

Streamlining Submetering and Tenant Billing at Three Historic NYC Properties

LOCATIONS

Lower Manhattan, NYC

UTILITIES INVOLVED

Electricity

GOALS

Update submetering system to meet accuracy and cybersecurity requirements; streamline tenant billing

PROPERTY DESCRIPTIONS



Building 1

COMMERCIAL

3M sf



Building 2

RETAIL

1M sf



Building 3

WAREHOUSE

300K sf

Background

A large property management firm wanted to upgrade three older properties that had haphazard submetering and billing processes. The buildings – a Class A commercial space, an eating and shopping destination, and a warehouse conversion – each had different metering systems, read dates, and billing vendors. The result was not only monthly chaos but also questionable meter accuracy and delayed billing.

The Challenge

Siloed submetering and outdated infrastructure made current tenant and utility data difficult to obtain and use effectively. When the client brought in utiliVisor to streamline the systems, they discovered proprietary vendor lock, undocumented meter systems, dead multi-channel meters, undersized current transformers, and a hodgepodge of wiring that obscured what meters were measuring. The retail property posed additional billing challenges with its frequent retail turnover.

The utili**Visor** Solution

utili**Visor** implemented tailored solutions for each property:

- ✔ **Building 1:** Installed non-proprietary data collectors, replaced communication wiring, calibrated meters, fully documented the metering system, and created customized invoices.
- ✔ **Building 2:** Traced and replaced wiring to clarify the metering picture, calibrated and programmed new multi-channel meters, and resized CTs.
- ✔ **Building 3:** Modernized the manual readings with the MyRead Pro app, which uploads the data for verification and billing, integrating the client's data into one portal.

Results

After four months of commissioning and testing, what was previously a submetering maze is now one fully documented, validated, and integrated system:

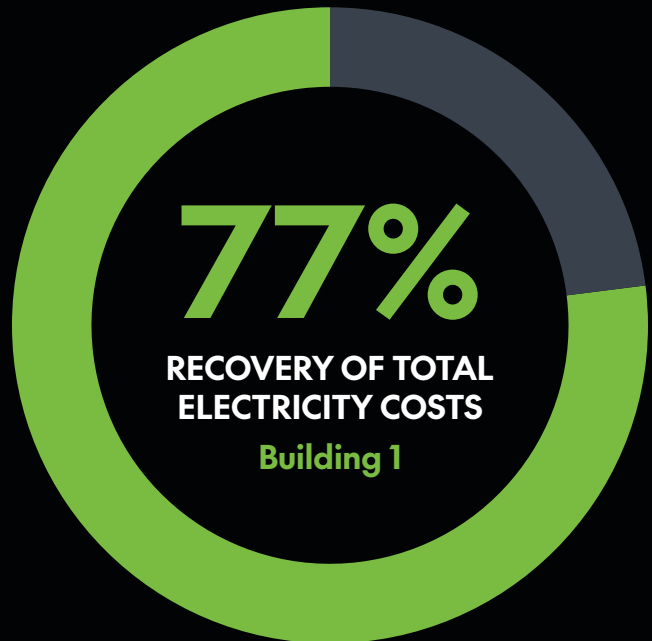
- ✔ Tenant packages are turned around quickly, reducing default risk.
- ✔ New meters and right-sized CTs are increasing revenue capture through greater accuracy: 10 months in, building 1 is already recovering 77% of total electricity costs (\$14.38M of \$18.77M).
- ✔ What's more, utili**Visor** provides the client with detailed information to simplify its state tax filings, and utili**Visor**'s non-proprietary system ensures the client will retain ownership of its data in perpetuity.

“

Calibrating and validating new meters is like replacing a broken watch. You can buy a new watch. That doesn't mean it knows the right time. You still need to match it with someone who knows what time it is.

”

Senior energy manager at a billion-dollar property management firm



About utili**Visor**

Founded in 1978, utili**Visor** offers comprehensive energy monitoring and submetering services, not just software. Our Operations Center is staffed with expert engineers, billing analysts, and meter technicians who review your data for accuracy to deliver insights and save you money.