



## **Filing Receipt**

**Filing Date - 2024-05-21 11:18:39 AM**

**Control Number - 56021**

**Item Number - 725**

# **CY 2024 Registration of Submetered or Allocated Utility Service**

**Registration Number:** Not Entered

## **Property Owner**

LYND LIVING ESPERANZA APARTMENTS LLC  
4499 POND HILL RD  
SAN ANTONIO, TX 78231  
(210) 733-6125  
rward@resynergybill.com

## **Property Manager**

LYND LIVING LLC  
4499 POND HILL RD  
SAN ANTONIO, TX 78231  
(210) 733-6125  
rward@resynergybill.com

## **Property Where Utility Service Is Provided**

ESPERANZA  
14006 POTRANCO RD  
SAN ANTONIO, TX 78253  
(210) 910-5536  
espman@lynd.com

**Property Type:** Apartment Complex

## **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:** San Antonio Water System (S.A.W.S.)  
**Date billing begins:** 5/21/2024

## **Changing from Submetered to Allocated**

The following supporting documents were uploaded:  
Request Letter to PUCT - ES2.pdf

### **Method Used to Allocate Utility Charges**

The following methods are used:

- Occupancy Method
- Occupancy and Size of Rental Unit, Percentage = 50%

### **Method Used to Offset Charges for Common Areas**

The following methods were checked:

- Installed irrigation system that is/are separately metered or submetered.

### **Filing Party**

This registration was filed by the Property Manager.

Rachel Ward  
Utility Management Specialist  
ReSynergy Bill  
7575 N Loop 1604 West Suite 104  
San Antonio, Tx 78249  
rward@resynergybill.com  
(210) 596-9813 x712  
05/16/2024

Chris Burch  
Director  
Customer Protection Division  
Public Utility Commission of Texas  
William B. Travis Building | 1701 N. Congress Ave Suite 7-110  
Austin, Tx 78701

Dear Mr. Burch,

I hope this letter finds you well. I am writing to address an issue regarding the submetering system currently in place for Esperanza apartments, located at 14006 FM 1957, San Antonio, Tx 78244.

Upon investigation, my team has discovered that the consumption of water recorded by the water company does not match the readings from the submeters. The readings are often off target by as much as 70 to 100%. This discrepancy has raised concerns about the accuracy and reliability of the current submetering system.

I would like to request a change from submeter billing to allocated billing for my property. Allocated billing would provide a fair and accurate representation of water usage without the need for individual submeters.

I understand that this change may require adjustments to the billing process, but I believe it is necessary to ensure accurate and reliable water usage data going forward. I would appreciate your assistance in facilitating this transition and providing guidance on the necessary steps to be taken.

Thank you for your attention to this matter. I look forward to your prompt response and collaboration in addressing this issue.

Sincerely,

Rachel Ward  
Utility Management Specialist  
ReSynergy Bill