



Filing Receipt

Filing Date - 2025-01-16 01:48:47 PM

Control Number - 57435

Item Number - 78

CY 2025 Registration of Submetered or Allocated Utility Service

Registration Number: Not Entered

Property Owner

Walker Helvey
4445 Willard Avenue, Suite 900
Chevy Chase, MD 20815
(336) 403-3271
whelvey@fcpdc.com

Property Manager

Greystar
927 E. Sonterra Boulevard
San Antonio, TX 78258
(210) 268-0053
tabatha.blunt@greystar.com

Property Where Utility Service Is Provided

The Jax
12222 Vance Jackson Rd
San Antonio, TX 78230
(210) 966-9302
TheJaxMgr@Greystar.com

Property Type: Apartment (Apartment House)

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

Changing from Submetered to Allocated

Changing from submetered to allocated has been requested.

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:

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

Required Documents Uploaded

The following documents were required:

- Letter requesting change from submetered to allocated.

The following documents were uploaded:

- The Jax Allocation Request Letter TB.pdf
- Maintenance Proposal_The Jax.pdf

Filing Party

This registration was filed by the Property Manager.

January 16, 2025

Chris Burch - Director, Consumer Protection Division Public Utility Commission of Texas

1701 N. Congress Avenue

Austin, TX 78701

Dear Mr. Burch,

I am writing on behalf of The Jax Apartments to request a change from submeter to allocated billing. Our current submetering system is non-operational and costly to replace.

The manufacturer of the system is Inovonics.

Given the significant financial burden to replace the system, we believe that switching to an allocated billing system would be a more reliable and cost-effective solution for our tenants and our management team.

We kindly request your approval for this change. Should you require any additional information, please do not hesitate to contact me at (210) 268-0053 or via email at Tabatha.Blunt@Greystar.com.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink that reads "T. Blunt". The signature is written in a cursive, flowing style with a long horizontal line extending from the end of the name.

Tabatha Blunt

Regional Property Manager, Greystar

927 E. Sonterra Boulevard Suite 201 San Antonio, TX 78258



RealPage Submeter Maintenance Proposal

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PROPERTY INFORMATION

Property	The Jax	Units	322
Portfolio		MAP	No
Address	12222 Vance Jackson Rd, San Antonio, TX 78230		

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 and service addresses.

PROPOSAL SUMMARY

Issue	Materials	Labor	Combined	Quantity	Total
Upgrade Data Collector	\$2,020.00	\$372.60	\$2,392.60	1	\$2,392.60
Upgrade Meter	\$19,239.50	\$14,998.76	\$34,238.26	1	\$34,238.26
Upgrade Repeaters	\$3,248.00	\$992.00	\$4,240.00	1	\$4,240.00
Upgrade Transmitters	\$30,670.50	\$14,998.76	\$45,669.26	1	\$45,669.26
			Subtotal		\$86,540.12
			Discount 15.00%		\$12,981.02
			Shipping		\$1,500.00
			Estimated Tax		\$6,132.33
			Estimated Total		\$81,191.43

- Property to provide 120v power at the repeater per Realpage supplied locations for wireless coverage
- New data collector requires an open internet connection
- Site to work keys opening doors at a rate of 4 doors per hour
- Area around meter and transmitter should be free of personal belongings prior to entering units
- Any significant delays will be charged \$140 an hour
- Any inaccessible units will be charged a labor fee
- Shut off valves are sites responsibility, technician may ask maintenance to turn water off and on in units
- Buildings may need water shutoff, in which case buildings will be worked one at a time.
- If pipes are brittle, technician may leave meter with site to install.

Work Start Date: To Be Determined

Work Stop Date: To Be Determined

Proposal to install AMR system with repeater backbone and new meter and transmitter for each unit.

Proposal Date	RealPage Submeter Owner	Approval
1/13/2025	Cameron Ivey	

Email: submeter@realpage.com

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ISSUES

Service Address	Service	Issue Type
Property		Upgrade Property
Property		Upgrade Property
Property		Upgrade Property
Property		Upgrade Property

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 a faulty meter or the connection to the transmitter is not correct).
- **Normal Solution(s):**
The most common resolutions are to replace the meter or the probe (connection between transmitter and meter) or to reconnect the wires.

Transmitter Inactive or No Current Reads

- **Definition:**
A transmitter is not reporting data reliably, and is unlikely to be usable for billing until addressed. Conditions that may cause an inactive flag include a failed battery, a faulty transmitter, and/or reception problems.
- **Normal Solution(s):**
While other scenarios are possible, it is often necessary to replace the battery (if possible) or the entire transmitter.

High Usage

- **Definition:**
High Usage concerns are issues reported by the property staff or identified from billing reports. It is recommended that the property staff reviews the unit's occupancy and plumbing fixtures prior to requesting inspection for these issues. The RealPage technician will inspect the meter and transmitter to validate proper function, and replace faulty components if approved & indicated to be necessary.
- **Normal Solution(s):**
It may be necessary to replace a transmitter or the meter, but inspections for usage concerns frequently indicate proper function of the submetering equipment. The technician will review the equipment for proper function and replace components if necessary.

Low Usage

- **Definition:**
Low Usage concerns are issues reported by the property staff or identified from billing reports. It is recommended that the property staff reviews the unit's occupancy and plumbing fixtures prior to requesting inspection for these issues. The RealPage technician will inspect the meter and transmitter to validate proper function, and replace faulty components if approved & indicated to be necessary.
- **Normal Solution(s):**
It may be necessary to replace a transmitter or the meter, but inspections for usage concerns frequently indicate proper function of the submetering equipment. The technician will review the equipment for proper function and replace components if necessary.



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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 this Agreement shall be governed, construed and enforced in accordance with the laws of the state of Texas (without regard to the principles of conflicts of law). Any action or proceeding concerning, related to, regarding, or commenced in connection with the Agreement must be brought in a state or federal court located in Dallas County, Texas, and the parties hereby irrevocably submit to the personal jurisdiction of such courts and waive any objection they may now or hereafter have as to the venue of any such action or proceeding brought in any such court, or that any such court is an inconvenient forum.