

BILLING | UTILITY EXPENSE RECOVERY

- Timely & accurate utility bills
- Online recovery & difference reporting
- Regulatory support
- Vacant cost recovery
- Seamless data integration
- Convergent rent billing
- Dedicated leasing office support
- Resident customer service

SYNERGY | UTILITY MANAGEMENT

- Timely bill processing & payment
- Bill audit of 20-50 data points
- Audit resolution
- Missing invoice retrieval
- In-depth online reporting
- Vacant management & recovery
- Budget forecasting & online tools
- New acquisition account conversion

ONBOARD | CONNECTIVITY SOLUTIONS

- Best-in-class bulk internet offerings
- Partnerships with leading service providers
- Management of evolving tech & regulations
- Seamless resident connectivity experiences
- Operational efficiencies for on-site staff
- Increased revenue opportunities
- Ongoing contract & program management
- Dedicated resident & staff support

RATE & SALES TAX AUDITS

- Full rate & tariff schedule review
- Identify better, error-free rates
- Annual rate monitoring
- Identify tax-exempt utility accounts
- Receive refunds for past sales tax paid
- Lower utility rates & costs

CONTROL | ANCILLARY MANAGEMENT

- Contract management
- Digital storage & contract access
- Vendor credentialing & tracking
- Critical alerts for expiring contracts
- Insurance document tracking
- Vendor certification verification

SUSTAINABILITY SOLUTIONS

- Portfolio Manager uploads
- Benchmarking compliance
- ENERGY STAR certification
- Asset-level GRESB reporting
- Carbon footprint tracking
- Detailed utility cost breakdown
- Efficiency opportunity identification
- Energy opportunity audits
- Energy procurement in deregulated markets
- Green loan compliance
- Renewable Energy Credit (REC) purchasing
- Utility management & bill-back analysis
- Waste management
- Waste stream audits
- Weather normalization

METER MANAGEMENT

- Expert meter installation
- Online meter reads
- High usage tracking
- Property reporting

RESIDENT TOOLS | PAYMENT PORTAL

- Online payment portal for residents
- Accessible 24/7 from ANY device
- Maintenance requests
- Community event calendar & updates
- Accepts rent & utility payments
- Full software & data integration