

PowerStream Energy Services called in to correct faulty sub-metering solution

When PowerStream Energy Services (PESI) took over the sub-metering contract for Xpression Condominiums in Richmond Hill, the building was facing multiple challenges and needed support from a sub-metering dream team.

Sub-standard plastic water meters installed in the 452-unit building by the original sub-metering contractor were causing leaks and water damage, as well as significant billing errors, escalating complaints from suite occupants, and reputational damage for the condominium developer.

“We needed a rescue plan, a total turnkey solution. We knew that PowerStream Energy Services had the experience and expertise to deliver for us, and they did just that,” said **Julian McNabb**, who was one of the property managers responsible for Xpression Condominiums.

PESI provides sub-metering services for electric, water, thermal and gas to customers in Ontario and across Canada. “Our solutions ensure unit owners are billed only for their individual consumption, giving them greater control over the energy they use,” said **Daniel Miller**, PESI’s Director of Operations. “They also provide property managers with the confidence of knowing they are billing unit owners accurately, and being compensated properly.”



“*Billing transparency is of the utmost importance, so we rectified the meter issue right away.*”

**Daniel Miller, Director of Operations,
PowerStream Energy Services**

The right sub-metering solution, every time

PowerStream Energy Services immediately corrected Xpression Condominium's sub-metering problem. At no cost to the developer or the condominium corporation, PESI removed all existing water meters and installed brass body, hard-wired, encoded register-read water meters that provide accurate meter readings. "Inaccurate information can ultimately lead to cash-flow issues for property managers, because the condo corporation is responsible for paying any shortfall between what the meter reads and what unit owners are charged," **said Joe Casola, PESI's Manager, Operations and Projects.**

Doing it right the first time, and every time, is as important to customers as it is for PESI. "When you work with us, you are working with a company that is backed by one of the largest municipally-owned local electricity distribution companies in the country," **said Miller.** "We are long-term asset owners."

Building trust into every project

For the Xpression Condominiums project, PESI delivered not only an accurate, world-class sub-metering solution, it also gained the developer and property management team's trust. "Working on this project, I saw how experienced the PowerStream Energy Services team was. Today, I work exclusively with PESI," **said Tasso Eracles, formerly a member of the property management team at Xpression Condominiums.** "I am very concerned with the trust factor. When I make recommendations to my clients, that recommendation affects my reputation. I have every confidence in PESI."



Here's the bottom-line

■ Energy Savings

PESI's sub-metering solutions give unit owners greater control over their energy consumption. With accurate water meter readings, owners can be confident they are only paying for what they use and they can plan their consumption accordingly.

■ Delivering Reliability

Property managers and condo developers can count on PESI's sub-metering installations to capture the exact volume of water and energy consumed by unit owners, thereby mitigating any cash-flow issues.

■ Trusted Partners

PESI is a long-term asset owner. Each project is an opportunity for us to build value for our customers.