

FREQUENTLY ASKED QUESTIONS

UTILITY BILLING PROGRAM

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.

What usage cycle will I be billed for?

The usage cycle for billing varies for each community and is based upon the local provider's normal billing cycle. Billing statements are normally generated on a monthly basis; however, there are instances where billing occurs every two months. You may call or [email](#) our Customer Service Department for more information on your specific billing cycle.

How often will I be billed?

Bills are normally generated on a monthly basis; however, there are instances where billing occurs every two months. You can call or email our Customer Service Department for specifics.

Do I need a utility deposit?

No. There is no additional deposit required for utilities. A lease, lease addendum or appropriate written notice is required to start service. The community management company will supply the community with a lease that contains a paragraph, a lease addendum, or appropriate written notice that obligates the resident to pay for their utilities. The apartment home deposit can be applied to any outstanding balance on a resident Final Bill.

Will my bill be more expensive because the community uses a billing service?

Generally, no. In fact, residents may be able to take advantage of the community's commercial rate that is usually lower than the residential rate. Base fees are typically lower than those charged by utility companies that service homes. This program is designed only for expense recovery purposes for your community.

RATIO UTILITY BILLING (RUBS)

How do I know my bill amount is fair if I don't have a submeter to measure my usage?

The Ratio Utility Billing (RUBS) method has been proven for several years and is accepted by your state legislation. Studies have proven the method to be both fair and reasonable.

I've been out of town. Why do I still have to pay this bill?

Residents on a RUBS program are responsible for paying the pro-rated share of the utility bill on a monthly basis.



FEES**Is there a monthly billing service fee?**

All service providers and/or utility companies charge a service or base fee. A nominal billing administration fee will be included in your statement each month.

Are there late charges or other fees?

A late fee, as allowed by law, will be charged to your account if your payment is not received by the payment due date noted on your statement. Please utilize the payment coupon and remittance envelope enclosed with your statement to ensure prompt payment posting. A nominal billing administration fee is billed monthly. There is a one-time account activation fee. Returned checks are assessed a current bank NSF charge. You may also pay your bill online or by phone.

PAYMENTS**My water has been disconnected. Who do I contact at Minol to have it turned on again?**

Minol is not a utility provider and has no authority to disconnect any services for any reason, including failure of payment. If your service has been disconnected, please contact your management office or local utility provider.

Can you set up a payment plan for me?

Unfortunately, Minol cannot negotiate payment plan options. The utility charges are due to the Community's Service Provider by a set date each month. We are unable to "disable" late fee processing.

What are my payment options?

Please review your statement. The payment coupon included with your statement will instruct you where to remit your payment. Checks or money orders can be mailed to the remittent indicated on your bill. If mailing your payment to Minol, please include your payment coupon. When the payment coupon is included with your check the account posting is expedited. You may also make a credit card payment with MasterCard or Visa online or by phone.

Where do I mail my payment?

Payments should be mailed to the address shown on the remittance coupon located at the bottom of your utility statement. When mailing a payment always be sure to include your account number on your check or money order and the remittance coupon from your statement. This will ensure your payment is promptly posted to your account.

Who should I contact if I have questions about my utility bill sent by Minol?

The Minol Customer Service Department can be reached Monday through Friday 7:00 a.m. to 7:00 p.m. CST. Our toll free telephone number is 888-636-0493. You may also Contact Us via email at customerservice@minolusa.com.



MOVE INS AND MOVE OUTS

Who do I inform about my Move In or Move Out?

Your community manager is responsible for opening and closing your account with Minol for you. The community staff will advise Minol of your moving dates and we will open or close your account accordingly.

How far in advance should Minol be made aware of my Move Out?

Notifying your community management staff of your intent to vacate is sufficient notice for Minol. Your Final Bill will be collected by the community.

How soon after a move-in will I receive my bill?

Utilities are typically billed in arrears since our billing cycle follows that of the local utility provider. For example, a billing statement mailed to a resident in February normally reflects usage for the previous month of January. Your first billing statement will arrive within 4-6 weeks of your move in date.

SUBMETERING

How are individual meters read?

In most cases, Minol captures data from individual meters utilizing the AMR (Automatic Meter Reading) technology. This data flows from a computer chip within the meter and is transferred to a host system via modem. Daily meter readings are captured and retained by Minol as a record of resident consumption.

How do you calculate my bill if there is no individual meter in place at my apartment 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.

Why do I not have a submeter?

In older properties, often the plumbing configuration makes retrofitting with submeters cost prohibitive. Typically new construction is the best application for automated submetering systems.

WATER USAGE

How much water does the average person use at home per day?

Many people are surprised to find out how much water the average person uses. Estimates vary, but each person uses about 80 - 100 gallons of water per day. The largest use of household water is to flush the toilet followed by taking a shower or bath.

Are there ways to reduce my water usage?

Absolutely! Even the smallest of changes can have the most impact. For Conservation Tips, please [click here](#).



Why is my water bill higher than last month?

This may be caused by several reasons. Did you have any guests or change any habits that may require more water usage? The billing period may be longer than your previous bill's or you may have a leak. If the increase is significant, we recommend you contact your community's maintenance staff to check your apartment home for a possible leak.

How will my water bill be affected by a leak?

If the leak has a significant bearing on the amount of the bill, an adjustment may be made on behalf of your account. (This is determined at the discretion of the community manager.) You can help us both by reporting leaks immediately. The community will respond to all service requests in a timely manner.

