



Minol pioneered the submetering industry more than 60 years ago. Today, we are leading the industry with innovative solutions that help properties: Measure, Manage, Recover and Conserve Energy.

Utility Billing Solutions

Billing Made Easy

A successful billing program is about accurate, on time billing and a positive customer experience. From bill-only to convergent billing, a utility consultant will help you design a custom billing program.

Solutions Benefits

- Recover billable items such as trash, pest control, HOA dues and more.
- In house compliance department ensures all local, state and federal requirements are being met.
- We help you draft new lease language or review the existing lease language.
- Our custom software will integrate with your existing rent software.
- 24/7 secure account access through our MinolDirect™ system.
- A dedicated relationship manager provides ongoing management of your billing program.

The Minol Utility Billing Difference

- Dedicated Relationship Manager
- In-house Compliance Team
- Bilingual Call Center
- Custom Billing Program
- Full Service Energy Management
- Monthly Recovery Analysis

Approval

Contracts are reviewed by the Legal Department for compliance and approved.



Regulatory Compliance Process Review

Proposed services will be reviewed by Minol's in-house Compliance Team for approval and/or alternate recommendations.



Requirements

The Compliance Team provides necessary regulatory requirements and documents to Minol's Operations Team for implementation.



Ongoing Audits

Ongoing audits on existing accounts are conducted to ensure compliance is continuously met at the local, state and federal level.

Minol's Regulatory and Compliance Department will regularly review your billing program to ensure you are meeting all local, state and federal requirements.

Billing Process Flowchart

Minol's Utility Energy Management process eliminates costly provider billing errors. Minol will work directly with the provider to resolve any identified issues.



Meter Installation and Service

Metering Solutions You Can Trust

Minol brings more than 60 years of submetering experience to each installation. Our nationwide team of certified technicians can service and manage virtually any existing water, gas or electric metering system, as well as retrofit properties for metering services.

Meter Program Evaluation Process

- A technician will conduct a survey of your existing projects and properties.
- A solution architect and our compliance team will conduct an audit and propose recommendations.
- A utility consultant will help you select the right metering technology for your properties.
- Extended warranty agreements on select metering systems.
- We offer a lifetime warranty on our water meters.*

* For clients that contract with Minol for billing services.



Minomess 130 with Reed Switch for Cold and Hot Water



Utility Expense Management

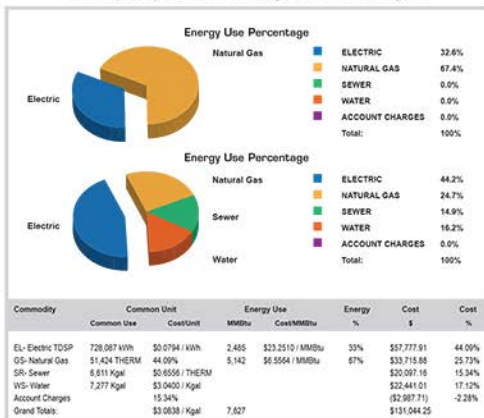
Identify Billing Errors and Increase NOI

Too often, properties pay their utility bills without ever understanding exactly what they are paying. Minol's Energy Management Program was designed to eliminate utility bill confusion and provide you and your executive team with the information and visibility you need.

Expense Management Program

- Minol provides benchmarking reports which compare usage and cost for all commodities.
- Reports show year over year usage on a monthly basis.
- Our system identifies bills with service addresses or owner entity names that do not synch with your properties and resolved issues directly with the provider.
- We identify and recover resident failure to connect bills automatically with our vacant unit cost recovery billing program.
- Our auditing process quickly identifies leaks and inefficient central systems.
- Online energy usage and cost reports.
- We provide budget and projected rate increases based on accurate usage and rate analytics.
- We offer cost avoidance and green house gas tracking and reporting to help you meet regulatory requirements and confirm energy savings.

Utility Expense Management Sample



Utility Energy Management Example

Visibility is key to effectively managing energy usage and expense. Minol's UEM program provides you with the reporting and analytics you need to make strategic decisions.

Water Conservation Program

Save Water. Save Money.

It sounds too good to be true but our Water Conservation team rebuilds your property's components at our expense.

Using our unique Pay-Out-of-Savings model, we recover our costs through your savings. Anyone can install water conservation products but the real savings comes when you partner with a team of conservation experts.

A two step process can qualify your property:

Step 1

Obtain property survey and a 12 month water usage history.

Step 2

Minol provides you with:

- An accurate evaluation of water conservation potential at no cost to you.
- A plan for rebuilding property components – at our expense.
- A Pay-Out-of-Savings Program that applies your monthly savings in water and sewer costs against the installation cost until the investment has been paid off.

If your property is 5 years or older and you are spending \$200 per unit annually, Minol can help reduce your water usage and expense.

Conservation Case Study

A recent case study provided property and water usage information for 162 properties with 15,007 units to Minol for evaluation. The Minol team identified 31 properties with 3,418 units that qualified for the program. The property chose to implement their water conservation plan in four phases. The Minol team deployed technicians to the properties to begin the retrofit process. All toilets were retrofitted with highly-effective toilet flappers, while low-flow showerheads and aerators were also installed. The team is very pleased with the results Minol's Water Conservation program has yielded for their communities.

Phase 1	Phase 2	Phase 3	Phase 4
Evaluated 13 properties 1,401 units	Evaluated 40 properties 5,285 units	Evaluated 76 properties 5,834 units	Evaluated 34 properties 2,507 units
Implemented 1 property 167 units	Implemented 4 properties 692 units	Implemented 13 properties 1,590 units	Implemented 8 properties 969 units
Cost: \$18,000 Savings: \$32,000 Payback: 7 months	Cost: \$48,000 Savings: \$95,000 Payback: 9 months	Cost: \$122,000 Savings: \$190,000 Payback: 13 months	Cost: \$72,000 Savings: \$175,000 Payback: 8 months

Each phase yielded payback in less than 13 months.
Total annual savings generated to-date is \$492,000.

Online Property Management Software

Effectively Manage Your Entire Portfolio

Minol and ResMan have come together to provide complete portfolio management by offering clients integrated property management and utility billing solutions in just a few easy clicks.

With the Minol ResMan solution, your onsite team easily manages daily operations at the property level while your executive team has access to the critical financial information they need to effectively manage the business at the portfolio level.

- Utility Billing
- Exposure Control
- Side-by-Side Views
- At-A-Glance Analytics
- Executive Boardroom
- Reporting and Forecasting



The Resman BoardRoom feature shows financial snapshots and executive level reports for fiscal visibility and accountability.

