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Public Service Commission

Dear Resident:

On behalf of your Apartment Community, NWP Services Corporation (NWP) is pleased to provide utility billing services for you and other residents at your apartment community. Per the lease agreement with your Apartment Community, you will receive a bill for utility services listed below. This letter provides you with an explanation of how NWP calculates your bill for each charge and a breakdown of any fees.

For each service you are billed, you will see the service name, followed by the methodology used and an explanation of how bills are calculated. The methodology is determined by your Apartment Community based on the specific characteristics of your community. A breakdown of any applicable fees will be listed at the end of the letter.

Allocated Water Service

50% Ratio Occupancy / 50% Square Footage

Your apartment community's Allocated Water Service utility invoices are allocated to residents based on a combination of a ratio formula based on previous studies of relative utility and assumes that two people use 1.6 times the water of one, etc. and square footage.

- To calculate your Allocated Water Service, all applicable property RUBS Water charges are totaled for the billing period.
- Property deductions or pro-rations are adjusted from the total charges, if applicable. This becomes the "net amount available to allocate".

• The ratio occupant count of each apartment unit is multiplied by the number of days the apartment unit was occupied during the bill period and totaled.

• The square footage of each apartment unit is multiplied by the number of days the apartment unit was occupied during the bill period and totaled.

• The "net amount available to allocate" is multiplied by the percentage value of the occupancy factor and then divided by the total ratio occupant count. This is the "daily per ratio occupant rate".

• The "net amount available to allocate" is multiplied by the percentage value of the square footage factor and then divided by the total square footage. This is the "daily per square footage rate".

• The "daily per square footage rate" is multiplied by the square footage of your apartment unit and the number of billing days for which you are responsible.

• The "daily per ratio occupant rate" is multiplied by the ratio number of occupants in your apartment unit and the number of billing days for which you are responsible.

• The square footage charge and the ratio occupant charge are added together. This is your Allocated Water Service for the billing period.

1 All methodologies explained in this letter are sample calculations only and may include additional factors. Any methodology used may be subject to change.

2 Property Deductions may include Common Area Deductions, Management Subsidies and/or Allocation Caps.

3 Pro-rations are calculated by dividing the apartment community's utility invoice by the number of days the Local Utility Provider billed the property for and multiplying the product by the number of days in the NWP bill period.

NWP Services Corporation (NWP) is a Public Utility Company.

www.nwp.com

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Exhibit D

Allocated Sewer Service

80% Ratio Occupancy / 20% Square Footage

Your apartment community's Allocated Sewer Service utility portions are allocated to residents based on a combination of a ratio formula based on previous studies of relative utility and assumes that two people use 1.5 times the water of one, etc. and square footage.

- To calculate your Allocated Sewer Service, all applicable properly RUCS Sewer charges are totaled for the billing period.
- Property deductions or pro-rations are adjusted from the total charges, if applicable. This becomes the "net amount available to allocate".
- The ratio occupant count of each apartment unit is multiplied by the number of days the apartment unit was occupied during the bill period and totaled.
- The square footage of each apartment unit is multiplied by the number of days the apartment unit was occupied during the bill period and totaled.
- The "net amount available to allocate" is multiplied by the percentage value of the occupancy factor and then divided by the total ratio occupant count. This is the "daily per ratio occupant rate".
- The "net amount available to allocate" is multiplied by the percentage value of the square footage factor and then divided by the total square footage. This is the "daily per square footage rate".
- The "daily per square footage rate" is multiplied by the square footage of your apartment unit and the number of billing days for which you are responsible.
- The "daily per ratio occupant rate" is multiplied by the ratio number of occupants in your apartment unit and the number of billing days for which you are responsible.
- The square footage charge and the ratio occupant charge are added together. This is your Allocated Sewer Service for the billing period.

Fees

You are responsible for the following fees:

A Service Fee of \$3.02

A Late Fee of \$7.00 - if payment is not received by the due date

A Returned Check Fee of \$25.00 - if non-sufficient fund apply

A New Account Fee of \$10.00 - one time only

Contact Information

City of Dallas, Texas
Public Works Department
Sewer Services Department
P.O. Box 10100
Dallas, Texas 75208

Phone: (214) 671-1111

If you have any questions about your billing methodology, please contact Customer Service at (800) 845-6767 from Monday to Friday between 8:00am and 6:00pm (Pacific Time) or via email at residentservices@nwpsc.com. You may also access your account on our website at www.nwpsc.com. NWP Services Corporation (NWP) is committed to providing you the highest quality of service and customer satisfaction. We look forward to having you as a customer.

Please retain this document for your records. Thank you!

Sincerely,

Resident Services
NWP Services Corporation (NWP)

NOT FOR RELEASE TO THE PUBLIC
DATE: 11/20/2012

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