

## Communication from Public

**Name:** SAS

**Date Submitted:** 08/12/2026 03:08 PM

**Council File No:** 22-0178

**Comments for Public Posting:** I am an RSO tenant in Hollywood, Council District 13, and I am writing in support of strong action on Council File 22-0178 regarding Ratio Utility Billing Systems (RUBS). My own experience shows why tenants need clearer protections and more transparency. My lease identifies "Livable" as the third-party company responsible for billing allocated utilities. My RUBS Addendum says that a FORMULA is used to calculate MY SHARE of utilities and refers to an "Allocated Utility Bill." A separate Utility Account Form lists my RUBS charge as a MAXIMUM monthly payment of \$45 for my single occupancy. Since March 2024, however, my property-management ledger has charged me EXACTLY \$45 every month for 30 consecutive months, labeled "RUBS Reimbursement – Utility Charges." During that ENTIRE time, I have NOT RECEIVED ANY Allocated Utility Bill, monthly utility statement, allocation table, underlying utility bill, or calculation showing how my share was determined. Because of that, I have NO WAY TO UNDERSTAND why my share has reached the EXACT \$45 MAXIMUM every single month. I am ALSO charged an additional \$5 every month. My signed Utility Account Form describes this as a "Livable Administrative Fee" for "Monthly Tenant PORTAL ACCESS," while my property-management ledger calls it a "LIVABLE Maintenance Fee." I have NEVER received Livable portal enrollment instructions or login information. When I recently found Livable's resident portal on my own and tried to recover an account using the same email address listed in my lease, the system returned "ACCOUNT NOT FOUND." I have PAID these charges consistently and in good faith on the 1st of each month. My concern is simple: tenants should be able to understand and VERIFY the utility charges they are being asked to pay. If a utility charge is based on an "allocation", the tenant should be able to SEE that allocation. If a charge is called a "reimbursement", the tenant should be able to SEE the expense being reimbursed. If a tenant is charged a monthly "portal" fee, that tenant should actually have ACCESS to the portal. My experience shows how difficult it can be for a tenant to verify RUBS charges, even when the lease itself describes a calculation and billing process. I urge the City Council to advance Council File 22-0178 and adopt meaningful

protections for RSO tenants, including CLEAR and VERIFIABLE utility billing and STRONG limits on unmetered RUBS arrangements. Tenants should be able to SEE the actual utility costs, the FORMULA used to divide those costs, their INDIVIDUAL share, and ANY related administrative fees BEFORE being required to pay them. RSO protections are weakened when additional housing costs are charged through a system that tenants cannot meaningfully review or verify. Thank you for considering the experience of tenants living with these billing arrangements today.

## Communication from Public

**Name:** SAS

**Date Submitted:** 08/12/2026 03:39 PM

**Council File No:** 22-0178

**Comments for Public Posting:** Supplemental Public Comment — Council File 22-0178: What the City Council identified as a problem in 2022 is exactly what I am experiencing as a tenant in 2026: I am being charged through a RUBS system without receiving the information I need to understand, verify, or meaningfully dispute the amount. The motion identified a problem in which tenants are charged through third-party utility billing systems without knowing how their individual charges are calculated, leaving them with no clear way to verify or dispute those amounts. That is exactly my experience in 2026. My lease states that an allocation formula is used to calculate my utility share and refers to an Allocated Utility Bill. Yet I have been charged the exact contractual maximum every month for 30 consecutive months without receiving the allocation calculations, underlying utility bills or Allocated Utility Bills that would allow me to verify those charges. It is concerning that a problem identified by the City in 2022 remains the lived experience of an RSO tenant today. I respectfully urge the City Council to move Council File 22-0178 forward and establish meaningful protections that give tenants a clear and practical way to understand and verify utility charges assessed through RUBS. Thank you for your continued consideration of this issue.