

# What Your Utility Company Isn't Telling You ///

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## Overview

The typical property receives its utility bills and manually enters invoice data into the AP system without capturing the valuable line item and consumption data. Utilities are the 3rd highest operating expense and if not properly analyzed, can negatively impact NOI for a company. Utility Expense Management makes it so a property's invoices are mailed directly to Entrata's utility experts, who then carefully enter the utility data into the AP system. This data is then audited for anomalies in bill details, consumption, and financials. After the audit phase, the data integrates directly to the property management software and is digitally stored for future access, resulting in time and cost savings and actionable utility data.

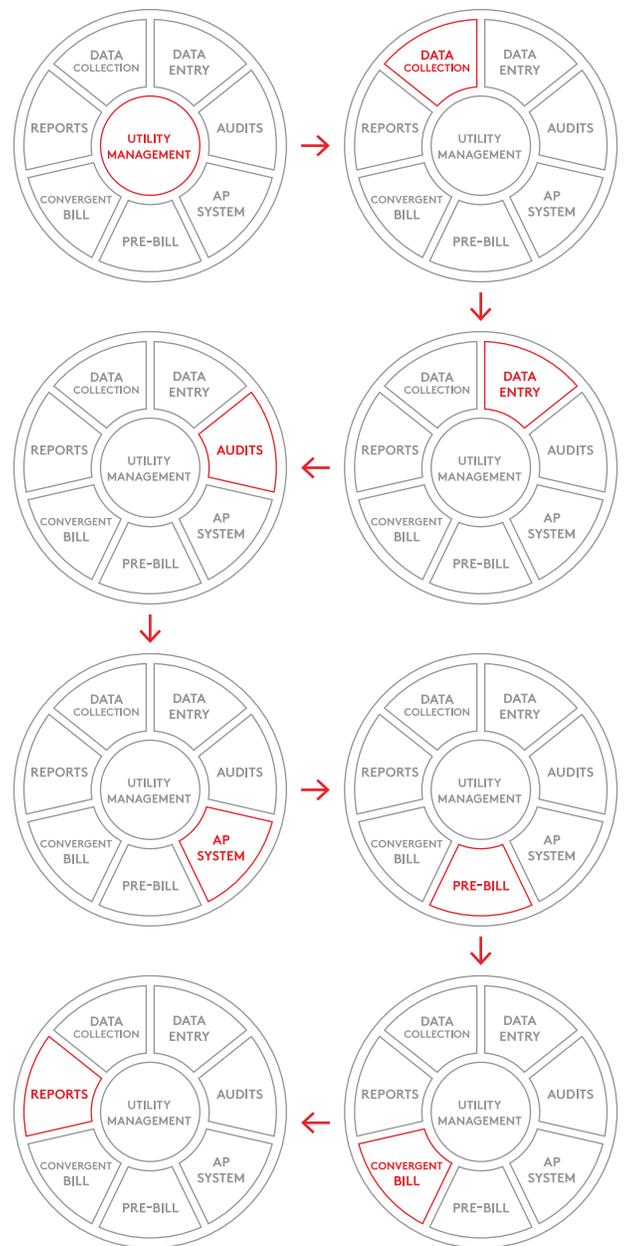
## Session Takeaways

- 38% of all utility bills contain some type of billing or metering error.
- Property management companies could be paying as much as 25% more than they should per property.
- Utility Expense Management frees up time for properties' AP staff, provides actionable utility data, ensures that providers are billing correctly, and integrates seamlessly into Entrata Accounting.
- Utility Expense Management offers 15+ audits that analyze bill details, consumption, and financials.
- Utility Expense Management offers a variety of reports that analyze the utility data captured during the data entry process.

## Audits

### New Line Item Audit

This audit is programmed to expect certain charges on an invoice. If a new line item appears on the invoice that is not expected, Entrata's team of utility experts will research the line



item to ensure it is not an incorrect charge. This audit ensures that erroneous charges have not been added to your properties' accounts.

### **Consumption Trends Audit**

This audit compares the current month's consumption with the previous month and the previous year. If anything flags abnormal consumption, Entrata's team of utility experts look into why there was increased or decreased consumption. Analyzing consumption trends can help detect leaks or other potential utility issues.

### **Late Fees Audit**

If there are late fees on the invoice, Entrata's utility experts research the cause of the fee and work with the providers to reduce or eliminate these charges. This saves properties' AP staff time, by eliminating calls to providers for late fee resolution.

### **Service Period Overlap Audit**

This audit searches for overlaps in the service period. If an overlap occurs, Entrata's utility experts reach out to the providers to find out why properties are being billed for the same service period twice.

## **Reports**

### **Total Cost by Utility Report**

This report compares each utility against a property's total utility expense. This identifies which utilities are costing a property or portfolio the most money so changes can be made where needed.

### **Monthly Commodity Cost per Consumption Trend Report**

This report analyzes consumption and cost trends. It compares previous service periods and normalizes for heating degree days or cooling degree days.

### **Building or Account Ranked Report**

This report determines which buildings are the top or bottom performers for a portfolio. The data is normalized by square footage. This data flags buildings or accounts that are under performing and may identify potential utility issues.