poly SM15P, 5/8" x 3/4" x 4.5", Cold Water Meter 1:5, Standard Pulse/Gallon (Must order 2 couplings separately.)

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #1201, La Porte, TX 77571	Austin Parker	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #1205, La Porte, TX 77571	Laura Alvarez	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #1207, La Porte, TX 77571	Alexis Lopez	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #1308, La Porte, TX 77571	Savannah Gaspard	Water	No Current Reads	Inovonics RDL

Parts Specified for This Work Order

- 1 R324A / Inovonics EN1501 PMT (brown), Standard Pulse

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #1311, La Porte, TX 77571	Briana Pizarro	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #1311, La Porte, TX 77571	Briana Pizarro	Water	No Current Reads	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #2102, La Porte, TX 77571	Charles Neel	Water	No Current Reads	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #2104, La Porte, TX 77571	Esequiel Valero	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #2203, La Porte, TX 77571	Christian Avila	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #2210, La Porte, TX 77571	Raymond Smith	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #2301, La Porte, TX 77571	Omar Salazar	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #2301, La Porte, TX 77571	Omar Salazar	Water	No Current Reads	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #2302, La Porte, TX 77571	Sarathany In	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #2303, La Porte, TX 77571	Nathan Shelley	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #2304, La Porte, TX 77571	Maya Harper	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #2306, La Porte, TX 77571	Maria Mota	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #3101, La Porte, TX 77571	Briana Bernard	Water	No Current Reads	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #3102, La Porte, TX 77571	Belinda Roach	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #3103, La Porte, TX 77571	Samantha Stitt	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #3106, La Porte, TX 77571	Donna Batson	Water	No Current Reads	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #3107, La Porte, TX 77571	Donna Tacy	Water	Meter Non-Incrementing	Inovonics RDL

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #3202, La Porte, TX 77571	Phoebe Cash	Water	No Current Reads	Inovonics RDL

RealPage Submeter Maintenance Proposal

Thursday, March 16, 2023

Page 3 of 5

Service Address	Resident	Service	Issue Type	Manufacturer
3331 Luella Blvd #3205, La Porte, TX 77571	Scott Winterberg	Water	Meter Non-Incrementing	Inovonics RDL
3331 Luella Blvd #3205, La Porte, TX 77571	Scott Winterberg	Water	No Current Reads	Inovonics RDL
3331 Luella Blvd #3206, La Porte, TX 77571	Scarlett Potts	Water	No Current Reads	Inovonics RDL
3331 Luella Blvd #3207, La Porte, TX 77571	Virginia Hines	Water	No Current Reads	Inovonics RDL
3331 Luella Blvd #3210, La Porte, TX 77571	Logan Ferrugia	Water	No Current Reads	Inovonics RDL
3331 Luella Blvd #3301, La Porte, TX 77571	Elizabeth Newcome	Water	Meter Non-Incrementing	Inovonics RDL
3331 Luella Blvd #3307, La Porte, TX 77571	Alexander Grimes	Water	No Current Reads	Inovonics RDL
3331 Luella Blvd #3308, La Porte, TX 77571	Robert Vazquez	Water	No Current Reads	Inovonics RDL
3331 Luella Blvd #4102, La Porte, TX 77571	Courtney Franklin	Water	Meter Non-Incrementing	Inovonics RDL
3331 Luella Blvd #4107, La Porte, TX 77571	Roman Amezcua	Water	No Current Reads	Inovonics RDL
3331 Luella Blvd #4109, La Porte, TX 77571	Savannah Brandt	Water	No Current Reads	Inovonics RDL
3331 Luella Blvd #4208, La Porte, TX 77571	Jeff Eaton	Water	No Current Reads	Inovonics RDL
3331 Luella Blvd #4209, La Porte, TX 77571	Miguel Moya	Water	No Current Reads	Inovonics RDL
3331 Luella Blvd #4302, La Porte, TX 77571	Morgan Pierannunzi	Water	No Current Reads	Inovonics RDL
3331 Luella Blvd #4303, La Porte, TX 77571	Beth Roberts	Water	Meter Non-Incrementing	Inovonics RDL

Property

Upgrade Property

Parts Specified for This Work Order

1 R331-B / Inovonics TapWatch Gateway

Invoicing will be on a parts & labor basis according to the fee schedule in this 'Not to Exceed' proposal. Minimum billing amount for a site visit is \$750.00 plus tax. RealPage Submeter warrants repairs for one (1) year. This includes any labor performed & all equipment that is repaired/replaced at time of service.

The Do Not Exceed proposal is based on properties in normal condition. Circumstances that would require significant extra labor -- such as corroded piping, brittle piping, buried meters, equipment in tight crawl spaces, equipment behind dry wall, etc... -- can result in a need to re-price the service. RealPage Submeter commits to communicate any non-normal conditions as soon as possible after identification.

RealPage Submeter will contact you to schedule a date and time for a Field Technician to repair these issues. Prior to the visit, RealPage Submeter will provide you with a list of units to be serviced. The property will be responsible for notifying residents/tenants and having keys ready. A Post-Visit Report documenting the repairs will be sent after completion of the service. If access is not granted to any designated units during the scheduled visit, a return visit may be required and will be subject to the Surcharge/Travel Fee of \$750.00 for all visits.

DEFINITIONS

Meter Non-Incrementing

- Definition:

The transmitter has sent data, but there has been zero meter usage reported for the past 30 days or more. The zero usage may be valid (unit is not occupied, residents were traveling, or the utility is only used during part of the year) or it may be a hardware problem (examples include sediment in a water meter or the connection to the transmitter is not correct).

- Normal Solution(s):

The most common resolution is to replace the meter or the probe (connection between transmitter and meter) or to reconnect the wires.

Transmitter Inactive

- Definition:

A transmitter has not reported (sent data) for a period of at least 12 days or more. If a property is manually read, then the period is 60 days or more. Conditions that may cause an inactive flag include dead transmitter, expired battery, bad phone line, inclement weather, radio interference, and vegetation growth.

- Normal Solution(s):

While other scenarios are possible, it is often necessary to replace the battery (if possible) or the entire transmitter.

Transmitter Low Battery

- Definition:

For those systems with the capability, transmitters are flagged several weeks in advance when the batteries are weak and nearing the end of their useful life.

- Normal Solution(s):

Replace the battery in the transmitter.

High Usage

- Definition:

While the threshold can vary from property to property and between utility services (water, gas, electric), this flag occurs when usage increases by a significant amount (such as 50%) versus the unit's prior daily average (over the past 3 months). While high usage is often valid (excessive consumption or large number of residents per unit), potential problems include a faulty transmitter or a leak in the unit.

- Normal Solution(s):

While there are rare occasions when it is necessary to replace a transmitter or the meter, the typical solution is to test the usage (such as a bucket test for water meters) and provide the analysis to the resident / tenant.

Low Usage

- Definition:

Meters with this flag have exceptionally low usage. While there may not be an issue with the meter, it is recommended that the property manager confirm that the unit was occupied for the entire period. If occupied, then there may a problem with the meter or the resident / tenant may not consume much of the utility.

- Normal Solution(s):

If not due to low usage, then it may be necessary to validate that the meter factor is correct or replace a faulty meter.

Vacant Usage

- Definition:

Units that are known to be vacant but display usage above a certain threshold are flagged for this issue. This threshold varies.

- Normal Solution(s):

If the property or maintenance staff cannot identify the underlying issue, such as a leak or the unit was really occupied, then the meter should be inspected to determine if it needs to be replaced.

RealPage Submeter Maintenance Proposal

TERMS AND CONDITIONS

Terms of Sale

These terms of sale ("Agreement") shall govern the sale of the meters purchased herein and any maintenance services for the meters to be provided by RealPage Utility Management, Inc. ("Company"). A purchaser, contractor, subcontractor, owner, manager, agent for such, or their successors or assigns (collectively, the "Purchaser") shall be bound by this Agreement.

Limitation of Liability

COMPANY SHALL HAVE NO LIABILITY TO THE PURCHASER OF THE METERS OR MAINTENANCE SERVICES PROVIDED BY COMPANY FOR INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, SPECIAL, INDIRECT, INCIDENTAL OR PUNITIVE DAMAGES, (INCLUDING WITHOUT LIMITATION LOSS OF REVENUE, UTILITY COST RECOUPMENT, OR PROFITS), FROM ALL CAUSES OF ACTION OF ANY KIND, INCLUDING CONTRACT, TORT OR OTHERWISE, EVEN IF PURCHASER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL COMPANY'S AGGREGATE LIABILITY UNDER THIS PURCHASE ORDER EXCEED THE AMOUNT ACTUALLY RECEIVED BY COMPANY PURSUANT TO THIS PURCHASE ORDER.

Company Warranties

COMPANY PROVIDES NO WRITTEN OR ORAL WARRANTIES WHATSOEVER. COMPANY MAKES NO REPRESENTATIONS OR EXPRESS OR IMPLIED WARRANTIES WITH RESPECT TO THE PURCHASED SERVICES OR METERS. COMPANY HEREBY SPECIFICALLY DISCLAIMS ANY OTHER REPRESENTATIONS AND WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR THE METERS OR ANY MAINTENANCE SERVICES TO BE PROVIDED BY COMPANY.

Construction

The parties agree that this Agreement was fully negotiated by and between the parties and, therefore, no part of this Agreement shall be interpreted against the party that drafted it.

Confidentiality

Confidentiality: Each of the parties agree to keep the terms of this Agreement confidential and shall not disclose such terms to any other party except on a need-to-know basis in order to carry out the terms of this Agreement as may be required by law, or upon the express written consent of the other party.

Entire Agreement

This Agreement comprises the entire agreement between the parties regarding the subject matter hereof. All prior written and or oral agreements, including any proposals not set forth herein are hereby merged into this Agreement. This Agreement shall not be modified, amended or changed except by written instrument signed by authorized representatives of both parties and designated as an amendment.

Purchaser agrees that any legal action between Company and Purchaser shall be commenced only in Texas which shall be the exclusive venue and forum.

3/24/2023

Plaza at San Jacinto
3331 Luella Blvd
La Porte, TX 77571

To whom it may concern:

We are requesting a billing methodology change for Plaza at San Jacinto located in La Porte, TX from individual sub-metering to an allocation-based system using a Ratio Occupancy Method. We have attached an updated PUC Registration Form with our intended billing method to switch to.

This property is equipped with failing submeters and wireless technology through Tehama and Inovonics. Plaza at San Jacinto currently has a proposal for \$6,907.18 to replace 38 transmitters and data collector. After careful consideration, we have decided to abandon sub-metering and adopt RUBs by occupancy for our residents.

Sincerely,
Amanda Borden
aborden@livehilltop.com



Registration of Submetered OR Allocated Utility Service

NOTE: Please **DO NOT** include any person or protected information on this form (ex: tax identification #'s, social security #'s, etc.)

Date: _____
 By: _____
 Docket No. _____
 (this number to be assigned by the PUC after your form is filed)

PROPERTY OWNER: Do not enter the name of the owner's contract manager, management company, or billing company.

Name	HT San Jacinto Owner, LLC						
Mailing Address:	9651 Katy Freeway Suite 550	City	Houston	State	TX	Zip	77024
Telephone# (AC)		Fax # (if applicable)					
E-mail							

NAME, ADDRESS, AND TYPE OF PROPERTY WHERE UTILITY SERVICE IS PROVIDED

Name	Plaza at San Jacinto						
Mailing Address:	3331 Luella Blvd	City	La Porte	State	TX	Zip	77571
Telephone# (AC)	281-542-9777	Fax # (if applicable)					
E-mail	aborden@livehilltop.com						

<input type="checkbox"/> Apartment Complex	<input checked="" type="checkbox"/>	<input type="checkbox"/> Condominium	<input type="checkbox"/>	<input type="checkbox"/> Manufactured Home Rental Community	<input type="checkbox"/>	<input type="checkbox"/> Multiple-Use Facility
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If applicable, describe the "multiple-use facility" here:

INFORMATION ON UTILITY SERVICE

Tenants are billed for	<input checked="" type="checkbox"/>	Water	<input checked="" type="checkbox"/>	Wastewater	<input type="checkbox"/>	Submetered OR	<input checked="" type="checkbox"/>	Allocated ★★ ★
Name of utility providing water/wastewater	City of La Porte							
Date submetered or allocated billing begins (or began)							Required	

METHOD USED TO OFFSET CHARGES FOR COMMON AREAS Check one line only.

<input type="checkbox"/> Not applicable, because	<input type="checkbox"/> Bills are based on the tenant's actual submetered consumption
<input type="checkbox"/>	<input type="checkbox"/> There are neither common areas nor an installed irrigation system

All common areas and the irrigation system(s) are metered or submetered:
 We deduct the actual utility charges for water and wastewater to these areas then allocate the remaining charges among our tenants.

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

This property has an installed irrigation system(s) that is/are separately metered or submetered:
 We deduct the actual utility charges associated with the irrigation system(s), then deduct at least 5 percent of the 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 at least 5 percent of the retail public utility's total charges for water and wastewater consumption, and then allocate the remaining charges among our tenants.

★★★ IF UTILITY SERVICES ARE ALLOCATED, YOU MUST ALSO COMPLETE PAGE TWO OF THIS FORM ★★★

Send this form by mail with a total of (3) copies to:
 Filing Clerk, Public Utility Commission of Texas
 1701 North Congress Avenue
 P.O. Box 13326
 Austin, Texas 78711-3326

METHOD USED TO ALLOCATE UTILITY CHARGES

Check the box or boxes that describe the allocation method used to bill tenants.

<input type="checkbox"/>	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 month for which bills are being rendered.
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<input checked="" type="checkbox"/>	Ratio occupancy method:	Number of Occupants	Number of Occupants for Billing Purposes
The number of occupants in the tenant's dwelling unit is adjusted as shown in the table to the right. This adjusted value is divided by the total of these values for all dwelling units occupied at the beginning of the retail public utility's billing period.		1	1.0
		2	1.6
		3	2.2
		>3	2.2 + 0.4 for each additional occupant

<input type="checkbox"/>	Estimated occupancy method:	Number of Bedrooms	Number of Occupants for Billing Purposes
The estimated occupancy for each unit is based on the number of bedrooms as shown in the table to the right. The estimated occupancy in the tenant's dwelling unit is divided by the total estimated occupancy in all dwelling units regardless of the actual number of occupants or occupied units.		0 (Efficiency)	1
		1	1.6
		2	2.8
		3	4.0
		>3	4.0 + 1.2 for each additional bedroom

<input type="checkbox"/>	Occupancy and size of rental unit	<input type="checkbox"/> percent (in which no more than 50%) of the utility bill for water/wastewater consumption is allocated using the occupancy method checked above. The remainder is allocated according to either:
<ul style="list-style-type: none"> • the size of the tenant's dwelling unit divided by the total size of all dwelling units, OR • the size of the space rented by the tenant of a manufactured home divided by the size of all rental spaces. 		

<input type="checkbox"/>	Submetered hot water:
The individually submetered hot water used in the tenant's dwelling unit is divided by all submetered hot water used in all dwelling units.	

<input type="checkbox"/>	Submetered cold water is used to allocate charges for hot water provided through a central system:
The individually submetered cold water used in the tenant's dwelling unit is divided by all submetered cold water used in all dwelling units.	

<input type="checkbox"/>	As outlined in the condominium contract. Describe:

<input type="checkbox"/>	Size of manufactured home rental space:
The size of the area rented by the tenant divided by the total area of all the size of rental spaces.	

<input type="checkbox"/>	Size of the rented space in a multi-use facility:
The square footage of the space rented by the tenant divided by the total square footage of all rental spaces.	