



# Resident Billing Operations



# SECTION I IMPLEMENTATION & SETUP



# **TIMELINE FROM IMPLEMENTATION TO FIRST BILLING**

Step Number	Action
1	Today a member of the Minol Implementation Team, Julie Alic, has contacted you to initiate the Minol Implementation.
2	Please e-mail your electronic files (page 2 attached instructions) from property software to jalic@minolusa.com or fax your printed reports to 1-877-791-4769, that include:  (a) Unit Type Listing w/unit description & square footage (floor plans/site map).  (b) Unit Listing with service addresses including the building number, unit number and unit type. (rentroll that includes vacant units).  (c) Billable Resident Data, including unit number, resident name, number of occupants and alternate mailing address (if applicable).  (d) Start date for billing program.  (e) Your most current monthly/quarterly utility bills, for services Minol is contracted to bill. In some cases sewer is charged on tax bills – if so, please fax the tax bill.  (f) Fax a copy of current utility lease addendum or applicable Rental Lease paragraph.  (g) Fax a copy of tax bill.
3	<ol> <li>Minol enters your property information into the billing database. Once the information has been entered, you will receive a Unit Listing Report to verify the correct building/unit numbers, service addresses and mailing addresses.</li> <li>Next you will receive the Resident Listing Report with billable resident names for your approval.</li> <li>You will have 48 hours to review each report for accuracy. The implementation process cannot proceed until Minol receives verification on these reports.</li> </ol>
4	3. Minol sends you a Resident <b>Pre-Bill</b> for your approval before billing. You must return fax a signature approval within 48 hours. <b>Minol will proceed with billing if no response is received.</b>
5	Minol sends the first utility statements to billable residents.
6	Training Department will contact you to schedule a Minol Direct Training session. During training, you will be instructed on your community's program. We will discuss how to market and manage who is billable via the website. From this point on, you will be responsible for inputting all new move ins, move outs, alternate addresses, etc.

QUESTIONS ??	CONTACT	
888-766-1253 X 441 @minolusa.com	Fax To:	(877) 791-4769



# How to Send Electronic Files from AMSI and Rentroll Software

### **AMSI POWERSITE USERS**

Creating an electronic file from AMSI Powersite software and sending it to Minol is simple with these instructions and will expedite the setup of your property. It is as simple as sending an email with an attachment – you do not have to be a computer wizard to do it. This will ensure that the bills sent match your resident data since this will be uploaded into the Minol billing database. Please follow these steps for your AMSI Powersite software:

Log in to AMSI Powersite and set your printer to "Print to File" (Reports & Inquiries/Select Printer & Print Style)

- 2. From the Reports and Inquiries/Set up Reports menu, run the "Unit List Report". When prompted for a file name, type the following: **C:\Units.txt** and press enter. AMSI will write this report to file and store it on your C: drive.
- 3. From the Reports and Inquiries/Set up Reports menu, run the "Unit Type List" (page down on the menu to find this report). When prompted for a file name, type the following: C:\Utype.txt
- 4. From the Reports and Inquiries/Management Reports menu, run the "Rent Roll Report". When prompted for a file name, type the following: C:\RR.txt and press enter. Report Prompts are: Current Residents Yes, Applicants No, Old Never, Cancelled Never, Print Unit Address Yes.
- 5. Open a new e-mail. Address to <a href="mailto:setup@minolusa.com">setup@minolusa.com</a>. In the Subject line, type your Property Name, city, state, and phone number. In the body of the email, type a sample address. In other words, how would we address a greeting card to a resident? Then list any other street addresses on your property.
- 6. Locate and attach the AMSI Powersite files saved to your computer; C:\Units.txt, C:\Utype.txt, and C:\RR.TXT

### **RENT ROLL POWERSITE USERS**

Creating an electronic file from Rent Roll software and sending it to Minol is simple with these instructions and will expedite the setup of your property. It is as simple as sending an email with an attachment – you do not have to be a computer wizard to do it. This will ensure that the bills sent match your resident data since this will be uploaded into the Minol billing database. Please follow these steps for your Rent Roll software:

- 1. Log in to Rent Roll and select option 3 from the Main Menu, Units/Make-Ready.
- 7. Scroll down the Unit Menu and select option 6, **Unit Reports**.
- 8. In the Unit Reports Menu select option 6, Rent Roll.
- 9. After the Rent Roll option has been selected you will be asked for either a Detailed or Quick format. Please select the **Quick** format.
- 10. On the following screen, **Groups to Include**, press enter which will direct you to the print menu.
- 11. From the print menu select **FILE/PORT**.
- 12. In the FILE/PORT field type: C:\RR.TXT in order to save the file to your computer.
- 13. Open a new e-mail. Address to <a href="mailto:setup@minolusa.com">setup@minolusa.com</a>. In the Subject line, type your Property Name, city, state, and phone number. In the body of the email, type a sample address. In other words, how would we address a greeting card to a resident? Then list any other street addresses on your property.
- 14. Locate and attach the Rent Roll file saved to your computer; C:\RR.TXT

## **OTHER RENT SYSTEMS**

Contact Juan Alegria at 888-766-1253 x 140



# **AFTER IMPLEMENTATION**

Your property will benefit from this Conservation Utility Billing Program if you perform four simple functions during the month.

- 1. <u>Update resident information via Minol Direct.</u> This includes all new move ins, move outs, alternate billing addresses, and lease renewals (*if applicable*) to start billing for utilities.
- 2. Fax/E-mail Utility Provider Bill(s) to Minol as soon as you receive them. Fax the utility provider bills to Minol at (877) 791-4765 or email to <a href="mailto:bills@minolusa.com">bills@minolusa.com</a> after you have received all the applicable bills. Contact your Minol Account Manager if your utility provider has a website that allow access to your accounts.
- 3. **Print and view reports from Minol Direct.** (*If applicable*) It is imperative to review the Resident Aged A/R Report on a regular basis. It is updated every business day at 10pm Central Standard Time. You may choose to notify residents with a late notice, available via website, or before renewing a lease.
  - It is beneficial to review the Billable and Non-Billable Units reports to verify that residents who will be billed and residents that are not to be billed are listed accurately.
- 4. <u>Collect Final Move Out Statement</u>. After you have entered a resident's move out date and processed the final move out statement, it is recommended to collect the final bill amount from the resident during time of move out or to deduct final move out charges from the security deposit. This process will maximize collections for residents who no longer reside at the property.

We strongly recommend you post this checklist in your office as a reminder to your staff of the monthly items. Provided below are important contact numbers should you need assistance.

### **Property Support Information**

**Resident Support Information** 

Property Relations Telephone: (888) 766-1253

Property Utility Bill

Fax:

(877) 791-4765

Minol Property ID: Account Manager:

Resident Relations Telephone: (888) 636-0493

**Minol Payment Address:** 

Minol, L.P. P.O. Box 650320 Dallas, Texas 75265-0320

Website Information

Web Address: <u>www.minolusa.com</u>

Login: Password:



# Resident Conservation Utility Billing Implementation Check List

Community Name:		Minol I.D.#:			
Program Summary:					
Program Sun	illiary.				
Billing Residents:		All residents, effective date			
		New leases, effective date			
		Lease renewals, effective date			
Admin. Fee: S	\$	Account Activation Fee \$ Late Fee \$			
Common Are		% for service			
Deduction (C	AD)	% for service			
		% for service			
Additional No	otes:				
Target Billing	Date:	Target Cycle: start date			
		end date			
Compliance F					
		ery check mail to (if applicable):			
Community c	ontact	faxing Utility Provider Bills to Minol Setup 877 791 4769.			
o o minimum ty o	- Ciricaet	g,	Doadling		
		Activity or Event	Deadline Date		
1.	Getting s	Activity or Event started contact Julie Alic, Implementation Project Manager.	Date		
	Getting s	Activity or Event	Date		
1.	Getting s Phone 8 Notify Le	Activity or Event started contact Julie Alic, Implementation Project Manager. 88-766-1253 x 441 or Email jalic@minolusa.com	Date		
1. 2. 3.	Getting s Phone 8 Notify Le	Activity or Event  started contact Julie Alic, Implementation Project Manager. 88-766-1253 x 441 or Email jalic@minolusa.com easing Staff of Program start date.  ee Step # 2 from the Implementation Timeline.	Date		
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1. 2. 3. 4. 5.	Getting s Phone 8 Notify Le Complet Approve Approve	Activity or Event  started contact Julie Alic, Implementation Project Manager. 88-766-1253 x 441 or Email jalic@minolusa.com easing Staff of Program start date.  e Step # 2 from the Implementation Timeline.  Minol Unit Listing Report  Minol Resident Report	Date		
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# SECTION II MINOL DIRECT ON LINE ACCOUNT ACCESS

www.minolusa.com

# Interactive and user friendly website

Enhanced Minol Direct web services enable Portfolio Managers, Community Managers and Resident's to view and update account information in a secure and user friendly environment.

### INTERACTIVE FEATURES

Portfolio Managers can access real-time information to manage accounts effectively. Below are options available only for Portfolio Managers.

- Project Directory a complete listing of all projects billed by Minol
- Billing History a year-to-date financial recap for all projects billed by Minol
- MTD Activity Month-to-Date billing information that includes billing information, move in and move out activity, usage information and more.

Community Managers are empowered with web functionality to manage their residents with ease.

- Unit Directory of all billable and non-billable buildings and units in the project
- Real time Move-in/ Move-out resident data
- Instant On-Demand Final Bill statements
- Resident Aged Delinquency listing updated daily as payments and billing adjustments are posted
- Instant On-Demand real time Late Notices (30, 60, 90+ days)
- Resident Online Adjustment
- Meter Status Report, Leak Detection Report
- Month End Close Reports

Residents can access their current account information and request changes.

- Individual User ID & Passwords
- Billing and Payment History Next due date
- Personal account information
- On-Line payment

# **USER FRIENDLY WEBSITE**

Minol's online account access is easy to use and quick to load

- Fewer graphics for faster access with any internet connection
- Easy to navigate Simple instructions. Live support available.
- Accessible 24 hours a day, 7 days a week.

Internet Support 1.888.766.1253 x 434



# ACCOUNT ACCESS SIGN ON QUICK REFERENCE

www.minolusa.com



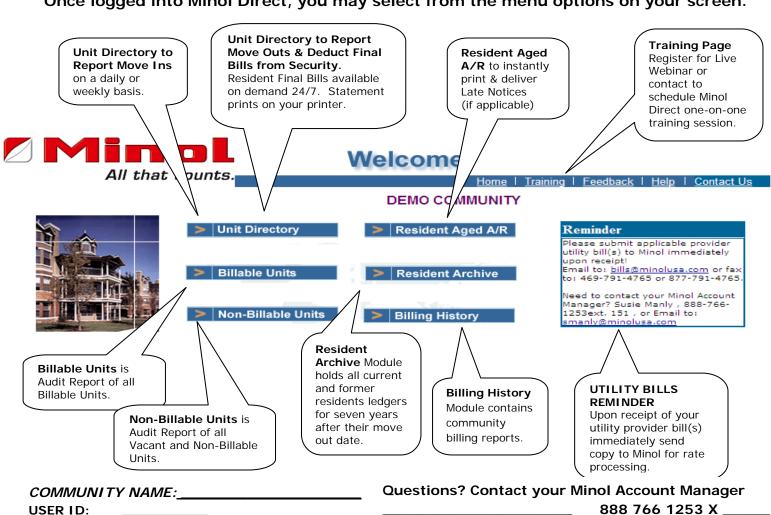
# COMMUNITY MINOL DIRECT ACCESS

Open Internet Explorer version 6.0 or higher and enter <a href="www.minolusa.com">www.minolusa.com</a>

1. First time access requires selection of Property Managers. 2. Click Sign On. 3. Enter your seven digit numeric User ID and Password then click Sign On.



Once logged into Minol Direct, you may select from the menu options on your screen.



Email:

PASSWORD:



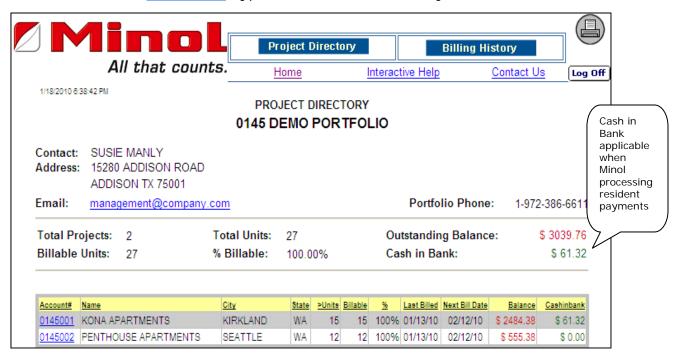
# PORTFOLIO MINOL DIRECT ACCESS

Open Internet Explorer version 6.0 or higher and enter www.minolusa.com

1. First time access requires selection of Property Managers. 2. Click Sign On. 3. Enter your four digit numeric User ID and Password then click Sign On. 4. Select Project Directory



Once logged into Minol Direct, you may view current billing status revenue. Click on <a href="Account#">Account#</a> hyperlink to view community level access.





**Unit Directory** to Report Move Ins on a daily or weekly basis.

**Unit Directory to Report Move Outs & Deduct Final Bills** from Security.

Resident Final Bills available on demand 24/7. Statement prints on your printer.

Resident Aged A/R to instantly print & deliver Late **Notices** 

(if applicable)

Training Page

Register for Live Webinar or contact to schedule Minol Direct one-onone training session.



Welcom

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DEMO COMMUNITY



**Unit Directory** 

Non-Billable Units

Billable Units

Resident Aged A/R

Billing History

Resident Archive

Please submit applicable provider utility bill(s) to Minol immediately upon receipt!

Reminder

Email to: <u>bills@minolusa.com</u> or fax to: 469-791-4765 or 877-791-4765.

Need to contact your Minol Account Manager? Susie Manly , 888-766-1253ext. 151 , or Email to: smanly@minolusa.com

**Billable Units** is Audit Report of all Billable Units.

> Non-Billable **Units** is Audit Report of all Vacant and Non-Billable Units.

Resident **Archive** 

Module holds all current and former residents ledgers for seven years after their move out date.

Billing **History** 

Module contains community billing reports.

**UTILITY BILLS REMINDER** 

Upon receipt of your utility provider bill(s) immediately send copy to Minol for rate processing.

MANAGEMENT COMPANY	Questions? Contact your Minol Account Manager
NAME:	888 766 1253 X
USER ID:	Email:
PASSWORD:	



**Questions? Contact your Minol Account Manager** 

\_\_\_\_\_ 888 766 1253 X \_\_\_\_

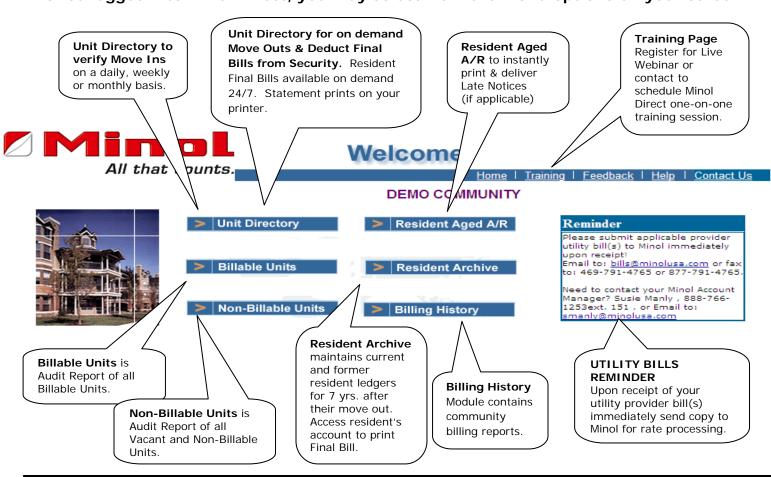
# COMMUNITY MINOL DIRECT ACCESS File Import, Data Exchange and Web Services

Open Internet Explorer version 6.0 or higher and enter www.minolusa.com

1. First time access requires selection of Property Managers. 2. Click Sign On. 3. Enter seven digit numeric User ID and Password then click Sign On.



Once logged into Minol Direct, you may select from the menu options on your screen.



1 of 1

Email:

COMMUNITY NAME: \_

**USER ID:** 

PASSWORD:



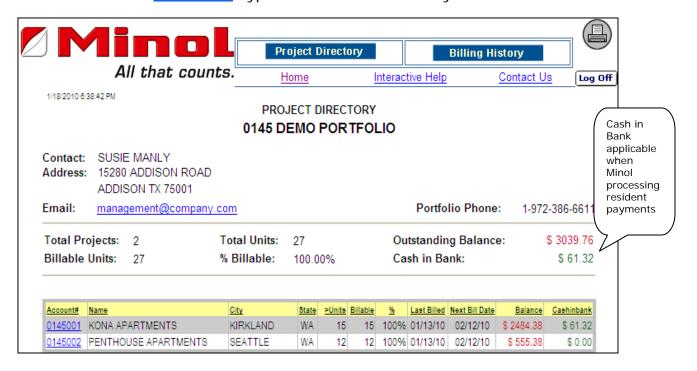
# PORTFOLIO MINOL DIRECT ACCESS for File Import, Data Exchange and Web Services

Open Internet Explorer version 6.0 or higher and enter <a href="www.minolusa.com">www.minolusa.com</a>

1. First time access requires selection of Property Managers. 2. Click Sign On. 3. Enter your four digit numeric User ID and Password then click Sign On. 4. Select Project Directory



Once logged into Minol Direct, you may view current billing status revenue. Click on <a href="Account#">Account#</a> hyperlink to view community level access.





**Unit Directory** to verify Move Ins on a daily, weekly or monthly basis.

**Unit Directory for on** demand Move Outs & **Deduct Final Bills** from Security.

Resident Final Bills available on demand 24/7. Statement prints on your printer.

Resident Aged A/R to instantly print & deliver Late Notices

(if applicable)

Training Page

Register for Live Webinar or contact to schedule Minol Direct one-onone training session.



Welcom

Reminder

DEMO COMMUNITY



**Unit Directory** 

Billable Units

Non-Billable Units

Resident Aged A/R

**Resident Archive** 

Billing History

Need to contact your Minol Account Manager? Susie Manly , 888-766-1253ext. 151 , or Email to:

Please submit applicable provider utility bill(s) to Minol immediately upon receipt! Email to: <u>bills@minolusa.com</u> or fax to: 469-791-4765 or 877-791-4765.

**Billable Units** is Audit Report of all Billable Units.

> Non-Billable **Units** is Audit Report of all Vacant and Non-Billable Units.

Resident Archive maintains current and former resident ledgers for 7 yrs. after their move out. Access resident's account to print Final Bill.

Billing **History** 

Module contains community billing reports.

UTILITY BILLS **REMINDER** 

Upon receipt of your utility provider bill(s) immediately send copy to Minol for rate processing.

MANAGEMENT COMPANY	Questions? Contact your Minol Account Manager
NAME:	888 766 1253 X
USER ID:	Email:
DACCIMODD:	



# **UNIT DIRECTORY**

www.minolusa.com



# **PROCESS MOVE IN'S**

- Submit On Line daily or weekly
- Verify Building Number and Unit Number, click Move In
- Resident Name format is First Name Last Name (John Doe)
- Resident Name field is <u>not</u> case sensitive.
- Always enter number of occupants. Information is used for both allocated and sub metered programs by customer service support.
- Start Date is the date the resident takes possession of the apartment home or condominium. It is best not to enter them in advance.
- Back Bill Date is not necessary if residents are set up in Minol system on a
  weekly basis. Back Bill Date is used only to override the Current Cycle
  Begin Date and bill the resident for more days then the normal cycle.
- Your Account # field is used by community's that collect funds in the management office. This field reflects the resident's on-site rent system unique account number or ID.
- Alternate Mailing Information is only needed if the resident would like the Minol statement sent somewhere other than their apartment home.
- Once "Move In Resident" is selected, the resident is instantly added to the
   Minol database and is ready for billing for the next applicable cycle.
- Delete is used to correct a resident entry error that has not billed.

# MINOL DIRECT TRAINING RESIDENT MOVE IN





# WELCOME TO MINOL DIRECT ONLINE TRAINING

This presentation was designed to be self-facilitated. It is intended to provide you with the necessary steps to begin utilizing our website.

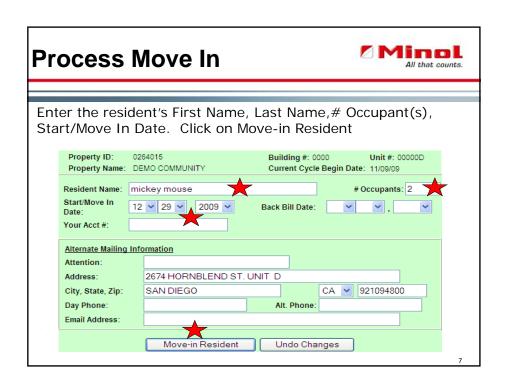
Questions? Contact Minol Training Department at 888-766-1253 extension 150 or email training@minolusa.com

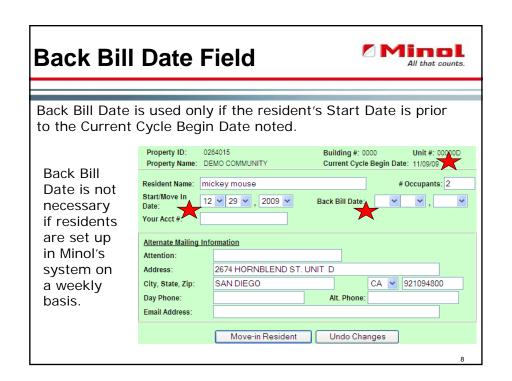


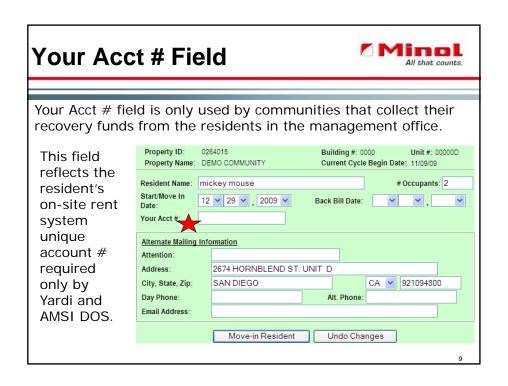




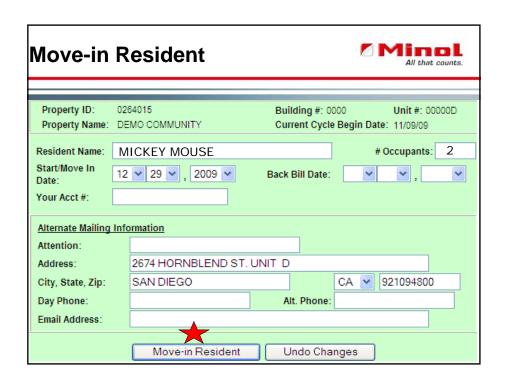


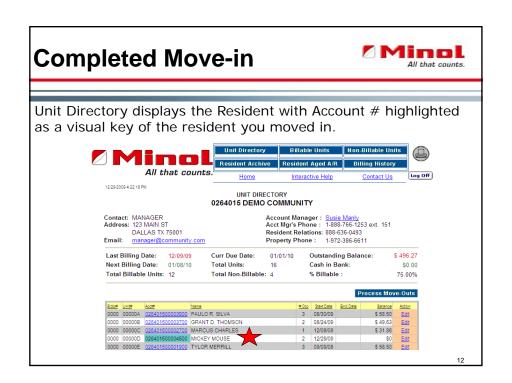














# This completes the Move In Training.

Thank You for participating in our Minol Direct Online
Training. Should you have any questions please call
or
e-mail our Training Department at
888-766-1253 x 150
or

training@minolusa.com



# PROCESS ACCOUNT EDIT'S AND LEASE RENEWAL'S

- Submit on line daily or weekly
- Verify Building Number and Unit Number
- Click on Edit in line with Resident's Name.
- You can edit the Resident Name, Number of Occupants and add an Alternate Mailing Address. This information is used for both allocated and sub metered programs by customer service support.
- Resident Name format is First Name, Last Name (John Doe)
- Resident Name filed is not case sensitive.
- Renew Account Date is entered when the resident becomes eligible for an added Utility Billing Service.
- Alternate Mailing Information is needed if the resident would like
   the Minol statement mailed somewhere other than their apartment home.
- Once *Update* is selected; the resident information will be changed instantly in the Minol database and is ready for billing for the next applicable cycle.
- Delete is used to correct a resident entry error that has not billed.



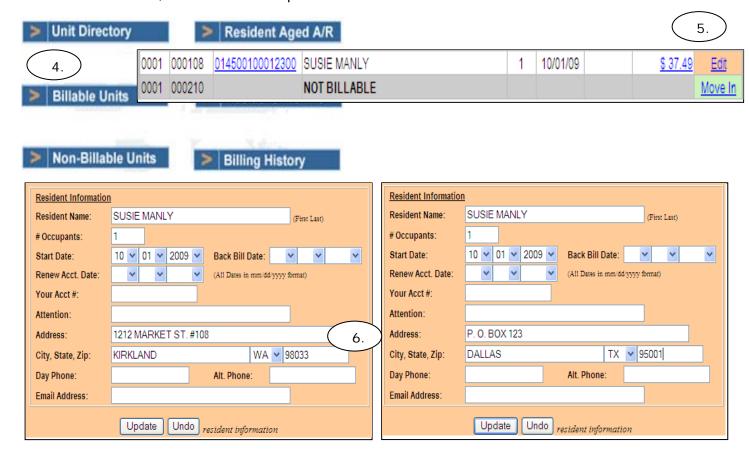
# ACCOUNT EDIT'S

Open Internet Explorer version 6.0 or higher and enter www.minolusa.com

**1**. First time access requires selection of Property Manager. **2**. Click Sign On. **3**. Enter your seven digit numeric User ID and Password then click Sign On.



**4.** Select Unit Directory **5.** Click on Edit hyperlink to display resident profile. **6.** Enter new resident information, and then click Update.





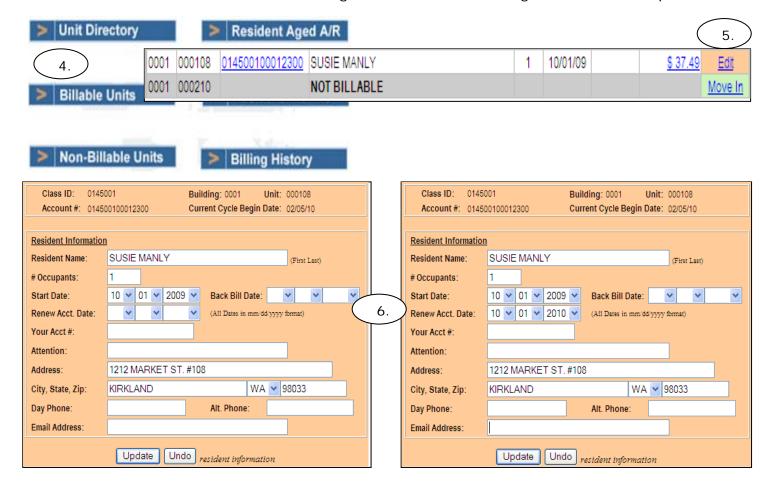
# **ACCOUNT LEASE RENEWAL**

Open Internet Explorer version 6.0 or higher and enter www.minolusa.com

**1**. First time access requires selection of Property Manager. **2**. Click Sign On. **3**. Enter your seven digit numeric User ID and Password then click Sign On.



**4.** Select Unit Directory **5.** Click on Edit hyperlink to display resident profile. **6.** Enter the resident lease renewal date to confirm billing for added service billing, and then click Update.





# **PROCESS MOVE OUT'S**

- Submit On Line daily or weekly
- Select *Process Move-Outs* tab.
- Select the resident that is moving out
- Manually enter their Move Out date
- Click on Process Request
- Click on Continue
- Click on Selected at the end of their name row
- Click on Submit Selected Accounts
- Click on Proceed
- Click on *Printer Icon* for Final Bill to print on your printer.
- Click on Return to Unit Directory

# MINOL DIRECT TRAINING RESIDENT MOVE OUT





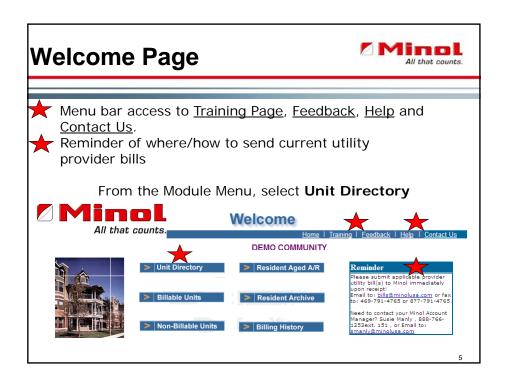
# WELCOME TO MINOL DIRECT ONLINE TRAINING

This presentation was designed to be self-facilitated. It is intended to provide you with the necessary steps to begin utilizing our website.

Questions? Contact Minol Training Department at <a href="mailto:training@minolusa.com">training@minolusa.com</a> or call: 888-766-1253 extension 150.











When "Intent to Vacate" is given, notify the Resident that their Final Bill is processed in the leasing office. The total Amount Due is deducted from their Security Deposit. This is your last opportunity to collect.

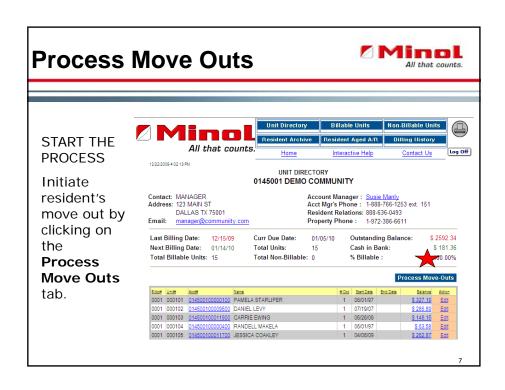
What happens when move out is not reported?

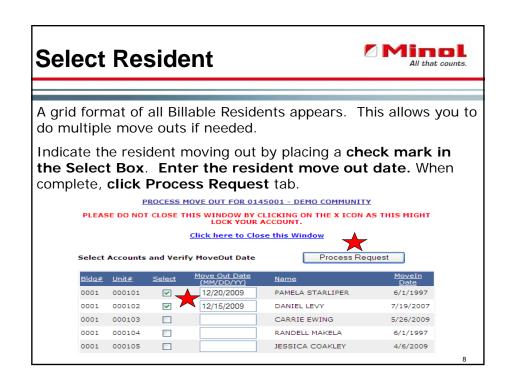


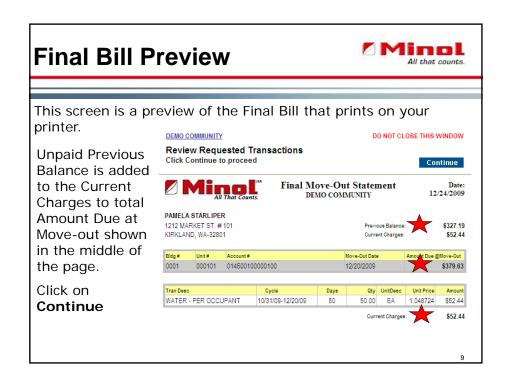
Overstates the communities Receivable & Delinquencies.

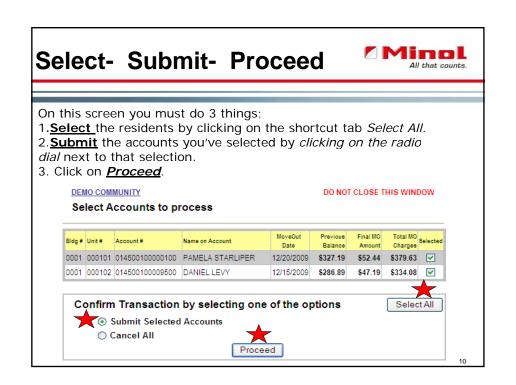


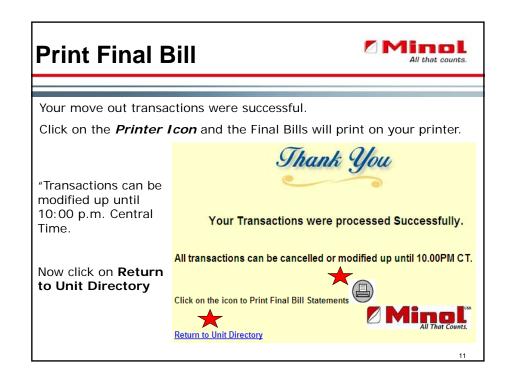
**Deduct from Deposit** 

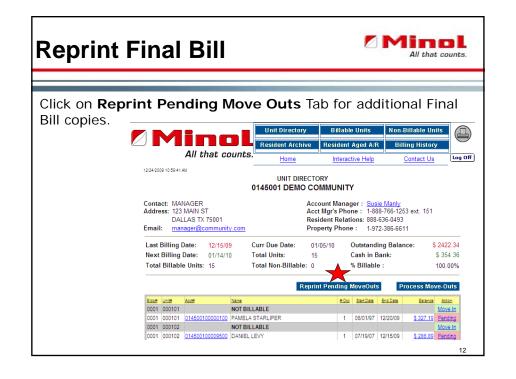


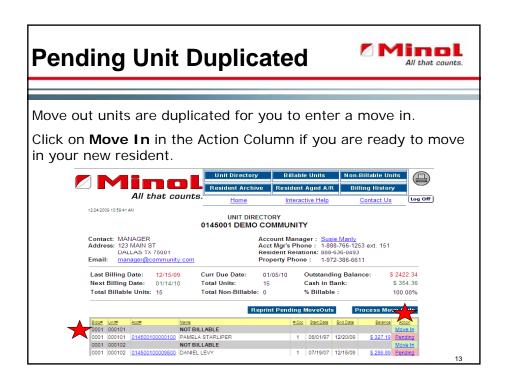


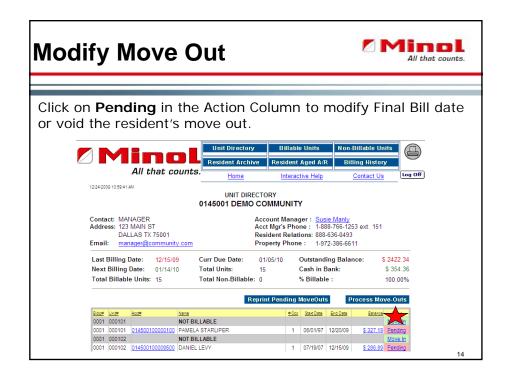












# Void or Change Date



On this screen you can select to:

Void the Move-out or Change the Move-Out Date if needed.

This screen is available on the day the Move-Out is entered only until

10:00 p.m. Central Time.

This screen is available on the day the Move-Out is entered only until 10:00 p.m. Central Time.

After you have made your modification selection, click on Proceed.

Pending Move-Out Information

Building: 0001
Unit: 000101
Account#: 014500100000100
Name: PAMELA STARLIPER
Move-Out Date: 12/20/2009

Address: 1212 MARKET ST. #101
City/State/Zip: KIRKLAND, WA-98033

What would you like to do?

O Void Move-Out
Change Move-Out Date

. -



This completes the Move Out Training.

Thank You for participating in our Minol Direct Online Training.

Should you have any questions please call or
e-mail our Training Department at

888-766-1253 x 150

or

training@minolusa.com



"Maximize your property's recovery and improve collections"

# Why is the Move Out Process Important?

- End Billing Service On Time
- Customer Service – Prevent Over Billing
- Last
   Opportunity to
   Collect Unpaid
   Balances

MINOL DIRECT is QUICK, EASY AND CONVENIENT

# Resident Move Out Process

Since the signed lease agreement is between the Owner/Management Company and the Resident, Minol must be notified by the Owner to begin and end processing for each billable resident. Reporting your property's Move Out Activity (at least weekly) is crucial for accurate billing and maximum recovery. Minol makes this process simple and easy with Minol Direct<sup>TM</sup>.

When you submit a resident move out via Minol Direct™,

- ✓ Billing will end as of the reported Move Out date.
- ✓ An On Demand Final Bill will be generated instantly. Final charges should be deducted from the security deposit or collected upon Move Out.
- ✓ Any unpaid balance should be combined with other move out charges such as cleaning, damages, delinquent rent, etc. Unpaid utility charges are rolled in with the property's standard collection procedure for move outs.
- ✓ Minol closes account, zeros out account balance and ends billing. Note: Resident Account history remains available in the **Resident Archive** module.

Most states are pro-resident when it comes to collections and utility delinquencies. Often it is difficult to collect from slow payers. Service cannot be disconnected, late fees are often minimal...The last opportunity to collect is upon Move Out!

# **Frequently Asked Question**

- Q: Can I void a Move Out Transaction processed in error or change the Move Out Date? Can I reprint an on demand final billing statement?
- A: Yes, you have up until 10 PM CT the day of the transaction to void, change or reprint the on demand final billing statement. From the Unit Directory, find the applicable resident and click on the **Pending** link located in the Action Column. Click **Void Transaction** or **Change Move Out Date**. Click Proceed and follow instructions to complete the transaction. To Reprint Statements, click on the blue button, **Reprint Pending Move Outs** (located next to the Process Move Outs button).



Minol Direct™ can be accessed with any internet connection 24 hours a day.

MINOL Minol Center 15280 Addison Road Suite 100 Addison, Texas 75001

Phone: 888.766-1253

Fax: 877.791.4765

E-mail: info@minolusa.com

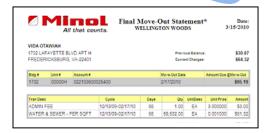
We're on the Web! www.minolusa.com

### PRINT FINAL BILLING STATEMENTS

#### **ON-LINE**

Final Move Out Statement Instantly Provides:

- 1. Previous Balance
- 2. Current Move Out Charge Amount
- 3. Final Move Out Total Charge in Detail



- 1. From the **Unit Directory**, select the blue button labeled, **Process Move Outs.** A second window will display all billable residents.
- 2. Select the residents you would like to process by clicking the Select Box. The system will default the Move Out date to the current date. Type over this date with the applicable Move Out date.

Note: This process closes the account. Only process a move out if the unit has been vacated.

- 3. Click on the **Process Request** button located at the top or bottom of the window when you are ready to submit your move outs.
- 4. Please be patient. System will generate actual On Demand Final Bill Transactions. Do not close this window.
- 5. Statements will be displayed on the screen. At this time, you will only need to review. You will have the option to print at the end of the process. Click **Continue**.
- Select the Accounts you wish to commit. Click Submit Selected Accounts to continue, or Cancel to terminate the Move Out Process. Click Proceed.
- 7. Click on the **Printer Icon** to print Final Move Out Statements.
- 8. Once you have retrieved your printouts, click on **Return to Unit Directory**.



#### PROCESS RESIDENT ACCOUNT ADJUSTMENT'S

- Select Unit Directory Module.
- Select the appropriate
- Click on \$ Dollar Amount hyperlink in Balance Column
- Click here hyperlink to add a new adjustment
- Choose Adjustment Type
- Enter name of person authorizing the adjustment
- Select Adjustment Description
- Enter Adjustment Notes
- Enter Adjustment Amount
- Click Submit

# MINOL DIRECT TRAINING RESIDENT ACCOUNT ADJUSTMENT





## WELCOME TO MINOL DIRECT ONLINE TRAINING

This presentation was designed to be self-facilitated. It is intended to provide you with the necessary steps to begin utilizing our website.

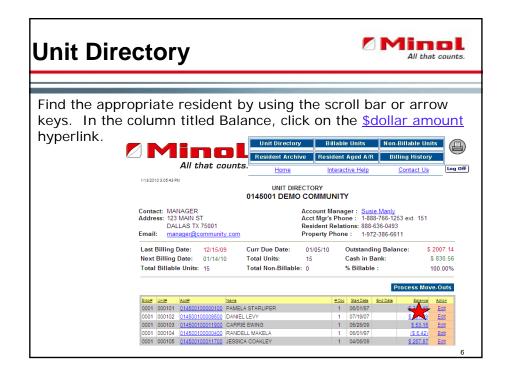
Questions? Contact Minol Training Department at <a href="mailto:training@minolusa.com">training@minolusa.com</a> or call: 888-766-1253 extension 150.

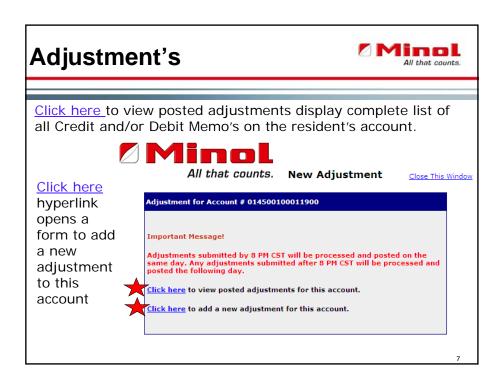
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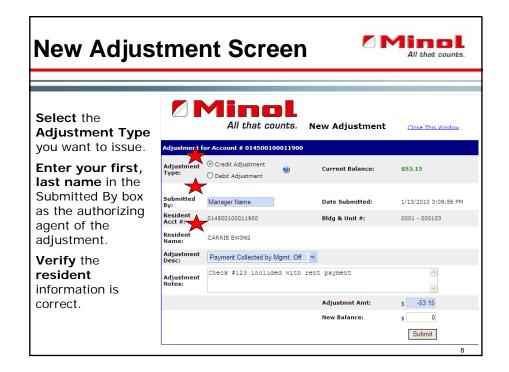


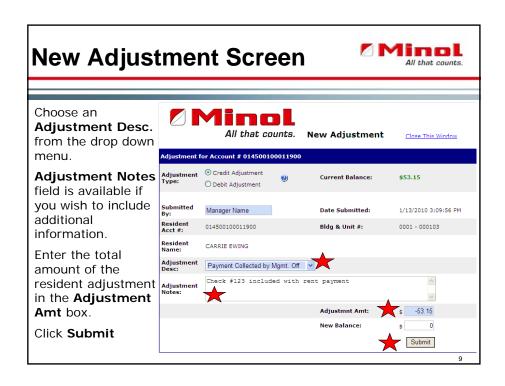




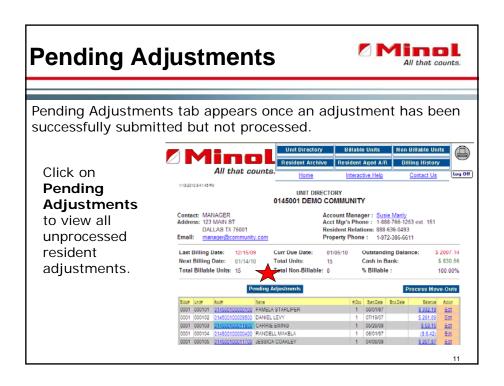


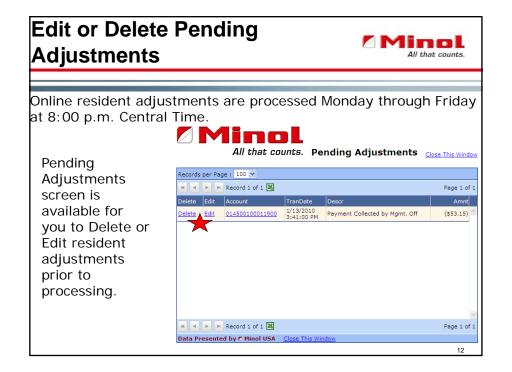


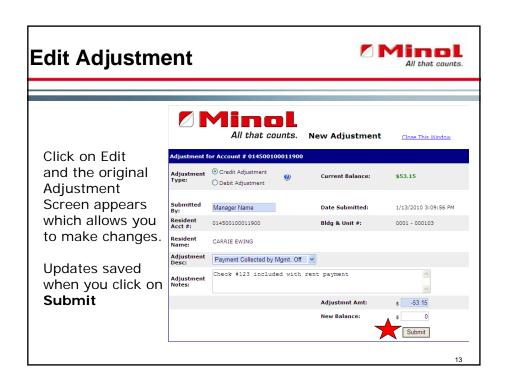
















## This completes the Online Account Adjustment Training.

Thank You for participating in our Minol Direct Online
Training. Should you have any questions please call
888-766-1253 x 150 or
e-mail our Training Department at
training@minolusa.com

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### **RESIDENT AGED A/R**

www.minolusa.com



"Maximize your property's recovery and improve collections"

Minol Processes
Payments
you can print
Resident Late
Notices online.

- Quick
- Easy
- Current and Up-To-Date Balance Information

MINOL Minol Center 15280 Addison Road Suite 100 Addison, Texas 75001

Phone: 888.766-1253

Fax: 877.791.4765

E-mail: info@minolusa.com

We're on the Web! www.minolusa.com

# MAXIMIZE RECOVERY... Print/Hand Out Late Notices

You may have heard stories from other managers that residents will sometimes pay their rent but not their utility bills. If those managers are having utility collection difficulties, it is because they are not handling the collections properly. You should not have collection problems if you handle delinquencies promptly. Simply distribute regular utility late notices to delinquent payers. Minol makes this process quick and easy. When Minol processes the resident payments, Late Notices can be printed directly from MINOL DIRECT. Deliver notices monthly to slow payers and you convey your seriousness about collections.

- ✓ Coordinate delivery of notices with your regular rent collection activities and print notices just prior to delivery to ensure the most current balance information.
- ✓ Direct balance questions to Minol's toll-free customer service number printed on the late notice and encourage residents to utilize their payment coupon for prompt credit.
- ✓ Offer Minol's phone or online payment service, using a check or credit card.

If you have a resident who simply refuses to pay after receiving several notices, most states allow giving the resident an eviction notice for non-payment of the utility bill. Usually residents won't let themselves be evicted for such a small amount. However, if you wait and let unpaid utilities build up to a large amount, it is tempting for some residents to move out rather than pay. The key is to act swiftly and decisively with a resident who refuses to pay their utility bill. Word will spread that you are as serious about utility bills, as you are about rent – and that alone will help collections.

#### PRINT LATE NOTICES ON LINE...

#### Quick, Easy, Convenient

- 1. To ensure the most current balance information, run notices the same day you plan to distribute the notices.
- 2. From the **Resident Aged A/R Screen**, click on the **Print** link located directly over the aged columns. Represents the number of days late exceeding the due date.

Print Over 90 – Prints notices for balances over 90 days.

Print 61 to 90 – Prints notices for balances over 61 days.

Print 31 to 60 – Prints notices for balances over 31 days.

Print 1 to 30 – Prints notices for balances at least 1 day late.

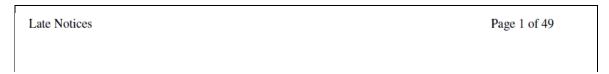
Late notices will appear in a second window.

Click on the  $\mbox{\bf Printer I\,con}$  to print Late Notices to your local printer.



#### **EDIT LATE NOTICE PRINT PAGE**

**Header -** It is preferable that Late Notices do not print with page numbers (1 of 49). Completing this one time task below will eliminate the header page numbers.

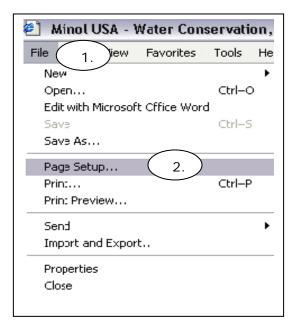


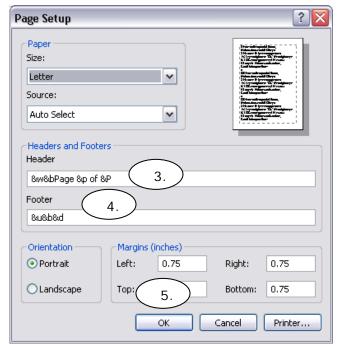
**Footer** – It is also preferable that Late Notices do not print with the Minol Direct web address at the bottom of the page. Completing this one time task below will eliminate the footer web address.

https://www.minoldirect.com/m-net/xpLateNotice.asp?id=1107004&ln=1

Open Internet Explorer version 6.0 or higher

- 1. From the Internet Explorer window, click on **File** 2. Click on **Page Setup**. 3. Clear out the item in the **Header** box, leave empty. 4. Clear out the item in the **Footer** box, leave empty.
- 5. Click OK





# MINOL DIRECT TRAINING LATE NOTICES





## WELCOME TO MINOL ONLINE DIRECT TRAINING

This presentation was designed to be self-facilitated. It is intended to provide you with the necessary steps to begin utilizing our website.

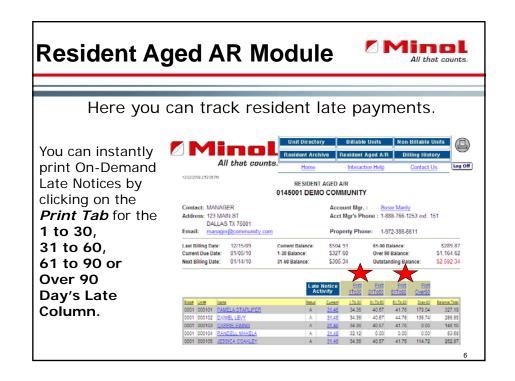
Questions? Contact Minol Training Department at <a href="mailto:training@minolusa.com">training@minolusa.com</a> or call: 888-766-1253 extension 150.

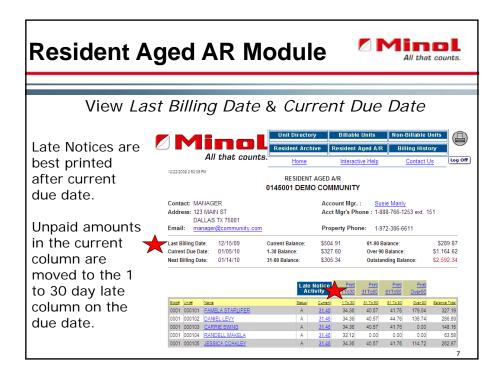
2



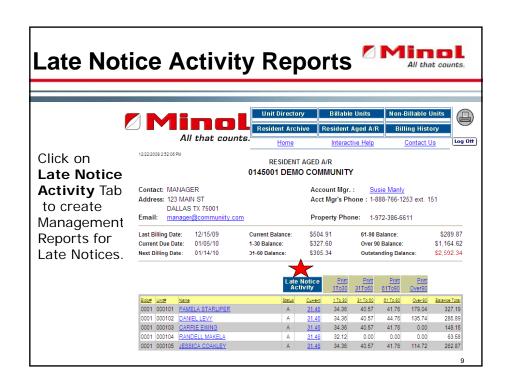


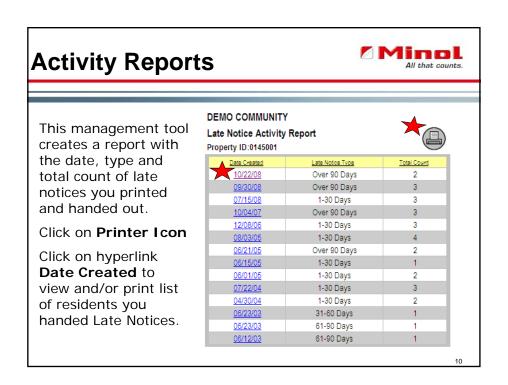












### **Activity Reports**



**Date created** hyperlink, is report view of the resident(s) and total due on the late notice you handed out. Click on the **Printer I con** to print this report on your printer.

#### **DEMO COMMUNITY**

Late Notice Activity Report: Over 90 Days Past Due

Property ID: 0145001 Date: 10/22/08 Go ba

<u>Bldq</u>	<u>Unit</u>	Name	Account#	<u>Balance</u>
0001	000101	PAMELA STARLIPER	014500100000100	465.98
0001	000214	KRISTI PRICE	014500100002300	294.84

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This completes the Late Notice Training.

Thank You for participating in our Minol Direct Online Training.

Should you have any questions please call or
e-mail our Training Department at

888-766-1253 x 150

or

training@minolusa.com

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### **BILLING HISTORY**

www.minolusa.com



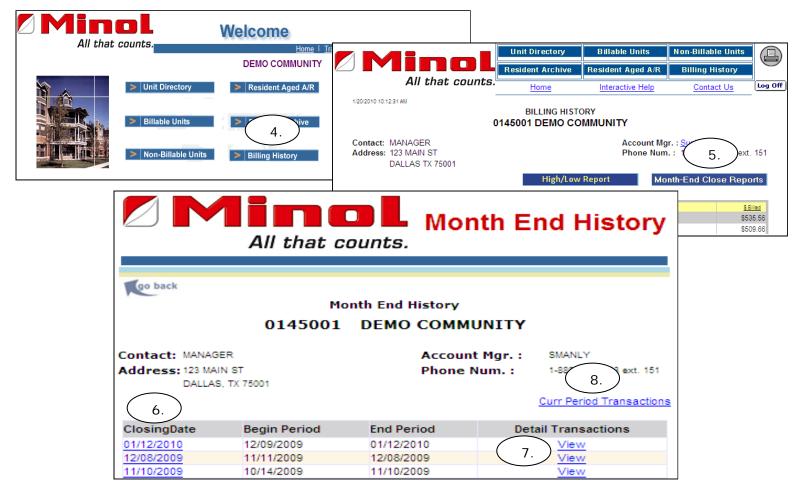
#### ACCESSING MINOL DIRECT MONTH END REPORTS

Open Internet Explorer version 6.0 or higher and enter www.minolusa.com

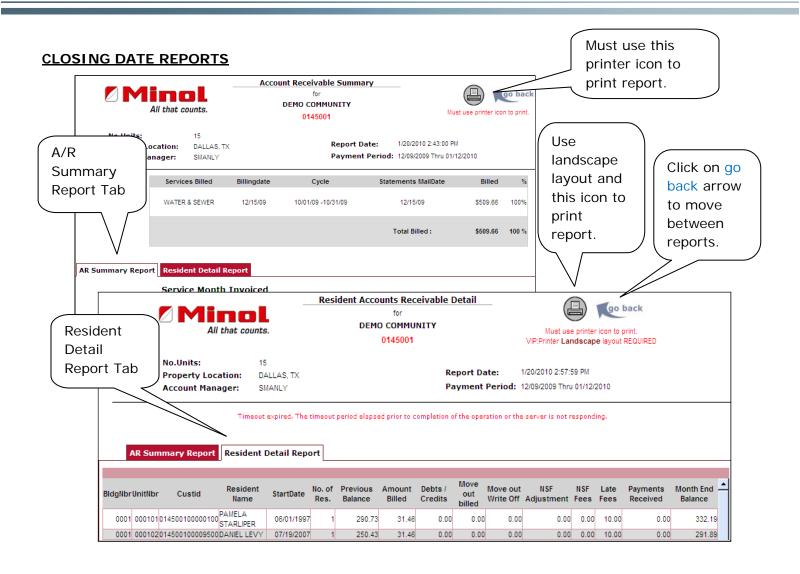
**1**. First time access requires selection of Property Manager. **2**. Click Sign On. **3**. Enter your seven digit numeric User ID and Password then click Sign On.



**4.** Select Billing History **5.** Click on Month End Close Report **6.** Click on Closing Date hyperlink to view A/R Summary and Resident Detail Reports. **7.** Click on View hyperlink to review by Transaction Types. **8.** Curr Period Transactions links to current postings not yet closed.







#### **DETAIL TRANSACTIONS**

DESCRIPTIO	ОИ		AMOU		Links to Transaction Report that can be viewed, printed and				
Credit Card F	<u>Fees</u>		\$12	.00				·	
<u>Late Fees</u>			\$105	00	exported in .pdf or .xls format.				
Payments Co	ollected by M	<u>linol</u>	<del>(203</del> 0.	56)				Adobe	
Utility Billing	Charges		\$509	.66		T			
	Account No	No Biag.	Unit No	Billing Name	Move-In Date	Tran. Type	Tran. Post Date	Amount	Submitted By
	014500100011900	0001	000103	CARRIE EWING	5/26/09	PA	12/22/09	\$103.00	Minol
	014500100000400	0001	000104	RANDELL MAKELA	6/1/97	PA	12/22/09	\$70.00	Minol



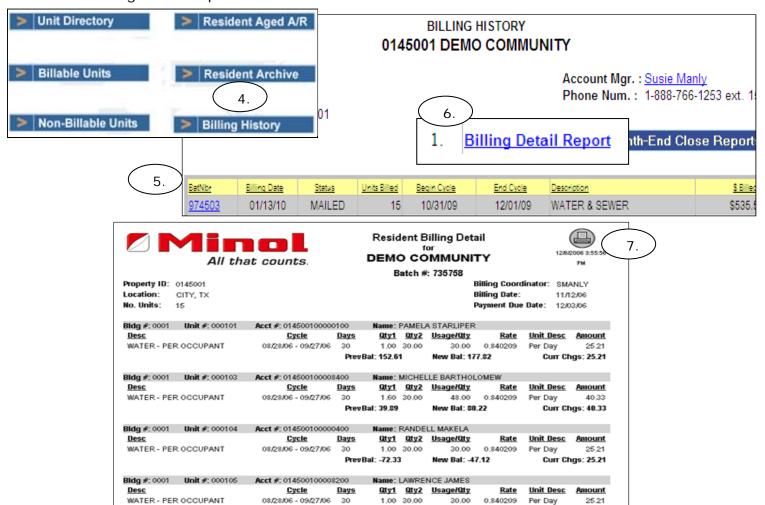
#### **BILLING DETAIL REPORT**

Open Internet Explorer version 6.0 or higher and enter www.minolusa.com

**1**. First time access requires selection of Property Manager. **2**. Click Sign On. **3**. Enter your seven digit numeric User ID and Password then click Sign On.



- **4.** Select Billing History **5.** Click on the most recent Batch Number hyperlink displayed as BatNbr.
- 6. Click on Billing Detail Report 7. Click on Printer Icon





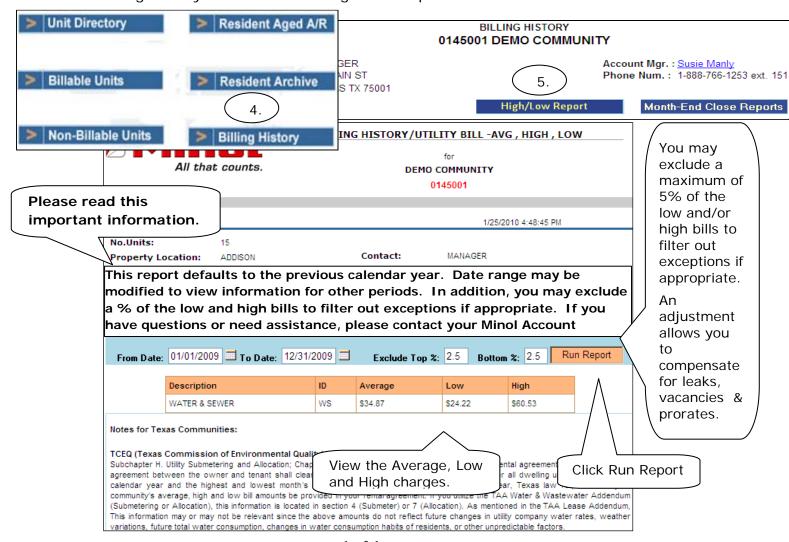
#### UTILITY HIGH, LOW, AVERAGE CHARGE REPORT

Open Internet Explorer version 6.0 or higher and enter www.minolusa.com

1. First time access requires selection of Property Manager. 2. Click Sign On. 3. Enter your seven digit numeric User ID and Password then click Sign On.



4. Select Billing History 5. Click on the High/Low Report tab.





#### EXPORTING CHARGE FILE FROM MINOL DIRECT

Open Internet Explorer version 6.0 or higher and enter www.minolusa.com

**1**. First time access requires selection of Property Manager. **2**. Click Sign On. **3**. Enter your seven digit numeric User ID and Password then click Sign On.



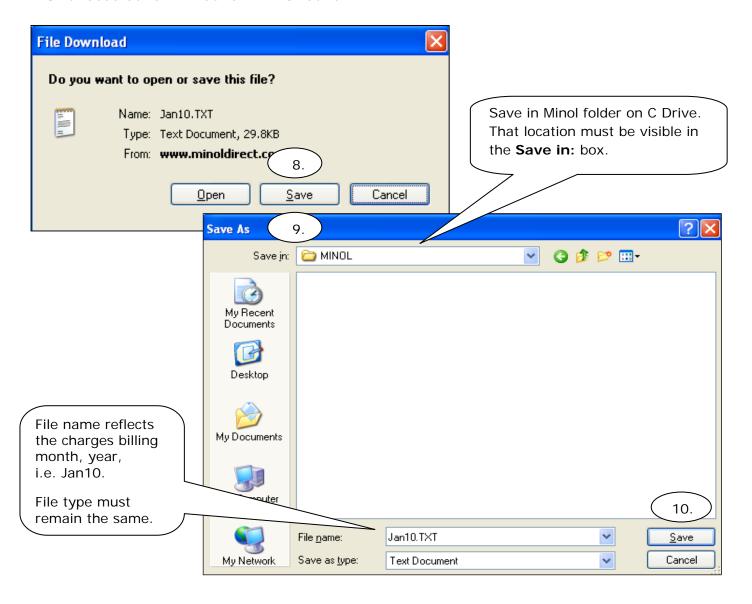
- **4.** Select Billing History **5.** Click on the most recent Batch Number hyperlink displayed as BatNbr.
- 6. Click on Create Import File 7. Download Import File



System will require missing AMSI Resident ID's or Yardi Tenant Codes before allowing a download file



8. Choose Save 9. Save in: 10. Save



The utility charge file is now available for upload into your rent system.

Question's? Contact Minol Training & Support at 888-766-1243 x 140 Juan Alegria.



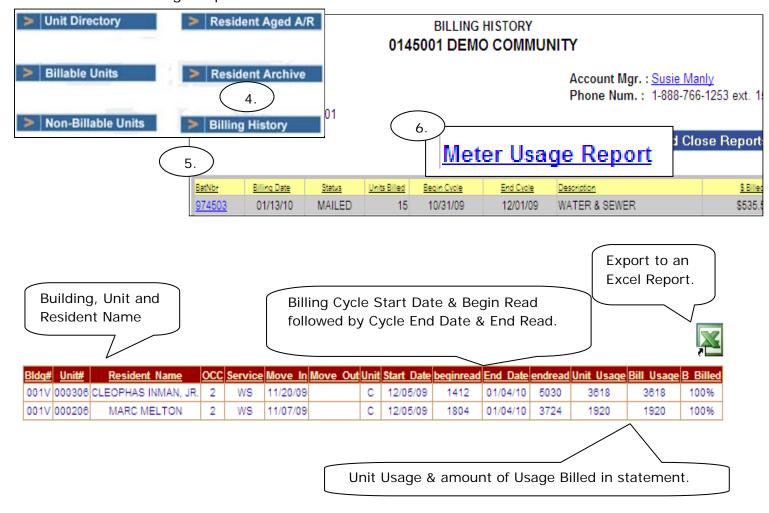
#### METER USAGE REPORT

Open Internet Explorer version 6.0 or higher and enter <a href="www.minolusa.com">www.minolusa.com</a>

**1**. First time access requires selection of Property Manager. **2**. Click Sign On. **3**. Enter your seven digit numeric User ID and Password then click Sign On.



- **4.** Select Billing History **5.** Click on the most recent Batch Number hyperlink displayed as BatNbr.
- 6. Click on Meter Usage Report





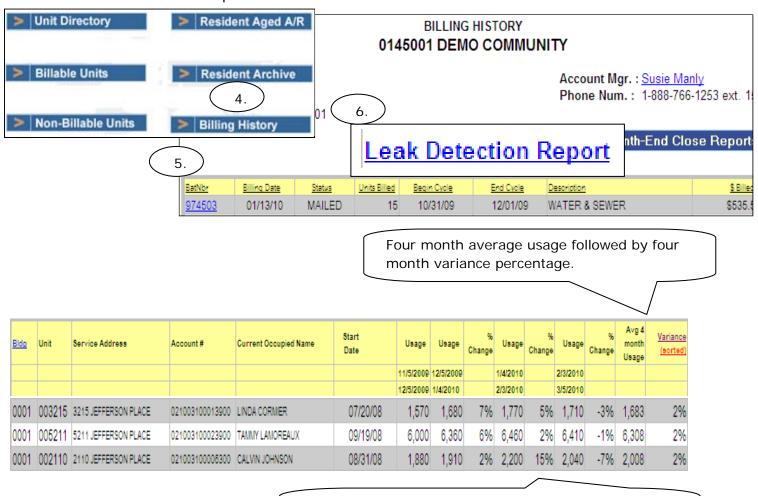
#### LEAK DETECTION REPORT

Open Internet Explorer version 6.0 or higher and enter www.minolusa.com

**1**. First time access requires selection of Property Manager. **2**. Click Sign On. **3**. Enter your seven digit numeric User ID and Password then click Sign On.



- **4.** Select Billing History **5.** Click on the most recent Batch Number hyperlink displayed as BatNbr.
- 6. Click on Leak Detection Report



Monthly usage for last four billing cycles followed by percentage of variance between cycles.



### SECTION III SAMPLE REPORTS & STATEMENTS



#### MONTHLY REPORT PACKAGE

Minol will mail a check to the community or EFT (Electronic File Transfer) the funds processed each month. The property will be able to print their Monthly Report Package from the Minol website around the 15<sup>th</sup> of each month. This report package details the most recent resident billing and reimbursement. Minol monthly billing fees are deducted each month from the remittance amount.

Several reports are available in real time at <a href="www.minolusa.com">www.minolusa.com</a>. The Monthly Reports available online each month, includes the following reports. Resident Billing Detail, Accounts Receivable Summary and Resident Accounts Receivable Detail.

Report Name: Resident Billing Detail

Report Type/Delivery: Available Online

Report Description: The Resident Billing Detail reflects in building and unit number order, the billed

charges per account. This detail includes: building number, unit number, account number, name, previous balance, current charges, new balance, description of individual charges, applicable billing cycle, days in cycle, usage/qty, rate, unit description (gallons, per day, etc.), and detail charge amount. In addition, the resident bill amount, total number of bills generated, and percentage of units billable. The header of the report contains the Property's ID, Billing Analyst,

billing date and resident payment due date.

Report Name: <u>Accounts Receivable Summary</u>

Report Type/Delivery: Available Online

Report Description: The Accounts Receivable Summary details accounts receivable activity for a specific

billing and collection period. In addition, it details the calculations used to determine

the Property's monthly reimbursement amount.

Report Name: Resident Accounts Receivable Detail

Report Type/Delivery: Available Online

Report Description: The Resident Accounts Receivable Detail gives an itemized summary of individual

resident account activity. Property information includes: payment period (accounting period), services billed, billing date, payment due date, cycle billed, statements mailed date, and batch number. Resident Detail information includes building number, unit number customer ID (account number), resident name, start credits, move out amount billed, NSF amount, NSF fees, payments received, and month

end balance.

# SAMPLE RESIDENT BILLING DETAIL REPORT with TRANSACTION SUMMARY



# Resident Billing Detail for DEMO PROPERTY



Batch #: 211775

 Property ID:
 0001003

 Location:
 CITY, TX

 No. Units:
 126

Billing Coordinator: SETUP
Billing Date: 04/10/03
Payment Due Date: 05/01/03

Bldg #: 000A	Unit #: 000A01	Acct #: 00010030002	3900	Name:	CHERY	HOWE			
<u>Desc</u>		<u>Cycle</u>	<u>Days</u>	Qty1	Qty2	<u>Usage/Qty</u>	<u>Rate</u>	<u>Unit Desc</u>	<u>Amount</u>
ADMIN FEE		02/20/03 - 03/22/03	30	1.00	-	1.00	3.000000	Cycle	3.00
WATER - PER	OCCUPANT	02/20/03 - 03/22/03	30	1.60	30.00	48.00	0.768706	Per Day	36.90
			Previ	Bal: 58.78		New Bal: 98	.68	Curr Ct	igs: 39.90

Bldg #: 000A	Unit #: 000A03	Acct #: 000100300016	6600	Name:	DEBOR	AH HODGES			
<u>Desc</u>		<u>Cycle</u>	<u>Days</u>	<u>Qty1</u>	Qty2	<u>Usage/Qty</u>	<u>Rate</u>	<u>Unit Desc</u>	<u>Amount</u>
ADMIN FEE		02/20/03 - 03/22/03	30	1.00	-	1.00	3.000000	Cycle	3.00
WATER - PER	OCCUPANT	02/20/03 - 03/22/03	30	1.60	30.00	48.00	0.768706	Per Day	36.90
			Previ	Bal: 172.0	2	New Bal: 21	1.92	Curr Ct	ngs: 39.90

Bldg #: 000A	Unit #: 000A04	Acct #: 00010030002	8300	Name:	JOSEPH	I GURULE			
<u>Desc</u>		<u>Cycle</u>	<u>Days</u>	<u>Qty1</u>	Qty2	<u>Usage/Qty</u>	<u>Rate</u>	<u>Unit Desc</u>	<u>Amount</u>
ADMIN FEE		02/20/03 - 03/22/03	30	1.00	-	1.00	3.000000	Cycle	3.00
WATER - PER	OCCUPANT	02/20/03 - 03/22/03	30	1.90	30.00	57.00	0.768706	Per Day	43.82
			PrevE	Bal: -0.44		New Bal: 46	.38	Curr Ch	igs: 46.82

Bldg #: 000A	Unit #: 000A05	Acct #: 000100300013	3200	Name:	RONALI	D FORGY			
<u>Desc</u>		<u>Cycle</u>	<u>Days</u>	<u>Qty1</u>	Qty2	<u>Usage/Qty</u>	<u>Rate</u>	<u>Unit Desc</u>	<u>Amount</u>
ADMIN FEE		02/20/03 - 03/22/03	30	1.00	-	1.00	3.000000	Cycle	3.00
WATER - PER	OCCUPANT	02/20/03 - 03/22/03	30	1.90	30.00	57.00	0.768706	Per Day	43.82
			Prev E	Bal: 0.00		New Bal: 46	82	Curr Ch	nas: 46.82

Summa	Summary by Transaction Description						
Transaction Descr	Total Count	Total Amount	Average				
ACCOUNT ACTIVATION	5	17.50	3.50				
ADMIN FEE	114	342.00	3.00				
WATER - PER OCCUPANT	114	3,833.00	33.62				
	114	4,192.50	36.78				

# All that counts.

#### Account Receivable Summary

forÁ

#### ····89AC 7CAAIB≕HM

No.Units: DALLAS, TX **Property Location:** Account Manager: "```ÙT Œ ŠŸ

Report Date: 4/13/2010 11:18:45 AM

Payment Period: 02/10/2010 Thru 03/09/2010

Services Billed	Billingdate	Cycle	Statements MailDate	Billed	%
TRASH	02/10/10	12/23/09 -01/27/10	02/11/10	\$3,812.20	39.85%
WATER & SEWER	02/10/10	12/23/09 -01/27/10	02/11/10	\$5,674.81	59.32%
			Total Billed :	\$9,487.01	99.17 %

#### Service Month Invoiced

Resident billing	
TR - TRASH	\$3,812.20
TRASH SERVICE - ADMINISTRATIVE	\$79.00
WS - SERVICE CHARGE	\$381.37
WS - SEWER	\$2,223.35
WS - SEWER BASE	\$501.06
WS - WATER	\$2,018.19
WS - WATER BASE	\$550.84
	\$9,566.01
Resident Final Move-Out Billing	
TR - TRASH	\$24.50
TRASH SERVICE - ADMINISTRATIVE	\$1.00
WS - SERVICE CHARGE	\$4.78
WS - SEWER	\$27.89
WS - SEWER BASE	\$3.22
WS - WATER	\$25.32
WS - WATER BASE	\$3.54
	\$90.25
Resident Move-Out Write Off	
MOVE-OUT WRITE OFF	(\$247.45)
	(\$247.45)

1/.4

Other Credits & Debits					
90 DAY MO WRITE OFF	\$58.24				
CREDITS	(\$241.85)				
LATE FEE	\$133.38				
PAYMENT COLLECTED BY MGMT. OFF	(\$1,205.99)				

(\$1,256.22)

**Total Invoiced** \$8,152.59

#### **Service Month Received**

Resident Payments Received	
PAYMENTS	(\$7,676.22)

(\$7,676.22)

NSF / Account Adjustments	
CREDIT CARD FEE	\$168.00
REFUND	\$992.68
	\$1,160.68

Total Collected Revenue (\$6,515.54)

#### Minol Service Charge

Description	Date	QTY	UnitPrice	Amount
BILLING FEE	02/10/2010	316.00	2.65	\$837.40
BILLING FEE	02/10/2010	316.00	0.25	\$79.00
MOVE OUT	02/10/2010	13.00	2.65	\$34.45
POSTAGE	02/10/2010	316.00	0.44	\$139.04
SERVICE MAINTENANCE AGREEMENT	02/10/2010	1.00	248.3	\$248.25

\$1,338.14

Total Minol Fees \$1,338.14

**Net Amount To Property:** 

\$5,177.40

#### Check Allocation Guide Based on percentage billed:

Services Billed	Billed	%	Delinquencies by Service	Check Allocation by Service
TRASH	\$3,812.20	39.85%	\$333.91	\$2,063.19
WATER & SEWER	\$5,674.81	59.32%	\$497.05	\$3,071.23
	\$9,487.01	99.17 %	\$830.96	\$5,134.43

Questions regarding this report, please contact your Minol Account Manager listed above. Thank you.

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#### DEMO COMMUNITY

No.Units:

**Property Location:** 

331 DALLAS, TX

Report Date: 4/13/2010 2:30:18 PM

Account Manager: JBOYD

Payment Period: 02/10/2010 Thru 03/09/2010

Services Billed	Billingdate	Cycle	Statements MailDate Bil		%
TRASH	02/10/10	12/23/09 -01/27/10	02/11/10	\$3,812.20	39.85%
WATER & SEWER	02/10/10	12/23/09 -01/27/10	02/11/10	\$5,674.81	59.32%
			Total Billed :	\$9,487,01	99.17 %

BldgNbr	UnitNbr	Custid	Resident Name	StartDate	No. of Res.	Previous Balance	Amount Billed	Debts / Credits	Move out billed	Move out Write Off	NSF Adjustment	NSF Fees	Late Fees	Payments Received	Month End Balance
0001	001005	020303300000100	BRADLEY WILSON	05/28/2007	2	0.00	34.91	0.00	0.00	0.00	0.00	0.00	0.00	-34.91	0.00
0001	001006	020303300072700	NATHAN GOLDSMITH	04/09/2009	1	0.00	34.22	0.00	0.00	0.00	0.00	0.00	1.71	0.00	35.93
0001	001007	020303300077500	STEPHANIE LOGGINS	05/16/2009	2	0.00	32.81	0.00	0.00	0.00	0.00	0.00	0.00	-32.81	0.00
0001	001008	020303300069700	GRETA GIBSON	03/08/2009	2	32.13	25.22	-32.39	0.00	0.00	0.00	0.00	1.18	0.00	26.14
0001	001057	020303300000500	LAUREN NEWTON	05/18/2006	2	0.01	24.82	0.00	0.00	0.00	0.00	0.00	0.00	-24.55	0.28
0001	001058	020303300088400	WADE MULDOON	08/15/2009	2	0.00	27.33	3.00	0.00	0.00	0.00	0.00	0.00	-30.33	0.00
0001	001059	020303300080000	ANNE BAYER	06/08/2009	2	0.00	31.43	0.00	0.00	0.00	0.00	0.00	1.57	0.00	33.00
0001	001060	020303300077300	JESSICA RENIER	05/22/2009	1	20.72	21.86	0.00	0.00	0.00	0.00	0.00	0.00	-42.58	0.00
0001	001061	020303300048700	SARAH PRESTON	05/06/2008	2	0.00	42.77	0.00	0.00	0.00	0.00	0.00	2.14	-44.91	0.00
0001	001063	020303300056700	CAMERON & COURTNEY BENNETT	08/07/2008	3	0.00	59.69	0.00	0.00	0.00	0.00	0.00	0.00	-59.69	0.00
0001	001065	020303300001100	ANTHONY HERERRA	03/01/2007	1	-75.64	32.35	-80.00	0.00	0.00	0.00	0.00	0.00	0.00	-123.29
0001	001067	020303300081700	CHASE ENGLEHART	06/30/2009	1	0.00	19.02	3.00	0.00	0.00	0.00	0.00	0.00	-22.02	0.00
0001	001068	020303300098600	DAVID MACICEK	01/05/2010	2	0.00	16.16	0.00	0.00	0.00	0.00	0.00	0.81	0.00	16.97
0001	001069	020303300001400	WENDI MCGOWAN	03/30/2007	1	0.00	26.59	0.00	0.00	0.00	0.00	0.00	0.00	-26.59	0.00
0001	001070	020303300087900	JUSTIN THOMPSON	08/18/2009	1	0.00	25.45	0.00	0.00	0.00	0.00	0.00	0.00	-26.72	-1.27
0001	001071	020303300075800	STEVEN WASHUTA	05/01/2009	1	0.01	27.56	0.00	0.00	0.00	0.00	0.00	1.38	0.00	28.95
0001	001072	020303300055100	ANDREW ORTIZ	07/03/2008	2	-0.43	38.95	0.00	0.00	0.00	0.00	0.00	1.93	0.00	40.45
0001		020303300094000		11/01/2009	1	-2.19	28.25	0.00	0.00	0.00	0.00	0.00	0.00	-27.36	-1.30
0001			AUSTIN MCDANIEL	01/16/2008	1	-161.80	33.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-128,77
0001	001075	020303300033800	O'NEIKA WILLIAMS	08/31/2007	1	-0.27	15.88	-16.39	0.00	0.00	0.00	0.00	0.00	0.00	-0.78
0001		020303300002100		05/01/2007	1	0.00		0.00	0.00		0.00	0.00	0.00	-32.00	0.00
0001			ANDREW LEHMAN	01/10/2008	2	0.00		0.00	0.00		0.00	0.00	0.00	-39,70	-1.89
0001	001079	020303300081400	MEREDITH SMALL	06/24/2009	1	27.14	22.59	0.00	0.00	0.00	0.00	0.00	1.06	-27.20	23.59
0001	001081	020303300090900	RANDY SCHWAB	09/11/2009	1	40.55	35.60	3.00	0.00	0.00	0.00	0.00	0.00	-79.15	0.00
0001		020303300089300		08/27/2009	2	-1.40		0.00			0.00	0.00	0.00	-34.36	0.00
0001			MORGAN GRANDY	09/27/2009	2	-2.37	33.43	0.00	0.00		0.00	0.00	0.00	-31.06	0.00
0001		020303300062200		10/25/2008	2	0.00		3.00			0.00	0.00	0.00	-33.06	0.00
0001			KELLY DONOHUE	05/15/2008	3	0.67		-1.00			0.00	0.00	1.83	0.00	39.15
0001		020303300049400		05/09/2008	1	0.00		0.00			0.00	0.00	0.00	-18.44	0.00
0001			BRIAN WESTLUND	02/01/2008	1	0.00		0.00	0.00		0.00	0.00	0.00	-30.29	0.00
0001		020303300049500		05/08/2008	2	-2.56		0.00	0.00		0.00	0.00	3.38	0.00	70.93
0001			CARA HAWRYLUK	03/30/2009	1	52.01	28.64	0.00	0.00		0.00	0.00	1.38	-53.15	28.88
0001			STEPHEN MCCARTHY	09/28/2007	1	0.00		0.00	0.00		0.00	0.00	0.00	-26.26	0.00
0001		020303300082900		07/07/2009	2	-0.20		0.00	0.00	0.00	0.00	0.00	6.04	0.00	126.78
0001		020303300080100		06/06/2009	2	0.00		0.00	0.00		0.00	0.00	0.00	-25.57	0.00
0001			KATHRYN REINTJES	04/27/2008	2	17.41		-60.00	0.00		0.00	0.00	0.83	0.00	-25.26
0001		0203033300096300		12/01/2009	1	-0.86		0.00	0.00		0.00	0.00	0.00	-30.40	0.00
0001		020303300032600		09/01/2007	1	-0.93		0.00	0.00		0.00	0.00	1.45	0.00	30.47
0001		020303300070000		03/06/2009	1	-0.63		0.00	0.00		0.00	0.00	1.29	0.00	27.19
0001			CHRISTOPHER KAPUSTA	09/11/2009	2	-1.94		0.00	0.00	0.00	0.00	0.00	0.00	-35.27	-1.68
0001			VIRGINIA ALVERSON	08/11/2008	1	-28.85		-60.00	0.00		0.00	0.00	0.00	-0.91	-60.04
0001			MARY MOORMAN	05/12/2009	1	36.63		-10.00	0.00		0.00	0.00	0.87	-69.18	-24.37
0001			TAYLOR LUMMUS	03/20/2009	2	0.00	32.81	0.00	0.00		0.00	0.00	0.00	-32.81	0.00
0001		0203033300064900		12/11/2008	3	0.00		58.24	0.00		0.00	0.00	0.00	-58.24	0.00
0001		020303300047400		03/16/2008	2	0.00		0.00			0.00	0.00	0.00	-41.69	0.00
0001			ROBERT MARSHALL	10/17/2006	2	0.00	26.59	0.00	0.00	0.00	0.00	0.00	0.00	-27.92	-1.33
0001		020303300004000		10/31/2009	2	0.00		0.00			0.00	0.00	0.00	-40.66	0.00
0001			CASEY PARK AND JEFFREY DAVIS	05/15/2009	2	0.00		0.00	0.00		0.00	0.00	0.00	-44.82	0.00
0001		020303300076700		05/19/2009	2	0.00		0.00	0.00	0.00	0.00	0.00	0.00	-40.60	0.00
0001			JASON SCHULMAN	01/02/2010	1	0.00		0.00			0.00	0.00	1.89	0.00	39.74
0001		020303300098200		06/12/2009	1	-25.23	28.19	0.00			0.00	0.00	0.00	-2.96	0.00
0001		020303300080200	_	06/08/2009	2	-25.23	41.46	0.00	0.00	0.00	0.00	0.00	1.07	-2.53	0.00
0001	002044	020000000000000000000000000000000000000	ANLE I I OWLER	00/00/2009		-20.00	41.40	0.00	0.00	0.00	0.00	0.00	1.07	-22.53	0.00



#### MONTHLY RESIDENT LATE NOTICE

You may have heard stories from other managers that residents will sometimes pay their rent but not their utility bills. If those managers are having utility collection difficulties, it is because they are not handling the collections properly. You should not have collection problems if you handle delinquencies promptly. Simply distribute regular utility late notices to delinquent payers. Minol makes this process quick and easy. When Minol processes the resident payments, Late Notices can be printed directly from MINOL DIRECT, Resident Aged A/R Module. Deliver notices monthly to slow payers and you convey your seriousness about collections.

Report Name: Resident Late Notice

Report Type/Delivery: Available Online

Report Description: From the Resident Aged A/R Screen, click on the Print link located directly over the

aged columns. Print tab represents the number of days late exceeding the due date.

Print Over 90 – Prints notices for balances over 90 days.

Print 61 to 90 – Prints notices for balances over 61 days.

Print 31 to 60 – Prints notices for balances over 31 days.

Print 1 to 30 – Prints notices for balances at least 1 day late.

Late notices will appear in a second window.

Click on the Printer Icon to print Late Notices to your local printer.

Report Name: Late Notice Activity Report

Report Type/Delivery: Available Online

Report Description: This Management Reports is created whenever Late Notices are printed for hand out.

The Late Notice Activity Report has the date, type and total count of late notices you printed. The Date Created hyperlinks to report view of the resident(s) and total due on the late notice you handed out. Click on the Printer Icon to print this report on your

printer.

#### SAMPLE RESIDENT AGED A/R SCREEN





Log Off

12/22/2009 2:52:06 PM

## RESIDENT AGED A/R 0145001 DEMO COMMUNITY

Contact: MANAGER Account Mgr.: Susie Manly

Address: 123 MAIN ST Acct Mgr's Phone: 1-888-766-1253 ext. 151

DALLAS TX 75001

Email: manager@communiity.com Property Phone: 1-972-386-6611

Last Billing Date: 12/15/09 Current Balance: \$504.91 61-90 Balance: \$289.87 \$327.60 Current Due Date: 01/05/10 1-30 Balance: Over 90 Balance: \$1,164.62 Next Billing Date: 01/14/10 31-60 Balance: \$305.34 Outstanding Balance: \$2,592.34

			Late Notice Activity		Print 1To30	<u>Print</u> 31To60	<u>Print</u> 61To90	Print Over90	
Bldq#	<u>Unit#</u>	<u>Name</u>	Status	Current	1 To 30	31 To 60	61 To 90	Over 90	Balance Total
0001	000101	PAMELA STARLIPER	A	31.46	34.36	40.57	41.76	179.04	327.19
0001	000102	DANIEL LEVY	A	31.46	34.36	40.57	44.76	135.74	286.89
0001	000103	CARRIE EWING	A	31.46	34.36	40.57	41.76	0.00	148.15
0001	000104	RANDELL MAKELA	A	31.46	32.12	0.00	0.00	0.00	63.58
0001	000105	JESSICA COAKLEY	A	31.46	34.36	40.57	41.76	114.72	262.87



#### DEMO COMMUNITY 123 MAIN ST. APT. 100 ADDISON, TX 75001

JOHN DOE 123 MAIN ST. APT. 100 ADDISON, TX 75001 Service Address 123 MAIN ST. APT. 100 ADDISON, TX 75001

Minol Account Number: 014500000000003

**RE**: **Reminder Notice** 

Dear Resident,

We would like to kindly remind you that your utility bill from Minol is now past due. Please check your records to see if the payment due of \$93.15 has already been made. If you have already mailed it, please disregard this notice. If not, please mail your check immediately to:

MINOL L.P. PO BOX 650320 DALLAS , TX -752650320

Please utilize the payment coupon and remittance envelope enclosed with your last billing statement and note your account number on your check or money order to expedite processing of your payment.

Thank you for your cooperation in this matter. Please contact the Minol Customer Service Department at 888-636-0493 if you should have any questions concerning your account.

Sincerely, KONA APARTMENT Management Representative



#### DEMO COMMUNITY 123 MAIN ST. APT. 100 ADDISON, TX 75001

JANE DOE 123 MAIN ST. APT. 100 ADDISON, TX 75001

Service Address: 123 MAIN ST. APT. 100 ADDISON, TX 75001

Minol Account Number: 01450000000000001

RE: <u>Delinquent Utility Bill - FINAL NOTICE</u>

Dear Resident,

We would like to remind you that your utility account with Minol is now over 90 days past due. Upon signing your lease agreement, you accepted the responsibility for the utilities specified in your lease contract.

We urge you to stay in compliance with the lease agreement. Please make your payments immediately. In the future, please make your payments in a timely manner.

Please check your records and pay total balance due of \$255.06

Do not submit payment to the leasing office. Utilize the payment coupon and remittance envelopes enclosed with your last billing statement and/or note your account number on your check or money order to expedite processing of your payment. Mail your check or money order immediately to:

MINOL L.P. PO BOX 650320 DALLAS , TX -752650320

Thank you for your cooperation in this matter. Please contact the Minol Customer Service Department at 888-636-0493 if you should have any questions concerning your account.

Sincerely,
DEMO COMMUNITY
Management Representative

#### SAMPLE LATE NOTICE ACTIVITY REPORT

### DEMO COMMUNITY Late Notice Activity Report Property ID:0145000



Date Created	Late Notice Type	Total Count
03/08/10	31-60 Days	5
<u>02/18/10</u>	31-60 Days	11
<u>01/13/10</u>	31-60 Days	10
<u>01/08/10</u>	31-60 Days	5
<u>12/16/09</u>	31-60 Days	13
11/03/09	31-60 Days	5
<u>10/14/09</u>	31-60 Days	22
09/24/09	61-90 Days	5
<u>07/28/09</u>	31-60 Days	3

### SAMPLE LATE NOTICE ACTIVITY REPORT BY RESIDENT NAME

#### **DEMO COMMUNITY**

Late Notice Activity Report: 31-60 Days Past Due

Property ID: 0145000 Date: 03/08/10



<u>Bldq</u>	<u>Unit</u>	Name	Account#	<u>Balance</u>
0000	001204	KIM FARNELL	020303800053300	114.32
0000	001213	THE COTTAGE RET CORP	020303800001200	179.51
0000	001218	AMANDA GRAY	020303800052700	254.48
0000	002108	MOHAMED AL MAZROUEI	020303800074000	139.41
0000	002416	FAHAD AL-BOININ	020303800075700	124.44



### **SAMPLE RESIDENT STATEMENTS**

Resident's can create online access to their Minol Account. Following are sample statements that are available online to view or reprint



JOHN DOE 123 MAIN STREET APT. 100 DALLAS, TEXAS 75001



#### **Your New Statement**

This Month - Closing Date 10/10/2002

Current Charges\$10.32Adjustments, Taxes & Fees\$0.00New Charges This Month\$10.32

**New Balance** 

IF PAID BY 11/1/2009 \$10.32

IF PAID AFTER 11/1/2009 \$10.84

#### **BILLING SUMMARY – MAIN STREET TOWNHOMES**

#### ACCOUNT NUMBER: 0145-000-000000-01

#### **Current Charges**

SERVICE ADDRESS:

123 Main Street, Apt. 100 Dallas, Texas 75001

MESSAGES

This area for comments and messages.

water &	Sewer	Ser	vice	trom	08/31/09	to 09	/30/09

This bill is not from the City of Dallas. This statement reflects individual allocated utility usage.

Charge Description	Qty Days		Rate	Unit	Amount	
WATER- PER OCCUPANT	30	30	.173809	Per Occupant/Day	\$5.21	
WATER- PER SQ FT	25,050	30	.000204	Per Sq FT/Per Day	\$5.11	

Total Water & Sewer Charges \$10.32

Total Current Charges \$ 10.32

For Customer Service Call 1-888-636-0493 (Mon-Fri 7 am – 7 pm CST) or Email us at info@minolusa.com

Please detach at perforation below and return bottom portion with payment

## **Payment Coupon**

Account Number: 0145-000-000000-01

Please detach and enclose this portion with your payment. Please do not send cash. Make checks or money orders payable to MAIN STREET TOWNHOMES – MGMT OFC To ensure proper credit please include your account number on your check or money order.

MAIN STREET TOWNHOMES – MGMT OFC 123 MAIN STREET DALLAS, TEXAS 75001 

 Billing Date
 10/10/2009

 Balance Due
 \$ 10.32

 Payment Due Date
 11/1/2009

 Amount Due If Late
 \$ 10.84

**Amount Enclosed** 

Name:

DOE, JOHN 123 MAIN STREET, APT 100 DALLAS, TEXAS 75001

154155

Adjustments, Taxes & Fees

New Charges This Month



### Minol Collect Sample Submetered Water & Electric Statement

JANE DOE 321 MAPLE AVE., APT. 202 DALLAS, TX 75001

Haalalallaallaaallaall

Valle	Mane	Statement	
TOUR	INHW	Statement	

Last Month	
Previous Balance Payments – <i>Thank you</i>	\$60.71 -\$60.71
Previous Balance Forward	\$0.00
This Month - Closing Date 12/20/2009	
Current Charges	\$53.04

**New Balance** 

IF PAID BY 02/3/2010	\$53.04
IF PAID AFTER 02/3/2010	\$55,69

**BILLING SUMMARY - SOUTH SIDE ON LAMAR** 

#### ACCOUNT NUMBER: 0236-000-000000-01

#### **Current Charges**

\$0.00

\$53.04

**SERVICE ADDRESS:** 321 MAPLE AVE, APT. 202

DALLAS, TX 75001

#### **MESSAGES**

This area for comments and messages.

For Customer Service Call 1-888-636-0493 (Mon-Fri 8 am - 7 pm CST) or Email us at info@minolusa.com

#### Water & Sewer Service from 11/20/09 to 12/20/09

This bill is not from the City of Dallas. This statement reflects individual submetered usage.

Meter Number	Current Reading	Previous Reading	Usage
0236001p1a021m0300	15780	12250	3,530

Charge Description	Qty Days		Rate	Unit	Amount	
WATER	3,530	30	.001452	Per Gallon	\$ 5.13	
SEWER	3,530	30	.001562	Per Gallon	\$5.51	

\$ 10.64 Total Water & Sewer Charges

#### Electric Service from 11/20/09to 12/20/09

This bill is not from TXU. This statement reflects individual submetered usage.

Meter Number	Current Reading	Previous Reading	Usage
0236001p1a022m0400	13609	13012	597

Charge Description	Qty	Days	Rate	Unit	Amount
ELECTRICITY	597	30	.071030	Per KWH	\$42.40

**Total Electric Charges** \$42.40

**Total Current Charges** \$53.04

Please detach at perforation below and return bottom portion with payment

### **Payment Coupon**

Account Number: 0236-000-000000-01

#### 

Please detach and enclose this portion with your payment. Please do not send cash. Make checks or money orders payable to: MINOL, L.P.

To ensure proper credit please include your account number on your check or money order.

MINOL, L.P. P.O. BOX 650320 DALLAS, TX 75265-0320

**Billing Date** 01/13/2010 **Balance Due** \$53.04 **Payment Due Date** 02/3/2010 **Amount Due If Late** \$55.69

**Amount Enclosed** 

Name:

DOE, JANE 321 MAPLE AVE, APT 202

154155

DALLAS, TX 75001



#### MONTHLY METER USAGE REPORTS

Report Name: <u>Meter Usage Report</u>

Report Type/Delivery: Available Online

Report Description: From the Billing History Screen, click on the batch number associated with the bill date

you would like to review. Click on Meter Usage Report hyperlink to view the resident sub meter begin, end read and usage on statement that was mailed to them by Minol.

Click on the Excel icon to export and print this report on your printer.

×

Report Name: <u>Leak Detection Report</u>

Report Type/Delivery: Available Online

Report Description: This report is found in the Billing History Module. Click on hyperlink batch number

associated with the bill date you would like to review.

Leak Detection Report displays the last four cycles of residents usage in an average percentage. If average usage has varied 300% or more over four cycle of usage the number will be revealed in red font. This is an indication for maintenance to check for a water leak. Resident occupancy must be consistent in the apartment home for this

information to be accurate.

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## **Meter Usage Report**

#### **DEMO COMMUNITY**



Bldg#	<u>Unit#</u>	Resident_Name	<u>000</u>	<u>Service</u>	Move_In	Move_Out	<u>Unit</u>	Start_Date	<u>beginread</u>	End_Date	<u>endread</u>	<u>Unit_Usage</u>	Bill_Usage	B_Billed
0000	002325	JEFFREY STEVENS	1	GS	01/11/10		1080	01/13/10	79689	02/10/10	82195	2506	2506	100%
0000	003413	BARRON SMITH	3	WS	01/13/10		1089	01/27/10	148730	02/26/10	150410	1680	1680	100%
0000	002401	RYAN GREEN	1	GS	07/27/08		504	01/13/10	68250	02/10/10	70027	1777	1777	100%
0000	002401	RYAN GREEN	1	WS	07/27/08		504	01/27/10	69060	02/26/10	70690	1630	1630	100%
0000	002402	SUSIE ANDERSON	2	WS	02/13/09		1087	01/27/10	112970	02/26/10	117170	4200	4200	100%
0000	002402	SUSIE ANDERSON	2	GS	02/13/09		1087	01/13/10	181375	02/10/10	187800	6425	6425	100%
0000	002403	RAY JONES	3	GS	08/13/09		1025	01/13/10	134035	02/10/10	138400	4365	4365	100%
0000	002403	RAY JONES	3	WS	08/13/09		1025	01/27/10	65360	02/26/10	66750	1390	1390	100%
0000	002404	RENEE SULLIVAN	1	WS	11/16/07		519	01/27/10	59740	02/26/10	61320	1580	1580	100%
0000	002404	RENEE SULLIVAN	1	GS	11/16/07		519	01/13/10	71063	02/10/10	72967	1904	1904	100%
0000	002405	SELIA WATERS	2	GS	11/14/09		1005	01/13/10	124068	02/10/10	129361	5293	5293	100%
0000	002405	SELIA WATERS	2	WS	11/14/09		1005	01/27/10	50370	02/26/10	54010	3640	3640	100%
0000	002406	NOT BILLED	0	GS			1456	01/13/10	425520	02/10/10	425520	0	0	0%
0000	002406	CHRIS TURNER	2	WS	02/22/10		1456	02/22/10	643320	02/26/10	643790	14330	470	3%
0000	002407	JONATHON SHORT	2	GS	11/07/09		1025	01/13/10	121460	02/10/10	124841	3381	3381	100%



# Leak Detection Report DEMO COMMUNITY

Classid: 0145000 Batch#: 000000974



Report Menu
Billing History

Bldq (sorted)	Unit	Service Address	Account #	Current Occupied Name	Start Date		11/23/2009	% Change	12/23/2009		1/27/2010	% Change	Avg 4 month Usage	<u>Variance</u>
							12/23/2009		1/27/2010		2/26/2010			
0000		321 MAPLE AVEENUE APT 1201	020303800081500	JOSH LAVIN	03/03/10	1,340	1,240	-7%	1,120	-10%	1,030	-8%	1,183	-13%
0000	001202	321 MAPLE AVEENUE APT 1202	020303800023700	KEVIN POLLAK	03/03/08	4,490	3,410	-24%	4,320	27%	2,690	-38%	3,728	-28%
0000	001203	321 MAPLE AVEENUE APT 1203	020303800060400	JOHN WALKER	06/13/09	1,560	1,070	-31%	1,660	55%	1,460	-12%	1,438	2%
0000	001204	321 MAPLE AVEENUE APT 1204	020303800053300	KIM FARMELL	03/28/09	3,110	2,920	-6%	3,110	7%	3,470	12%	3,153	10%
0000	001205	321 MAPLE AVEENUE APT 1205	020303800082800	TRAVIS TRAINOR	03/18/10	3,800	2,840	-25%	3,510	24%	3,260	-7%	3,353	-3%
0000	001206	321 MAPLE AVEENUE APT 1206	020303800056500	KERRY GENTRY	05/09/09	2,270	2,430	7%	2,570	6%	2,330	-9%	2,400	-3%
0000	001207	321 MAPLE AVEENUE APT 1207	020303800076900	SAMANTHA HUBERT	12/11/09	1,900	1,130	-41%	2,470	119%	2,060	-17%	1,890	9%
0000	001208	321 MAPLE AVEENUE APT 1208	020303800066000	ERICA FOSTER	08/01/09	1,840	1,000	-46%	1,750	75%	1,720	-2%	1,578	9%
0000	001209	321 MAPLE AVEENUE APT 1209	020303800000800	LANCE ANDERSON	08/10/07	3,440	2,860	-17%	1,950	-32%	3,170	63%	2,855	11%
0000	001210	321 MAPLE AVEENUE APT 1210	020303800000900	MARCELL PAGE	12/01/07	1,050	1,330	27%	1,320	-1%	1,300	-2%	1,250	4%
0000	001211	321 MAPLE AVEENUE APT 1211	020303800083700	GLENN GORMAN	02/12/10	3,640	3,770	4%	3,200	-15%	1,400	-56%	3,003	-53%
0000	001212	321 MAPLE AVEENUE APT 1212	020303800072800	BECKY MAXWELL	10/16/09	1,350	1,530	13%	1,160	-24%	1,270	9%	1,328	-4%
0000	001213	321 MAPLE AVEENUE APT 1213	020303800001200	THE CABIN RET CORP	12/14/07	2,050	1,840	-10%	2,470	34%	1,870	-24%	2,058	-9%
0000	001214	321 MAPLE AVEENUE APT 1214	020303800049000	JEFF SULLIVAN	01/17/09	3,670	4,020	10%	4,070	1%	3,640	-11%	3,850	-5%
0000	001215	321 MAPLE AVEENUE APT 1215		NON BILLABLE		3,690	3,100	-16%	3,550	15%	2,600	-27%	3,235	-20%
0000	001216	321 MAPLE AVEENUE APT 1216	020303800062000	ERIK FIELDS	06/25/09	1,720	1,570	-9%	1,460	-7%	1,740	19%	1,623	7%
0000	001217	321 MAPLE AVEENUE APT 1217	020303800035000	CRYSTAL CARTER	07/27/08	1,190		-76%	720	157%	760	6%	738	3%
0000	001218	321 MAPLE AVEENUE APT 1218	020303800052700	AMANDA BROWN	03/01/09	10,220		-14%	5,680	-35%	7,400	30%	8,013	-8%
0000	001301	321 MAPLE AVEENUE APT 1301	020303800031100	JASON POLLACK	06/14/08	1,090		-15%	1,210	30%	970	-20%	1,050	-8%



# SECTION IV SUPPLEMENTAL MATERIAL





# Community Staff Frequently Asked Questions

#### Who is Minol?

Minol is a third party Submetering and Billing Company that provides meter reading, billing, payment processing, accounts receivable, and customer service for the residents who are obligated to pay utilities.

#### Why is my community charging the residents for utilities?

Minol has been contracted to provide service to residents who are obligated to pay for the utilities used in their apartment home. This is the best method of encouraging conservation. Once a resident becomes accountable, they will be quick to report water leaks; something they are less apt to do as long as you (the property owner) are including utilities as part of the rent. In addition, Minol's program minimizes your exposure to potentially volatile utility prices.

#### How do community owners receive reimbursement payment from Minol?

Minol receives and posts resident payment activity on a daily basis. The property owner is reimbursed on a monthly basis by approximately the 15<sup>th</sup> of each month. Properties are responsible for paying the utility company directly for the entire bill. Minol's program is a reimbursement and conservation program.

#### How is a resident signed up for this program?

A signed lease agreement, lease addendum or appropriate written notices between the Owner/ Management Company and the Resident. Therefore Minol must be notified by the management team to begin and end service for each resident move in, transfer, and move out. This information can be easily reported at Minol's website.

# How soon after a resident moves in will they receive a bill?

Utility bills typically run 2-3 weeks in arrears. Prior to generating resident billing statements, we must receive a copy of your property utility bill. This ensures accurate rates. Therefore, new move-ins may not receive their first bill for four to six weeks. For example, a statement mailed to a resident in February would typically reflect January usage.

#### Does the resident need a utility deposit?

No, there is no additional deposit required for utilities. A lease, lease addendum or appropriate written notices is required to start service. The dwelling deposit can be applied to any outstanding balance owed at time of move out.



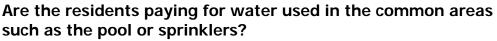


How much water does the average person use at home per day?

Estimates vary, but each person uses about 80 - 100 gallons of water per day. High usage fixtures include toilets, baths, showers and washing machines.

#### How are resident rates determined?

All utility providers have their own unique rate schedule. Provider commercial and residential rates have different pricing structures. Minol complies with all legislative regulations governing submetering and allocation billing for multifamily properties. The Provider utility bill(s) you submit to Minol is utilized to calculate the rates billed to your residents. In order to ensure accurate billing rates, it is crucial that a copy of the property utility bill(s) be faxed to Minol upon receipt.



No. Community Management pays for utility usage used in the leasing office, laundry rooms, pool and other common areas. If the property has a RUBS or Allocation program in place, a "common area deduction" in the form of a percentage is deducted from the property's utility cost prior to determining resident billing rates.

#### What are the two methods of billing?

- <u>Submeters</u>- Utility cost is based on the actual use as measured by one or more submeters installed within an apartment home. Submeters are read via computer, modem, or manual touch pad.
- <u>Allocation</u>- Utility cost is based upon one, or a combination of variables. Variables include occupancy, unit square footage, partial submetered usage, number of fixtures, etc. Common area cost is deducted prior to billing.

#### If Allocation/RUBS method is used: Why are meters not installed?

In most cases, an automated submetering system is installed during construction since plumbing and electrical design can be planned accordingly. Because many communities were built prior to this technology being available, some are not equipped with submeters and retrofitting is not an option due to building configuration or prohibitive capital investment required.

#### How does water allocation work?

Ratio Utility Billing (RUBS) is an alternative billing method when full usage submetering is not an option. Resident bills are calculated based upon one or a combination of variables. Variables include occupancy, unit square footage, partial submetered usage, number of fixtures, etc. Common area cost is deducted prior to billing.





#### Are unoccupied apartment homes included in the dollar amount allocated?

No. The Community Owner absorbs the utility cost for unoccupied apartment homes.

#### How are individual meters read?

In most cases, Minol captures data from individual meters utilizing the AMR (Automatic Meter Reading) technology. This data flows from a computer chip within the meter and is transferred to a host system via modem. Daily meter readings are captured and retained by Minol as a record of resident consumption.

## Will a resident's bill be more expensive because the community uses a billing service?

Generally - No. Residents may be able to take advantage of the communities' multi-family rate. Provider rates cannot be marked up for profit. Minol recovers the Owner's cost. Administrative Fees and/or Base Fees are typically lower than those charged by utility companies that service homes.

## How do I stop billing service when a resident transfers to a new unit or moves out?

The signed lease agreement is between the Owner/Management Company and the Resident. Therefore, Minol must be notified by the management team to begin and end service for each resident move in, transfer, and move out. This information can be easily reported at Minol's website.

# How do I get a Final Bill for a resident who is transferring to a new unit or moving out?

An On-Demand Final Bill must be generated instantly by the property on the Minol Website (Account Access). After you enter the move-out date for a resident the On Demand Final Bill will print on your office printer. Minol will <u>not</u> mail a final bill to the resident. We will close the resident account, zero out the account balance and end billing service. The on-site staff is now responsible for collecting the Final Bill amount from the resident. Typically, the community deducts this amount from the security deposit (SODA). If there is not sufficient deposit to cover the utilities the resident may write a check to the community for the Final Bill. You do not need to report On-Demand Final Bill payments to Minol.

#### How is the On Demand Final Bill amount determined?

The On Demand Final Bill is calculated in the same manner as the regular monthly billing statement. The Final Bill consists of any unpaid balance (if applicable) plus the current charges, which are pro-rated through the move out date.





## What if resident claims to have paid Minol the previous balance reported on their On Demand Final Bill?

Payments received are posted to resident accounts daily. You may view and print a resident's Account Summary for verification of payment. If Minol receives payment after the account is closed, we will process a "Request for Refund". The community staff or resident (*via Minol Customer Service*) can initiate a Request for Refund. If the resident contacts Minol directly, we will submit the form to you for approval prior to processing a refund.

## What do I do if I receive a Minol "Request for Refund" form for a resident who has moved out?

More than likely, this resident had a payment in route to Minol at time of Move Out. Confirm that all amounts due to the property (including cleaning, damages, repairs, etc.) were collected from the resident in full. If all obligations have been met, sign and return the "Request for Refund" form to Minol for processing. Processing time for refunds is approximately 4 to 6 weeks.

#### Can I get a copy of the On Demand Final Bill at a later date?

Copies of On Demand Final Bills that have posted are available on our Web site. Click on the "Resident Archive" option. Locate the resident and click on the account number hyperlink. This will open the Resident Account Summary window, click on "Reprint Final Bill".

#### Who do I contact if I have a question?

If you are starting a new program you may contact <u>setup@minolusa.com</u> for assistance. If you currently have a billing program in place, a designated professional Account Manager is available to assist you. Your Account Manager's name and extension number is listed on the Unit Directory of your Minol web page. Our toll free telephone number is 888-766-1253.

## How often is my community's Delinquency Report (Residents Aged A/R) updated?

Daily! We operate in "Real Time". Payments and refunds are posted to accounts Monday through Friday as received from the bank.

#### When is the best time to print my Late Notices?

Late Notices are best printed the day after the Residents Due Date. Normally, this would be the same time as you are processing delinquent rent notices, around the 5th of the month.

#### Do you ever purge the Resident Account Summary?

No. The Residents Account Summary is always available for reprint should you need it.





#### Who should the resident contact if they have questions about their bill?

Our toll free Customer Service telephone number is 888-636-0493. The Minol Customer Service Department can be reached Monday through Friday 7:00 a.m. to 7:00 p.m. CST.

Residents can view their Account Summary On Line via Minol Direct at <a href="www.minolusa.com">www.minolusa.com</a>. Click on "Get Started Now!" enter your Minol Account Number and Name as printed on the Minol Statement to set up on line access. Or

**Email Customer Service** 

webmaster@minolusa.com

#### Does this program create more work for me?

The maintenance of your utility recovery program will be very minimal and your success high if you follow these simple steps. For maximum efficiency, utilize the Minol website at www.minolusa.com.

#### How can I ensure the best possible program for my Community?

Follow these simple steps:

- 1. Report **Move Ins** weekly.
- 2. Print and deliver **Instant Late Notices**.
- 3. Report **Move Outs** as they occur and collect Final Bills.
- 4. Fax to Minol at 877-791-4765 or email <a href="mailto:bills@minolusa.com">bills@minolusa.com</a> property's **provider** utility bill(s) upon receipt.

Ask your Client Relations Manager about automated Data Exchange!





## Resident Frequently Asked Questions

#### Who is Minol?

Minol is a third party Billing Company that provides meter reading, billing, payment processing, accounting and customer service for your apartment community and the residents who have a lease, lease addendum or appropriate written notice obligating them to pay utilities. Our Customer Service telephone number is 1-888-636-0493. You may also email us at <a href="mailto:info@minolusa.com">info@minolusa.com</a>.

#### How soon after I move-in will I receive my bill?

Utilities are typically billed in arrears since our billing cycle follows that of the local utility provider. For example, a billing statement mailed to a resident in February normally reflects usage for the previous month of January. Your first billing statement will arrive within 4-6 weeks of your move in date.

#### What dates will I be billed for?

The usage cycle for billing varies for each community and is based upon the local provider's normal billing cycle. Billing statements are normally generated on a monthly basis; however, there are instances where billing occurs every two months. You can call or email our Customer Service Department for more information on your specific billing cycle.

#### Why am I being billed?

Utility costs are rapidly increasing. The owner of your community has chosen to have the residents pay for their utilities separately, which in the past were built into rent. Billing the utilities separately results in low utility bills and promotes conservation.

#### How often will I be billed?

Bills are normally generated on a monthly basis; however, there are instances where billing occurs every two months. You can call or email our Customer Service Department for specifics.

#### Do I need a utility deposit?

No, there is no additional deposit required for utilities. The lease or lease addendum is required to start service. The community management company will supply the community with a lease that contains a paragraph or a lease addendum that obligates the resident to pay for their utilities. The apartment home deposit can be applied to any outstanding balance on a resident Final Bill.





#### Will my bill be more expensive because the community uses a billing service?

Generally no. Residents may be able to take advantage of the community's multi-family rate. Base fees are typically lower than those charged by utility companies that service homes. This program is designed for recovery and to encourage resident conservation.

#### How much water does the average person use at home per day?

Estimates vary, but each person uses about 80 - 100 gallons of water per day. The largest use of household water is to flush the toilet, after that, to take a shower or bath.

#### Are there ways to reduce my usage?

Yes, conservation tips are available from your management office.

#### How are individual meters read?

In most cases, Minol captures data from individual meters utilizing the AMR (Automatic Meter Reading) technology. This data flows from a computer chip within the meter and is transferred to a host system via modem. Daily meter readings are captured and retained by Minol as a record of resident consumption.

# How do you calculate my bill if there is no individual meter in place at my apartment home?

Ratio Utility Billing (RUBS) is an allocation option when a community is unable to install meters due to the construction configuration. Consumption is calculated using a formula to determine each resident's utility expense. The formula is based on detailed information about your community, residents and general utility usage. This formula can be based on the number of occupants and/or square footage.

#### Why do I not have a submeter?

In older properties, often the plumbing configuration makes retrofitting with submeters cost prohibitive. Typically new construction is the best application for automated submetering systems.

#### How do I know this bill amount is fair?

The method used has been proven for several years and is accepted by your state legislation. Studies have proven the method to be both fair and reasonable.

#### I've been out of town. Why do I still have to pay this bill?

Residents on a RUBS, a general allocation program, are responsible for paying the pro-rated share of the utility bill on a monthly basis. Just as you pay your rent, phone bill, etc.





#### Why is my bill higher than last month?

This may be caused by several reasons. Did you have any guests or change any habits that may require more water usage? The billing period may be longer than your previous bill's. You may have a leak. If the increase is significant, you may want to request your community's maintenance staff to check your apartment home for a possible leak.

#### How will my bill be affected by a leak?

If the leak has a significant bearing on the amount of the bill, an adjustment may be made on behalf of your account. (This is determined at the discretion of the community manager). You can help us both by reporting leaks immediately. The community will respond to all service requests in a timely manner.

#### Is there a monthly service fee?

All service providers and/or utility companies charge a service or base fee of some sort. A nominal billing administration fee is billed monthly. This is the cost of operation.

#### Are there late charges or other fees?

A late fee, as allowed by law, will be charged to your account if your payment is not received by the payment due date noted on your statement. Please utilize the payment coupon and remittance envelope enclosed with your statement to ensure prompt payment posting. A nominal billing administration fee is billed monthly. There is a one-time account activation fee. Returned checks are assessed a current bank NSF charge.

#### Can you set up a payment plan for me?

Unfortunately, Minol cannot negotiate payment plan options. The utility charges are due to the Community's Service Provider by a set date each month. We are unable to "disable" late fee processing. Note: In extreme cases the On-Site Manager can coordinate a payment schedule.

#### What are my payment options?

Please review your statement. The payment coupon included with your statement will instruct you where to remit your payment. Checks or money orders can be mailed to the remittent indicated on your bill. If mailing your payment to Minol please include you payment coupon. When the payment coupon is included with your check the account posting is expedited.

Our address is Minol, PO Box 650320, Dallas, TX 75265-0320.

If your remittent address is to Minol you may access your Minol Account on line to make a credit card payment with MasterCard or Visa. You may also contact our Customer Service Department at 1-888-636-0493 to pay with credit card. There is a \$3.00 convenience fee for this service. We are available to serve you Monday through Friday 7:00 a.m. to 7:00 p.m. Central Standard Time.





Who should I contact if I have questions about my utility bill sent by Minol?

The Minol Customer Service Department can be reached Monday through Friday 7:00 a.m. to 7:00 p.m. CST. Our toll free telephone number is 888-636-0493.

Residents can view their Account Summary On Line via Minol Direct at <a href="https://www.minolusa.com">www.minolusa.com</a>

Click on "Get Started Now!" enter your Minol Account Number and Name as printed on the Minol Statement to set up on line access or you may e-mail our customer service department at webmaster@minolusa.com

#### Who do I inform about my Move In or Move Out?

Your community manager is responsible for opening and closing your account with Minol for you. The community staff will advise Minol of your moving dates and we will open or close your account accordingly.

#### How far in advance should Minol be made aware of my Move Out?

Notifying your community management staff of your intent to vacate is sufficient notice for Minol. The community will collect your Final Bill.



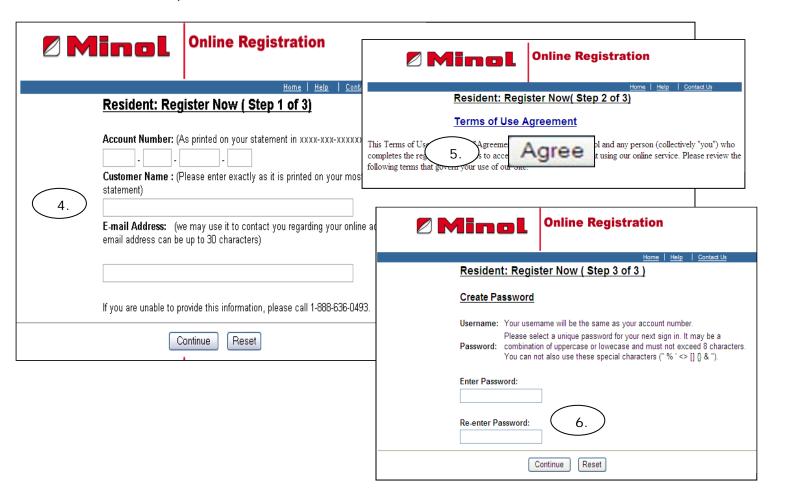
#### RESIDENT ACCOUNT ACCESS

Open Internet Explorer version 6.0 or higher and enter www.minolusa.com

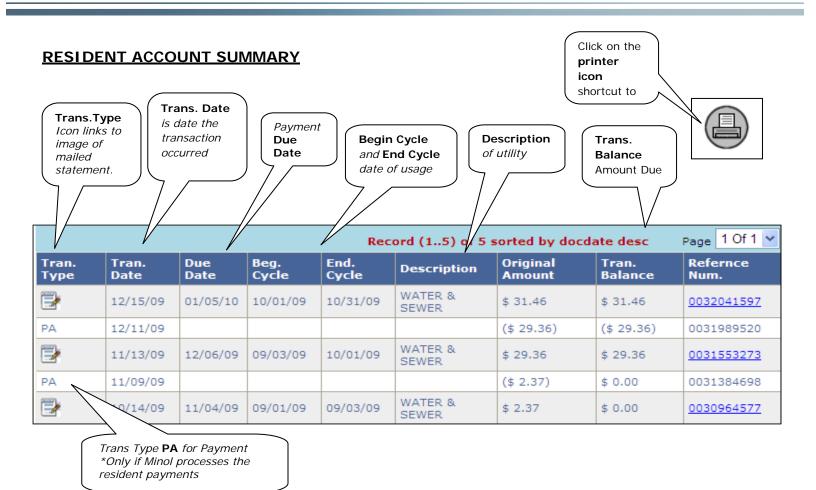
1. First time access requires selection of Residents. 2. Click Sign On. 3. Click Get Started Now!



**4.** Enter your Minol Account Number and Name as printed on your Minol Statement. Name must be entered exactly as printed in all caps. When complete click on Continue. **5.** Click on Agree. **6.** Create Password, when complete click Continue.















#### PREGUNTAS MAS FRECUENTES

#### ¿Quién es Minol?

Minol es una empresa administradora que proporciona lectura de medidores, facturación y colecciones para los residentes de su comunidad de apartamento que estan obligados a pagar utilidades. Nuestro número de teléfono de Servicio de Cliente es 1-888-636-0493. Usted puede también puende enviarnos un correo electrónico al info@minolusa.com

#### ¿Cuándo recibiré mi primera cuenta?

Las utilidades son típicamente facturadas atrasadas ya que nuestro ciclo de facturación sigue esto del proveedor de utilidad local. Por ejemplo, una recibo de facturación enviada a un residente en febrero normalmente refleja el uso de el mes anterior de enero. Su primer recibo de facturación llegará 4-6 semanas después de mudarze.

#### ¿Para qué ciclo del uso seré cobrado?

El ciclo de uso para la facturación varía para cada comunidad y está basado sobre el ciclo de facturación normal del proveedor local. Las facturs son normalmente generadas cada mes; sin embargo, hay casos donde la facturación ocurre cada dos meses. Usted puede llamar o enviar mensaju a nuestro Departamento de Servicio de Cliente por correo electrónico para más información sobre su ciclo de facturación específico.

#### ¿Por qué me estan cobrando?

Los gastos de utilidad aumentan rápidamente. El dueño de su comunidad ha decidido hacer que los residentes pagen sus utilidades separadamente, que en el pasado fueron incorporadas en su renta. La facturación de las utilidades separadamente causa cuentas de utilidad bajas y promueve la conservación.



#### ¿Con qué frecuencia recibire esta cuenta?

Las cuentas son normalmente generadas cada mes;

sin embargo, hay casos donde la facturación ocurre cada dos meses. Usted puede llamar o enviar nuestro Departamento de Servicio de Cliente por correo electrónico para datos concretos.

#### ¿Necesito un depósito de servicio?

NO, no hay ningún depósito adicional requerido para utilidades. El gerente de su comunidad suministrará su contrato que contiene un párrafo o un apéndice que obliga al residente a pagar sus utilidades.

El depósito de seguirdad de su apartemento puede ser aplicado a cualquier blance debido en su cuenta final.





#### ¿Será mi cuenta más costosa a causa de un servicio que factura?

Generalmente no. Los residentes pueden aprovechar del precio comercial de la comunidad que es por lo general inferior que el precio residencial. Los cargos bajos son típicamente inferiores que aquellos cobrados por compañías de utilidad que proveen casas residenciales con servicio. Este programa es diseñado sólo para la recuperación.

#### ¿Cual es el consumo promedio de agua que utiliza diario la persona?

Las estimaciones varían, pero cada persona usa aproximadamente 80 - 100 galones del agua por día.

El uso más grande del agua de casa es usando el excusado, después que, tomar una ducha o un baño.

#### ¿Hay las maneras de reducir mi uso?

Sí, las puntas de conservación están disponibles en su oficina de administracion.

#### ¿Como se leen los medidores individuales?

En la mayor parte de casos, Minol captura datos de medidores individuales que utilizan el AMR (Lectura de Medidor Automática) tecnología. Estos datos fluyen de un remitente dentro del medidor y son transferidos a un sistema vía el módem (computadora). Las lecturas de medidores diarias son capturadas y retenidas por Minol como un registro del consumo del residente.

# ¿Cómo calcula usted mi cuenta si no hay medidor individual en mi apartamento?

Ratio Utility Billing (RUBS) es una opción de distribucion usada cuando una comunidad no tiene forma de medir por causa de la la configuracion de la propiedad. Consumo se calcula usando una formula para determinar los gastos de utilidades. Esta formula puede utilizar el numero de ocupantes o el tamaño del apartamento.

#### ¿Por qué no tengo yo un medidor?

Instalando medidores en propiedades mas viejos es muy costoso a causa de la configuracion de plomeria. Tipicamente, nueva construcion es la mejor aplicacion de sistemas de medidores

#### ¿Cómo sé yo que esta cantidad de cuenta es justa?

El método usado ha sido probado por varios años ys es aceptado por su estado. Estudios han probado este medio razonable y justo.

#### He estado de viaje. ¿Por qué tengo que pagar todavía yo esta cuenta?

Residentes en sistema de RUBS, el programa de distribucion, son responsables en pagar su porcion del los recibos mensuales, igual como en pagar renta, telefono, etc.





#### ¿Por qué mi cuenta de agua es más alta que el mes pasado?

Esto puede ser causado por varias razones. ¿Tenía usted cualquier invitado o cambio cualquier hábito que puede requerir más uso de agua? El período de facturación puede ser más largo que su cuenta anterior. Usted puede tener alguna perdida de agua. Si el aumento es significativo, usted puede querer solicitar que el personal de mantenimiento de su comunidad comprobara su apartamento para un possible escape.

#### ¿Cómo afectará un escape mi cuenta de agua?

Si el escape tiene una relacion significativo con la cantidad de la cuenta, un ajuste puede ser hecho en nombre de su cuenta. (Este es determinado a discreción del gerente de la comunidad.) La comunidad responderá a todas las peticiones de servicio en una manera oportuna.

#### ¿Hay un costo mensual del servicio?

Todos las empresas de servicio y/o las compañías de utilidad cobran un servicio bajos de alguna clase. Unos cobros de administración nominal son facturados mensualmente Este es el coste de operación.

#### ¿Hay multas para pagos tardes o alguna carga adicional?

Una multa, como permitido según la ley, será ingresado a su cuenta si su pago no es recibido a tiempo. Por favor utilice el cupón de pago y el sobre de remesa encerrado con su declaración para asegurar el pago puntual. Hay un cobro de activación de cuenta.

#### ¿Puede establecer usted un plan del pago para mí?

Lamentablemente, Minol no puede negociar opciones de plan de pago. Los gastos de utilidad son debido al Suministrador de Servicio de la Comunidad cada mes. Nota: En casos extremos el Gerente Local puede coordinar un programa de pagos.

#### ¿Qué son mis opciones de pago?

Por favor examine su factura. El cupón de pago incluido con su recibo le instruirá donde remitir su pago. Los pagos pueden ser enviados al remittent indicado sobre su cuenta. Enviando su pago a Minol por favor inclúya el cupón de pago. Nuestra dirección es Minol, PO Box 650320, Dallas, TX 75265-0320.

Si su dirección de remittent es a Minol usted puede pagar por medio del Internet (<u>www.minolusa.com</u>) para hacer un pago de tarjeta de crédito con Mastercard o Visa. Usted puede ponerse en contacto también con nuestro Departamento de Servicio de Cliente al 1-888-636-0493 para pagar por la tarjeta de crédito. Hay un cobro de \$3.00 para este servicio. Estamos disponibles para servirle de lunes a viernes 8:00 de la mañana a 8:00 de la tarde EST.





# ¿Quién debo contactar si tengo preguntas acerca de mi cuenta de servico mandada por Minol?

El Departamento de Servicio de Cliente Minol puede ser alcanzado de lunes a viernes 8:00 de la mañana a 8:00 de la tarde. EST. Nuestro peaje número de teléfono libre es 888-636-0493. O usted puede ponerse en contacto con nosotros vía el correo electrónico al info@minolusa.com

#### ¿A quién informo acerca de mi mudanza?

Su gerente de comunidad es responsable de abrir y cerrar su cuenta con Minol para usted. El personal de comunidad informará Minol de sus fechas de mudanza y abriremos o cerraremos su cuenta.

¿Cuanto tiempo de antelación necesita Minol con respecto a mi mudanza? La notificación a su comunidad de su intención de desocupar es el aviso suficiente para Minol. Su Cuenta Final será coleccionada por la comunidad.





## Refunds Frequently Asked Questions

#### When would a refund be due a resident?

When Previous Balance is collected on a Final Bill by the community and a resident payment subsequently posts on the residents account, a refund is due. Printing a Final Bill transfers the collection of funds from Minol to the community. When a Final Bill is printed, Minol zero's out the residents account balance in expectation that the balance due is collected from the resident at the time of reconciliation.

#### Who processes the refund to the resident?

Minol offers this as an additional service, to help reduce the administrative burden to the property staff, allowing you to focus on your core business – resident relations and retention.



# What do I do if I receive a Minol "Request for Refund" form for a resident who has moved out?

More than likely, this resident had a payment in route to Minol at time of Move Out. Confirm that all amounts due to the property (including cleaning, damages, repairs, etc.) were collected from the resident in full. If all obligations have been met, sign and return the "Request for Refund" form to Minol for processing. Processing time for refunds is approximately 4 to 6 weeks.

#### Why is the property charged a Refund Processing Fee?

The Refund Processing Fee covers the accounting, check processing, mailing, and banking fees incurred by Minol to provide this additional service.

#### What can I do to avoid a refund and the resulting fee?

Properties can take only the Current Charges, listed on the Final Bill, not the Previous Balance. However, you should note that you would NOT be guaranteed the collection of the Previous Balance, in the event the resident has not submitted payment.

#### How can I collect the Previous Balance?

Properties can include, on the Intent to Vacate Form, a notice that the Resident's Account Balance will be deducted on their Statement of Deposit Allocation. This will help to minimize payment being received after the community has moved them out.

#### Whom can I call with questions about this process?

Please contact your Minol Account Manager, should you have any questions or concerns about this process or any other aspect of your utility billing.





## Why Implement a Billing Program?

- ✓ Property owners currently pay over \$5 Billion in water & wastewater expense annually.
- ✓ Rising Utility Costs
- ✓ Older municipalities
- ✓ New suburban communities
- ✓ Utility deregulation
- √ 20 million apartment units in the U.S.
- ✓ Over 1,000,000 residents responsible for water and sewer
- ✓ Over the next 5 years most apartment residents will pay for utilities separately!

## Benefits of Individual Billing...

- ✓ Encourages Conservation
- ✓ Utility Reimbursement
- ✓ Increases NOI (Net Operating Income)
- ✓ Distribution of Cost
- ✓ Increased Capital for Property Improvements
- ✓ Increased Property Market Value







## Submetering and Allocation

**Submetering** is a systematic approach to accurately allocate water costs directly back to the consumer. Utility companies install primary meters to monitor total usage. Properties then install individual meters within each unit to accurately read and measure the actual consumption within that unit.

- As residents become more aware of their individual usage, they work harder to conserve more and waste less.
- Individual Consumption.
- Separate Common Area & Irrigation.
- Usage can be monitored daily for Leak Detection.
- 18% to 39% Overall Reduction in usage (NAA Case Study).



**Allocation/RUBS** method is used when a property's apartment homes are not individually metered for all water usage (both hot and cold).



- Community water cost is allocated based on either individual hot water usage or cold water usage.
- Community water cost allocated based on one or a variety of variables. Variables include occupancy, unit square footage, partial submetered usage, number of fixtures, etc.
- Common area and irrigation deduction calculation.
- 6% to 27% Overall Reduction in usage. (NAA Case Study)

#101 1 Occupant



\$ 14.20 X 1 = \$ 14.20

#102 2 Occupants



\$ 14.20 X 2 = \$ 28.40

#103 2 Occupants



\$14.20 X 2 = \$28.40



# ACTUAL OCCUPANT CALCULATIONS

#201 2 Occupants



\$14.20 X 2 = \$28.40

#202 1 Occupant



\$ 14.20 X 1 = \$ 14.20

#203 3 Occupants



\$ 14.20 X 3 = \$ 42.60

Occ Factor Explanation

1 1 1 person's consumption

2 2 people's consumption

3 3 people's consumption

Note: Rates are calculated on a per day basis, therefore, move ins and move outs are prorated based upon a 30 day month.

## #301 1 Occupant



\$ 14.20 X 1 = \$ 14.20

#302 Vacant Unit



\$14.20 X 0 = \$0

#303 3 Occupants



\$14.20 X 3 = \$42.60

#### **CALCULATIONS:**

Total Property Utility Cost = \$236.80Common Area Deduction (10%) = \$23.68

Amt used to calculate Bills = \$ 213.12 Total Occupant Count (all units) =  $\frac{15}{}$ 

Amount for one occupant = **\$ 14.20** (\$ 213.12 / 15 )

Unit # 103 Total Bill = \$28.40

Total billed back to residents = \$213.00

#101 1 Occupant (1.0 Factor)



\$ 18.37 X 1.0 = \$ 18.37

#102 2 Occupants 1.6 Factor)



\$ 18.37 X 1.6 = \$ 29.39

#103 2 Occupants (1.6 Factor)



\$ 18.37 X 1.6 = \$ 29.39



# EXAMPLE OCCUPANT FACTOR CALCULATIONS

#201 2 Occupants (1.6 Factor)



\$ 18.37 X 1.6 = \$ 29.39

#202 1 Occupant (1.0 Factor)



\$ 18.37 X 1.0 = \$ 18.37

#203 3 Occupants (1.9 Factor)



\$ 18.37 X 1.9 = \$ 34.90

Occ	Factor	Explanation
1	1.0	One person's consumption
2	1.6	Two people consume 60% more than one
3	1.9	Three people consume 90% more than one
+1	.3 ea	Each additional person consumes 30% more

### #301 1 Occupant (1.0 Factor)



\$ 18.37 X 1.0 = \$ 18.37

#302 Vacant Unit (0.0 Factor)



 $$18.37 \times 0 = $0$ 

#303 3 Occupants (1.9 Factor)



\$ 18.37 X 1.9 = \$ 34.90

#### **CALCULATIONS:**

Total Property Utility Cost = \$ 236.80 Common Area Deduction (10%) = \$ 23.68

Amt used to calculate Bill = \$213.12

Total Occupant Factor (all units) =  $\underline{11.6}$ 

\$ 18.37

Amt for one occupant (\$ 213.12 / 11.6 )

Unit # 103 Total Bill = \$ 29.39

Total billed back to residents = \$213.08

#101 2 Br/2 Bath 987 Sq Ft



\$ .001029\*987\*30 = \$30.47

#102 1 Br/ 1 Bath 657 Sq Ft



\$ .001029\*657\*30 = \$20.28 |

#103 1 Br/ 1 Bath 657 Sq Ft



\$ .001029\*657\*30 = \$20.28



- EXAMPLE -SQUARE FOOTAGE ALLOCATION **CALCULATIONS** 

#201 1 Br/ 1 Bath 657 Sq Ft



\$.001029\*657\*30 = \$20.28

#202 2 Br/2 Bath 987 Sq Ft



\$ .001029\*987\*30 = \$30.47

#203 1 Br/ 1 Bath 657 Sq Ft



001029\*657\*30 = 20.28

Square footage allocation is calculated by taking the billable portion of the utility cost divided by the combined total square footage of all rental units (does not include common areas). This amount is then divided by the number of days in the cycle to arrive at a cost per square foot per day. Move ins and move outs are prorated based upon a 30-day month.

#301 2 Br/2 Bath 987 Sq Ft



#302 Vacant Unit - 1 Br/1 Bath 657 Sq Ft



**\$.001029\*987\*30 = \$30.47 \$.001029\*657\*30 = \$20.28 \$.001029\*657\*30 = \$20.28** 

#303 1 Br/ 1 Bath 657 Sq Ft



**CALCULATIONS:** 

**Total Property Utility Cost** = \$ 236.80 Common Area Deduction (10%) = \$23.68

Amt used to calculate Bills = \$ 213.12

Total Square Footage (all units) = 6,903

Amount per day per sq ft = \$ .001029 (\$ 213.12 / 6,903 /30 days)

Unit # 103 Total Bill = \$20.28

Total billed back to residents \$ 213.09

#### #101 2 Br/2 Bath (987 Sq Ft) 4 Occupants





\$ 8.33 \* 4 = \$33.32 \$ .0006036\*987\*30 = \$17.87

#102 1 Br/1 Bath (657 Sq Ft) 2 Occupants





\$ 8.33 \* 2 = \$16.66 \$ .0006036\*657\*30 = \$11.90

#103 1 Br/1 Bath (657 Sq Ft) 1 Occupants





\$ 8.33 \* 1 = \$ 8.33 \$ .0006036\*657\*30 = \$11.90

# All that counts.

- EXAMPLE UTILITY ALLOCATION
CALCULATIONS
50% Square Footage &
50% Actual Occupant Count

#### #201 1 Br/1 Bath (657 Sq Ft) 1 Occupants





\$ 8.33 \* 1 = \$ 8.33 \$ .0006036\*657\*30 = \$11.90

#### #202 2 Br/2 Bath (987Sq Ft) 3 Occupants





\$ 8.33 \* 3 = \$24.99 \$ .0006036\*987\*30 = \$17.87

#### #203 1 Br/1 Bath (657 Sq Ft) 1 Occupants





\$ 8.33 \* 1 = \$ 8.33 \$ .0006036\*657\*30 = \$11.90

**Square footage** allocation is calculated by taking the billable portion of the utility cost divided by the combined total square footage of all rental units (does not include common areas). This amount is then divided by the number of days in the cycle to arrive at a cost per square foot per day.

<u>Occupant-</u> Rate calculation is based on a per day basis, therefore Move In's & Move Outs' are prorated based on 30-day month.

**CAD** = Common Area Deduction

#### #301 2 Br/2 Bath (987Sq Ft) 2 Occupants





\$ 8.33 \* 2 = \$16.66 \$ .0006036\*987\*30 = \$17.87

#### #302 1 Br/1 Bath (657 Sq Ft) Vacant Unit



**\$.000636\*657\*30 = \$11.90** 

#### #303 1 Br/1 Bath (657 Sq Ft) 1 Occupants





\$ 8.33 \* 1 = \$ 8.33 \$.0006036\*657\*30 = \$11.90

#### **CALCULATIONS:**

Property Utility Cost (after CAD) = \$250.00 Amt used to calculate variable = **\$125.00** 

Amount per day per sq ft = \$ .0006036 (\$ 125.00 / 6903 sq.ft. /30 days)

Amount per person = \$ 8.33 (\$ 125.00 / 15 total occupants for 30 days)

Unit # 102 Total Bill

Two occupants = \$ 16.66 657 square feet =+\$ <u>11.90</u> \$ 28.56

Total Recovery = \$ 239.10

#101 2 Br/2 Bath (987 Sq Ft) 4 Occupants (2.2 Factor)





\$11.06 \* 2.2 = \$24.33 \$.0006036\*987\*30 = \$17.87

#102 1 Br/1 Bath (657 Sq Ft) 2 Occupants (1.6 Factor)





\$11.06 \* 1.6 = \$17.70 \$.0006036\*657\*30 = \$11.90

#103 1 Br/1 Bath (657 Sq Ft) 1 Occupants (1.0 Factor)





\$11.06 \* 1.0 = \$11.06 \$ .0006036\*657\*30 = \$11.90

# All that counts.

- EXAMPLE UTILITY ALLOCATION
CALCULATIONS
50% Square Footage &
50% Occupant Factor Count

#201 1 Br/1 Bath (657 Sq Ft) 1 Occupants (1.0 Factor)





\$11.06 \* 1.0 = \$11.06 \$ .0006036\*657\*30 = \$11.90

#### #202 2 Br/2 Bath (987Sq Ft) 3 Occupants (1.9 Factor)



\$11.06 \* 1.9 = \$21.01 \$.0006036\*987\*30 = \$17.87

#### #203 1 Br/1 Bath (657 Sq Ft) 1 Occupants (1.0 Factor)





\$11.06 \* 1.0 = \$11.06 \$ .0006036\*657\*30 = \$11.90

**Square footage** allocation is calculated by taking the billable portion of the utility cost divided by the combined total square footage of all rental units (does not include common areas). This amount is then divided by the number of days in the cycle to arrive at a cost per square foot per day.

Occupant Factor rate calculation is based on a per day basis, therefore Move In's & Move Outs' are prorated based on 30-day month.

See Addendum for Occupant Factor Table

**CAD** = Common Area Deduction

#### 301 2 Br/2 Bath (987Sq Ft) 2 Occupants (1.6 Factor)





\$11.06 \* 1.6 = \$17.70 \$.0006036\*987\*30 = \$17.87

#### #302 1 Br/1 Bath (657 Sq Ft) Vacant Unit



\$.000636\*657\*30 = \$11.90

#### #303 1 Br/1 Bath (657 Sq Ft) 1 Occupants (1.0 Factor)





\$11.06 \* 1.0 = \$11.06 \$.0006036\*657\*30 = \$11.90

#### **CALCULATIONS:**

Property Utility Cost (after CAD) = \$ 250.00 Amt used to calculate variable = **\$ 125.00** 

Amount per day per sq ft = \$ .0006036 (\$ 125.00 / 6903 sq.ft. /30 days)

Amount per person = \$ 11.06 (\$ 125.00 / 11.3 total occupants for 30 days)

Unit # 102 Total Bill

Two occupants = \$ 17.70 657 square feet =+\$ <u>11.90</u> \$ 29.60

Total Recovery = \$ 238.09

#101 1 Occupant (1.0 Factor)



\$ 13.78 X 1.0 = \$ 13.78

#102 2 Occupants 1.6 Factor)



\$ 13.78 X 1.6 = \$ 22.05

#103
2 Occupants
(1.6 Factor)



\$ 13.78 X 1.6 = \$ 22.05



EXAMPLE of Water
Allocation Occupant Factor
with Partial Sub Metered
CALCULATIONS

#201 2 Occupants (1.6 Factor)



\$ 13.78 X 1.6 = \$ 22.05

#202 1 Occupant (1.0 Factor)



\$ 13.78 X 1.0 = \$ 13.78

#203 3 Occupants (1.9 Factor)



\$ 13.78 X 1.9 = \$ 26.18

Occ	Factor	Explanation
1	1.0	One person's consumption
2	1.6	Two people consume 60% more than one.
3	1.9	Three people consume 90% more than one.
+1	.3 ea	Each additional person consumes 30% more

### #301 1 Occupant (1.0 Factor)



\$ 13.78 X 1.0 = \$ 13.78

#302 Vacant Unit (0.0 Factor)



 $$13.78 \times 0 = $0$ 

#303 3 Occupants (1.9 Factor)



\$ 13.78 X 1.9 = \$ 26.18

#### **CALCULATIONS:**

Total Property Utility Cost = \$236.80Common Area Deduction (10%) = \$-23.68Water Submetered Cost = \$-53.28Amt to calculate Allocation = \$159.84

Total Occupant Factor (all units) =  $\frac{11.6}{}$ 

Amt for one occupant allocation \$ 13.78

(\$ 159.84 / 11.6)

Unit # 103

Water Allocation = \$ 22.05 Water Submetered = \$+ 5.92

\$ 27.97





# Percentage Allocation with Partial Submeter How Are My Water Charges Calculated?

There are circumstances when the property's plumbing system cannot accommodate a submeter system that will measure all the water flowing into an apartment home.

It is feasible to install a sub meter on only the hot water or cold water line to use readings from that submeter to calculate water and sewer used by the resident. This method is called Allocation with Partial Sub Meter.

Your water provider bills the total measurements for all homes in the community. These charges are reduced by a percentage for the common area usage. The provider charges are further reduced by the measured submetered cost.



The remaining cost is allocated to each unit according to the allocation method being used. The allocated cost is equally divided among the total occupants in the community. Each statement is billed using a "per day" rate; therefore move-ins and move-outs are billed accordingly. Using the provider bill and your individual consumption, we are able to calculate and mail you an accurate statement for your individual usage.

#### Sample Calculation

The total water bill is 6,000.00 for 300,000 gallons (Rate/Gallons) = 0.02 per gallon.

Community city bill \$ 6,000 Minol sub meter usage - 2,000 Amount to allocate \$ 4,000

Rate to allocate \$4,000.00 (remaining cost) /100,000 (based on submetered usage) (Rate/Gallons) = 0.04 per gallon

1,000 sub metered gallons x 0.02 = 20.001,000 allocated gallons x 0.04 = 40.002,000 gallons resident usage = 60.00





# Allocation with Partial Submeter How Are My Water Charges Calculated?

There are circumstances when the property's plumbing system cannot accommodate a submeter system that will measure all the water flowing into an apartment home.

It is feasible to install a sub meter on only the hot water or cold water line to use readings from that submeter to calculate water and sewer used by the resident. This method is called Allocation with Partial Sub Meter.

Your water provider bills the total measurements for all homes in the community. These charges are reduced by a percentage for the common area usage. The provider charges are further reduced by the measured submetered cost.



The remaining cost is allocated to each unit according to the allocation method being used. The allocated cost is equally divided among the total occupants in the community. Each statement is billed using a "per day" rate; therefore move-ins and move-outs are billed accordingly. Using the provider bill and your individual consumption, we are able to calculate and mail you an accurate statement for your individual usage.

For example, the community water bill is \$1000.00 and we know from sub meter reads that \$600.00 of that is for resident sub meter usage.

The remaining \$400.00 can be allocated by a single or combination of regulatory compliant billing methods. Allocation methods used may be by the number of occupants (actual or factored) and/or the square footage of each resident apartment home.

Number of Occupants	Factor
1	1.0
2	1.6
3	1.9
4	3





# Chilled Water Charges Frequently Asked Questions

#### What is a Chilled Water Charge?

Chilled Water Charge is the cost associated to the flow of Chilled Water over the coils of your air conditioner. Chilled water for use in an apartment home is a major contributor to the community's overall energy bill. Chilled water is utilized to flow through the coils of your air conditioner and creates cool air.

You will notice that you have an individual meter in your apartment home that measures the use of Chilled Water. Your community either has a flow meter, run time module or BTU that captures the total usage from which your Chilled Water is drawn.

Air conditioning is taken for granted and looked upon as an integral part of the household. Little thought is given to the cost of Chilled Water that is used because it is constant.

You might not be able to do without air conditioning, but there are several ways to conserve it so that energy requirements and costs will be less.



#### Chilled Water accounts for approximately 56% of your total energy bill.

#### **How is my Chilled Water Calculated?**

The Chilled Water Energy charge you pay is based only on your actual Chilled Water usage.

Your apartment community has installed sub-meters in each unit. These meters measure the flow of Chilled Water into your apartment home. Your community receives a utility bill from the utility provider of Chilled Water every month. Minol calculates the effective rate of Chilled Water by dividing the total usage by the sub-metered usage to correctly allocated charges for your individual use.

Using this provider bill and your individual consumption we are able to calculate and mail you an accurate statement for your individual usage.





# Hot Water/Gas Allocation Frequently Asked Questions

#### What is the Gas Allocation Charge?

Gas Allocation Charge is the cost associated to Heating Water.

Heating water for use in an apartment home is a major contributor to the community's overall natural gas bill. Water is heated utilizing a natural gas source. You will notice that you do not have an individual water heater in your unit. Your community has one or several very large water heaters from which your hot water is drawn. Hot water is as close as the faucet in your kitchen, bathroom and laundry areas.

Hot water is taken for granted and looked upon as an integral part of the household. Little thought is given to the cost of heating water because its use is constant.

Typically, the heating of water accounts for 20% of your total energy bill. You might not be able to do without hot water, but there are several ways to conserve it so that energy requirements and costs will be less.

#### How is my Gas Allocation Charge calculated?

You pay for the natural gas charge based on the regulatory compliant method approved for your area. Allocation methods can be the number of occupants and/or the square footage of your apartment home.

Each month, your community receives utility bills from the utility provider. Minol calculates the effective rate for your natural gas charge. The resident statement is billed using a "per day" rate; therefore move-ins and move-outs are billed accordingly.



Using the provider bill and your individual allocation consumption we are able to calculate and mail you an accurate statement for your individual usage. You will receive a bill from Minol about two weeks after the ending usage cycle period date.





#### YOU MAKE A DIFFERENCE!

Take a five-minute shower instead of a bath. Amount saved = 15 gallons per shower

Don't use toilets as a wastebasket or ashtray, flush only when you need to.

Amount saved = 12 or more gallons per day

When brushing teeth, use a glassful of water instead of running the tap.

Amount saved = 3 or more gallons per brushing.

#### In the Bathroom



When taking a bath, don't run the water without closing the drain first. The warm that comes after running the tap for a while will take care of that first cold burst of water.

When washing the dishes by hand, fill up the sink with soap and water instead of running the water the whole time.

Amount saved = 25 gallons per load

Keep a pitcher of water in the refrigerator when you want a drink instead of running the tap until the water cools.

Amount saved = 2 gallons per drink

In the Kitchen



Thaw frozen foods in the refrigerator, not under running tap water.

Amount saved = 5 or more gallons per meal

#### More Tips...

- ✓ Check pipes and faucets for leaks. Report running toilets and leaking faucets to your
  property Management Team as soon as they are noticed!
- ✓ Check your toilet periodically for leaks. Place a few drops of food coloring in the tank.

  After a few minutes check the bowl; if any of the food coloring appears, you have a leak!

Water Loss in Gallons at 60 Pounds per Square Inch (psi) 1/16" Leak can Waste 25,000 gallons per Month 1/8" Leak can Waste 100,000 gallons per Month 1/4" Leak can Waste 400,000 gallons per Month





#### We Can Make a Difference - Together

Water conservation can be defined as practices, techniques, and technologies that improve the efficiency of water use. Increased efficiency expands the use of the water resource, freeing up water supplies for other uses, such as population growth, new industry, and environmental conservation. - AWWA (American Water Works Association).

#### One Planet. Many People.

- World Population is currently 6 billion people
- It is predicted that the World Population will be approximately up to 10.7 billion people by 2050
- Water regulates the Earth's temperature
- The United States uses roughly 450 billion gallons of water every day



#### Supplies are Limited! Today's Water is Yesterday's Water

- The water on the earth's surface totals about 362 trillion gallons
- 97% of all the water on earth is salt water
- 2% is fresh water, but it is frozen in ice caps and glaciers
- 1% of all the water on earth is fresh and available for use
- The five Great Lakes represent about 95 percent of all fresh water above ground in the U.S.

#### Most of Earth's Rivers Stressed, Report Warns

"Water will not be easily available to support both the new generations and the socio-economic development being sought after."

The World's most valuable resource, **fresh water**, is facing greater stress as we enter the 21<sup>st</sup> century, with more that half of all major rivers taxed by pollution, human overuse or both.







How much water does an individual use daily? The national average is 80-100 gallons

How much water is used to flush a toilet? 5 to 7 gallons

How much water is used to shower? 5 to 10 gallons per minute

How much water is used in a regular tub? 30 gallons

How much water is used in a garden style tub? 60 gallons

How much water is used to do a large load of laundry? 30-60 gallons

On the average, how much water is used to hand wash dishes?

20 gallons

How much water does the average dishwasher use? 15 to 17 gallons which is less than hand washing dishes!



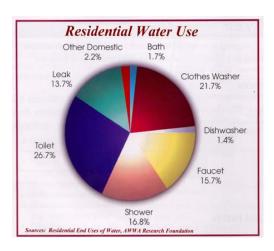
How much of the earth's surface is water? 80%

Of all the earth's water, how much is ocean or seas? 97%

How much of the world's water is frozen and therefore unusable? 2%

How much of the world's water is fresh and available for our use? 1%

How much of the energy used for washing clothes goes to heating the water? Up to 90%. Washing in cold or warm rather than hot water not only saves energy, it's easier on your clothes.



One quarter pound hamburger patty requires more than 600 gallons of water to produce. One cheeseburger takes more than 700 gallons of water to produce. These two totals include the water consumed by the cows, water used to irrigate the corn field that fed the cows, and the water used to process the beef and cheese.

Now in its third year, the award-winning "Water — Use It Wisely" campaign features unexpected but highly effective water-saving devices, and we're pleased to showcase 26 of them on this convenient guide. Print it out, tack it to your bulletin board, and refer to it whenever



you're ordering "Water — Use It Wisely" brochures, ads, posters, theatre slides, bus cards, or any of the many other items in the campaign. For a tour of the entire campaign, visit www.wateruseitwisely.com.

There are a number of ways to save water, and they all start with you.



WATER-SAVING DEVICE #1 - People
There are a number of ways to save water, and they all start with you.



WATER-SAVING DEVICE #54 - Toothbrush
Turn off the water while you brush your teeth and save up
to 4 gallons a minute. That's 200 gallons a week for a
family of four.



**WATER-SAVING DEVICE #7 - Swim Goggles** Install covers on pools and spas and check for leaks around your pumps.



**WATER-SAVING DEVICE #58 - Kitchen Timer**Set a kitchen timer when watering your lawn or garden with a hose.



WATER-SAVING DEVICE #10 - Water Pitcher Keep a pitcher of water in the refrigerator instead of running the tap for cold drinks, so that every drop goes down you and not the drain.



WATER-SAVING DEVICE #61 - Plant
Next time you add or replace a flower or shrub, choose a
low water use plant for year-round landscape color and save
up to 550 gallons each year.



**WATER-SAVING DEVICE #11 - Water Meter** Check your water meter and bill to track your water usage.



WATER-SAVING DEVICE #65 - Screwdriver
Use a long screwdriver as a soil probe to test soil moisture.
If it goes in easily, don't water. Proper lawn watering can save thousands of gallons of water annually.



**WATER-SAVING DEVICE #14 - Garden Tool**Use a layer of organic mulch around plants to reduce evaporation and save hundreds of gallons of water a year.



**WATER-SAVING DEVICE #75 - Wastebasket**Drop that tissue in the trash instead of flushing it and save gallons every time.



**WATER-SAVING DEVICE #15 - Broom**Use a broom instead of a hose to clean your driveway and sidewalk and save up to 80 gallons of water every time.



**WATER-SAVING DEVICE #79 - Hose Nozzle**Use a hose nozzle and turn off the water while you wash your car to save more than 100 gallons.





**WATER-SAVING DEVICE #17 - Water Can**Collect the water you use for rinsing produce and reuse it to water houseplants.



**WATER-SAVING DEVICE #83 - Laundry Scoop**Reach for the scoop only when you have a full load and save up to 600 gallons each month.



**WATER-SAVING DEVICE #23 - Wall Clock** Time your shower to keep it under 5 minutes. You'll save up to 1000 gallons a month.



**WATER-SAVING DEVICE #85 - Telephone**Pick-up the phone and report significant water losses from broken pipes, open hydrants and errant sprinklers to the property owner or your water management district.



WATER-SAVING DEVICE #28 - Food Coloring
Put food coloring in your toilet tank. If it seeps into the toilet
bowl, you have a leak. It's easy to fix, and you can save more
than 600 gallons a month.



**WATER-SAVING DEVICE #89 - Ears**Listen for dripping faucets and toilets that flush themselves.
Fixing a leak can save 500 gallons each month.



**WATER-SAVING DEVICE #36 - Drip Emitter**Choose water-efficient drip irrigation for your trees, shrubs, and flowers. Watering roots is so effective, be careful not to over water.



WATER-SAVING DEVICE #92 - Desk Calendar Adjust your watering schedule to the season. Water your summer lawn every third day and your winter lawn every fifth day.



**WATER-SAVING DEVICE #37 - Wrench**Grab a wrench and fix that leaky faucet. It's simple, inexpensive, and can save up to 140 gallons a week.



**WATER-SAVING DEVICE #93 - Shampoo Bottle** Turn the water off while you shampoo and condition your hair and you can save more than 50 gallons a week.



**WATER-SAVING DEVICE #42 - Bar of Soap**Before you lather up, install a low-flow showerhead. They're inexpensive, easy to install, and can save your family more than 500 gallons a week.



WATER-SAVING DEVICE #99 - Tuna Can
Place an empty tuna can on your lawn to catch and measure
the water output of your sprinklers. For lawn watering advice,
contact your local conservation office.



**WATER-SAVING DEVICE #44 - Pinwheel**Don't water your lawn on windy days. After all, sidewalks and driveways don't need water.



**WATER-SAVING DEVICE #100 - Razor**Turn off the water while you shave and you can save more than 100 gallons of water a week.



# INDOOR WATER CONSERVATION TIPS

# YOU MAKE A DIFFERENCE!

- Run your washing machine and dishwasher only when they are full and you could save 1000 gallons a month.
- Use the garbage disposal sparingly. Compost instead and save gallons every time.
- When you shop for a new appliance, consider one offering cycle and load size adjustments.
- When doing laundry, match the water level to the size of the load.
- Cut back on rinsing if your dishwasher is new. Newer models clean more thoroughly than older ones.
- If your shower can fill a one-gallon bucket in less than 20 seconds, then replace it with a water-efficient showerhead.
- Put food coloring in your toilet tank. If it seeps into the toilet bowl, you have a leak. It's easy to fix, and you can save more than 600 gallons a month.
- Plug the bathtub before turning the water on, then adjust the temperature as the tub fills up.
- Make sure your toilet flapper doesn't stick open after flushing.
- Make sure there are aerators on all of your faucets.
- Keep a pitcher of water in the refrigerator instead of running the tap for cold drinks, so that every drop goes down you not the drain.
- Wash your produce in the sink or a pan that is partially filled with water instead of running water from the tap.
- Collect the water you use for rinsing produce and reuse it to water houseplants.
- Time your shower to keep it under 5 minutes. You'll save up to 1000 gallons a month.
- Designate one glass for your drinking water each day. This will cut down on the number of times you run your dishwasher.
- Don't use running water to thaw food.
- Teach your children to turn the faucets off tightly after each use.
- Soak your pots and pans instead of letting the water run while you scrape them clean.
- Turn off the water while you brush your teeth and save 4 gallons a minute. That's 200 gallons a week for a family of four.



COMMITTED TO CONSERVATION



# YOU MAKE A DIFFERENCE!

- Minimize evaporation by watering during the early morning hours, when temperatures are cooler and winds are lighter.
- Divide your watering cycle into shorter periods to reduce runoff and allow for better absorption every time you water.
- Don't water your lawn on windy days. After all, sidewalks and driveways don't need water.
- Water your plants deeply but less frequently to create healthier and stronger landscapes.
- Only water your lawn when needed. You can tell this by simply walking across your lawn. If you leave footprints, it's time to water.
- Use the sprinkler for larger areas of grass. Water small patches by hand to avoid waste.
- Water your summer lawns once every three days and your winter lawn once every five days.
- Plant during the spring or fall when the watering requirements are lower.
- Reduce the amount of grass in your yard by planting shrubs, and ground cover with rock and granite mulching.
- Group plants with the same watering needs together to get the most out of your watering time.
- Remember to weed your lawn and garden regularly. Weeds compete with other plants for nutrients, light, and water.
- While fertilizers promote plant growth, they also increase water consumption. Apply the minimum amount of fertilizer needed.
- Use a broom instead of a hose to clean your driveway or sidewalk and save 80 gallons of water every time.
- Adjust your lawn mower to a higher setting. Longer grass shades root systems and holds soil moisture better than a closely clipped lawn.
- We're more likely to notice leaky faucets indoors, but don't forget to check outdoor faucets, pipes, and hoses for leaks.
- Make sure you know where your master water shut-off valve is located. This could save gallons of water and damage to your home if a pipe were to burst.



COMMITTED TO CONSERVATION





# Conservation Tips for Your Bathroom

- ✓ Check your toilets for leaks put a little food coloring in your toilet tank.

  If, without flushing, the color begins to appear in the bowl, you have a leak that needs to be repaired immediately.
- ✓ Stop using the toilet as an ashtray or a wastebasket every time you flush you use five to seven gallons of water
- ✓ Turn the faucet off while you shave, brush your teeth and lather up your hands.
- ✓ Check faucets and pipes for leaks. One drop per second is a small enough leak
  to use 250 gallons of water in one month.
- ✓ If our toilet's flapper valve sticks open, you are wasting water! An open flapper valve is no different than water running from a sink faucet. Repair immediately to avoid high water charges.
- ✓ Switch to an ultra low-flow showerhead. This could save you as much as 2.5 gallons every minute you shower.



- ✓ Take shorter showers try to keep it less than 5 minutes. While a five minute shower uses approximately 12 to 25 gallons, a full tub requires about 70 gallons.
- ✓ Buy an electric razor or fill the sink with a little water to rinse your razor, instead of rinsing in running water.





# Conservation Tips for Your Kitchen

- ✓ Use your automatic dishwasher and washing machine for full loads only.
- ✓ Don't let the faucet run while you clean vegetables.
- ✓ If you wash dishes by hand, do not leave the water running for rinsing.
- ✓ If you have a double sink fill one with soapy water and the other with rinse water.
- ✓ If you have only one sink, gather washed dishes in a dish rack and rinse them with a spray device or a pan-full of hot water.
- ✓ Keep a bottle of drinking water in the refrigerator running tap water to cool it off for drinking is wasteful.
- ✓ Check faucets and pipes for leaks.
- ✓ Water your houseplants with water saved from washing your fruits and vegetables.
- ✓ Select one glass to use for drinking each day. If you do this, your dishwasher will take longer to fill up and it will not need to be run as frequently.
- ✓ Thaw foods in the refrigerator or in a bowl of hot water or microwave, instead
  of using running water.
- ✓ Let your pots and pans soak instead of letting water run while you clean them.
- ✓ Scrape the food on your dishes into the garbage instead of using water to rinse it down the disposal.



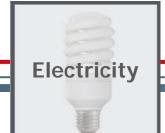




## Conservation Tips for Saving Water Outdoors

- ✓ Sweep your driveways and sidewalks with a broom instead of spraying them off with a hose.
- ✓ Check outdoor faucets, pipes, and hoses for leaks.
- ✓ Apply as little fertilizer to your lawn as possible. Applying excess fertilizer increases water consumption and actually creates more mowing for you!
- ✓ Avoid watering during the heat of the day. If possible, water the lawn in the evening, night or early morning when evaporation is less likely to occur.
- ✓ Turn off sprinklers during windy or rainy weather.
- ✓ Use a bucket of soapy water to wash your car, or simply place a shut-off nozzle on the end of your hose.
- ✓ Check your sprinkler system frequently and adjust sprinklers so only your lawn is watered and not the house, sidewalk, or street.
- ✓ Avoid planting turf in areas that are hard to water such as steep inclines and isolated strips along sidewalks and driveways.
- ✓ Adjust your lawn mower to a higher setting. Longer grass shades root systems and holds soil moisture better than a closely clipped lawn.
- ✓ Remember to weed your lawn and garden regularly. Weeds compete with other plants for nutrients, light, and water.
- ✓ Avoid installing ornamental water features and fountains that spray water into the air. Trickling or cascading fountains lose less water to evaporation.
- ✓ Don't buy recreational water toys that require a constant flow of water.
- ✓ When the kids want to cool off, use the sprinkler in an area where your lawn needs it the most.
- ✓ Pick-up the phone and report significant water losses from broken pipes, open hydrants and errant sprinklers to the property owner or your water management district.
- ✓ Bathe your pets outdoors in an area in need of water.
- ✓ Too much water is as bad, or worse, than too little water. Don't provide more water than the soil can absorb.







# Conservation Tips for Consumer Electronics

- ✓ Unplug infrequently or seasonally used power supplies.
- Consolidate multiple power supplies on a single power strip so that the power can be turned off easily with one switch.
- ✓ When leaving for extended time from home, unplug TV's, cable boxes, PC's, and other devices that won't be in use while you are away.







# Conservation Tips for Cooking

- ✓ Use pots and pans with absolutely flat bottoms on your range. To cook efficiently, heat must transfer directly from the surface element to the pan. Warped bottoms leave an air gap which provides an escape route for heat.
- ✓ Select pots and pans that are the right size to completely cover the surface element. When any part of the surface element is exposed, you're wasting heat and energy.
- ✓ Keep reflector pans beneath surface elements shiny and clean. Shiny pans reflect heat rays onto pan bottoms; dull pans absorb the heat.
- ✓ Develop the habit of "lids on" cooking. Tight-fitting lids help keep heat in a pan, permitting you to use lower temperature settings and shorter cooking times.
- ✓ Heat only the amount of water you need for cooking.

  The water will boil faster if you cover it with a lid.
- ✓ Start vegetables on high heat in a covered pan. When steam appears around the lid, lower the heat setting and allow food to simmer until done.
- ✓ Plan one-dish meals in a slow cooker. Such meals require less energy than those calling for the use of the oven plus two or three surface elements.
- ✓ Make more use of your pressure cooker. It cuts cooking time to one-third that of conventional methods.
- ✓ Consider cooking small quantities of food in appliances such as an electric toaster oven, skillet, or grill instead of your oven. Portable appliances generally use about one third the electricity of your oven. Also, consider using smaller coffee makers if you only want one or two cups of coffee.
- ✓ Use your microwave oven instead of your conventional electric oven whenever possible. Microwaves can cook food in one-fourth or less the normal cooking time.





- ✓ Prepare your whole meal in the oven at the same time. Often you can simultaneously cook foods that have different cooking temperatures. Variations of 25 degrees usually produce favorable cooking results.
- Carefully time your preheat period when baking. Generally, five to eight minutes is sufficient. There is no need to preheat for broiling, roasting or cooking most casseroles.
- ✓ Rearrange oven shelves before turning on the oven to prevent wasteful heat escape.
- ✓ Avoid opening the oven door for a "peek" when baking. Each time you open the door, a considerable portion of the heat escapes.
- ✓ Activate the self-cleaning cycle on your electric oven only when the oven is heavily soiled. Start the cycle right after using the oven while it is still hot.
- ✓ Never use an oven to heat the kitchen or dry clothing. It wastes energy and can be hazardous.
- ✓ Use the outside barbecue grill whenever possible. This will keep the heat out of the kitchen. Barbecuing can also be a fun time for the whole family.

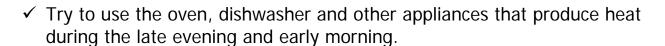






## Conservation Tips for Cooling Your Home

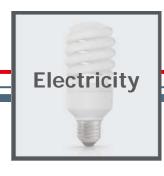
- ✓ In summer, a thermostat set at 78 degrees is recommended if the home is occupied. Your kilowatt-hour usage for cooling increases approximately 3% for each degree of temperature setting below 78 degrees. During unoccupied hours, turn off the air conditioner.
- ✓ Use ceiling fans, which allows for setting the thermostat at a higher temperature.
- ✓ Leave window shades, drapes, and/or blinds down (closed) during the day to keep out direct sunlight during hot periods.
- ✓ Run kitchen and bath exhaust fans only long enough to rid the house of unwanted vapor, smoke, and odors during the summer. Running them too long allows cool air to escape.
- ✓ Avoid using evaporative coolers or humidifiers at the same time an air conditioner is running.



✓ Wear comfortable, loose-fitting clothes.





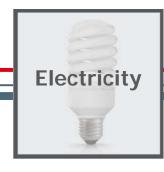


## Conservation Tips for Your Dishwasher

- ✓ Dishwashers use an average of 15 gallons of hot water per load plus electricity needed to operate the machine. Washing and rinsing dishes by hand three times a day uses more hot water and energy than one load a day in an automatic dishwasher.
- ✓ Use energy-saving cycles. Apply the no-heat, air-dry feature. If your dishwasher does not have this feature, turn it off after the final rinse cycle and open the door so that the dishes can air dry.
- ✓ Wash full loads only.
- Proper amounts of detergent can eliminate a second wash. Fill your dishwasher according to the manufacturer's instructions, so that proper water flow will clean dishes thoroughly.
- proper water flow will clean dishes thoroughly.

  ✓ Always choose the shortest washing cycle that will clean your dishes, and scrape off heavy food accumulated before loading dishes into the dishwasher.
- ✓ Use your dishwasher's "power-saver switch" if it has one to automatically eliminate the drying cycle.
- ✓ On hot days, wait to use your dishwasher until night. You will avoid adding heat in the house during the hottest time of the day.





# Conservation Tips for Heating Your Home

- ✓ In winter, a thermostat set at 68 degrees or lower during the day when the home is occupied is recommended. Your kilowatt-hour usage for heating increases approximately 3% for each degree of temperature setting above 68 degrees.
- ✓ Wear layers of clothing and use extra blankets.
- ✓ Lower the thermostat a degree or two before you entertain a large group of people.
- ✓ Keep your fireplace chimney dampers closed when you are not using the fireplace.
- ✓ Open window shades, drapes, and/or blinds that receive direct sunlight during the day.
- ✓ Use bath and kitchen exhaust fans only when needed during the heating season. Fans draw heated air out of your home.
- ✓ Close shades, drapes, and/or blinds at night.
- ✓ Use space heaters as little as possible, as they are very expensive to operate.







# Conservation Tips for Your Laundry Room

#### Washer

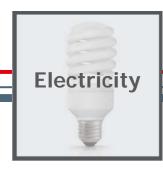
- ✓ Sort clothes and schedule laundry so you can wash only full loads. It takes almost as much electricity to run a small load as it does a full one.
- ✓ Wash clothes in cold water whenever possible. Not only does it save on water heating costs, it keeps your home cooler.
- ✓ Always use cold water for rinse cycles.
- ✓ Select the correct water level for each load.
- ✓ Don't use too much detergent. Over-sudsing makes your washer work harder and may require a second wash to remove the excess soap. Avoid a second wash by using a presoak product on heavily soiled fabrics.



#### **Dryer**

- ✓ Separate heavier clothes (towels, heavy cottons) from the lightweight fabrics (synthetics) for more efficient drying.
- ✓ Dry only full loads in your dryer but don't overload. It causes excessive wrinkling.
- ✓ Avoid over drying. This wastes energy and harms fabrics as well.
- ✓ Dry two or more loads in a row.
- ✓ Use automatic dryer settings, which save energy when compared to timed cycle.
- ✓ Remove clothes from the dryer as soon as it stops, before wrinkles have time to set. Clothes you promptly fold or place on hangers require little or no ironing so you can save electricity as well as your own energy.
- ✓ Don't add wet clothes during the drying cycle.
- ✓ Clean the lint filter after each use and you can maximize airflow and efficiency
- ✓ Keep dryer vents free of lint. A clogged vent wastes energy.
- ✓ Select the proper setting and time for the type and size load.
- ✓ Hang clothes outside in the summer whenever possible.





## Conservation Tips for Lighting and Appliances

- ✓ Turn off appliances and lights when not in use, including the television, radio and other media devices.
- ✓ When purchasing new appliances, look for appliances with automatic shut-off switches.
- ✓ Choose light colors for furniture. Light colors reflect light.

  Dark colors absorb light and require higher bulb wattages.
- ✓ Clean lighting fixtures regularly. Dust on lamps, reflectors and light bulbs impairs lighting efficiency.
- ✓ Iron fabrics that require a cooler iron first and work up to those requiring higher heat. An iron heats faster than it cools, so it's quicker to go from low to high than the reverse. You'll use less energy.



- ✓ Turn off the iron a few minutes before you finish ironing and complete the rest of your clothes with the heat remaining in the iron.
- ✓ Dry your hair with a towel instead of blow drying it. Many hair dryers consume as much energy as an electric toaster, plus you use them for longer periods.





# Conservation Tips for Your Range and Oven

- ✓ Use a toaster-oven, crock-pot, or small microwave when cooking small to moderately sized meals.
- ✓ Use the smallest pan possible. Smaller pans require less energy.
- ✓ For ranges with differently sized burners, match burners to pots of the same size. Cover pots to avoid heat loss.
- ✓ With electric burners, turn off just before cooking has completed, and the burner will continue to heat the food.
- ✓ For ovens, keep pre-heating to a minimum.
- ✓ Avoid opening the oven door during baking. A large amount of heat escapes every time you open the door.



- ✓ Use oven thermometers and timers to avoid overcooking.
- ✓ Turn the oven off a few minutes before you expect the food to finish cooking and allow the residual heat to complete the job.



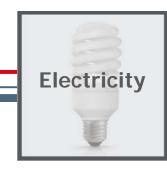


#### Conservation Tips for Your Refrigerator and Freezer

- ✓ Keep your refrigerator and freezer at the right temperature. The refrigerator should be between 38° F and 42° F and the freezer between 0° F and 5° F.
- ✓ Vacuum condenser coils in the back or at the bottom of your refrigerator every three months or so. Dust-covered coils impair the efficiency of compressor operation and increase energy use.
- ✓ Discard old or extra refrigerators.
- ✓ Don't open the refrigerator longer or more often than necessary. Decide what you want before you open the door.
- ✓ Let hot items cool before placing them in the refrigerator.
- ✓ Defrost the freezer regularly.
- ✓ Make sure refrigerators and freezers have tight-fitting door gaskets to prevent infiltration to warm air.
- ✓ Keep refrigerators and freezers filled to capacity, but don't overcrowd to the point where air cannot circulate freely around food.
- ✓ Empty or nearly empty refrigerators do not operate efficiently. Use water containers or bags of ice cubes to fill empty space.
- ✓ Turn down your refrigerator and remove perishables before going on an extended vacation.
- ✓ Refrigerator or freezer in the garage or outside can be a real energy hog. High temperatures make your refrigerator or freezer use much more energy, which adds to your electricity bills. Consider disconnecting them at least for the summer, or moving them to an air-conditioned area.







## Conservation Tips for Your Hot Water Heater

- ✓ Set the temperature control on your water heater to 120 degrees F., 140 degrees F. if you have a dishwasher. The higher the temperature of the water sitting in the tank waiting for you to use, the more heat it loses.
- ✓ Encourage family members to take short showers instead of tub baths.
  The average person uses about half as much hot water in a shower as in a tub.
- ✓ Turn off running water when shaving or brushing your teeth.
- ✓ Fill a dishpan with rinse water instead of letting the faucet run while you do dishes by hand.
- ✓ Use cold water when operating your garbage disposal. It saves energy and solidifies the grease, which is then ground up and flushed away.
- ✓ Wash clothes in cold water when possible to wash a load of clothes takes about 30 gallons of water.
- ✓ Replace showerheads and faucets with type limiting flow to 2.5 gallons per minute.
- ✓ Turn off electric water heater at breaker or set back gas water heater to "pilot," "vacation," or lowest heat setting when your home is vacant for 2 days or more.
- ✓ Set your dishwasher to "air-dry."







# Conservation Tips for Natural Gas Heating

- ✓ The recommended thermostat control setting for your furnace is 68 degrees F during the heating season, or a maximum of 65–72 degrees.
- ✓ Set back your thermostat by 5 or 10 degrees when sleeping or when your house is empty for four hours or longer.
- ✓ Provide management with timely access to change furnace filters and provide furnace service.
- ✓ Open drapes and blinds to allow sunlight to enter your home during the day. Close drapes and blinds on overcast days and at night when no warm

sunlight is shining

- ✓ Keep heating vents clear of furniture and draperies, and keep dampers open. Vacuum dust and pet fur from warm-air registers and cold-air returns.
- Remove dust and lint from registers, vents, and baseboard heaters.
- ✓ Don't let heated air escape up your chimney. Make sure the damper is closed when your fireplace is not in use.
- ✓ Get into the layered look. Put an extra sweater on your back, another blanket on the bed. It's the easiest way to keep the cold at bay.
- ✓ Use kitchen, bath and other ventilating fans sparingly. In just one hour, these fans can exhaust a house full of warm air.
- ✓ Close vents and doors to unused rooms. Avoid heating un-insulated areas such as garages and crawl spaces. Keep your garage door closed as much as possible.





# Conservation Tips for Your Water Heater

- ✓ Your water heater is an energy glutton. The recommended thermostat setting is a range between 110 and 120 degrees, or to the "warm" setting.
- ✓ Set your water heater temperature control to the pilot position when your home is vacant for two days or longer.
- ✓ Operate washers and dishwashers with only full loads.
- ✓ Take five-minute showers.
- ✓ Reduce usage of hot water while cleaning and bathing.
- ✓ Do not replace low flow showerheads.
- ✓ If warming baby bottles or defrosting food products, fill a pot with hot water once instead of keeping hot water running for several minutes over the bottle or food and down the drain.





# NATURAL GAS CONSERVATION TIPS

# YOU MAKE A DIFFERENCE!

By making some small changes in the way you use gas, you can contribute to the reduction of your gas bills.

- It is important to remember that gas is not only used to provide heat, but it can also be the energy source used to furnish hot water and to run your oven/stove.
- Limit the thermostat control setting for the furnace in the heating season to a maximum of 65°-72°F.
- Lower the thermostat to below 65° when leaving for the day or an extended period of time.
- Provide management with timely access to change furnace filters and provide furnace service.
- Reduce usage of hot water while cleaning and bathing.
- Close dampers on unused fireplaces.
- Gas flames from your stove should burn with a clear blue color.
   A yellow flame may indicate that your burner isn't operating efficiently.
- Close doors and vents in unused rooms. Keep cabinet and closet doors located on outside walls closed as they can leak a great deal of air.
- Do not leave the oven on preheat for an extended period of time and keep stove top burner flames as low as possible.

