

SUBMETER MAINTENANCE PLAN

The Conservice maintenance plan provides a quarterly review of the submetering system health, including a technician visit and replacement equipment, up to four times per year.

Spend Less Time

Your staff spends less time on meter issues because Conservice oversees your property to ensure system health.

Reliable Resolution

Our clockwork approach provides quick issue identification and reliable resolution to reduce estimations, billing true-ups, and resident concerns.

Easy Budgeting

Budgeting maintenance expenses is easy with a consistent monthly fee, plus helps to avoid unanticipated expenses. In some cases, it can be included in the resident billing fee.

WHAT IT COVERS

- The maintenance plan includes a remote system analysis each quarter, the travel and labor for each technician visit, and associated submetering equipment.
- It does not include replaceable batteries, system upgrades, replacement equipment for equipment damaged or missing due to a third party, acts of nature, or plumbing constraints.
- Remote readers may be added to California properties for an extra fee.

HOW TO QUALIFY

Maintenance is limited to residential 3/4" poly water meters only and to NextCentury, Tehama, and Tapwatch Gateway systems. Before maintenance can begin, a property's submetering system must be brought to 100% functionality.

To qualify, contact your Conservice rep to request a qualifying work order, to bring your property's meter system's operational level to 100% and upgrade equipment as necessary.

METER CLIENT MANAGERS

Our meter client managers will oversee the work order process from beginning to end. Our Utility Experts™ are experienced meter analysts, and they work closely with billing managers, account managers, and other department team members to help ensure your submetering system is working properly.

THE PROCESS

1. Each quarter, we run an analysis of your property's meter system, identifying any submeter and communication equipment issues. If issues are found, we create a work order, send it to the property manager for review, and order equipment.

2. We schedule the technician's visit with the property manager.
3. The technician arrives on the designated date, visits each unit on the work order, and fixes or replaces any equipment as needed.
4. We enter the technician's notes for each unit into our database, providing a permanent record of what has been done, and serving as useful information for future analyses.

HOW TO ADD TO THE WORK ORDER

If your property manager is made aware of any meter issues by residents, they should:

1. Have a maintenance staff member troubleshoot the submetering equipment to confirm that it is not functioning correctly. Contact your meter client manager for instructions on how to perform bucket tests, check wiring, and replace batteries.
2. Contact the meters client manager to report the issue.

Our Meters team will include the unit in the next work order if needed.