



## Filing Receipt

**Received - 2023-01-12 12:57:47 PM**  
**Control Number - 54440**  
**ItemNumber - 71**

1/12/2023

Public Utility Commission  
Central Records  
Attn: Chris Burch, Director – Customer Protection  
1701 N. Congress Avenue, P.O. Box 13326  
Austin, TX 78711-3326

RE: Request for Approval to Change Billing Method at Neo at Ten S8384

Dear Mr. Burch:

Our company, Conservice LLC, serves as the utility billing provider for Neo at Ten, upon whose behalf and authorization we send this letter. The purpose of this correspondence is to formally request that the Public Utility Commission of Texas (“PUC”) approve this property to transition from its registered status as submetered to allocated billing.

We understand that Texas Water Code section § 13.502 permits the owner to switch from submetered to allocated billing upon a showing of good cause and approval by the PUC. For the following reasons, we believe Neo at Ten meets the good cause requirements outlined in the Code, and we respectfully ask the PUC to approve this request.

Recently, the submeter system has begun to malfunction, requiring that the property incurs the ongoing repair and replacement costs above and beyond normal wear and tear. Given the current state of the submetering system, the property will incur costs of \$1980.00 to replace current broken equipment, and it is likely that further equipment failure will occur and need to be replaced and upgraded. Attached is the proposal for repair. The property does not anticipate having the capital resources required to make these and future repairs, and respectfully requests that they be allowed to bill tenants through allocative methods.

Should you require and additional information in making your determination please do not hesitate to contact me directly.

Sincerely,

Bret R. James  
Legal Counsel – Conservice  
750 South Gateway Drive  
River Heights, UT 84321  
435-750-5402  
bretjames@conservice.com



# CY 2023 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.)

Control Number: **54440**

Registration 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 | Neo at Ten LP

Mailing Address: | 14805 Grisby Rd | City | Houston | State | TX | Zip | 77079

Telephone# (AC) | 281-556-5006

E-mail |

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

Name | Neo at Ten

Mailing Address: | 14805 Grisby Rd | City | Houston | State | TX | Zip | 77079

Telephone# (AC) | 281-556-5006

E-mail | c/o legal@conservice.com

☒ Apartment Complex ☐ Condominium ☐ Manufactured Home Rental Community ☐ Multiple-Use Facility

If applicable, describe the "multiple-use facility" here: |

## INFORMATION ON UTILITY SERVICE

Tenants are billed for ☒ Water ☒ Wastewater ☐ Submetered OR ☒ Allocated ★★ ★

Name of utility providing water/wastewater | City of Houston TX

Date submetered or allocated billing begins (or began) | 01/01/2023 | Required

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

☐ Not applicable, because☐ Bills are based on the tenant's actual submetered consumption☐ 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 ★★★

You can e-file this form online through the PUC Interchange Filer (<https://interchange.puc.texas.gov/filer>).

- You can find instructions for E-Filing at <https://www.puc.texas.gov/industry/filings/E-FilingInstructions.pdf>.

Or you may mail **one** copy to:  
For USPS:

For all other delivery or courier services:

Public Utility Commission of Texas Central Records  
P.O. Box 13326  
Austin, TX 78711-3326

Public Utility Commission of Texas Central Records  
1701 N. Congress Ave., 8-100  
Austin, TX 78701

# METHOD USED TO ALLOCATE UTILITY CHARGES

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

<input type="checkbox"/>	<b>1. Occupancy method:</b> 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"/>	<b>2. Ratio occupancy method:</b>		<b>Number of Occupants for Billing Purposes</b>
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.		<b>Number of Occupants</b>	
		1	1.0
		2	1.6
		3	2.2
		>3	2.2 + 0.4 for each additional occupant

<input type="checkbox"/>	<b>3. Estimated occupancy method:</b>		<b>Number of Occupants for Billing Purposes</b>
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.		<b>Number of Bedrooms</b>	
		0 (Efficiency)	1
		1	1.6
		2	2.8
		3	4.0
		>3	4.0 + 1.2 for each additional bedroom

**For Box #4: if you check off with the % you will need to choose #1, #2, or # 3 from above as the reminder of no more than 50%.**

<input type="checkbox"/>	<b>4. Occupancy and size of rental unit</b>	<input type="checkbox"/>	percent (in which no more than 50%) of the utility bill for consumption is allocated using the occupancy method checked above. The remainder is allocated according to either:
			<ul style="list-style-type: none"> <li>the size of the tenant's dwelling unit divided by the total size of all dwelling units, OR</li> <li>the size of the space rented by the tenant of a manufactured home divided by the size of all rental spaces.</li> </ul>

<input type="checkbox"/>	<b>Submetered hot water:</b>
	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"/>	<b>Submetered cold water is used to allocate charges for hot water provided through a central system:</b>
	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"/>	<b>As outlined in the condominium contract. Describe:</b>

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