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# AC Lewis Management

AC Lewis Management manages ten multifamily properties throughout Louisiana. Looking for ways to improve their NOI, they turned to Zego for Utility Resident Billing. AC Lewis now recoups utility charges from residents, significantly lowering their operating costs. "The savings has been remarkable" - Michelle Kimble, Regional Manager for AC Lewis

## Key benefits

- ✓ **Improved NOI**  
Residents now pay for utilities based on consumption, improving NOI
- ✓ **Easy-to-use billing system**  
Property managers were quick to adapt to the new billing solution
- ✓ **Reliable support**  
Property managers receive quick responses from the support team to any billing inquiries



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—Michelle Kimble, Regional Manager for AC Lewis

## The client



**Location**  
Louisiana



**Total units**  
1526



**Industry**  
Multifamily



**Zego solutions**  
Utility Resident Billing



**Accounting software**  
Resman

## The challenge

1. To recoup utility costs from residents, AC Lewis wanted a vendor that offered Submetering and Resident Billing services, paired with extensive customer support.
2. Integration with ResMan, their property management software, was a priority.
3. Resident bills at their student properties needed to reflect an allowance for utilities.

Before using Zego, AC Lewis was including utilities in the rent instead of directly billing their residents. As a way to improve Net Operating Income, they decided they would begin billing residents for their utility consumption. Instead of using a RUBS calculation to determine resident utility charges, AC Lewis wanted to use submeters to give them a precise read for each unit.

It was also important to have integration with ResMan, their property management software. Another feature they wanted was to have a utility allowance factored into the monthly bills for their student housing residents. This fairly common practice for student properties would hold residents financially responsible for utility consumption above an allotted amount. Finally, since Resident Utility Billing would be new to both AC Lewis’ residents and property managers, they wanted their service to be easy to implement, user-friendly, and have excellent customer service.

# The solution

AC Lewis discovered that Zego offered a Resident Billing solution that met all of their needs. To start, they were pleased with Zego's comprehensive integration with ResMan. "Zego has seamless integration with ResMan. It's literally one click of a button and we have what we need." said Michelle Kimble, Regional Manager for AC Lewis.

Zego was also able to remotely obtain readings from the submeters at AC Lewis' properties. The corresponding charges are reflected on their residents' bills along with their monthly rent. In the case of their student housing property, Zego is able to itemize each unit's rent, their allotted allowance for utilities and, if necessary, apply any overage charges.

Another feature that was appealing to AC Lewis was Zego's pre-bill process which allows property managers to review, approve, or edit all charges on bills before distributing them to residents. Once property managers sign off on the charges, Zego then distributes bills to residents. Distribution can be electronic or through the postal service, with AC Lewis preferring to use the latter method.

To ease the transition of using a new technology, Zego Client Success Representatives trained AC Lewis' staff members before the first billing cycle. "Whenever you implement a new technology, there are bound to be hiccups, but this was easy. Zego was very accommodating with training and making sure we were knowledgeable about how to use it," said Kimble.

# The result

1. **Recouping utility costs from residents has had a positive financial impact on their properties.**
2. **Submeters record utility usage for each unit and data integrates into their property management software.**
3. **Property managers have a responsive and helpful representative to aide with training and billing questions.**

By implementing Resident Billing, AC Lewis now recoups utility charges from their residents, significantly lowering their incurred operating costs. "The savings has been remarkable," said Kimble. "For example, a typical water and sewer bill at our 197 unit property is somewhere between \$4,000 and \$5,000 per month. Recouping those costs from residents at multiple properties makes a huge difference financially."

The billing process has been easy for their property managers to learn and requires minimal work on their part. "We like that we get an adequate window of time to review the bills each month. It's an easy process to approve or make changes, so it can get sent to our residents. The system is easy to navigate so our property managers have been comfortable using Zego," said Kimble.

When they need assistance with billing questions or have a new property manager, AC Lewis' team can turn to their dedicated Client Success Team. "Anyone new goes through training with Zego and they walk us through their system. When I email a question, I always hear back that same day. As far as customer service goes, I give Zego a 110% on that," says Kimble.

They are also happy with their decision to use submeters, which gives them data about each unit's utility consumption. Kimble stated that AC Lewis would add submeters to other properties in their portfolio, but local regulations prohibit them in some cities in Louisiana. "We like being able to show residents exactly what their utility usage was for the previous month. I can assure you that if submetering were able to be done at all our properties, we would absolutely do it," she said.



