

{ CLIENT SUCCESS STORY }



Sub-Metering Boardwalk REIT

Canada's sub-metering success story

14% drop in electricity consumption

"Energy prices are spiking, climate change is the thing, and everybody wants to use less energy," says Tannis Crosby, procurement administrator at [Boardwalk REIT](#) (real estate investment trust), one of Canada's largest owner-operators of multi-residential buildings. Energy cost-savings was the primary motivator when Boardwalk engaged sub-metering solutions provider Enercare Connections a decade ago to retrofit 92 of their buildings with [electricity sub-metering technology](#) — and they were *not disappointed*.

Replacing utilities-included rental arrangements with electricity sub-metering enables multi-tenant building owners and facility managers to allocate or recover energy costs by measuring and billing the electricity consumption of individual apartment units or spaces. Sub-metering also enables building owners and facility managers to assess overall energy use and performance of installed building equipment, and make tenants and residents more aware of their personal energy consumption.

Founded in 1984 with a lone 16-unit walk-up development, Calgary-based Boardwalk currently owns and operates more than 200 communities with over 33,000 residential units located across the provinces of Alberta, Saskatchewan, Ontario, and Quebec. Boardwalk reports significant energy savings with their retrofitted buildings, and credits their sub-metering program with helping them foster a more energy-aware and environmentally conscious culture among their "Resident Members."



"Electricity consumption dropped by about 14% in our sub-metered buildings over the past five years — and that's with lower vacancy rates and higher occupancy rates during that period," says Crosby. *"Moving to electrical sub-metering in our buildings and communities has helped our Resident Members understand and control their personal energy consumption, and make energy conservation part of their lifestyle."*

Sub-metering success story

"Retrofitting Boardwalk's buildings for sub-metering was a 'pioneer project' for us, and a catalyst for jumpstarting other sub-metering projects across Canada," says Enercare Connections account manager [Derrick Newman](#). *"Boardwalk recently renewed their longtime business relationship with us for another term, and we are now involved in new-construction sub-metering projects for Boardwalk in Ontario. It's an ongoing success story that provides an industry example for other companies considering sub-metering."*

"One of the most important aspects of our relationship is Enercare's single-point-of-contact business communications," says Boardwalk's Crosby. *"Getting anything I need by calling just one person has been incredibly helpful. Enercare has been more of a partner than just a vendor. They taught me all about the complexities of sub-metering and billing — something I would not normally expect from a basic vendor relationship."*

Installed in mechanical rooms or power closets servicing individual



apartments and building units, Enercare’s multipoint electrical sub-metering devices gather and transmit electrical usage data to Enercare billing centres that generate accurate billing data, usage reports, and additional detail for building owners and managers. Enercare typically bills tenants directly for their individual electricity use, but Boardwalk opted to retain the billing relationship with their resident members.

Empowering “green” communities

“I think educating building owners, operators, tenants, and residents about how sub-metering works is vital to our success, and to the sub-metering industry,” says Enercare’s Newman. *“Explaining the essential basics of ‘Sub-metering 101’ helps building owners and managers understand sub-metering, enabling them to explain sub-metering to on-site property managers, who in turn educate tenants and residents about what Enercare Connections is doing*

with sub-metering and what is happening with their electric bills.”

An independent 2016 [Navigant Consulting](#) study commissioned by Enercare Connections revealed potential benefits of electricity sub-metering to include notable reductions in greenhouse gas emissions and infrastructure costs, and determined that installing sub-metering in multi-residential buildings had the potential to decrease monthly electricity usage in the first year by up to 40%. Boardwalk believes that their company goal of establishing cohesive multi-family “communities” and nurturing a neighborhood spirit of environmental awareness is the key to achieving those greater energy savings with their sub-metering equipped buildings.

“In Boardwalk communities, Residents feel like they’re a part of where they live. They participate in ‘green’ initiatives to improve their community and to help protect their environment,” says Boardwalk’s Crosby. *“Retrofitting our buildings with sub-metering*

empowers our Resident Members to take charge of their energy consumption, cut costs, and reduce their personal carbon footprint — and we continue to help them do it. Imagine the energy we could save as a society if other large companies did something like this?”

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