

### Who is Minol?

Minol is a third-party billing company that has been contracted by your community to provide utility billing services. Our team provides meter reading, utility billing, collections, accounting and customer service for communities throughout the U.S. Founded in 1952, Minol is one of the largest utility management companies worldwide. We invite you to read more about our company and its history -

[www.minolusa.com/about-us.html](http://www.minolusa.com/about-us.html)

### Why am I being billed?

Utility costs are rapidly increasing. The owner of your community has chosen to have the residents pay for their utilities separately, which in the past were built into rent. Billing the utilities separately results in low utility bills and promotes conservation.

### How can you fairly charge me for my usage if I don't have a meter in my home?

Ratio Utility Billing (RUBS) is an allocation option when a community is unable to install meters due to the construction configuration. Consumption is calculated using a formula to determine each resident's utility expense. The formula is based on detailed information about your community, residents and general utility usage. This formula can be based on the number of occupants and/or square footage.

### Is it legal for Minol to bill me?

Yes, resident utility billing by Minol is compliant with your state and local regulations governing third-party utility billing. Minol has an in-house legal and compliance team that regularly reviews regulations to ensure that Minol's billing methods are within compliance. If you have any additional questions or concerns to any specific portion of your billing, you may speak with your property manager or contact our Customer Service Team.

### Why do you keep raising my rates?

Minol is a third-party utility billing company. Utility rates are determined by your local utility providers and not Minol. We take the master bill provided to your community by your local provider and bill according to your community's preference. All billing methods are carefully scrutinized to ensure they meet all local and state regulations.

### MINOL RESIDENT CALL CENTER

**888.636.0493**

Monday - Friday 7 a.m. - 7 p.m. (CST)  
*Agents Have an Average of 12 Years  
Multi-lingual Resident Relations Experience.*

[www.minolusa.com](http://www.minolusa.com)

