Exhibit D-1

Applicant/Vendor's Customer Service Procedures and/or Notices with Respect to Submetering for Tenants at the Facility

Customer Service procedures and/or notices regarding submetering

a. notification to tenants as to how to contact the Applicant/ Metergy Solutions LLC with respect to concerns, issues or complaints as to submetering, including but not limited to billing for electric service;

See Exhibits B-8c, C-2b and C-3a.

b. notification to tenants of their right to have the submeter tested, and the procedures for requesting a test of the submeter;

See Exhibits B-8c, C-2b, C-6a

c. notification to tenants of their rights with respect to adjustments to bills;

See Exhibits C-2b

d. notification to tenants that all questions regarding electric quality issues are to be directed to the property manager; and

See Exhibit B-8c (As noted in Exhibit B-8c, all questions will be directed to the third party vendor, Metergy Solutions LLC, who will work with the property management staff to resolve any issues.)

e. notification to tenants that submetering must be approved by the Authority and providing the tenant with information as to how to contact the Authority when they have complaints, issues or concerns that they believe have not been adequately addressed by the Applicant/ Metergy Solutions LLC.

See Exhibits B-8c, C-2b

f. retention of records for 3 years of tenant complaints and inquiries concerning the submetering system and charges for electric use by tenants

See Exhibits B-8a, C-2a, C-4a, C-6a