



STUDEBAKER SUBMETERING
INCORPORATED

[illegible]

CUSTOMER NAME
SERVICE ADDRESS

ACCOUNT:						
DUE DATE:						
TOTAL DUE:						
AMOUNT ENCLOSED:						

To make a payment online please visit us at www.studebakersubmetering.com or to make a payment by phone call our automated phone line 1-800-462-8386 (English) or 1-800-851-7461 (Spanish)

To ensure proper credit to your account you must write account number on your check and use remittance coupon and envelope when mailing in your payment (no paper clips or staples please). You may also access your account online by visiting www.studebakersubmetering.com to make one-time payments using your checking account or your debit or credit card. Convenience Fees may apply. Sign up for paperless and auto-pay with your checking account for free monthly auto-payments

Understanding Our Service and Your Bill

Billing Services - Company that charges on behalf of a landlord. Such charges are referred to in the terms of your lease.

Submetering Services - Each unit is furnished with its own (water, gas, or electric) meter to keep track of actual consumption. Submetering Service Companies are NOT utility companies. They do not provide the actual utility.

R.U.B.S. (Ratio Utility Billing Service) - Each unit is charged for a utility or service based on a ratio formula. Formulas are based on any combination of square footage, number of occupants, number of fixtures, number of rooms, and days of occupancy.

AvgF - Average temperature (Avg F) is the measurement of the internal temperature of a unit.

BTU - British Thermal Unit (BTU) is a measure of the heat content of fuels or energy sources.

Gal - Gal (Gallon) is a measurement of water and sewage.

kWh - kWh (kilowatt hour) is a measurement of electricity.

CuFt - CuFt (Cubic Feet) is a measurement of natural gas (100 CuFt = 1 Therm).

Lbs - Lbs (Pounds) are a measurement of steam.

Mult - Some meters are designed to record usage at a slower rate due to the volume needed. Once readings are obtained, the usage is increased by the programmed (multiplier).

Rate - Price used to calculate your bill.

RTM - Run Time Minute (RTM) is the measurement of time that a system is running.

VUC - VUC (Vacant Utility Charge) is a charge for any utility service you may have received prior to transferring the utility account into your name.

Administrative Fee - Monthly account processing charge.

Set Up Fee - One time account origination fee.

Late Fee - Fee assessed on any unpaid charges received and processed past due date.

Special Services and Other Information

Customer Service Information -

Should you have any question regarding your bill, please call our office Monday through Friday (8:30 a.m. to 5:30 p.m.) by dialing 1-800-987-9877 or emailing us at customerservice@studebakersubmetering.com. To make a payment using our automated phone line, please dial 1-800-462-8386 (English). Por favor llame a nosotros 1-800-987-9877 y marque ext 9 o llame 1-800-851-7461 para hacer un pago utilizando nuestra linea telefonica automatizada. Payments should be made payable to SSI, PO Box 511217, Livonia MI 48151-7217. Please do not include correspondence with your monthly payment. Those inquiries should be mailed to 5350 Shawnee Road, Suite 103, Alexandria, VA 22312.

Moving Out - If this is an apartment you are renting you **DO NOT** have to contact us if and when you decide to move out of your unit. Your lease start and end dates, renewals, address changes and forwarding address is provided by your property management company. Your billing will discontinue in accordance with the terms of your lease. If this is a condo you are renting or are the owner of, please contact Studebaker Submetering for further information pertaining to your move-out.

Online Access - You can access your account online at <http://www.studebakersubmetering.com> to sign up for paperless billing, sign up for auto-pay, view your account history and make online payments.

Conservation Tips

Report Water Leaks to your Property Management Office.

Run washing machine and dishwasher only when they are full and you could save 1,000 gallons a month.

Turn off water while brushing your teeth or shaving.

Lower thermostat to save from 3% - 5% on your heating costs for each degree lowered in the Winter.

Close shades and curtains during the day to keep the heat out in the Summer.

Replace incandescent bulbs with compact fluorescent bulbs.

Please visit our website <http://www.studebakersubmetering.com> for self-service transactions online.

*Por favor visite nuestra pagina web para acceder a su cuenta
You can also call us at 1-800-987-9877 for English or call 1-800-462-8386 to access our automated payment line.
Por favor llame a nosotros 1-800-987-9877 y marque ext 9 o llame 1-800-851-7461 para hacer un pago utilizando nuestra linea telefonica automatizada*

