

## Important Questions to Ask When Choosing a Submetering Company



### BENEFITS OF SUB-METERING AND UTILITY BILLING SYSTEMS:

#### Q What is sub-metering?

**A** Sub-metering is a process of distributing utility costs to individual residents in multi-family housing properties. Costs are distributed based on actual usage as measured by a sub-meter that is installed in each unit.

#### Q What utilities can be sub-metered?

**A** Depending on the utility infrastructure, electric – gas – water – heating and cooling can be sub-metered.

#### Q What types of properties can be sub-metered?

**A** EBS currently provides sub-metering installation and billing services for apartments, condominiums, shopping centers, manufactured housing communities, offices, warehouses and Military family housing units.

#### Q What is a GAS Energy Allocation System?

**A** A GAS Energy Allocation system measures the operating time of gas-fired furnaces, domestic water heaters, fireplaces and baseboard heating systems. By measuring runtime and temperature we can allocate heating costs to each dwelling unit in the apartment community.

#### Q How do you receive the runtime readings for my apartment/unit?

**A** If your dwelling unit is equipped with a GAS Energy Allocation device, it will electronically transmit runtime

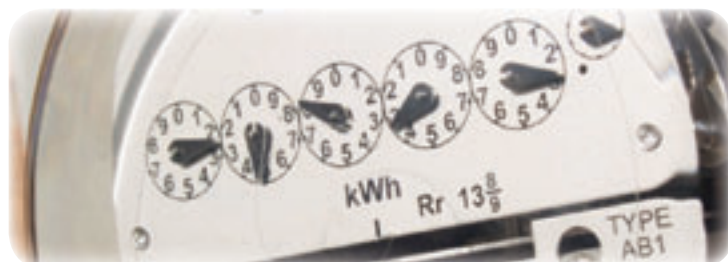
and temperature measurements to a data collector located in your community's office or utility room. The measurements are then routed through a wireless data collector to our EBS office.

#### Q How is the heating bill calculated?

**A** The monthly heating bill is based on the runtime - or - runtime & temperature of the gas-fired appliances in your home. Runtime hours are combined with appliance BTU/Hour ratings and the local gas rates in your area to determine your heating costs.

#### Q Can my property be sub-metered for water?

**A** In general, if your property has a water shutoff for each unit, EBS may be able to install a water sub-meter that will capture 100% of usage. It is important to note that there are exceptions to this rule. An EBS technician can conduct an on-site audit to determine if your property can be sub-metered.



#### Q Does EBS use proprietary sub-metering products that tie you to their billing service?

**A** EBS uses industry standard products which are non-proprietary. This allows the client flexibility and control with their billing provider.

#### Q Does EBS tie you to long-term billing contracts?

**A** EBS contracts provide a termination clause based on non-performance. We are confident in our abilities and service based on a long track record of satisfied customers.

#### Q Does EBS' billing contract include charges for initial account setups, move-ins and move-outs, late payments or notification letters?

**A** Our billing fees are tailored to each customer account and are tailored for each foreseeable circumstance.

**Q Does EBS use their own installation and service technicians or do they sub-contract labor?**

**A** Yes – We use our factory trained team of technicians for every installation.

**Q Does EBS use their own testing and repair facilities?**

**A** Yes – We are the only metering/billing company to manufacture, install and bill for utility consumptions with our own product. EBS has a complete manufacturing, testing and repair division for our own product line which is often distributed by other vendors.

**Q Does EBS provide monthly monitoring and billing options tailored to your desired level of management control?**

**A** Yes – EBS utilizes a web-based billing platform with multiple levels of management control options.

**Q Does EBS provide online information and payment options?**

**A** Yes – Our online information service provides property managers with account maintenance tools including move-in's and move-out's, final billings and access to account history. Residents can view their account history and current balance information. To maximize our collection recovery rate, we offer online payment options including e-check and e-credit card.

**Q. Can EBS interface their utility software with our property management software?**

**A** Yes – EBS can quickly link your management software to our electronic communications system in most cases.

**Q Does EBS offer management training and resident education programs?**

**A** Yes – EBS will provide on-site management training if needed, but prefers to use webinar training with our easy-to-use web based billing program.

**Q Does EBS offer installation financing options?**

**A** Yes – EBS offers two meter installation financing options. Lease-to-Purchase options can be structured on a one to five year lease term with a purchase option at the end of the lease.

EBS also offers a small initial capital investment finance (SICI) option in which the cost of the system is recovered through our resident billing and collection service fees.

**Q What steps does EBS take to ensure a successful transition to monthly utility cost recovery?**

**A** We use an account set-up Department that will coordinate the initial collection of all property data needed to establish individual account records and management documents.

Then EBS will review local utility rates and billing requirements so that we can develop a rate structure on your property. Our primary goal is to replicate the master utility charges through aggregation of the individual sub-metering charges. This confirms that we understand the local utility rate and also ensures that our billing practices comply with the various governmental and quasi-governmental agencies. We monitor all rates on an ongoing basis, and adjust our billing rates accordingly.

**Q What billing options does EBS offer?**

**A** EBS makes every effort to tailor our billing services to the property owner or manager's specific requirements and desired level of management control. Listed here are our two most popular billing scenarios, but other options can be created or made available on a case by case basis.

Our Read-Bill (RB) service analyzes data, calculates charges and generates resident utility bills. EBS has an excellent **Customer Service** department for residents to call where we can answer specific questions regarding their utility bills. Under our RB plan, residents remit utility payments directly to the property along with rent payment.

EBS' Read-Bill-Collect (RBC) plan incorporates all the features of the RB program but adds a collection function. Residents in our RBC program remit utility payments to us. We record and process the payments on a daily basis. All payments are reported daily at our secure website location. On a monthly basis we submit payment of funds collected in conjunction with a Resident Reconciliation Report.

**Q What additional online features does EBS make available to residents and property managers?**

**A** Property managers can update resident account records for move-in's and move-out's, request final billing totals and view resident payment history files. In addition to online payment options, residents can view their history files, past invoices and check current balances.

**Q Will the EBS Utility Software interface with our Property Management Software?**

**A** Yes – EBS can quickly link your management software to our electronic communication system in most cases.