



Welcome to Metergy Solutions!

As a valued customer you have our commitment to supply reliable metered services.

Metergy Solutions is your new metered services and billing provider. This welcome package contains information about your metered services, what to expect on move-in and move-out, important billing and payment information, energy savings tips, and more.

If you can't find what you need here, we encourage you to check out our resident FAQs by scanning the QR code on this page or by calling Customer Service (1-888-442-9319) directly.

About Metered Services

- ▶ Metering equipment for electricity and thermal VRF has been installed in your suite and bedroom, allowing you to monitor and control the costs of services provided.
- ▶ You will receive a bill for your metered services each month based on a portion of the actual consumption in your suite and bedroom.
- ▶ All of your suite's metering equipment has been extensively tested and meets accuracy standards.

MYMETERGY ONLINE PORTAL

MyMetergy gives you access to useful information and allows you to:

- Access current and historical bills
- Make payments to your account
- Enroll into the optional Auto-Pay plan
- Update and manage your account details
- Find energy saving tips

To get started, use your account number and bill ID found on your first bill to register at mymetergyportal.com

For More Information, Scan the QR Code Below or Visit metergysolutions.com/cornell-tech



Move-In and Move-Out Information

What to Expect When You Move In

Your property manager has provided Metergy Solutions with your move-in details. You do not need to call Metergy to provide move-in information. Your first bill will be generated and sent to you within 6 – 8 weeks of moving in. E-billing is our default, so be sure to check your e-mail.

Your bill will include consumption charges for electricity and thermal VRF (heating and cooling) for your billing period. Bills are issued monthly and are due 15 days after the date issued.

What to Expect when you Move out

Moving out as a resident is hassle-free, thanks to seamless coordination between Metergy Solutions and our trusted partners at Cornell Tech.

Your property manager provides Metergy with your move-out date. When Metergy processes the final bill, it provides your property manager with the final amount owed.

Once your move-out is processed you will no longer make payment to Metergy. The final bill and ending account balance will be posted to your Student Ledger, in your Cornell Tech Resident Portal account.

Important Payment & Billing Information

Payment Options

We offer many convenient options to pay your Metergy Solutions bill:

- 1 The Auto Payment Plan is an easy and convenient way to pay your bill. With Auto Pay, you can set it and forget it! Remember to check the box to save your payment when paying through the Metergy portal. Future bill amounts will automatically be processed on the due date, avoiding any late payment fees. Sign-up at MyMetergyPortal.com.
- 2 Make one-time payments directly through your MyMetergyPortal.com account.
- 3 Pay through your bank in person, by calling your bank, or through online banking. Phone and online payments with your bank should be made to 'Metergy Solutions LLC' and include your 10-digit account number shown at the top of your bill.
- 4 Mail a check along with the coupon stub from the bottom of your bill to:

Metergy Solutions LLC

P.O. Box 820211
Philadelphia, PA
19182-0211

We're Always Here to Help

If you've got questions about your account or billing, our Customer Service Team is here to help.

Regular Office Hours:

Monday to Friday
8:30 AM to 5:00 PM ET

CustomerService@metergysolutions.com
1-888-442-9319

metergysolutions.com

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