PMCProperty Group

70 Church Street
New Haven, CT 06510

office (203) 776-7770

pmcpropertygroup.com

Electric Submetering Information Packet

Dear Resident,

This property utilizes electric sub metering. You will be charged for your sub metered electric usage. The sub meter reads and records your apartment electric consumption only; there are no common or "house" electric charges attached to your meter. Every month you will receive an electric bill from our sub metering billing agent, Energy Management Systems with information on your kilowatt-hour consumption, your electric rate, and total monthly charge. The bill will include information on where to send payment and who to call with questions.

The Connecticut Public Utilities Regulatory Authority regulates the electric sub metering system in use at this property. State law regulates the maximum billable rate for the power that you receive which is calculated by allocating the property utility bill according to your sub metered usage. Rental payments will not be converted to payments for sub metered service and must be paid separately.

State law provides for a test of your sub meter at no charge within a twelve month period. Within one week of receiving a request for a test of the sub meter, PMC management will notify you in writing of the date, time and location for the test. If you wish to be present at the test and/or have an authorized representative present at the test, you must notify PMC management with ten days of receiving the notice from PMC management scheduling the test. PMC management will work with you to assure that the test can be conducted at a time and date that is mutually convenient for you and the testing company.

There are several factors which may warrant adjustment to an electric bill. These factors include: an estimated reading from a prior billing period; an incorrect meter reading; an incorrect rate charged; or an incorrect billing period based on a tenant's move-in or move-out date. Upon realization of an error to a bill, a case shall be opened by the customer service department to investigate and correct the issue to reflect an adjustment on your next bill. The adjustment will be made to the next bill issued and explanation of the adjustment will be detailed on the bill.

A copy of the current rates are available in our property management office for you to view at any time. If you would like to view the meter or, test the accuracy of the meter, or dispute a bill, please contact the Property Manager, and we will assist you with your request.

Include with this letter are two inserts describing your rights as a sub metered customer and conservation information to help lower your sub metered usage.

If you gave any questions regarding the sub metering system, billing or rates, please do not hesitate to contact the Property Manager to assist you with your questions.

Sincerely,

PMC Property Group

Submetered Electric Service
Notice Of Tenants Rights

Tenants who have their electric service sub metered (that is, metered and billed by the landlord or its billing agent, rather than by the local utility company) are entitled to certain consumer rights. They include:

- The right to avoid termination (shut off) of your electric service. The landlord may however commence eviction proceedings for non-payment of electric bills. The landlord also may shut-off electric service for safety reasons.
- The right to request one meter accuracy test in a twelve month period at no charge. Tenant should contact Property Manager at 203-776-7770.
- The right to be charged for electric service at the average per kilowatt hour price reflected on the landlord's master meter.
- The right to enter into reasonable payment arrangements if delinquent on payment. Tenant should contact Property Manager.
- The right to avoid eviction for past due electric bills during the winter months if you are certified as having a medical emergency, qualify as a hardship customer, and have entered into a repayment agreement.
- The right that rental payment not be converted into payment for sub metered electric service and that payment for sub metered electric service not be converted into payment for rent.
- The right to review and inspect billing and electric use records.

- The right to dispute a bill. If you are unable to resolve your bill dispute with the landlord, you may request in writing to the Connecticut Public Utilities Regulatory Authority to further investigate your dispute. You have the right to avoid eviction for past due electric bills during the dispute, provided you continue to pay current and undisputed bill amounts. Tenants should contact Property Manager.
- The right to advance notice eviction proceedings for non-payment of electric bills.
- The right to advance notice of reporting of non-payment of electric bills to credit reporting agencies.

For further information or a full list of your rights as a sub metered electric customer, please contact your management office at: 203-776-7770.

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1 Not intended to be an exhausted summary of all sub metered tenant rights. Copies of the state regulations regarding sub metering are on file at the offices of the Connecticut Public Utilities Regulatory Authority ("PURA") and are available for public inspection. You can write to PURA at Ten Franklin Square, New Britain, CT 06051. PURA's consumer services line is available toll free in Connecticut at 800-382-4586. You may also access PURA's webpage at http://www.ct.gov/pura.

2 Winter protection prevents shut-off between November 1 and May 1 for electric customers who have an overdue balance and qualify for hardship status or medical protection status and have entered into a repayment arrangement. You may be eligible for medical hardship status if anyone in your home is seriously ill or has a life-threatening situation, and you are facing eviction for non-payment of your electric bill. Your physician or representative must face or mail a medical certification to be made available by the landlord upon request. You must continue to pay current bills and arrange for payment of past-due amounts.

Electric & Water Conservation Tips

The average person uses 50-75 gallons of water every day. By becoming waste conscious you can reduce your usage and costs.

A running toilet can use up to 900 gallons a day and 28,000 gallons a month. Always check for a running toilet and faucets. A dripping faucet can waste 2,700 gallons per year. Contact management to repair all leaks/toilet issues immediately!

Is the toilet flush handle frequently sticks in the flush position, letting the water in the bowl run constantly, **contact management immediately!**

Don't use the toilet as a trash can. Dispose of tissues, insects, extinguished cigarettes and other waste in the trash rather than the toilet. You are wasting 5-7 gallons of water when you do this.

Don't let water run while shaving, brushing your teeth or washing your face.

Operate dishwashers and washing machines only when they are fully loaded or properly set the water level for the size of load you are using.

Take a shower instead of baths. A full bath requires approximately 36 gallons of water. Shorten your shower to cut hot water costs. A 5 minute shower uses **15-25 gallons** of water.

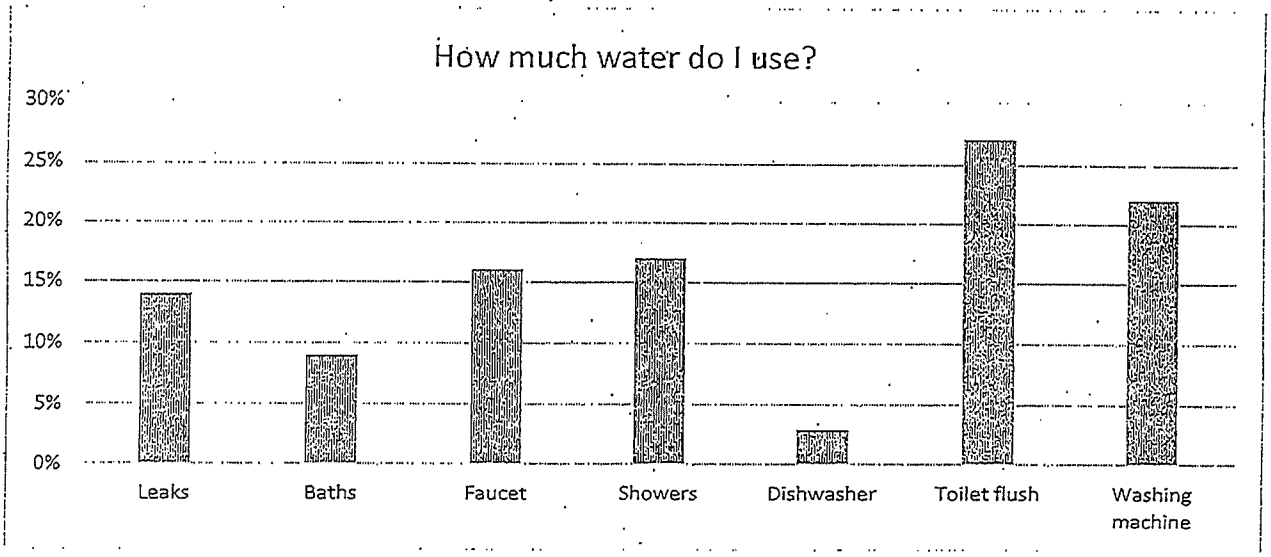
With clothes washers, avoid the permanent press cycle, which uses an additional 5 gallons for the extra rinse.

Place the faucet lever on the sink in the cold position when using small amounts of water.

When washing dishes by hand, don't leave the water running for rinsing.

Keep a bottle/jug of drinking water in the fridge. Running tap water to cool it off for drinking is wasteful.

Again, report all plumbing leaks/issues to management immediately!



Electric & Water Conservation Tips

A typical central air conditioning system can use upwards of 500 kWh a month when it is only on for 3 hours a day. Consider turning your air conditioner to a warmer setting.

If you have electric heat, set your thermostat to 65-68 degrees at night during the winter to keep your home comfortable and save on heating costs.

Even when turned off many electronics can still use power. Desktop computers, laptops, cell phone chargers, DVD players, printers and stereos are the most common electronics left plugged in that can draw a large amount of current.

A typical washer/dryer can use quite a bit of electricity. Just using a dryer 3 times a week can use upwards of 72 kWh a month.

Shut off lights when you're not using them. No need to illuminate the whole house if you're in one room.

Set the fan speed to "High". Setting the fan speed to "low" or "medium" makes the system work harder therefore causing higher usage. NEVER set your thermostat to "AI" mode!!! When the space is unoccupied, turn your unit off.

Raise the temperature slowly to keep your bill lower. Quickly raising your temperature uses tons of energy.

Heat your home with the sun's help, open the blinds and curtains to let in the sunlight.

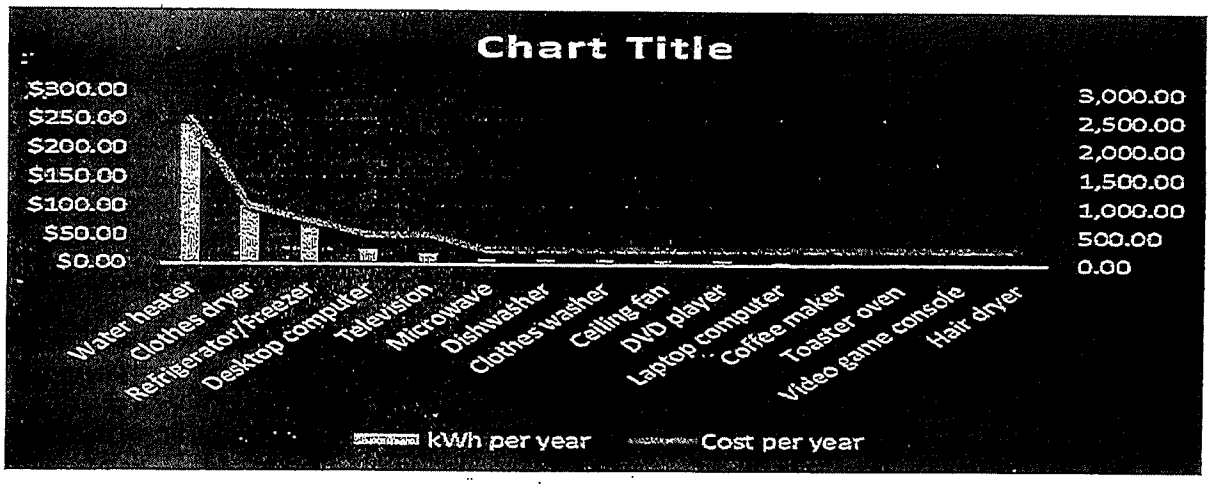
Don't block air vents with curtains or furniture.

Set your refrigerator to 36-38 degrees. Use a duster to clean the coils behind your fridge off and keep costs down.

Match your pot size to the burner on your stove. Heat is lost when small pots are used on large burners.

Circulate air with fans. It's much less expensive to move air around than to cool or heat it. In the summer, spin the fan counter-clockwise. In the winter, spin it clockwise. Turn off fans when you leave a room. If no one is there to appreciate the effect, fans waste energy.

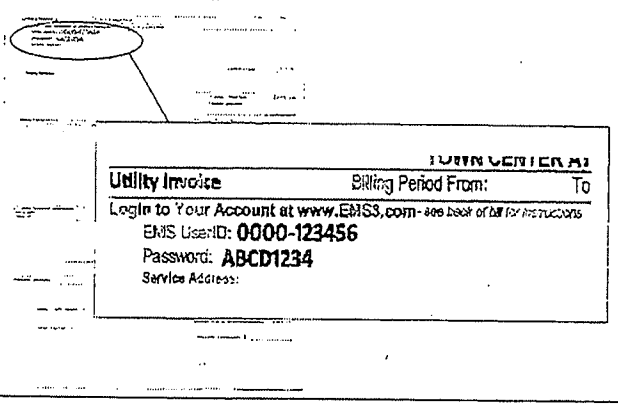
A toaster or convection oven uses ⅓ to ½ as much energy as a full size oven.



Energy Management Systems, Inc.

To access your account online:

1) Go to **www.EMS3.com**
2) Click **"login to account"** (upper right corner)
3) Type in your **User ID** (including the dash "–") and **Password** located in the upper left corner of the bill
4) Fill in the **Contact Name, Email and Phone** fields to access your information
5) Click **Save All Changes!**



Your Online Account gives you the ability to:

View Your

- Bills
- Account History
- Remittance Instructions (make check payable to)
- Billing Address
- Service Address

Request a change in your:

- Account Name
- Billing Address

Pay Your Bill Online

This option is only available to those consumers who pay their monthly utility bills to EMS

Directly Contact EMS Customer Service

Change Your

- Contact Information (name, email, phone number)
- Account Password
- Setting as to whether EMS prints your password on your bill

Other ways to contact EMS:

EMail:	CustomerService@EMS3.com
Phone:	800-965-9642 x280
Mail:	PO Box 646, Exton PA 19341-0646

Moving?

Please contact your building management. They will forward all appropriate information to our office.

Did you remember to sign your check?

SAMPLE

CHAPEL SQUARE MALL

Electric Invoice Billing Period From:

Login to Your Account at **www.EMS3.com**- *see back of bill for instructions*

EMS UserID:

Password:

Service Address:

900 CHAPEL ST
NEW HAVEN CT 06510

Billing Address:

Current Charge:

Total Charge:

Meter Information

Mtr. ID	Serial #	Pres. Read	Date	Prev. Read	Date	Mult.	kWh
		4254714	12/14	4208097	11/09	1.0000	46617

Current Charge Itemization

Electric
46617 kWh@

Base Charge:

Other Account Information

Billing Rate: Elec@Cost
Billed kWh: 46617
Avg. Daily Use: 1331.9

Electric Subtotal:

READING CODE LEGEND:
E=Estimated F=Final I=Initial
P=Prorated C=Called-In R=Recurring Z=Total Usage Figure

Current Charge:

Prepared by Energy Management Systems

Detach and return this portion of the bill with your payment. Make sure EMS is on your check.

CHAPEL SQUARE MALL

Electric Invoice Billing Period From:

Total Charge:

Make Check Payable To:
PMC PROPERTY GROUP

Remit Payment To:

PMC PROPERTY GROUP
70 CHURCH STREET
NEW HAVEN CT 06510

Amount Enclosed: $

EMS

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