



The Value of Maintaining Submeter Health

EXECUTIVE SUMMARY: THE BENEFITS OF OPTIMIZED PERFORMANCE

Greystar[™], the global leader in rental housing, trusts RealPage to proactively optimize their submeter health. The goal: recover thousands of dollars per property in annual operating expenses.

RealPage forged the partnership by demonstrating the strength of our capabilities, the depth of our resources and the level of our expertise.

A FOCUSED OBJECTIVE

Greystar continues to review submeter repairs at their sites, because they understand the importance of maintaining their submeter systems. Two of their properties serve as powerful examples of proactive maintenance, as meter health has increased dramatically.

"Partnering with RealPage submetering has been a valuable experience. They are knowledgeable experts and their recommendations have helped us deliver greater recovery for our owners."

Vicki Parrish, Greystar

DELIVERING OPTIMAL RESULTS FOR GREYSTAR

GREYSTAR PROPERTY #1

- Total Units: 402
- Meter Health: Increased from 18% to 95%
- Annual Recovery Lift: \$37K
- Asset Value Increased: \$617K*

GREYSTAR PROPERTY #2

- Total Units: 375
- Meter Health: Increased from 69% to 90%
- Annual Recovery Lift: \$19K
- Asset Value Increased: \$318K*

*Results provided to Greystar in analyzing 2019 vs. 2018 utility expense recovery and using 6% cap rate.

REALPAGE RESOURCES: THE INDUSTRY LEADER

At 90 employees strong, the RealPage team is one of the largest in the industry. That's over 600 years of combined experience. Employing more than 25 meter readers, field technicians and a licensed plumber distinguishes RealPage from our competitors. With a fleet of vehicles that allows us to provide exceptional service on more than 2 million devices, representing more than 30 systems, we service more than 4,000 multifamily properties nationwide. Our staff of in-house technicians receives best-in-class training, equipment and support.

A COMMITMENT TO EXPERTISE

The right resources and capabilities are strengthened by our unparalleled expertise in the area of submeter services. Sam Millsap, the service account engineer II working specifically with Greystar, has 15 years of industry experience. Starting as a field technician with American Utility Management, he worked his way up the ranks to lead technician and was a field services manager when RealPage acquired the company.

It speaks to our high standards and respect for experience that the majority of RealPage service personnel learn the business the same way, by starting in the field and being promoted from within our ranks. Our team understands the repairs because they've made them, and their familiarity with the product and the process is unrivaled. When a customer requests a proactive repair quote from RealPage submetering, they can trust that it's coming from an expert who understands how to repair their specific submetering system.

ENSURE YOUR METERS PERFORM AT THEIR BEST

Investing in submeter maintenance and protecting your investment with the meter assurance plan is the best solution in continuing your utility expense recovery.

