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# The Facts about Sub-Metering

A sure sign of an emerging consumer or business trend “going mainstream” is a sudden smokescreen of confusion and misinformation about its facts and benefits — and today’s rapid adoption of utility sub-metering is no exception. Utility sub-metering typically replaces utilities-included rental arrangements, enabling multi-tenant building owners and facility managers to measure utility usage for each building suite or space for more accurate billing and greater energy savings.

Delivering full transparency of incurred energy costs for all parties involved, sub-metering enables tenants and residents to take direct control of their personal energy consumption.

However, many people still have questions about sub-metering. Is sub-metering a new thing, or has it been around for a while? Is it a fair way to bill tenants and residents for their energy consumption, and is it expensive? Has it been proven to lower utility consumption? Is it regulated and measured accurately — and just who is leading the way with sub-metering solutions and services in Canada?

## “It’s been around for a while.”

Many people now hearing about sub-metering naturally assume it’s a recent innovation. However, sub-metering

has been around for quite a while — more than 40 years!

*“Sub-metering is the wave of the future,” says Ephram Spiegelman, VP Sales & Marketing at Enercare Connections, Canada’s largest non-utility sub-metering provider. “Sub-metering adoption in North America is running a bit behind Europe, where sub-metering was fully embraced decades ago. But what’s important is that sub-metering has been around for a while, it will stay around for the foreseeable future, and Enercare’s significant investment in people, process, and technology across Canada is a testament to our long-term commitment to the future of the industry.”*

## “It’s fairer for tenants and residents.”

Tenants typically share energy costs in “bulk-metered” buildings where utilities are included in the rent. That means a person living alone is essentially subsidizing the energy consumption of the family of four living next door. In contrast, sub-metering enables residents to monitor their energy consumption and take direct control of their energy bills.

*“Sharing is a good thing — except when it comes to energy costs,” says Spiegelman. “Sub-metering gives power back to the consumer by putting them in control of their own utility*

*usage. They control their own utility bills, and don’t have to pay for their neighbor’s utility consumption. Having direct control over their own energy consumption also enables residents to do their part to protect the environment, help reduce global warming, and limit their personal carbon footprint.”*

## “It’s proven to lower utility consumption”

Just as sub-metering empowers tenants and residents to cut their utility costs by controlling their own energy consumption, it also frees property owners and managers from excessive utility costs incurred by tenants with no financial incentive to curb unnecessary electricity (or water) use when utilities are included in the rent. Sub-metering can deliver building owners a monthly savings in net operating expense simply because tenants and residents are paying for their own utility consumption instead of the building owner.

*“Sub-metering and savings go hand-in-hand,” says Spiegelman, citing a [Navigant Consulting study](#) showing a long-term 40% reduction in electricity usage after bulk-metered buildings switched to sub-metering. “Tenants and residents pay more attention to their utility consumption and use less when they are billed more accurately for utilities using sub-metering, and it*



*encourages them to make energy and resource conservation part of their everyday lifestyle — a win-win all around.”*

**“It’s regulated and accurate.”**

Sub-metering in Canada is highly regulated at both the provincial and federal government levels. For example, sub-metering providers in Ontario are required to obtain licenses from the Ontario Energy Board, must comply with billing, collection, and disconnection requirements set by the [OEB Unit Sub-metering Code](#), and comply with [Ontario’s 2010 Energy Consumer Protection Act](#), the [2016 Residential Tenancies Act](#), and other applicable legislation.

*“This means sub-metering is subject to rigorous requirements, exacting standards, and continuous review and oversight,”* says Spiegelman. *“Because sub-metering providers like Enercare Connections issue utility bills to tenants and residents based on metered data, we are also monitored and regulated by Measurement Canada to ensure metering and billing accuracy. Testing and approval of everything from the sub-metering devices through the entire monitoring and billing process means we have to stay at the top of our game.”*

**“It’s not expensive.”**

Sub-metering ensures tenants and residents pay only for their actual utility consumption, and fees charged for delivering a sub-metering program vary with the provider and the number of services delivered. Government rebate programs assist low-income households, and special rules protect lower income residents, including disconnection protections, waiving security deposits, and allowing longer payment times for those in arrears.

*“Some people think sub-metering is expensive — but that’s just a myth,”* says Spiegelman. *“Sub-metering service charges in Ontario are almost always lower than the fees charged by local utilities with no hidden price mark-ups.”*

*Sub-metering puts tenants and residents in control of their utility bills, so utility cost savings becomes a personal decision.”*

**“It’s serviced and managed by one team: Enercare Connections.”**

In contrast to providers that “out-source” equipment or “subcontract” essential services, every aspect of Enercare’s sub-metering solutions are managed and maintained in-house. One team, working together under one roof, provides a complete

end-to-end sub-metering solution: sub-meter design, manufacturing (on the electricity side with our Triacta division), sales, delivery, installation, maintenance, contact-center assistance, and more. Single-point-of-contact service for tenants, residents, building owners and managers has helped earned Enercare an A+ rating with the Better Business Bureau, and industry leadership across Canada.

*“We just want to remind people that sub-metering is simple, straightforward, and quite transparent. You pay only for what you use, and keep control of your own utility usage. We help manage the rest for you,”* says Enercare’s Ephram Spiegelman. *“Tenants, residents, building owners and managers regard Enercare as their trusted partner rather than just another vendor — and our dedicated team delivering consistent service is the reason why.”*

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Want to know more about sub-metering?

[Ask Ephram](#) or view videos on our [YouTube channel](#)



Enercare's Vice  
President of  
Sales and  
Marketing,  
Ephram  
Spiegel-  
man brings  
sales lead-  
ership, client  
management, and

teambuilding expertise driving Enercare Connections sub-metering and energy management solutions for electricity, water, thermal, and gas consumption metering into the multi-residential and commercial sectors.

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

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