

Enhanced Recovery Solutions, LLC

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Founders and Creators

of

TUNSTM

TUNS™

Third-party Utility Notification System

A Business Process Outsource (BPO)

Solution

for

Landlord Customers

Master-meter Tenant-occupied Accounts

What? TUNS™

- A system designed specifically for Utility Companies to vertically manage Landlord/Tenant laws, regulations, and enforcement policies for single-meter tenant-occupied properties.
- TUNS™ reduces the burden on Tenants, who must traverse through myriad rules and regulations to find a process to avoid a loss of service; facilitating payment directly from Tenants in single-meter properties, when the Customer of record fails to pay.
- WHAT TUNS™ provides is the process for continuation of service and payment from these accounts, reducing the burden on ratepayers that pay timely.

Why? TUNS™

- Utility Customers have rights inherent in the Customer relationship; provision of service, accurate billing, private personal and financial information, and due process preceding actionable events.
- As the Landlord of a single-meter tenant-occupied property, the Tenants are entrusting the Landlord/Customer to provide utility services. A Landlord that puts the property at risk of utility service disconnection violates that trust, which could render the property unfit for habitation.
- Tenants in single-meter properties are not Customers, and do not have the same inherent rights, and can be at risk, which is WHY the TUNS™ process is necessary. TUNS™ ensures these Tenants have immediate access to utility services, sans the customer relationship, independent of the recalcitrant Landlord Customer.

When? TUNS™

- TUNS™ Business Process Outsource Solution resolves the conflict between safe-guarding Utility Customer rights and the Consumer/Tenant's rights to access utility services.
- As a Tenant in a single-meter property, without a Utility Customer relationship, access to confidential information about the utility Customer account and Tenants' rights are severely curtailed. Tenants must hurdle burdensome rules to get immediate resolution, and still may not have access to the utility service.
- Most Tenants may not be knowledgeable or astute enough to navigate the process to exercise their rights. This is WHEN TUNS™ makes a difference, educating and empowering Tenants with the capability to stop the disconnection process affecting their living situation.

How? TUNS™

- If a tenant-occupied property is at risk of service disconnection, TUNS™ can advise Tenants of actions necessary to maintain service at the property; without disclosing or compromising pertinent Customer account information.
- Faced with disconnection, Tenants in single-meter tenant-occupied properties simply want to know HOW can they gain access to pay for utility service. Access to pay for service should not require Tenants to establish a customer relationship to do so.
- TUNS™ bridges a relationship between the Utility Company and the Tenants for the purpose of paying for service on a month-to-month basis. TUNS™ facilitates payment for utility services, by using an organized process to bypass the delinquent Landlord Customer.

Who? TUNS™

- TUNS™ minimizes the risk of service disconnection to multi-family properties, paramount to the public health, responsible ratepayers, and the financial stability of the Utility Company; all critical issues for Regulators and Stakeholders.
- TUNS™ coordinates the needs of Tenants, WHO only want to gain access to “essential” utility services, and the Utility Company that needs timely cash flow from all utility customer accounts.

Where? TUNS™

- TUNS™ becomes a boots-on-the-ground extension of the Utility Company, engaging Tenants in single-meter properties WHERE they live.
- TUNS™ collects valuable intelligence about users outside the utility customer system, allowing Regulators, Stakeholders, and Utility Companies to manage a broader range of expectations within their service territory.

Solution! TUNNS™

- Customers that choose to be Landlords receive education on rights and responsibilities of being Landlords, the regulations, and the rights of Tenants.
- The Landlord Customer is given every opportunity to bring the account current, to halt the posting of a Notification to Tenants, and to halt the disconnection of the utility service.

Solution! TUNS™

- Tenants are no longer outside of the Utility Company's process, receiving education and information on their rights and responsibilities.
- Engage Tenants directly, at the property, empowering and organizing, to take action to maintain the service as a group, without requiring Customer status.

Solution! TUNNS™

- The Utility Company maintains the confidentiality of their Customer relationship.
- With a consistent application of the TUNNS™ process, behavioral modification will increase compliance within the base of Landlord Customers, reducing *ENDRO* Days (the estimated number of days revenue is outstanding) from the bill due date.

Benefits! TUNS™

- Unlike receiverships, TUNS™ focus is on the unique issues facing urban Utility Companies, addressing the activity and volume of accounts.
- TUNS™ documents pertinent information about tenancy and the property.
- Education and clarity on rights and responsibilities minimizes complaints to Consumer Services groups.
- Tenants are participants in the Utility Company process, with knowledge and empowerment to act on their own behalf to secure service.

Benefits! TUNS™

1. A consistent and systematic application of enforcement; a remedy that brings parity to the handling of Customer accounts that reach the enforceable threshold.
- State-wide uniformity of the enforcement process for single-meter tenant-occupied properties and the rights of these Tenants to continue service.
 - Continuous cash flow from single-meter tenant-occupied properties, eliminating the accumulation of delinquent bills.

Benefits! TUNS™

- Follow-up actions against the Landlord Customer, addressing the Landlord Customer's back bills, separately.
- Landlord Customers receive monthly verification listings of the individual payments from Tenants who pay using the TUNS™ process.
- TUNS™ can be a tool to reduce homelessness and the stock of properties classified as unfit for habitation. TUNS™ can also reduce the feelings of frustration and helplessness Tenants may experience in this situation.

Need! TUNNS™

- States with statues/titles that allow Tenants in a single-meter tenant-occupied property the right to continue service directly with the Utility Company, when the Landlord Customer stops paying the bills. The industry is in **NEED** of a process to give an immediate and simple resolution to this situation, without mandating that Tenants establish new Customer accounts. (YP – some provision exists to continue service)

State	Yes	State	Yes	State	Yes
ALABAMA		COLORADO		HAWAII	
ALASKA		CONNECTICUT	YP	IDAHO	YP
ARIZONA	Yes	DELAWARE	Yes	ILLINOIS	Yes
ARKANSAS		FLORIDA		INDIANA	
CALIFORNIA	Yes	GEORGIA	YP	IOWA	

States	Yes	States	Yes	States	Yes
KANSAS		NEVADA		SOUTH CAROLINA	
KENTUCKY		NEW HAMPSHIRE	YP	SOUTH DAKOTA	
LOUISIANA		NEW JERSEY	YES	TENNESSEE	
MAINE	Yes	NEW MEXICO		TEXAS	
MARYLAND (RUB)	Yes	NEW YORK	YP	UTAH	Yes
MASSACHUSETTS	Yes	NORTH CAROLINA		VERMONT	
MICHIGAN		NORTH DAKOTA		VIRGINIA (RUB)	
MINNESOTA		OHIO		WASHINGTON	
MISSISSIPPI		OKLAHOMA	YP	WEST VIRGINIA	
MISSOURI		OREGON		WISCONSIN	
MONTANA		PENNSYLVANIA	YES	WYOMING	
NEBRASKA		RHODE ISLAND		WASHINGTON D.C.	YP