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## Making the right energy management decision to realize financial benefits



Sub-metering is changing. Simple metering solutions have been replaced by highly technical and connected systems that create smart buildings and give you greater clarity in energy usage patterns. But the options and number of choices can often feel overwhelming. In a sector that's constantly changing and evolving, knowing what you're looking for in a metering solution – from materials to long-term performance – will help you find the right service provider, and ultimately the right energy management partner.

There are important steps you should take when partnering with a sub-metering company. First, **it's crucial to select a provider who will see your building through the full cycle, from meter sourcing and design to installation and testing.** This will help ensure your building is performing to the highest standards and not costing you more money than necessary. **At the end of the day you want a metering solution that is right for your building, flexible to your needs, long-lasting and nimble enough to evolve with emerging technologies.**

### Know where your meter materials are being sourced

The importance of sourcing the proper meter materials is often overlooked. **When searching for your metering company, it's crucial your provider focuses on the reputation of their manufacturer or supplier, the dependability of the materials, meter accuracy and the robustness of the meter.** To guarantee the materials are the best quality, companies should engage with third-party material engineering consultants to review meter material properties.



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## System design

No two buildings will have the same energy management needs and metering should be



designed with this in mind. It's important to work with a provider who will look at how to best design and install the communication infrastructure to allow for automated data acquisition, as well as one that will work in tandem with and support your mechanical or electrical consultants through the base building design. Once the meters are installed, **it's imperative your service provider will be able to access and service the meter, ensuring they can operate and maintain the meter throughout its life.**

## Find out how your service provider will ensure your investment lasts

When your metering equipment is being examined throughout its operational life, it's important your provider has a stringent quality assurance program. Measurement Canada plays an important role in quality assurance, and therefore it's important to select a provide who is recognized as a Measurement Canada Authorized Service Provider. This recognition subjects the provider to annual audits of the quality management system by [Measurement Canada](#) to ensure it addresses customer needs while meeting statutory and regulatory requirements related to revenue metering.

It's not enough for the final product to perform well. It's critical that your sub-metering service provider gets it right from the start. **From making the meters with the best materials to testing them before they are customer-facing, your provider should work hard to ensure the meters perform at every stage.**





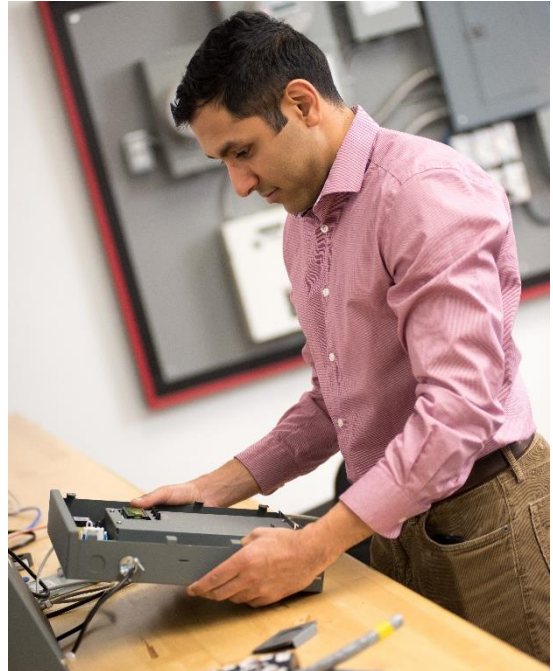
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## Practicing what we preach

In April 2017, the Enercare engineering team moved to a new facility, which gave us the chance to build our own in-house engineering lab. This lab allows us to develop, test and showcase new technologies before they go to market. In addition to testing and development, this facility is used to train our field technicians and installation project managers. By providing our teams the knowledge and tools they need to succeed in their roles, our engineering lab is helping us ensure we continue to deliver the right solutions for our customers.

Our engineering lab also provides a unique opportunity to problem-solve should issues arise. For example, if customers are having issues with a certain type of meter, we are able to replicate these issues in our lab, investigate the problem and find the appropriate solution. This **allows us to streamline the process and avoid going from location to location to assess the issues, ultimately saving our customers valuable time.**

All building designs and needs are unique, so to ensure we're providing the correct meter to our customers, **the installation and engineering teams are also a part of our sales process.** These **business lines work in synergy** to understand our customers' needs and determine the best solutions to achieve their sub-metering goals, regardless of the project's size or scope. We know that customer satisfaction is paramount to the success of our organization. That's why **we work tirelessly at every stage of the meter sourcing and development process to deliver a superior product that we're proud to give our customers.**



**About the author:** Wilson Chung is the Director of Engineering and Quality Management System at Enercare Connections and has been with the organization since 2015. Wilson is a Professional Engineer and Certified Measurement and Verification Professional with close to ten years of experience in energy consulting services for commercial properties.

You can find Wilson on [LinkedIn](#).

If you'd like more information about how our team can help you to achieve your energy management goals, give us a call at 1-877-513-5133 or, contact us at [Client.Care@enercare.ca](mailto:Client.Care@enercare.ca).

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