

[Date]

[Resident Name]

[Unit Number]

[Property Name]

# Notice: Important Information Regarding Your Utility Submetering Transition

Dear Resident,

As previously announced, [Property Name] is transitioning to a utility submetering system for [Utility Type - e.g., Water/Electricity]. This change is designed to ensure that residents are only billed for their actual consumption. Below are answers to frequently asked questions regarding this transition.

## Frequently Asked Questions (FAQ)

### 1. What is submetering?

Submetering uses individual meters installed in each unit to measure exact utility usage. Instead of a flat fee or a shared building cost, you will now be billed based on what you personally use.

### 2. When does this transition take effect?

The new billing system will begin on [Start Date]. Your first statement under the submetering program will arrive on or about [First Bill Date].

### 3. How is my bill calculated?

Your bill is calculated by multiplying your usage (measured by the meter) by the local utility rate, plus any applicable administrative fees as outlined in your lease agreement.

### 4. Who do I pay?

You will receive your bill from [Third-Party Billing Company Name]. Payments should be made directly to them via [Payment Methods - e.g., Online Portal, Check, or Phone].

### 5. Will my rent change?

Your base rent remains the same; however, if [Utility Type] was previously included in your rent, your monthly payment structure may change. Please refer to your lease addendum for specific details.

### 6. What if I suspect my meter is inaccurate?

If you notice an unusual spike in usage, please contact the Management Office immediately to schedule a leak check or a meter inspection.

**7. How can I lower my bill?**

Since you are now billed on usage, you can lower your costs by practicing conservation, such as [Conservation Tip - e.g., taking shorter showers or turning off lights].

If you have additional questions not covered in this FAQ, please contact the Management Office at [Phone Number] or [Email Address].

Sincerely,

[Management Name]

[Property Name]