***APPLICATION FOR APPROVAL TO INSTALL AND USE AN ELECTRICITY SUBMETERING SYSTEM***

**STATE OF CONNECTICUT**

PUBLIC UTILITIES REGULATORY AUTHORITY



A. applicant information AND ELIGIBILITY:

The term “Applicant” refers to the landlord or owner of the property at which the electricity submetering system will be installed. The Applicant is the responsible party for all aspects of the submetering installation, consumer protections, and any Vendor hired to process billings to tenants. Please review the Instructions for filling out and submitting this application. The Instructions are posted on PURA’s website alongside this application form.

Applicants have an ongoing obligation to amend and/or supplement the information contained in this Application, including the substitution of Vendors and any changes to Vendor-specific procedures or policies. In the event of a Vendor substitution, Applicants should provide PURA written notice within ten (10) days of such a change.

**(A-1)** Applicant’s legal name, address and web site:

*Name:*

*Address:*

*City:* *Telephone:*

*Web site (if any):*

Contact person/designated representative for service as to this Application:

*Name: Title:*

*Address:*

*City:* *Main Telephone:*

*Telephone: Fax:*

*E-Mail Address:*

Applicant is the \_\_\_\_\_ landlord \_\_\_\_\_\_ owner \_\_\_\_\_\_\_ condominium association of the property.

**(A-2)** If the Applicant has office(s) in Connecticut, provide the following information regarding the Applicant’s principal Connecticut office:

*Address:*

*City:* *Main Telephone:*

*Telephone: Fax:*

**(A-3)** Applicant’s Federal Employer Identification Number (FEIN):

**(A-4)** Applicant’s Connecticut Tax Identification Number:

**(A-5)** Applicant’s legal form of ownership:

Corporation

LLC

Cooperative

If not the owner, attach owner’s authorization to apply for submetering.

Other:       (please specify)

**(A-6)** Applicant was formed or organized on       in      ,      .

**(A-7)** Is theApplicant currently submetering without authorization from the Authority?

Yes

No

If yes, provide the date when submetering began:

If yes, identify, describe and propose what level of sanction is appropriate.

**As used in this Application, the term “Vendor” means a third party retained by or on behalf of the Applicant to provide meter reading and/or billing services at the Facility to the tenants on behalf of the Applicant. For purposes of this Application, each such Vendor is deemed a Co-Applicant.**

**(A-8)** Vendor’s legal name, address and web site:

*Name:*

*Address:*

*City:* *Main Telephone:*

*Web site (if any):*

Vendor’s contact person/designated representative for service as to this Application:

*Name: Title:*

*Address:*

*Telephone: Fax:*

*E-mail Address:*

**(A-9)** If Vendor has office(s) in Connecticut, provide the following information regarding the Vendor’s principal Connecticut office:

*Address:*

*City:*

*Telephone: Fax:*

**(A-10)** Vendor’s Federal Employer Identification Number (FEIN):

**(A-11)** Vendor’s Connecticut Tax Identification Number:

**(A-12)** Vendor’s legal form of ownership:

Corporation

LLC

Cooperative

Other:       (please specify)

**(A-13)** Vendor was formed or organized on            in                ,      .

(A-14) Is the Applicant currently under investigation, or has the Applicant ever been fined, sanctioned or penalized, in any state for violation of any consumer protection law or regulation?

Yes If yes, provide **Exhibit A-10: “Violation of Consumer Protection Law.”** For each current investigation, provide all of the following: name of the state and agency conducting the investigation; date on which investigation began; description of the nature of the alleged violation; and status of the investigation. For each fine, sanction or penalty, provide all of the following: date of the fine, sanction or penalty; name of state and agency imposing the fine, sanction or penalty; description of the violation; description of the fine, sanction or penalty, including monetary amounts, if applicable; and copy of the order imposing the fine, sanction or penalty.

No

(A-15) Is Vendor currently under investigation, or has Submetering Contractor ever been fined, sanctioned or penalized, in any state for violation of any consumer protection law or regulation?

Yes If yes, provide **Exhibit A-11: “Violation of Consumer Protection Law.”** For each current investigation, provide all of the following: name of the state and agency conducting the investigation; date on which investigation began; description of the nature of the alleged violation; and status of the investigation. For each fine, sanction or penalty, provide all of the following: date of the fine, sanction or penalty; name of state and agency imposing the fine, sanction or penalty; description of the violation; description of the fine, sanction or penalty, including monetary amounts, if applicable; and copy of the order imposing the fine, sanction or penalty.

No

**(A-16)** Describe the Vendor’s experience with submetering, the size and scope of its operations and any other information that would be helpful in assisting the Authority to determine whether the Vendor has the capability to provide submetering services.

**(A-17)** Eligibility:

Campground or marina.

Commercial, industrial, multifamily residential or multiuse building where electricity or thermal energy is provided by a Class I source or qualifying Class III CHP system.

Other location where submetering promotes energy goals described in the Comprehensive Energy Strategy. Applicants must describe how the installation of submeters supports the goals of the [Comprehensive Energy Strategy](https://portal.ct.gov/DEEP/Energy/Comprehensive-Energy-Plan/Comprehensive-Energy-Strategy) (CES) and cite the applicable sections of the CES. Also explain and itemize the conservation measures utilized at the facility and how their savings will be measured and verified and any conditions that may offset the conservation savings.

**For purposes of the remaining sections of this Application, the term “Applicant” is deemed to include a Vendor where and as applicable.**

**Submeter is defined as a non-EDC electric meter located behind an EDC meter, used to measure the electric consumption of kWh by an individual end-use Submetered Party.**

**Where necessary, the response to the questions in the remainder of the Application may be submitted on attached sheets, provided that each sheet and response is clearly labeled and pages sequentially numbered.**

B. FACILITY TO BE SUBMETERED AND TECHNICAL ASPECTS OF THE SUBMETERING SYSTEM and Class I or CHP source:

**(B-1)** Provide the following information regarding the multi-unit facility (hereinafter the “Facility”) at which the submetering system is to be installed and operated:

Name of Facility (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of buildings in the Facility: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For each building in the Facility provide:

a. The Applicant’s designation of the building (e.g., “Building A”).

b. The street address of the building.

c. The mailing address of the building.

d. The number of floors in that building and the number of units on each floor.

e. The number of units in that building.

f. The number of submetered units in that building.

g. Attach as **Exhibit B-1** a floor plan of each building. If there are non-residential units (e.g. a doctor’s office) in the Facility, such units should be identified on the floor plan.

h. The owner of the Facility, if different from the Applicant.

1. Why the Facility cannot accept individual utility meters.

If there are non-residential units located in the Facility, will any such units be submetered as well? yes no

Is this Facility solely for commercial or industrial use? yes no

**(B-2)** If the Facility is **new construction**: All new construction is required to provide equipment for the installation of EDC meters should submetering end in the future

a. State when construction is scheduled to commence. If construction has commenced, describe progress to date (i.e., site prepared, foundation complete, building framed, etc.)

b. State the anticipated date on which the Facility is expected to receive a Certificate of Occupancy.

**(B-3)** If the Facility is **not new construction**: All renovations and/or conversions are required (i) to provide for installation of EDC meters, or (ii) to submit appropriate documentation to the Authority to seek an exemption from this requirement, such exemption to be granted at the Authority’s discretion.

a. State whether and to what extent the submetering system has been installed as of the date of this Application.

b. If the submetering system has not yet been installed, state the date on which installation of the submetering system is anticipated to begin.

**(B-4)** **Exhibit B-4:** Provide a complete set of electric plans for the Facility to be submetered, showing all wiring between the electric utility’s meter(s), the Class I renewable energy source or CHP system, and the submeters in the individual units. The plans should also show all thermal energy and related equipment and facilities, if any, and the wiring of those equipment and facilities with respect to all submetering equipment and EDC meters. The plans should identify all common usage areas, indicate the wiring to all common usage areas and be in sufficient detail to clearly indicate the usage each meter is measuring. If the common areas are already separately metered, indicate on the plans where common area meters are located.

***\*\*\*The purpose of this rendering is to verify that each proposed submeter will measure only the electricity used exclusively by the tenant’s unit and will not measure electricity supplied to common areas or any other portion of the property behind the EDC’s master meter. PURA will NOT perform an engineering review of the submitted renderings/plans for compliance with electrical engineering codes and safety standards. The Applicant remains responsible for obtaining review and approval for any applicable engineering and safety standards as required by state and municipal laws, building codes, or other relevant regulations.\*\*\****

Where a Class I or CHP source is being installed, provide a detailed calculation of the estimated annual energy consumption and peak demand for the facility. This information will be used together with technical specifications and expected output from the Class I/Class III CHP source to support the Performance Standards identified in Section V of the Instructions for this application.

(**B-5**) Will common areas be separately metered?

Yes

No. If No, describe how the Applicant will assure that residents will not be charged for electricity used in the common areas or in any other part of the premises that is not within the exclusive control of the resident/tenant.

**(B-6)** Identify the make, size and model number of the submeters that will be used in the submetering system and provide information that shows that the submeters have been certified to meet the minimum standards established by the Authority. Refer to the Authority’s proceeding and ruling(s) in Docket No. [13‑01‑26](http://www.dpuc.state.ct.us/dockhistpost2000.nsf/(Web+Main+View/All+Dockets)?OpenView&StartKey=13-01-26) for information about approved submeters.

Identify the manufacturer and model number(s) of the submeters and data collection system that will be used in the submetering system. Include as **Exhibit B-6,** all information available from the manufacturer of the submetering system including but not limited to: 1) technical specifications of the submeter and data collection system, 2) manufacturer instructions for installation, maintenance and testing of the submeter/data collection system, and 3) manufacturer’s instructions for the operation of the submeters/data collection system. Provide documentation that shows that the submeters have been certified compliant to ANSI (American National Standards Institute) C12.1, Code of Electricity Metering, and ANSI C12.20, 0.2% and 0.5% Accuracy Class Meters. In lieu of compliance with ANSI C12.1 and C12.20, IEC (International Electrotechnical Commission) standards IEC 62052-11, Electricity Metering Equipment (AC) – General Requirements, Tests and Test Conditions, and IEC 62053-22, Static Meters for Active Energy (classes 0,2S and 0,5S), are considered compliant. Additionally, provide documentation indicating that the instrument transformers, if utilized, are compliant with one or more of the following standards: ANSI C12-11, Instrument Transformers for Revenue Metering, IEEE (Institute of Electrical and Electronics Engineers) C57.13, Instrument Transformers, or IEC 60044, Instrument Transformers.

a. Applicant agrees to comply with Conn. Agencies Regs. [§ 16-11-238](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-238/), and acknowledges that it is required to include the meter manufacturer, date of manufacture and all installation and removal dates for the life of the meter in its meter records and to retain meter records for a period of two years after the meter has been discarded.  Yes

**(B-7)** Identify the make, size and model number of the Class I renewable energy source or Class III CHP system.

1. Include as **Exhibit B-7,** all information available from the manufacturer of the Class I renewable energy source or Class III CHP system, including but not limited to technical specifications of the system.
2. **Proof of Class I or Class III Renewable Energy Source Certification**
3. For Class I or Class III renewable energy source systems already in operation and approved by PURA, provide the renewable certification number and identify the PURA docket in which the Class I or Class III renewable energy source system was approved.
4. For Class I or Class III renewable energy source systems not yet in operation and approved by PURA, applicant understands and agrees to provide as a compliance filing in this application docket, proof that the Class I or Class III certification is approved by PURA no later than 12 months after approval of this electric submetering application. Proof shall include the PURA docket number and certification number.  Yes

**(B-8)** Provide the following regarding the electrician who installed (or will install) the submeters:

*Name:*

*Company Name:*

*Address:*

*City:* *Main Telephone:*

*CT Electrician’s License #:*

**(B-9)** Describe the procedure by which the submeters will be read, including but not limited to the following information:

a. whether the submeter will be read remotely;

b. the frequency with which the submeter will be read;

c. the procedure for generating an invoice or bill to the tenant; and

d. How the tenant has access to the submeter and how the tenant can “read” the meter.

Provide as **Exhibit B-9a** any written procedures or policies developed and maintained by either the Applicant or the Vendor with respect to reading the submeter used by the Applicant.

Provide as **Exhibit B-9b** all forms, notices, reports, etc. that are generated by the Vendor and sent to the Applicant in connection with reading the meters for purposes of generating invoices or bills to the Submetered Party.

Provide as **Exhibit B-9c** all notices or other written materials provided to the tenant which explain how the meters are read and bills or invoices generated.

**(B-10) Enforcement of Performance Standards**

See Section V of the Application Instructions for details on the Performance Standards applicable to Class I and Class III CHP resources.

On or before March 1st of each year, Applicants must submit an annual report that compares the actual usage (demand and/or consumption) of the facility to the performance standards in place when submetering was approved for their Class I renewable energy source or Class III CHP system. This information must be submitted under the PURA Docket Number assigned to the Applicant and as directed in the PURA Decision in that Docket. Submetering Customers must explain the circumstances surrounding any shortfall in meeting the performance standards defined above during the preceding reporting year. Applicants acknowledge that PURA can take enforcement actions, including revocation of the approval to submeter, for failure to meet the performance standards. Acknowledge compliance: Yes or N/A

C. COMPLIANCE WITH RULES AND REQUIREMENTS GENERALLY

**(C-1)** Submetering Rules and Regulations:

a. State the name of the EDC providing distribution services to the Facility, the name of the entity(ies) supplying electricity generation services to the Facility, and the name of the entity(ies) that bills the Applicant for that generation.

c. State whether the reading dates for the submeters will differ from the dates for the reading of the EDC’s meters. If so, explain the difference and why the meter reading dates cannot be aligned.

d. Confirm that the tenants will be billed only on a monthly basis. Yes

**(C-2)** Submetering Rules and Regulations (cont’d):

a. Describe the Applicant’s procedures with respect to tenant inquiries concerning the submetering system, the operation of the submetering system, reading of submeters, labeling, marking and mounting of submeters, access to submeters, and bills sent to the tenants for payment. Provide as **Exhibit C-2a** a copy of these procedures.

b. Describe in detail the Applicant’s method and frequency for non-standard billings for move-ins, move outs and prorating the bills for a Submetered Party.

c. Provide as **Exhibit C-2b** all documents provided to the tenant describing the tenant’s rights and the procedures with respect to tenant inquiries concerning the submetering system, availability of the Applicant’s utility billing statements and/or tariffs, the operation of the submetering system, reading of submeters, meter testing and tenant billing for electric service.

d. Class I or Class III CHP Submetering Customer - Provide as **Exhibit C-2c** a copy of the relevant utility customer class rate charged for the service territory in which the Facility is located (the “Rate”). Note that Rate comprises **only** the aggregate of (i) the default general service charge, standard service or last-resort service, as applicable to the Submetering Customer, and (ii) the respective Bypassable Federally Mandated Congestion Charge, as applicable to the Submetering Customer.

e. Class I or Class III CHP Submetering Customers - Provide as **Exhibit C-2d** documentation describing how the rate charged to customers will be no greater than the Rate identified in **Exhibit C-2c**.

f. Provide as **Exhibit C-2e** a copy of the Applicant’s procedures for notifying tenants of changes in rates or rate classification for electric service provided to the Facility by the electric utility, including copies of any notices or other written material that will be used to notify the tenant of any such changes. Explain how submetering account balances will be separately maintained from rental accounts.

g. Describe in detail the Applicant’s method and frequency of distributing tenant bills.

**(C-3)** Submetering Rules and Regulations (cont’d)**:**

a. Provide as **Exhibit C-3a** a copy of a sample bill that will be sent to tenants. See Conn. Agencies Regs. [§ 16-11-107(c)](http://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-107/) for requirements. **See D-7 and D-8 below**.

b. Provide as **Exhibit C-3b** a copy of a sample estimated bill that will be sent to tenants and any written materials that will be sent to a tenant regarding any such estimated bill. See Conn. Agencies Regs. [§ 16-11-107(a)](http://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-107/) for requirements. Describe the circumstances under which a tenant might be sent an estimated bill.

1. Provide as **Exhibit C-3c** a copy of sample lease including the provisions regarding electric submetering, which includes any fee charged for submetering, security deposits, late fees, and any other charges and/or conditions for electric service in addition to those of the electric distribution company, and customer service contact information for the tenant’s questions regarding their electric bill. **See D-7 and D-8 below.**

**(C-4)** Submetering Rules and Regulations (cont’d):

a. Provide as **Exhibit C-4a** a copy of the Applicant’s written procedures and likely reasons for adjustments to bills. See Conn. Agencies Regs. [§ 16-11-110](http://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-110/) for requirements.

b. Provide as **Exhibit C-4b** all documents provided to the tenant informing them of their rights and who to contact with questions regarding their bills.

**(C-5)** Submetering Rules and Regulations (cont’d):

a. State whether Applicant employees whose duties include entering into a tenant’s unit wear a “distinguishing uniform identifying [the person] as an employee of the [Applicant]” or display a photo identification card identifying the person as an employee of the Applicant or both.

b. Provide as **Exhibit C-5a** a copy of the Applicant’s procedures governing entry of a tenant’s unit by an employee of the Applicant, including but not limited to notice of any such entry provided to the tenant, which procedures should comply with the requirements of Conn. Gen. Stat. Sec. 47a-16.

**(C-6)** Submetering Rules and Regulations (cont’d):

By checking the box, you agree you have read and will comply with Conn. Agencies Regs. [§ 16-11-116](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-116/) (Points of Delivery, Establishment of delivery point), [§ 16-11-117](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-117/) (Points of Delivery, Meter location), [§ 16-11-118](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-118/) (Metering, Measurement), [§ 16-11-119](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-119/) (Metering, Multipliers and test constants), [§ 16-11-120](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-120/) (Metering, Accuracy of watt‑hour meters), [§ 16-11-121](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-121/) (Metering, Accuracy of demand meters), [§ 16-11-122](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-122/) (Metering, Instrument transformers), [§ 16-11-126](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-126/) (Meter Tests—Special, Customer request), [§ 16-11-127](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-127/) (Meter Tests—Special, Commission directive), [§ 16-11-128](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-128/) (Meter Tests—Regular, Location of tests), [§ 16-11-129](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-129/) (Meter Tests—Regular, Installation test), [§ 16-11-130](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-130/) (Meter Tests—Regular, Periodic tests), [§ 16-11-131](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-131/) (Meter Tests—Regular, Meter records), [§ 16-11-132](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-132/) (Meter Tests—Regular, Meter test records), [§ 16-11-133](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-133/) (Meter Tests—Regular, Types of meters), [§ 16-11-236](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-236/) (Calculating Submetered Party’s Cost), [§ 16-11-237](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-237/) (Installation and Maintenance of Submeters), and [§ 16-11-238](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-238/) (Meter Tests and Record Retention). yes

a. Provide as **Exhibit C-6a** a copy of the Applicant’s procedures implemented to test the accuracy of a submeter upon the tenant’s request.

b. Provide as **Exhibit C-6b** all documents provided to the tenant describing the tenant’s rights with respect to requests for tests of the accuracy of a submeter.

c. Describe the testing procedure that will be used to test the accuracy of the submeter and state whether the procedure used will be a “certified bench test.”

If a certified bench test will be utilized, state whether the Applicant will rely on a third party to provide the testing service and, if a third party will be used, state the third party’s name, business address and telephone number.

If a certified bench test will not be utilized, provide as **Exhibit C-6c1** documentation describing how that test will be performed and provide as **Exhibit C-6c2** all written material regarding the test procedure that will be provided to the tenant.

D. COMPLIANCE WITH RULES AND REGULATIONS REGARDING CUSTOMER SERVICE AND COMPLAINT HANDLING

By checking the box, you understand and agree to comply with the Conn. Agencies Regs. [§ 16-11-103(a) through (c)](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-103/) (Customer Relations, Rate Schedules), [§ 16-11-104](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-104/) (Customer Relations, Information to customers), [§ 16-11-105](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-105/) (Customer Relations, Customer bills and deposits), [§ 16-11-106](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-106/) (Customer Relations, Customer Complaints and service requests), [§ 16-11-107](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-107/) (Customer Relations, Meter reading and bill form), and [§ 16-11-110](https://eregulations.ct.gov/eRegsPortal/Browse/RCSA/Title_16Subtitle_16-11Section_16-11-110/) (Customer Relations, Adjustment of bills), yes

**(D-1)** Provide as **Exhibit D-1** a copy of the Applicant’s customer service procedures and/or notices with respect to submetering for tenants at the Facility. These materials should include but are not limited to:

1. notification to tenants as to how to contact the Applicant with respect to concerns, issues or complaints as to submetering, including but not limited to billing for electric service;
2. notification to tenants of their right to have the submeter tested, and the procedures for requesting a test of the submeter; and
3. notification to tenants of their rights with respect to adjustments to bills;
4. notification to tenants that all questions regarding electric quality issues are to be directed to the property manager; and
5. notification to tenants that submetering must be approved by the Authority and providing the tenant with information as to how to contact the Authority when they have complaints, issues or concerns that they believe have not been adequately addressed by the Applicant.
6. retention of records for 3 years of tenant complaints and inquiries concerning the submetering system and charges for electric use by tenants

**(D-2)** Provide as **Exhibit D-2** samples of any materials that the Applicant provides to tenants promoting conservation generally and submetering as a method of promoting conservation.

**(D-3)** Provide as **Exhibit D-3** the Applicant’s procedures with respect to monitoring tenant consumption, determining whether a deviation from the tenant’s historical usage pattern might reflect abnormal usage, notifying the tenant of regarding a change in the tenant’s usage that might signal abnormal usage, investigating and resolving any such questions, and documenting these events, including but not limited to a statement as to whether the Applicant’s on-site management or personnel provide a written report of problems found, the remedy, and the cost of repairs to the tenant for any damage caused by the tenant.

**(D-4)** If the Applicant intends to rely on a Vendor to handle tenant inquiries and complaints, please provide the following information regarding the Vendor’s customer service operations:

a. How many customer service representatives does the Vendor currently employ for the purpose of responding to tenant inquiries and state how the Vendor determined that that staffing level was appropriate.

b. What is the location and hours of operation of the Vendor’s customer service center?

c. How many telephone lines does the Vendor maintain for tenants to call in? Is a toll-free number supplied to the tenant? How is the tenant notified of the existence of Vendor’s service center and how to reach it?

**(D-5)** If the Applicant does not intend to utilize a Vendor for handling tenant inquiries and complaints, the Applicant should describe here its “customer service functions,” including those aspects of the customer service function described in D-4 above.

**(D-6)** Where and how can tenants pay their electric bills?

**(D-7)** Is the tenant charged a service fee for submetering? If so, state the total fee, and state how often the fee is billed (e.g., monthly, quarterly, etc.).

**(D-8)** Provide as **Exhibit D-8** an itemization of all potential fees a tenant can be asked to pay with respect to submetering, including but not limited to any late fee and/or service fee described in D-7 above. The itemization should describe the nature and amount of the fee. This itemization should also be included in any lease agreement provided to tenant in **C-3c** above.

E. ADDITIONAL INFORMATION

**(E-1)** The Applicant understands it must notify the residents of the facility that the Applicant has applied to the Authority for permission to submeter, and include the following information: (1) That the Applicant has submitted an application to the Authority for approval to submeter water service in the facility; (2) The docket number of the proceeding in which the Authority will review the application; (3) That if the resident has any concerns or objections about the Applicant’s proposal to submeter, he or she may submit written comments, referencing the docket number, to the Authority via the Executive Secretary at email [Pura.executivesecretary@ct.gov](mailto:pura.executivesecretary@ct.gov). Please confirm the Applicant provided such notice by checking the box.  Yes

**(E-2)** If apartments in the facility use electricity for all or part of the heat, describe the energy conservation measures, if any, that have been or will be taken by the applicant to reduce the amount of electricity that tenants will be required to use to produce heat.

F. acknowledgement OF the Authority’s jurisdiction

**(F-1)** By submitting this Application, the Applicant and all Co-Applicant(s) acknowledge that they will be subject to the Authority’s jurisdiction with respect to their submetering activities under Conn. Gen. Stat. § 16-19ff, including but not limited to the Authority’s power to revoke submetering approvals, order the immediate cessation of submetering and/or impose fines pursuant to Conn. Gen. Stat. § 16-41. Yes

**AFFIDAVIT #1**

“Veracity of Statements”

State of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Town \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ss

County of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Affiant, being duly sworn/affirmed according to law, deposes and says that:

He/she is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Office of Affiant) of\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Name of Applicant)

That he/she is authorized to and does make this affidavit for said Applicant;

That \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, the Applicant herein, certifies under penalty of false statement that all statements made in the application for approval to submeter are true and complete and that it will also amend its application while the application is pending if any substantial changes occur regarding the information provided in the application within ten days of any such change.

That the facts above set forth are true and correct to the best of his/her knowledge, information, and belief and that he/she expects said Applicant to be able to prove the same at any hearing hereof.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature of Affiant

Sworn and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_.

Month Year

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of official administering oath

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name and Title

My commission expires \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.