

# Energy Billing FAQs

## (for Strata)



### What is Enerpro Systems?

Enerpro Systems is a metering and billing company, located in North Vancouver, BC. Enerpro's mission is to provide both financial and environmental benefits through energy efficiency using an integrated Energy Management System (iEMS).

### What services does Enerpro provide?

Enerpro performs metering and billing services on behalf of the Strata Corporation. Enerpro collects each strata unit's utility consumption, uses this data to generate a bill and sends this invoice to the owner of each unit. The owner will pay this bill to Enerpro, who then remits the funds to the Strata Corporation to pay the building's utility and/or equipment costs. See a diagram of this process on page 2.

### What are the benefits of in-suite metering?

#### 1. Reduced Utility Consumption

Occupants in a metered environment typically reduce their consumption of thermal energy by 25% and usage of domestic water by 40%.

#### 2. Reduced Costs

Overall costs will decrease due to reduced consumption.

#### 3. Fair Cost Allocation

Occupants only pay for utilities their unit consumes. Those who conserve energy and/or water do not subsidize the costs related to occupants consuming high amounts of energy and/or water.

#### 4. Increased Awareness

Metering enables occupants to remain aware of consumption habits and pick up on irregular usage. For example, a toilet flapper leak can use approximately \$300 of excess water per month. Such an issue would likely go undetected without a metering system.

#### 5. Reduced Strata Fees

The cost for in-suite utility consumption is removed from the Strata Corporation's monthly Strata fee calculation.

### How are utility costs paid in a residential building without in-suite metering?

In a building without an in-suite metering system, utility costs are typically incorporated into monthly strata fees.

### What utilities are being metered?

Enerpro will collect the meter readings for heating, cooling, domestic cold and hot water consumption.

### Does my Enerpro invoice include plug electricity consumption?

No. Plug electricity usage will be billed to each unit by BC Hydro.

### How does Enerpro obtain the monthly meter readings?

Meters have been installed in each unit. Meter readings are acquired remotely through online communications wiring. Enerpro does not require access to your unit to read the meters.

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## Do the meters require ongoing maintenance?

No. An Enerpro technician will only inspect a meter if it loses communication and no longer provides readings.

## How much will I be charged each month?

Your reading invoices from Enerpro relate directly to the utility consumption in your unit. Those who conserve energy and/or water will pay less; those who consume high amounts of energy and/or water will pay more.

## How are cost recovery rates determined?

The amounts charged by Enerpro is a cost recovery of the utility and/or equipment costs charged to the Strata Corporation by the providers, such as Discrete/District Energy System, FortisBC, BC Hydro and Municipalities.

## Does Enerpro increase or mark-up utility rates?

No. Enerpro is not a utility and does not profit from utility rates. Rates are dictated by the providers, such as Discrete/District Energy System, FortisBC, BC Hydro and Municipalities.

## Metering & Billing Process

