EMP.

Energy
Management
Professionals

Customer
Networks

Customer Networks:
everyone wins

Electricity is expensive and tricky

Everyone needs electricity. We are so dependent on it yet we can often feel like we have no control over it, especially how much it costs!

Saving money is great

Landlords and tenants alike feel the energy pinch. Any opportunity to save money is warmly welcomed by all.

A network that saves money

As a landlord, body corporate or property manager you have the unique opportunity that many others do not have. You can create your own network. A clever alternative way of supplying electricity to your multi-tenanted building or facility.

Everyone wins!

Customer Networks are ingenious in their ability to provide savings. By integrating one into your building the landlord saves money and the tenant saves money. Everyone Wins.

Benefits for landlords

- Save money on common power
- Make money on tenant's supply
- Create a point of difference
- Simple tenant management
- Smarter electricity tracking

Benefits for tenants

- Save money
- Online dashboard for bills and tracking
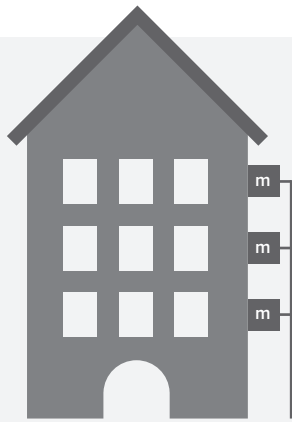- Actual readings always – no estimates
- Smarter electricity tracking

General benefits

- Better monitoring and tracking
- Smarter building management
- **More opportunities:**
  Solar power
  LED
  Energy Management
  Sustainability

What's a Customer Network?

This is where there is one grid connection or grid meter supplying multiple entities. The perfect example is with an ordinary apartment building.
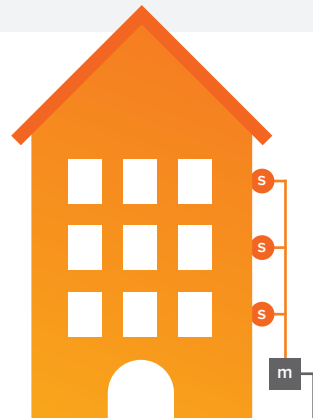
The traditional model

The old fashioned way. Each tenancy has their own connection to the market. They pay for their own energy and connection charges.

The Customer Network

The modern approach. One market connection supplies all tenancies. Each tenant still only pays for what they use but share the network costs.

m Market meter   s Sub meter

How does it work?

Only one connection

The whole facility is connected to the national grid through one market meter.

Clever sub-meters for tenants

Each tenancy has a sub-meter. This means that even with only one network connection to the building everyone still gets their own meter. But these are more sophisticated than the ordinary meters that everyone is used to. They all talk to each other and provide a lot more data, a lot more often. You can even see what you use every minute – live!

Cloud connected

Everything installed is connected to the cloud using WiFi making this one of the most intelligent tenancy metering systems available.

All information is pushed to the cloud up to every minute. Information is key, with this you can do anything.
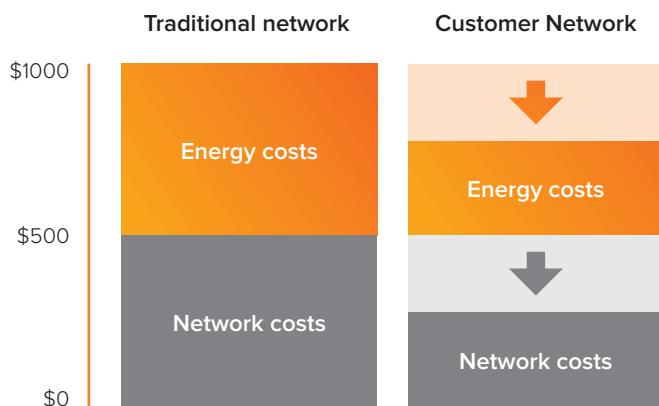
Why a Customer Network?

Save money

A power bill is made up of two main parts: Energy costs and network costs. Energy is the part you pay for what you use. Network is the part you pay to get the power to you (power lines, transformers etc).

A Customer Network is clever. It attacks both energy and network costs. You get lower energy charges through bulk commercial pricing and you get lower network charges as you share the costs amongst the tenants.

The result: cheaper power for everyone.

	Traditional network	Customer Network
$1000	Energy costs	↓
		Energy costs
$500	Network costs	↓
		Network costs
$0		

Share the savings

With all these savings you can share them around however you see fit. One can pass all the savings on to the tenants or split it somewhere in the middle. No matter how you do it everyone is still better off.

Better information

With a smart Customer Network, you can get information down to the minute about everything regarding your building's energy. This helps with managing load and making better decisions about your building's power.

Better billing

This fully integrated system is connected live to the cloud. No more estimates. Bills are based on actual data — without the meter reader.

Better access

Multi-tenanted buildings are often challenging to access, especially for meter readers. With a smart Customer Network readers don't even need to come in the door.

More options

Imagine generating your own electricity to sell to your tenants. A consumer network allows you to do this. With a smart customer network, you can. Solar along with a raft of other opportunities become a real possibility. Want EV chargers? No worries they are full integrated too.

EMP can help you

You want to get your Customer Network set up right from the start. Getting it done properly is important to ensure that it operates smoothly and accurately moving forward. This can be quite tricky though as there are many moving parts. One needs to be sure of all the information, the modelling and the mechanics.

EMP specialise in making Customer Networks a reality. We conduct all the assessments and modelling, work through the networks and regulations and manage all the suppliers needed to do the job.

Setting up your network

Assess current model

- Demand/capacity assessment
- Establish current prices/costs
- Model current facility and tenant structure

Draw up customer network model

- New connection and metering solution
- Price and cost model

Cost benefit analysis

- Financial benefits and payback assessment

Go ahead

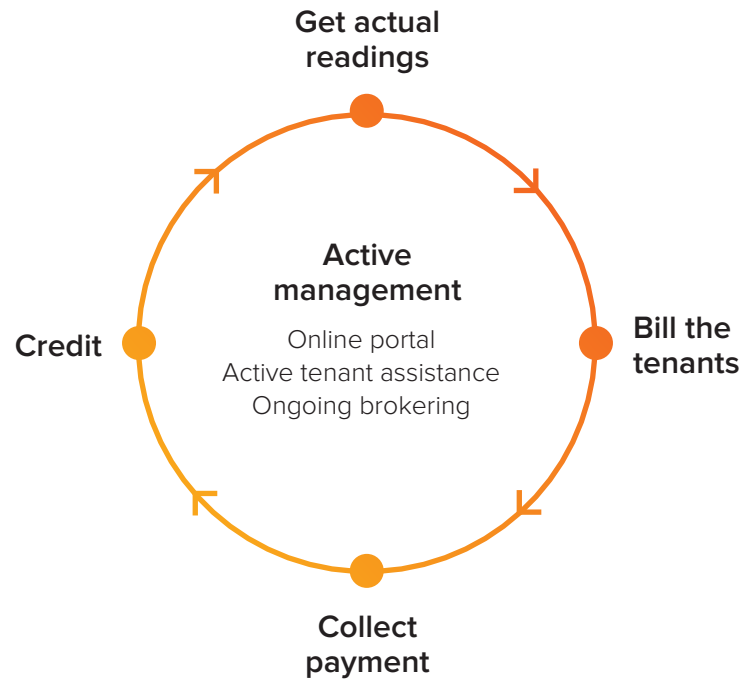- Final review and agreement

Liaison with tenants

- Communication with tenants about changes
- Assist tenants questions

Implementation of Customer Network

- Management of contractors to conduct works
- Supervision of works

Managing your network

Getting a Customer Network set up is only the first part of the equation. It needs to be administered ongoing. With the smart Customer Network this is quite simply managed.

Get actual readings

Bill the tenants

Active management
Online portal
Active tenant assistance
Ongoing brokering

Credit

Collect payment

Get actual readings

Remember those WiFi connected check meters. They make the exercise simple. Log in grab the reading for the date and time you want and the units for the period you are billing.

Bill the tenants

With the readings that you have acquired its time to bill the tenants. Either there will be a pre-set rate that you apply or another calculation. Whatever the method you can be sure that your tenants are getting accurate bills.

Collect payment

We manage the arduous task of credit control and reconciliation. All invoicing is found easily in our online portal for easy payment.

Credit

Once a month we credit the revenues generated from the tenant payments to the landlord's main account.

Active management

EMP take care of everything. We make sure the tenants are happy, that the bills are being paid and the everything is working as it should. You don't need to deal with anything!

Case study

Apartment building and conference centre

We have two inter-linked buildings in central Wellington with 54 residential tenants, four commercial, a hotel and a conference centre. Initially all of these sourced their own power.

Creating the network

EMP supported us in converting this into our very own private network. They assisted with everything from the assessments and modelling right through to liaising with the tenants and overseeing the electrical works on sight. This was an extremely complicated project with many moving parts. EMP handled it all smoothly and professionally.

Keeping it going

Now EMP administer this network on our behalf. They take care of our tenants when they move in/out or when they have questions and manage their bills.

Getting results

On the whole we are wrapped with the service. Our tenants are saving money (up to 30% in some instances) and as a building we have seen our costs come down by thousands each year.