

In Step  
WITH

## NWP Services Corporation: Delivering Focused Industry-Leading Results in Utility and Energy Management

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*“Using NWP’s services, our customers are able to maximize their utility cost recovery through resident billing and submetering programs, while ensuring they stay compliant with local, state, and federal regulations.”*

### How are your customers managing their businesses more efficiently with your products and services?

Our customers experience a marked reduction in utility costs by ensuring they are recovering the maximum amount of utilities while remaining in compliance with the appropriate regulations. In addition, they can reduce their overall costs through utility invoice management, submetering of individual units, and tracking of rates and usage through alerts. With this data, customers can easily identify areas of concern and take action. Lower utility bills mean better cash flow, increased asset values, and happier residents. But that’s not all our customers experience using our products.

NWP has the industry’s leading and most experienced regulatory legal staff. With our regulatory expertise, we ensure customers:

- Know the regulatory guidelines that are relevant to their properties
- Learn how to legally maximize utility cost recovery
- Gain key insights into their specific situations and the key aspects of emerging legislation

NWP is committed to meeting the highest security, operational, and technological standards, providing customers with the confidence in operational integrity and security they expect. Property management firms require credible assurances that a hosting services and solutions provider has processes and controls in place to provide a stable and secure network, including safe customer data exchange capabilities. NWP’s compliance with SSAE 16, ISAE 3402, and CSAE 3416, as well as PCI standards, help provide the assurances that customer organizations need to be in compliance with required financial reporting and operational standards. To obtain similar assurance without access to a provider’s reports, customers would have to send their own auditors to conduct individual review procedures. Such certifications are only achievable by a select few.

For our fee management customers with international ties, NWP’s compliance with the domestic, international, and Canadian audit standards strengthens investors’ confidence in our platform. Our use of the most advanced software for both development and data center operations is demonstrable evidence of our investment in a secure experience for our customers.

### Describe a case study that best defines your firm’s value proposition for the apartment industry.

NWP released our *Reducing Utility Costs in the Apartment Sector* white paper, in cooperation with Greystar Real Estate Partners, in January of 2014. This study quantitatively documented that Greystar’s managed utility expense program utilizing NWP’s services outperformed utility costs by 43% when compared to the National Apartment Association’s (NAA) *Annual National Survey of Apartment Operating Income and Expense 2012*, published in September 2013. Using NWP’s services, our customers are able to maximize their utility cost recovery through resident billing and submetering programs, while ensuring they stay compliant with local, state, and federal regulations. We can assist them with optimizing and reducing their utility costs through utility invoice processing, payment, and utility benchmarking with Utility Smart. Advanced energy management services provide utility usage alerts and energy procurement opportunities.

#### ABOUT NWP SERVICES CORPORATION

NWP Services Corporation (NWP) is the premier provider for lowering utility costs in the multifamily industry. NWP helps customers maximize utility cost recovery through billing services, payments, and submetering; optimize utility spend with invoice management, benchmarking, and reporting; advance energy management programs; and provides back office management with accounting/IT services.



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### Is there a specific application that customers are investigating or implementing more aggressively lately?

Rate analysis, utility invoice management, and utility alerts are being adopted at an accelerating rate. Utility Smart, one of NWP's award-winning core solutions, is growing very quickly in our market, providing the most advanced utility invoice processing and payment service in multifamily. Our "big data" analytics tools and utility data warehouse allows customers to compare their properties to more than 6 million utility invoices, ensuring the most meaningful benchmarking comparisons.

Financial security in the utility invoice payment arena is of optimum importance when dealing with our customer's money. NWP's utility invoice processing center utilizes a bank holding company that is a member of the U.S. Federal Reserve. As such, it is under the watchful eye of bank regulators. FDIC-monitored transactions and faster processing of bills designed to minimize late fees and avoid potential shutoffs are keystone benefits of our processing platform.

With NWP's direct web-based interface into EPA's Energy Star Portfolio Manager and the ability to control how reporting data is managed and uploaded, we assist our customers with immediate and low-cost compliance reporting.

### How can small property owners benefit from solutions that might be geared towards the larger private owner or REIT?

For smaller companies, doing business with NWP is particularly easy. We offer the same level of service regardless of size. NWP enables small companies to have the level of service and sophistication as larger companies.

For small companies focused on growth or acquisitions, our tenured leadership and staff experience provides invaluable advice, counsel, and planning to smoothly, quickly, and accurately add or transfer new property additions to our proven solutions. We can also minimize the challenges and frustrations of meeting the demands of growth. Our customers can add services from our newest back office support teams to

More information on NWP's solutions and services may be found at [www.nwpsc.com](http://www.nwpsc.com).

manage accounting and IT support through NWP SmartSource so they can spend more time focusing on their future.

### Do you have any major predictions for 2014?

You may have heard the statement "water is the new oil." If you take a look at California's water concerns and those of other cities, such as Austin, TX, you can see the taxing of our water resources. Now more than ever, conservation is important to our future. As the effects of climate change multiply, many portfolios are thinking again about sustainability in the face of emerging public policy.

We're seeing increased governmental scrutiny of energy use and emissions. This last year, Boston, MA, joined many other cities — including New York City, San Francisco, Seattle, Philadelphia, Washington DC, and Austin — in requiring public disclosure of energy benchmarking results. Additionally, EPA is pushing regulated management of GHG emissions through active and proposed amendments to the 40-year-old Clean Air Act.

Portfolios that fail to track and disclose emissions will potentially face financial repercussions. A carbon tax or cap-and-trade program is inevitable. Therefore, portfolios that are not planning or preparing appropriately will face the huge cost of accurately rounding up emissions information. Proactively preparing for the cost of complying with legislation is critical for every size portfolio.

It is no longer acceptable to execute a "sustainability light strategy." Portfolios need to get a jump on the future by anticipating changing regulations and rising resource prices, and meeting the rising standards for sustainability and disclosure. Their response, proactive or reactive, will in turn have a positive or negative impact upon asset values, business reputation, and investors' favor when pursuing new development opportunities.

