

Utility Expense Management™

Drive Utility Costs To Your Bottom Line Profits



Service Fact Sheet

The Challenge

Utility costs such as electricity, gas, water, sewer, trash and other recurring expenses make up some of the largest annual expenses for a property management company. These utility expenses have been virtually unmanageable due to the way utility expenses have historically been processed and paid. Utility bills are difficult to audit, yet they are prone to errors in meter reads, consumption, rate application, and mishandling of previous balances. Additionally, it is inefficient and expensive for multifamily companies to process and pay utility bills.

The Solution

ista can bring your utility expenses under control with our Utility Expense Management (UEM™) service. **ista's** UEM service provides expanded insight into your utility expenses and adds money to your bottom line. **ista's** UEM service creates substantial opportunities for profit and promotes utility expense management across your entire portfolio.

Increase your net income and recapture utility expenses with **ista's** UEM Service

- Recover vacant unit theft
- Reduce vacant unit utility costs
- Lower accounts payable costs

- Focus community managers on resident service
- Find lower regulated rates
- Find lower priced suppliers through aggregation
- Correct and recover utility errors
- Reduce late fees
- Benefit from powerful budgeting, analysis and reporting

When you partner with **ista** for Utility Expense Management, your company earns interest on your own cash until the moment your bills are paid. Our mission is to drive utility costs to your bottom line profits, and to that end, we want your company to earn the maximum amount of interest possible while ensuring that your utility expenses are paid accurately and on time.

Service Elements

Use Utility Expense Management to drive utility costs to your bottom line profits.

Vacant Cost Recovery

To combat vacant unit theft, **ista** identifies delinquent residents and recovers amounts due by comparing utility charges for individual units with up-to-date resident activity information in our database.

Vacant unit utility consumption can be a significant drain on your company's finances. With **ista's** Vacant Cost Recovery Reports, your team can understand and effectively manage a property's vacant unit utility consumption.

Vacant Cost Management

You can review vacant unit billing reports online to minimize utility use in vacant units; the benefits from this program can be substantial.

Database Development and Bill Aggregation

ista develops a customized database for each Client using provided data. We aggregate our Clients' bills and pay utility expenses on their behalf.

Utility Bill Processing

ista manages the payment of our Clients' utility bills, ensuring a timely and accurate bill payment process that virtually eliminates late fees.

Late Fee Guarantee

ista pays any late fees caused by **ista's** delay in processing time.



ista North America
www.ista-na.com

Corporate Headquarters ■ 9555 Chesapeake Drive Suite 100, San Diego, CA 92123 ■ (800) 921-2731
Multifamily Solutions Group ■ 7825 Baymeadows Way Suite 300-B, Jacksonville, FL 32256 ■ (800) 921-2731
Commercial Solutions Group ■ 9555 Chesapeake Drive Suite 100, San Diego, CA 92123 ■ (800) 640-4133

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Bill Auditing

We conduct both pre-payment bill auditing and post-payment rate and tariff auditing to identify and resolve discrepancies with vendors. A rate assessment is carried out to identify opportunities for more favorable rates. Our UEM™ systems provide automated audits for every invoice. Exceptions are communicated to our staff of utility industry experts who are in frequent contact with most utilities in the US.

Online Reporting/Analysis

ista's web-based reporting allows Clients to view their utility usage and cost data online. Clients can customize their reports, which can be saved for future review, or use our extensive library of reports. Our reports reveal data buried in utility invoices so costs can be proactively managed.

Payment History Database Development

ista develops and analyzes a database to record and manage your utility accounts payable history. We audit, resolve, and recover any savings available. Account savings histories are available online.

ista's UEM Solutions

UEM Premium Billing Service

Our one-stop Premium Billing service combines the advantages of an expense management program with high-quality billing services from *ista*. Performing a rate audit ensures that your residents get the best price for their energy. In turn, residents receive the added value of Utility Management for a modest increase in the monthly billing service fee. This ensures the highest possible return for you and your residents, producing a win-win situation. You also benefit from a comprehensive reporting structure for utility reporting across all levels of your portfolio.

UEM Classic Service

ista's UEM Classic service provides UEM on a portfolio or community basis without passing costs to your residents. *ista North America* can perform all the UEM service elements separately with precision, professionalism and high quality.

UEM SCANi!™

ista's UEM SCANi! is an innovative bill scanning solution allowing you to scan and electronically transfer all utility bills to *ista* for UEM services. *ista* provides full IT support so going paperless with invoice tracking, filing and data storage is simple.

Benefit from SCANi! technology by avoiding change of address delays and other costs and aggravations that plague bill payment outsourcing programs during implementation and when properties change ownership.

With SCANi! you maintain control of cash flow and dramatically improve the utility invoice payment process. Experience reduced utility costs, paperless offices, and increased bottom line profits.

Utility Expense Management is proven to reduce utility costs and increase property value through bill auditing, vacant cost recovery and other services. Additional services are available as part of a flexible UEM solution which includes configurable modules allowing you to create a Utility Expense Management program designed to meet your specific needs. These solutions are available in addition to *ista's* core UEM services of utility bill data entry, online reporting and analysis, and utility bill auditing and resolution.

Why *ista*?

At *ista* our people make the difference. Our team of highly knowledgeable and dedicated professionals works with our Clients to provide clearly superior resident utility expense management solutions. We analyze your individual business needs before designing Client-specific solutions from our offering of the most comprehensive, field-proven customized systems and services in the industry. By understanding your needs, we are able to deliver the highest value and drive utility costs to your bottom line profits.



SCANi! Shred it! Don't Sweat it!