



*All that counts.*

# Utility Expense Management Solutions

---

*Multifamily, Military, Affordable and Student Housing*



Measure

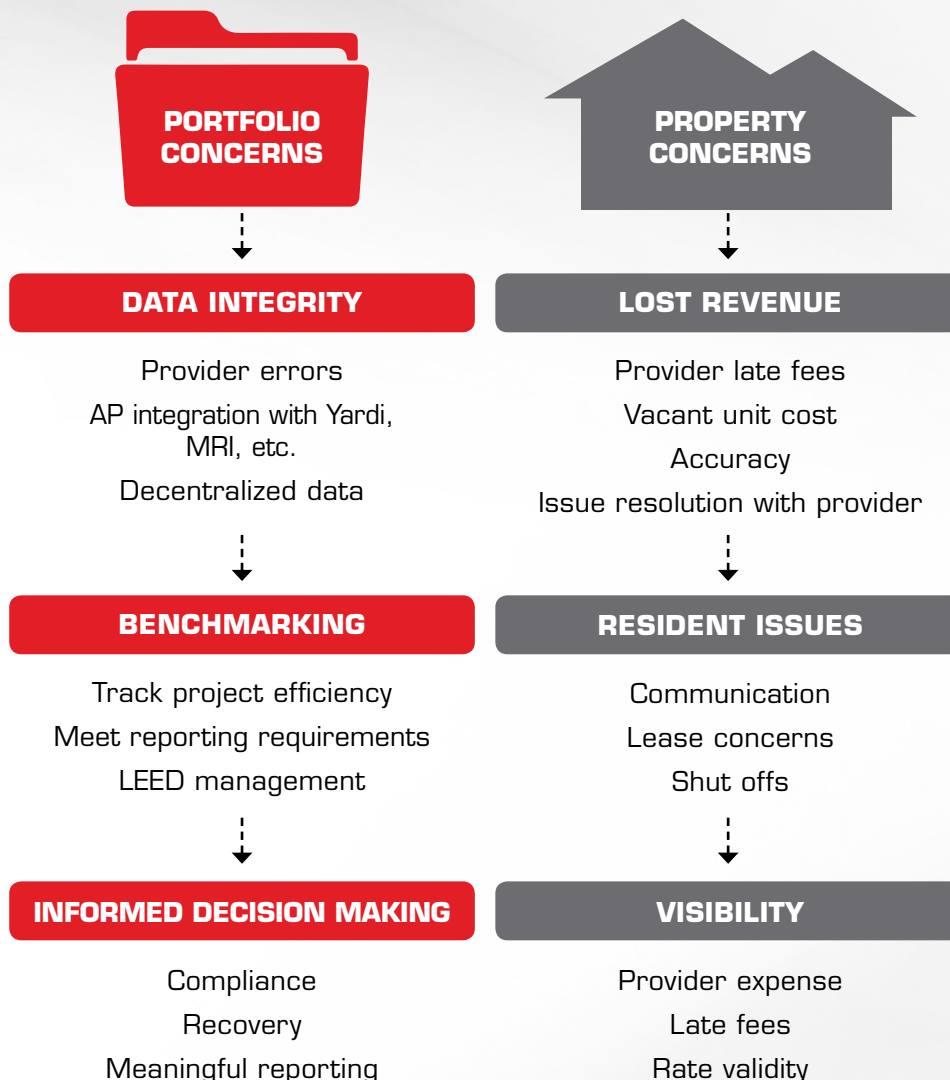
Manage

Recover

Conserve

# Too Much **INFORMATION.** Too Many **PEOPLE.** Too Many **OPTIONS.**

**Y**ou face increasing requests from different stakeholders with a variety of information requirements on a daily basis. Getting the right information to the right people is often a daunting task requiring manual processes that inevitably breakdown and add soft costs to your organization. These challenges are compounded by increasing compliance and decreasing time to effectively manage utility expense programs. Sound familiar?



## What Happens When **UTILITY PROVIDER BILLS** Aren't Analyzed?

Portfolio and property managers often prioritize resident recovery over provider expense accuracy. It is estimated that provider rate changes, cycle overlaps and estimated billings create 3-8% in additional expenses to your invoice processing costs. Passing erroneous expenses through to residents puts you at regulatory and financial risk.

### ITEMS OFTEN OVERLOOKED

- › Provider rate changes
- › Missing bills
- › Cycle overlaps
- › Erroneous charges
- › Estimated billings

## **PAYING BILLS IS EXPENSIVE**



It costs you \$13 to process and pay one invoice.

# Choosing the **RIGHT** Recovery Method

## ONCE YOU'VE DECIDED TO RECOVER UTILITIES YOU MUST ASK YOURSELF:

- › Do I want to measure individual usage or allocate expenses across the community?
- › What is my expense recovery goal?
- › What is allowed within city and state regulatory guidelines?

### SUBMETERING

A study from the National Science and Technology Council Committee on Technology shows submetering energy usage may result in a 10-26% percent reduction in that utility's consumption.

- › Measures individual consumption
- › Controls utility expenses
- › Increases property value
- › Improves NOI
- › Identifies potential leaks
- › Promotes conservation



### ALLOCATION

On average, utility consumption decreases by a minimum of 5% once a RUBS program is implemented.

- › Rapid implementation
- › No capital required
- › Recover water, gas, electricity, trash and other applicable costs
- › Generally, a property can recover up to 85% of their utility expense
- › Pre-calculated formula based on various methods fairly allocates usage across the community: Occupancy, Sq. Footage, Per unit, Proportionate %
- › Promotes conservation



## **EFFECTIVE** Utility Expense Management Process Defined

### PHASE I

#### VISIBILITY

Centralize data  
Define metrics  
Compliance  
Rate Audits

### PHASE II

#### OPPORTUNITIES

Procurement  
Pass-through  
Conservation  
Benchmarks

### PHASE III

#### VALUE ADD

Utility recovery  
Budget  
Improved NOI

### PHASE IV

#### EFFECTIVE EUM

Data driven decision making  
Lowest expense  
Lowest usage  
Accurate budgeting  
Resident awareness  
Maximum expense recovery

[www.minolusa.com](http://www.minolusa.com)

888-766-1253



# ONLINE MANAGEMENT SOFTWARE

EFFECTIVELY MANAGE YOUR ENTIRE PORTFOLIO

## Welcome to MinolDirect™

Secure, real-time account management



### Resident Access



- Account Summary
- Electronic Billing
- Online Payment
- Resident FAQs
- Resident Support
- And More

Log inRegister

### Property Access



- Unit Overview
- Move In/Move Out
- Print Late Notices
- Accept Onsite Payments
- Property Reporting
- And More

Log inRegister


### Portfolio Access



- Portfolio Health
- Individual Property Performance
- Executive Reports
- Accounts Receivable
- Cash In Bank Information
- And More

Log inRegister

TOP TECHNOLOGY AND AP INTEGRATION CENTRALIZES YOUR DATA FOR EASY ACCESS AND MANAGEMENT



Welcome, Utility Management Corporation

HomeHelpOptionsMy AccountLog off

Project DirectoryManage Users

### BATCH DETAILS

Batch Code:	1635001_04072015	Number of Bills:	35	Batch Status:		PAID:	Total Amount:	\$ 447.40
Property ID:	1636001	Due Date:	06/01/2015	Updated By:		UNC		
Property Name:	Rialto	Date Last Updated:	07/02/2015					

### BILLS LISTING

Search:

Copy

Vendor Info	Account Code	Service Address	Statement Date	Begin Date	End Date	Due Date	Total Cost	Bill Image
DUKE ENERGY	7691865310	7343 W Sandlake Rd Unit 147	03/04/2015	02/05/2015	03/04/2015	04/15/2015	\$ 77.85	<a href="#">View</a>
DUKE ENERGY	2663091709	7343 W Sandlake Rd Unit 141	03/01/2015	03/04/2015	03/01/2015	04/02/2015	\$ 6.51	<a href="#">View</a>
DUKE ENERGY	2558211217	7343 W Sandlake Rd Unit 143	03/01/2015	03/04/2015	03/01/2015	04/02/2015	\$ 12.39	<a href="#">View</a>
DUKE ENERGY	0772685140	7343 W Sandlake Rd Unit 335	03/01/2015	03/04/2015	03/01/2015	04/02/2015	\$ 24.05	<a href="#">View</a>
DUKE ENERGY	2631180074	7343 W Sandlake Rd Unit 243	03/01/2015	03/04/2015	03/01/2015	04/02/2015	\$ 6.05	<a href="#">View</a>
DUKE ENERGY	6055826454	7343 W Sandlake Rd Unit 230	03/01/2015	03/04/2015	03/01/2015	04/02/2015	\$ 4.78	<a href="#">View</a>
DUKE ENERGY	6653227900	7343 W Sandlake Rd Unit 519	03/05/2015	03/04/2015	03/05/2015	04/16/2015	\$ 2.44	<a href="#">View</a>
DUKE ENERGY	8863227300	7343 W Sandlake Rd Unit 518	03/04/2015	02/05/2015	03/04/2015	04/15/2015	\$ 69.12	<a href="#">View</a>
DUKE ENERGY	1869130338	7343 W Sandlake Rd Unit 527	03/04/2015	02/05/2015	03/04/2015	04/15/2015	\$ 189.62	<a href="#">View</a>
DUKE ENERGY	8672843970	7343 W Sandlake Rd Unit 514	03/23/2015	03/04/2015	03/23/2015	04/20/2015	\$ 4.10	<a href="#">View</a>
DUKE ENERGY	2967042668	7343 W Sandlake Rd Unit 433	03/03/2015	03/04/2015	03/03/2015	04/02/2015	\$ 6.53	<a href="#">View</a>
DUKE ENERGY	1114327108	7343 W Sandlake Rd Unit 530	03/01/2015	03/04/2015	03/01/2015	04/22/2015	\$ 6.90	<a href="#">View</a>
Waste Management of Alberta Hauling	18101652201802	Not Available at Set Up Time	04/01/2015	04/01/2015	04/02/2015	05/01/2015	\$ 18.83	<a href="#">View</a>

EASILY REVIEW, APPROVE AND FUND PAYMENT FILES



Welcome, Minol Administrator

HomeHelpOptionsMy AccountLog off

Project DirectoryManage Users

### ENERGY MANAGEMENT

Search:

Copy

Batch Code	Property ID	Property Name	Number of Bills	Total Amount	Date Last Updated	Due Date	Updated By	Batch Status	Actions
1635001_04072015	1636001	Rialto	1	\$ 8.73	07/02/2015	04/03/2015	UNC	APPROVAL PENDING	<a href="#">Approve</a>
1636001_04102015	1636001	Rialto	9	\$ 5,955.06	07/02/2015	05/01/2015	UNC	APPROVAL PENDING	<a href="#">Dispute</a>
1635001_04142015	1636001	Rialto	1	\$ 2,156.66	07/02/2015	04/03/2015	UNC	APPROVAL PENDING	<a href="#">Actions</a>

Showing 1 to 3 of 3 entries



## About Minol

Minol ZENNER is a provider of Metering, Billing, Conservation and Energy Management with 2,500 employees and 32 offices worldwide. Based in Germany, the global team brings more than 60 years of innovative metering technologies and consumption based billing of gas, electric, water and heating costs to the industries served. As one of the leading utility billing providers, our global team produces more than 5.4 million bills annually for 30,000 clients.

Minol USA, headquartered in Addison, TX, has more than 100 employees nationwide with regional and support offices located throughout the country. We operate in all major markets providing services for the multifamily, military, affordable and student housing industries, as well as government agencies and commercial properties.

Also headquartered in Addison, TX is ZENNER USA, a manufacturer and distributor of high-quality water and heat meters. The company's U.S. manufacturing plant located in Banning, CA is the fifth addition to the company's global manufacturing team.

15280 ADDISON RD. SUITE 100 • ADDISON, TX 75001

**[www.minolusa.com](http://www.minolusa.com)**

**888-766-1253**