

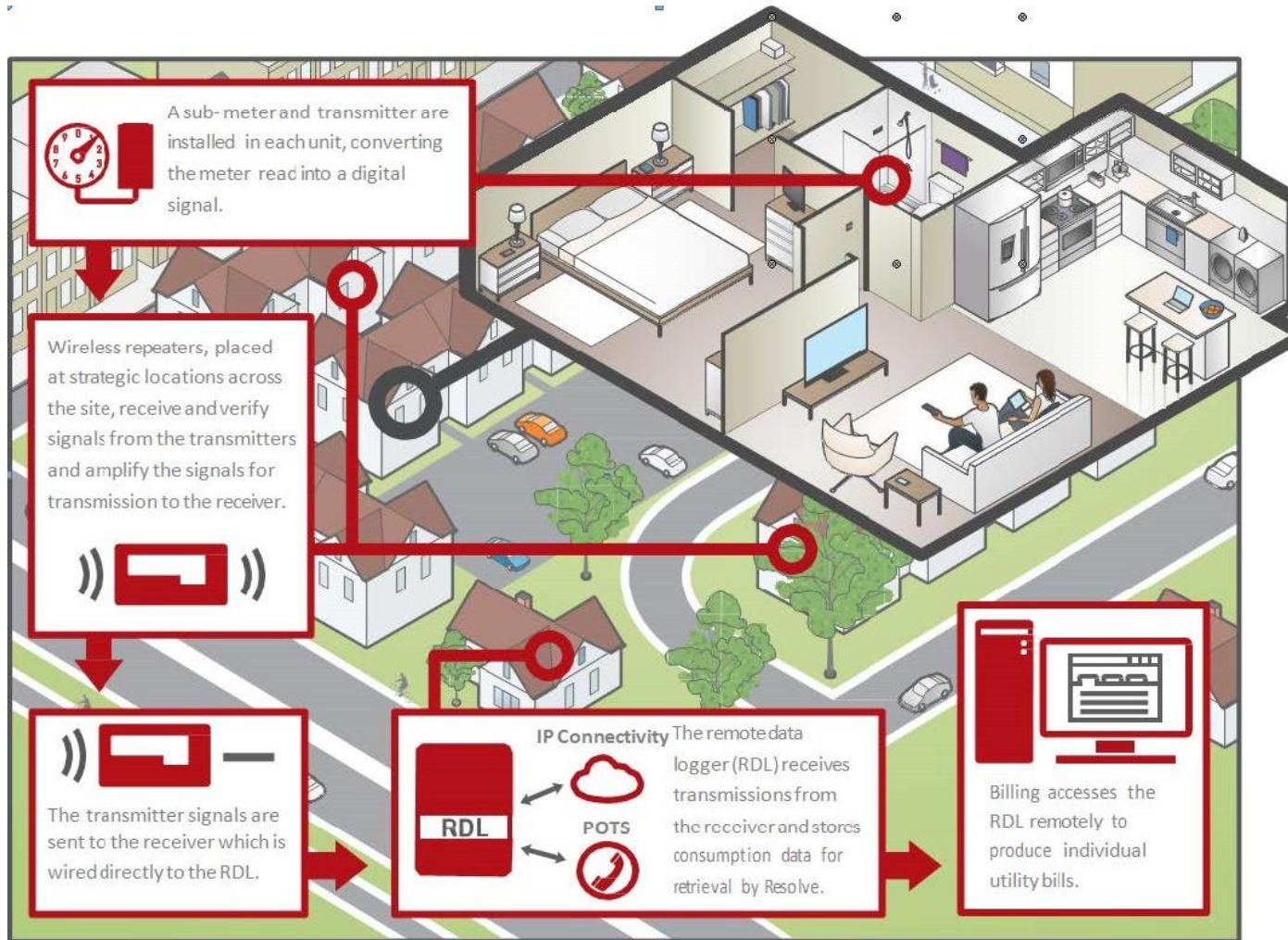
Sub Metering & Water Billing

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National Accounts Manager



Sub Metering vs RUBS



RUBS

- ▶ Ratio Utility Billing System
- ▶ Cannot use RUBS in North Carolina
- ▶ RUBS is permitted in: Virginia and South Carolina
- ▶ The “law is silent” in Tennessee

Tennessee



Overview	State	County	Local	Agencies	Contacts	Utility Provider
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Electricity	⌵	RATIO UTILITY BILLING SYSTEM (RUBS)	Last updated : 02/28/2011
Gas	⌵	Utility: Water/WasteWater	
Trash	⌵	Notes: Law is silent. There are no known rules or state statutes that prohibit owners from billing tenants for water/wastewater using the Ratio Utility Billing System (RUBs).	
Water/WasteWater	➔	SUBMETERING	Last updated : 02/28/2011
Manufactured Housing	⌵	Utility: Water/WasteWater	
		Notes: Law is silent. There are no known rules or state statutes that prohibit owners from billing tenants for water/wastewater using submeters.	

RUBS

- ▶ Take the water bill and divide amongst the residents, after taking out 20% for common areas/laundry
- ▶ Doesn't require equipment purchase, but don't get the benefit of daily reads for leak detection
- ▶ Divide water bill based on:
 - ▶ Number of occupants
 - ▶ Amenities (washer, dryer and dishwasher)

Automated Reads

- ▶ Eliminates manual uploading of meter reads
- ▶ Ability to perform daily reads for leak detection
- ▶ Takes human error out of meter reads



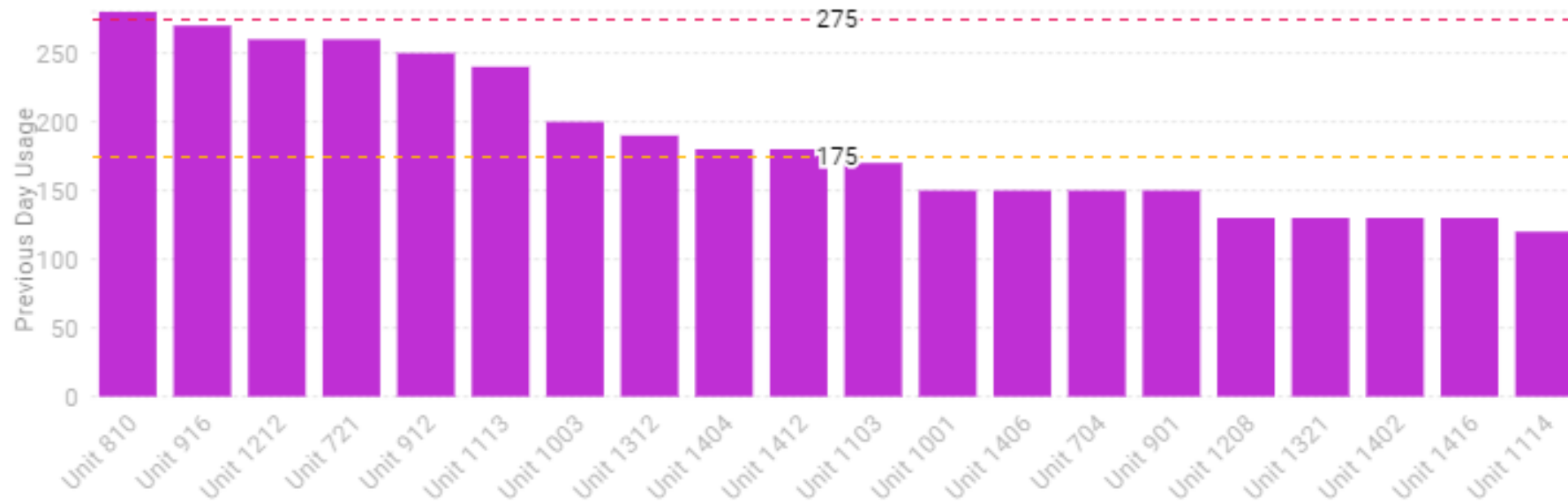
Automated Reads

- ▶ All meters are read and analyzed daily
- ▶ Collection methods vary between ethernet, WiFi and cellular connections
- ▶ Historical data compiled for daily, weekly, monthly and annual analysis



Daily Leak Detection

Top Consumption By Unit 



Daily Leak Detection

Address	Transmitter Serial #	# of BR's	12/31-1/1	1/1-1/2	1/2-1/3	1/3-1/4	1/4-1/5	1/5-1/6	1/6-1/7	1/7-1/8	1/8-1/9	1/9-1/10	1/10-1/11	1/11-1/12	1/12-1/13	1/13-1/14	1/14-1/15	1/15-1/16	1/16-1/17	1/17-1/18	1/18-1/19	1/19-1/20
4851 Southern View Ct. Unit A	2694139256	1	10	0	0	30	10	20	20	0	0	0	0	0	0	0	0	100	70	180	250	130
4851 Southern View Ct. Unit B	2694828212	1	180	160	160	300	220	180	240	210	200	250	150	150	180	150	200	230	140	250	160	220
4851 Southern View Ct. Unit C	2684428922	1	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4851 Southern View Ct. Unit D	2684458679	1	120	110	80	80	90	90	130	100	100	90	100	60	200	90	170	80	80	50	120	70
4851 Southern View Ct. Unit E	2684458686	1	40	0	20	240	20	160	320	20	20	970	50	10	30	150	10	0	0	0	30	60
4851 Southern View Ct. Unit F	2694694814	1	60	50	90	90	40	120	40	50	70	60	50	70	150	50	50	60	60	40	70	70
4851 Southern View Ct. Unit G	2693616699	1	60	50	20	10	10	30	40	20	30	20	20	20	40	10	10	20	30	30	10	10
4851 Southern View Ct. Unit H	2694139260	1	30	30	40	30	40	90	20	50	40	40	50	40	40	30	40	40	50	50	60	100
4851 Southern View Ct. Unit I	2684458697	1	60	60	50	0	0	0	90	50	30	40	80	80	100	50	10	20	30	20	0	20
4851 Southern View Ct. Unit J	2684428900	1	40	40	40	30	70	60	30	40	0	70	140	30	60	40	30	30	0	120	30	40
4851 Southern View Ct. Unit K	2685669922	1	30	10	0	80	70	120	40	110	50	40	20	110	80	50	70	140	40	120	0	0
4851 Southern View Ct. Unit L	2684433973	1	40	60	50	40	50	80	50	40	60	60	40	40	40	60	40	90	60	30	60	40
4855 Southern View Ct. Unit A	2692324440	1	150	110	100	90	200	220	130	110	100	120	70	240	150	70	160	100	110	80	110	210
4855 Southern View Ct. Unit B	2684428859	1	60	50	50	60	160	80	40	50	40	50	40	40	90	40	110	80	80	60	100	130
4855 Southern View Ct. Unit C	2694139250	1	20	20	70	90	100	100	80	50	100	110	60	120	120	170	140	90	80	140	100	120
4855 Southern View Ct. Unit D	2692324431	1	110	90	150	100	120	170	60	50	80	20	100	60	100	110	120	110	100	70	30	130
4855 Southern View Ct. Unit E	2694694859	1	140	180	160	120	240	40	60	30	150	60	50	40	30	210	70	40	150	110	210	180
4855 Southern View Ct. Unit F	2694694863	1	190	180	130	110	200	160	100	70	70	110	140	80	180	70	100	120	70	110	130	120
4855 Southern View Ct. Unit G	2694694851	1	50	10	20	20	20	60	20	50	30	10	10	20	50	50	20	0	30	20	10	30
4855 Southern View Ct. Unit H	2692324408	1	90	110	240	100	160	150	100	50	20	90	90	50	210	90	10	80	40	40	50	60
4855 Southern View Ct. Unit I	2684428840	1	60	30	60	40	140	100	40	30	60	20	60	180	80	50	40	50	20	50	140	130
4855 Southern View Ct. Unit J	2692324230	1	40	30	30	0	10	0	0	120	280	30	0	0	10	20	60	50	30	50	30	20
4855 Southern View Ct. Unit K	2693615759	1	210	100	120	110	210	270	120	130	130	140	140	190	470	110	120	110	70	130	130	310
4855 Southern View Ct. Unit L	2694694855	1	60	140	120	100	140	150	80	90	80	100	140	120	310	0	0	0	0	0	0	10
5741 Stone Mill Dr. Unit A	2685716183	1	230	20	30	30	10	130	10	40	40	30	40	10	210	10	40	30	50	20	40	110
5741 Stone Mill Dr. Unit B	2684458653	1	150	40	20	60	90	80	110	70	20	40	120	130	60	40	50	70	10	40	90	80
5741 Stone Mill Dr. Unit C	2694694847	1	70	50	20	50	70	50	60	60	50	60	40	190	70	70	20	70	60	50	50	80
5741 Stone Mill Dr. Unit D	2694148621	1	20	10	10	60	40	40	10	0	20	0	50	20	60	0	30	60	20	0	0	0
5741 Stone Mill Dr. Unit E	2684458862	1	60	20	40	60	40	50	20	10	10	40	20	20	100	20	50	0	20	10	40	50

100% Recovery of Municipal Water Bill

- ▶ Recapture revenue lost to the water bill
- ▶ We see around 20-30% reduction in water usage, once tenants start paying
- ▶ Money goes directly into your account and Resolve invoices you for the bill/admin fee

Billing

- ▶ We make our billing fit your company, we don't make your company fit into how we do billing
- ▶ Ability to include trash, sewer, cable, rent, etc.
- ▶ Money from water billing comes directly to you
- ▶ Bill fee capped at \$3.75 in North Carolina
- ▶ Must file with North Carolina Utilities Commission before billing back

Resolve Partners
2733 Horse Pen Creek Rd, Suite 101
Greensboro NC 27410



Monthly Invoice	
CURRENT CHARGES	\$46.80

John Smith
1234 Pocahontas Way
Jamestown, VA 12345

ACCOUNT NUMBER 200-232	Resolve Partners			
CUSTOMER John Smith	2733 Horse Pen Creek Rd Ste 101			
SERVICE ADDRESS 1234 Pocahontas Way Jamestown, VA 12345	Greensboro NC 27410			
	(866) 921-5338			
BILL DATE 12/07/2015				
SERVICE	START	END	USAGE	AMOUNT
Water	10/28/2015	11/27/2015	1987	\$18.88
Sewer	10/28/2015	11/27/2015	1987	\$12.92
Trash	10/28/2015	11/27/2015		\$7.00
Pest Control	10/28/2015	11/27/2015		\$3.00
Bill Fee	10/28/2015	11/27/2015		\$5.00
TOTAL CURRENT CHARGES				\$46.80

Please detach below perforation and return with payment

ACCOUNT NUMBER 200-232
SERVICE ADDRESS 1234 Pocahontas Way
AMOUNT DUE \$46.80
DUE DATE 01/01/2016
NAME John Smith



Sign up for paperless billing at
www.resolve-partners.com

Please remit payment with your rent
to Chesapeake Apartments.

You can pay on-line with your rent at
www.ChesapeakeApartments.com.

Should you have any questions or want details about the utility portion of your bill, contact Resolve Partners at ResolveBilling@Resolve-Partners.com or call us at 866.921.5388 x-117.

Meter Maintenance

- ▶ Monthly Meter Health Report
- ▶ Which meters aren't working properly and why
- ▶ Everything from dead batteries to a faulty data logger, you're covered

Meter Analysis						
Total Meters:	198	198	198	198	198	198
Total Non-Operational Meters	0	4	2	4	3	2
Operating Status:	100%	98%	99%	98%	98%	99%
Unit	January	February	March	April	May	June
01A	ok	ok	ok	ok	ok	ok
01B	ok	ok	ok	ok	ok	ok
01C	ok	ok	ok	ok	ok	ok
01D	ok	ok	ok	ok	ok	ok
01E	ok	ok	ok	ok	ok	ok
03B	ok	ok	ok	ok	ok	ok
03C	ok	ok	ok	ok	ok	ok
03D	ok	ok	ok	ok	ok	ok
03E	ok	ok	ok	ok	ok	ok
03F	ok	ok	ok	ok	ok	ok
03G	ok	ok	High Usage Increased 130% 1419 gal.	ok	ok	ok
03H	ok	ok	ok	ok	ok	ok
04A	ok	ok	ok	ok	ok	ok
04B	ok	ok	ok	ok	ok	ok
04C	ok	ok	ok	ok	ok	ok
04D	ok	Meter Not Advancing - Transmitter checking in OK	ok	Meter not advancing	Meter not advancing ok out of country	ok
04E	ok	Meter Not Advancing - Transmitter checking in OK	ok	Low Usage 10	Low Usage 11	Low Usage 6
04F	ok	ok	ok	ok	ok	ok
04G	ok	ok	ok	ok	ok	ok
04H	ok	ok	ok	ok	ok	ok
05A	ok	ok	ok	ok	ok	ok

Support

- ▶ For You
 - ▶ Our contact information on the bill
 - ▶ Residents call us, not your managers
 - ▶ Let your managers focus on the things that make you money
 - ▶ Cloud based portal for 24-7 accessibility to reports, resident information and ability to change accounts from anywhere

Support

- ▶ For Your Residents
 - ▶ Live customer service department that answers the phone - no more leaving messages, hoping for a call back
 - ▶ Resident portal where they can check their balance and review any messages, links or documents you've uploaded for them
- ▶ For You
 - ▶ Our contact information on the bill
 - ▶ Residents call us, not your managers
 - ▶ Let your managers focus on the things that make you money
 - ▶ Cloud based portal for 24-7 accessibility to reports, resident information and ability to change accounts from anywhere

RESOLVE
Property Management Solutions

