Exhibit C-5

The Applicant's on-site management or personnel will carry a photo identification card identifying them as the Applicant's employees. Further, in the instances when a third-party contractor might have to enter a tenant's unit to resolve issues related to submetering, the contractors will be accompanied by the Applicant's employees at all times.

Exhibit C-5a

Procedures Governing Entry of a Tenant's Unit

PROCEDURES GOVERNING ENTRY OF A TENANT'S UNIT BY AN EMPLOYEE OF THE LANDLORD OR OF THE VENDOR

In accordance with section 47a-16 of the Connecticut General Statutes ("CGS"), a tenant shall not unreasonably withhold consent to the Landlord to enter the tenant's apartment to investigate an issue related to submetering.

Upon reasonable notice to the tenant, the Landlord, his or her staff, including the third party vendor's (Metergy Solutions LLC) staff, may enter the apartment to make necessary repairs, alterations or improvements related to the submetering system. The notice shall provide an opportunity for the tenant to be present during the apartment visit upon his or her request. (See attached Sample Notice of Entry) The Landlord and/or the vendor shall make reasonable efforts to schedule the apartment visit during a day and time that is mutually convenient for both parties.

The Landlord may enter the Apartment without prior notice in case of emergency and only in accordance with the requirements set forth in CGS §47a-16.

The procedure governing entry will be as follows:

The Applicant's on-site management or personnel will carry a photo identification card identifying them as the Applicant's employees. Further, in the instances when a third party contractor, including the vendor, might have to enter a tenant's unit to resolve issues related to submetering, the contractors will be accompanied by the Applicant's employees at all times.

	Tenant is Home	Tenant is not home
Emergency	During an emergency, if the tenant answers the door and refuses access, the employee will contact the police for access to treat emergency conditions. During an emergency, once the employee gains access, the emergency condition will be treated. A report will be given to the tenant of actions taken, and any follow-up necessary.	During an emergency, the employee will gain access and treat the emergency condition. A report will be given to the tenant of the access event the actions taken, and any follow-up necessary.
Non-Emergency	The employee will provide notice in writing of the problem and seek to make an appointment for the work to be done.	The employee will provide notice in writing of the problem and seek to make an appointment for the work to be done.

Exhibit C-5a

Procedures Governing Entry of a Tenant's Unit

Sample Notice of Entry

A representative from your community and/or
Metergy Solutions LLC will need to
enter your apartment (Unit No. _____)
on (Date) at (Time) for purposes of
resolving an issue related to submetering.
If you desire to be present during this visit or
have any questions about the visit,
please contact the Metergy Solutions LLC
at 1-888-422-9319 or via email at
CustomerService@MetergySolutions.com.

Thank you in advance for your cooperation.