



Working with MeterNet

Our number one goal is to make it as easy as possible for you and your residents to work with us!

Over the years we have found that there are some basic guidelines that if followed will make both of our jobs easier AND in the process Residents will be happier. We have learned that residents who are pleased with how they are treated stay put longer and create less customer service calls; this in turn benefits the Community Manager, Home Owners Association and MeterNet, which means we all win!

This approach also helps keep collection rates up, whereas many of our competitors only report 60-75% collection rates, we actually have communities that consistently see **100% collection rates on utilities!** This can only be achieved by maintaining an excellent relationship between our account managers and the community manager/HOA.

At MeterNet we know who we work for, **YOU!** So please let us know if there is something we can do differently that will help you, or if we can answer questions you might have.

Move In and Move Out procedures:

A printable Move In/ Move Out form or a fill-able PDF form can be downloaded from our website. This fill-able PDF form is simple to use and can be e-mailed directly to your account manager with MeterNet. It also has the advantage of avoiding fax charges and hassle and can be sent straight from your computer desktop.

For all move in/ move out or account changes please allow up-to 48 business hours to complete the requested transaction. Please factor this in as you plan your account processing (You will find however that your account manager can usually accommodate 'urgent' transactions if you contact them directly).



Below are a few commonly asked questions, a full list of FAQ's are available for both Managers and Residents at our website: www.meternetusa.com we look forward to serving you.

Final billing for a resident

Please notify us of the day the resident will be moving out. We will process a final bill when notified and email it to you right away (always less than 48 business hours). Condominium owners will have their final bill sent to their forwarding address if one has been provided.

Billing Cycle

Your billing cycle is established when your account is set up. Bills are sent out monthly/bi-monthly and generally due 20-28 days after they have been mailed. If you are collecting on site or in-house ('Bill-Only'), we can target the bills to be due with HOA dues if we are mailing them.

Your residents will receive a bill via the US Postal Service or optional e-bill for their portion of utilities used. Utility charges are calculated by the local municipality's schedule of rates. Meter readings are usually collected via wireless radio transmitter integrated into the meter or manually. Final move-out bills are read or estimated and calculated immediately and sent to the community manager and/or mailed to the resident's new forwarding address.

Customer Service

Customer service at MeterNet is world Class! A MeterNet representative is available during regular business hours for your residents' convenience. Residents can call 760-728-1295 or 800-985-1179 and speak to a 'live' customer representative with all billing problems or utility issues. Customer Service hours are 8am-5pm PST, Monday through Thursday, and 8am-1pm, Fridays. We are closed on all major federal holidays.

Bill Payment

For full bill & collect services, the remittance slip instructs the resident to remit payment to MeterNet, using the pre-addressed remittance envelope included with their invoice. The "Pay To" address is:

MeterNet
113 S Vine St
Fallbrook CA 92028



Currently acceptable payment methods are check or money order sent to the address on the remittance slip. We also accept Visa or MasterCard online or by phone; a \$3.50 credit card convenience fee will apply to all credit card payments.

ACH payments can also be set up for recurring automatic payment; residents need to contact us in order to initialize ACH.

Manager Collecting Payments

Unless you are a 'Bill Only' client (in which case you collect 100% of your resident's payments) no one else besides MeterNet should be accepting resident utility bill payments. We cannot be responsible for payments that we do not receive directly.

Thanks! The MeterNet Team