



Second Sight Systems™ Customer Case Study / Past Performance

Market / Industry: Commercial Property Management – Submeter services
Customer: **CBRE**
Location: Dallas, TX



The Challenge

CBRE, a real estate service provider for commercial properties across the United States, manages several small office and storefront complexes in the Dallas, TX metropolitan area. One such building, Mockingbird Station, serves as a commercial and residential center for nearly 500,000 people within a 5-mile radius. Mockingbird Station supports several unique businesses and loft-style apartment buildings, strategically located near affluent Dallas suburbs and Southern Methodist University.

Every business in Mockingbird Station accesses water and electric service through individual submeters, consisting of 42 water meters and 34 electric meters throughout the complex. CBRE had previously hired a utility contractor to manage meter reading and invoice reporting throughout the Mockingbird Station complex.

After a period of time, CBRE noticed an increase in complaints from businesses due to irregularities in their utility costs. It became clear that the contractor's technicians were not physically reading every meter in the complex, instead relying on usage estimates for many of the businesses leasing space in Mockingbird Station. This led to inaccurate billing, customer dissatisfaction, and a potential financial shortfall on recapturing utility costs for CBRE.

CBRE hired Second Sight Systems to develop an approach that mitigated inaccurate billing and costs throughout Mockingbird Station. They needed a complete replacement of their existing meter service, including an audit of all the meters in the property, to improve billing and invoicing.

Solution

Due to Second Sight System's established expertise in meter services for utilities and commercial property managers, we were able to step in and implement a comprehensive solution that corrected inaccuracies and lowered costs.

Second Sight began the process by conducting a free comprehensive audit of all meters in Mockingbird Station. Not all meters utilize the same multipliers to determine usage, so it was crucial to establish the multipliers and accuracy of each meter to ensure precise readings. Second Sight confirmed all meter locations, IDs, and multipliers to create a complete record of all meters on the property that could be used as a guideline for data collection efforts.



Following this, Second Sight implemented a full-scale meter reading effort in which trained technicians performed physical monthly meter reads for all units. Since the previous contractor estimated many of the meters monthly, our approach of physically confirming usage for every meter led to an increase in accurate monthly billing. Alongside our audit, we immediately and exponentially increased the accuracy of utility meter reads throughout Mockingbird Station.

To integrate data into CBRE's existing system, Second Sight also consulted with CBRE personnel to develop a tailored data-reporting format using traditional MS Office applications. This meant that CBRE could take collected data and import it directly into CBRE databases with no conversion or translation, so data integrity was maintained across companies.

Results

With Second Sight Systems managing meter reads, utility charges for businesses in Mockingbird station stabilized. Businesses leasing space in Mockingbird Station were satisfied that their water and electrical bills reflected actual usage and not estimates. And CBRE was satisfied that monthly utility charges would not reflect an underestimation of actual use. Not only did CBRE avoid a customer service nightmare, but they also felt confident that they had significantly cut losses in monthly revenue due to inaccurate meter reads.

About Us

Founded in 1999, Second Sight Systems is a total solutions provider for utility communications and technical field services. Our Utility Field Services team is a provider of outsourced utility field operations and metering services to help improve efficiency, productivity, and response time. Second Sight Systems provides comprehensive utility cost recovery programs for multi-unit and commercial properties. This includes electric, gas and water. We can deliver a full solution including system design, equipment, installation, reading and billing services. At every stage of the process we deliver unsurpassed customer service that exceeds the expectations of our customers.

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