



A **Global Payments**
Company

+ appfolio

Zego Utility

Simplify utility management with automated workflows for resident billing, invoice auditing, and accounts payable through Zego's integration with AppFolio.

How it works



We obtain your utility invoices

We automatically retrieve each property's utility invoices from your providers.



We audit, resolve & pay

With Zego Utility Expense Management, Zego audits and resolves exceptions on your behalf. *Zego ensures your invoices are paid accurately and on time.*



We calculate, combine & bill through integrated resident billing

Zego automatically pulls real-time resident data from AppFolio to calculate individual utility and re-uploads resident charges back into AppFolio's resident ledger. We then bill the residents for their portion of utilities electronically or via mail, maximizing your properties' recoverable expense.



Communities thrive

Your staff get time back to spend time on more value-added activities, by removing utility a/p and resident billing from their plate. Utility expenses, billing data and details are integrated with your software, completing a hands-off, seamless process.





Why you'll love Zego Utility



Give time back to your staff

Remove the utility A/P and resident billing burden from their plates



Benefit from cutting edge technology

Tasks such as vacant cost recovery and prebill review are simplified with intelligent automation, saving time and reducing errors



Improve resident experience

Provide one clear, comprehensive bill with rent, utilities and other property charges



Save time on reconciliation

Eliminate manual work-arounds with seamless management software integrations



Grow your bottom line

Maximize your utility recovery; Reduce utility late fees, payment errors and vacant unit theft



Increase conservation

Reduce utility waste by charging residents for their usage



Reduce your risk

Ensure you're abiding by changing regulations with the backing of our legal and regulatory experts



Benchmark across your portfolio

Improve efficiency and savings by benchmarking utility expenses and recovery portfolio-wide



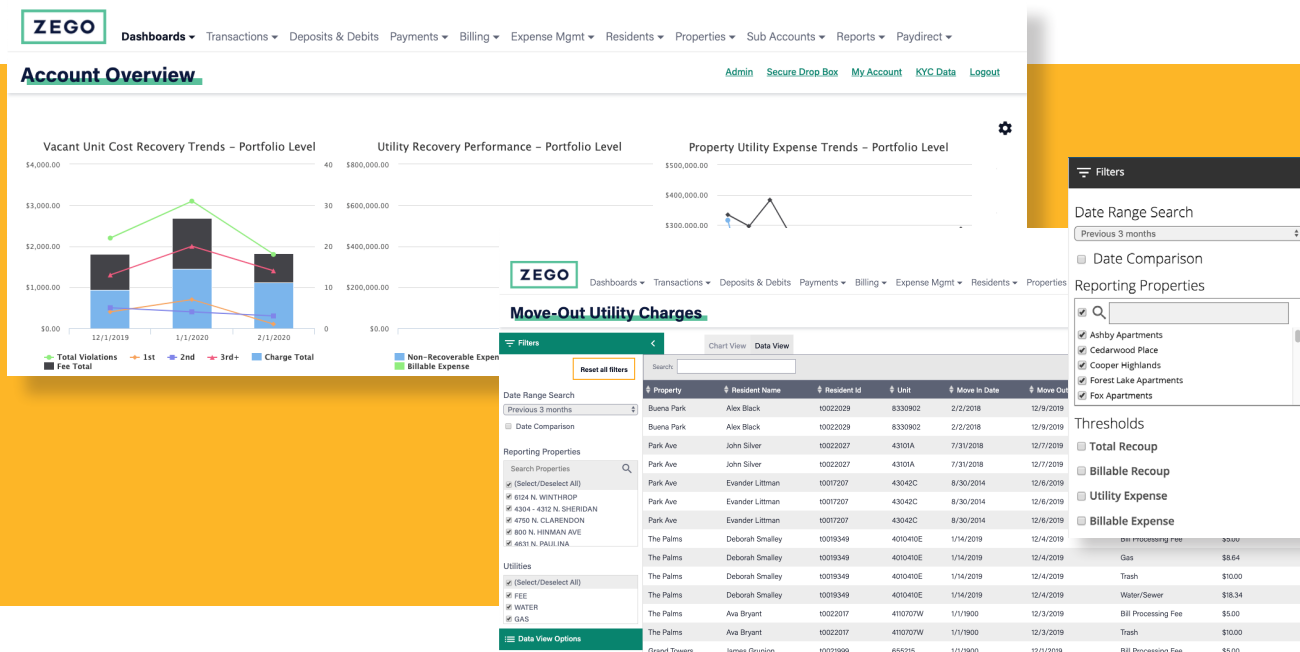
Prevent waste and save costs

Quickly learn about and address abnormal submeter behavior with proactive, customizable meter-level alerts

Utility insights

Maximize utility recoupment, improve efficiency and grow your business

Gain valuable insight into your properties' utility usage, recoupment rates, and portfolio trends with Zego Insights, a FREE business intelligence feature of our Utility solution. In-depth reports and easy-to-understand visual charts help you make data-driven decisions with ease.



Easily access critical data with your customizable dashboard

View accurate, timely data and historical trends to make better decisions, increase utility conservation and improve portfolio health

Improve performance with portfolio benchmarking

Benchmark utility expenses and recoupment rates across individual properties, your entire portfolio, or for certain timeframes

Pinpoint and resolve issues with proactive notifications

Set thresholds for vacant unit charges, utility recoupment levels, and more. Automated alerts will notify you at your desired frequency (daily, weekly, monthly) so you can take corrective action when anomalies happen

View and report on the data that matters to you

Comprehensive reports cover critical queries including: utility usage and recoupment, vacant cost recovery, move-out calculations, submeter health, and more

Keep your team updated with automated report sharing

Save key reports and schedule automated sharing with stakeholders to keep everyone in-the-know and save you time

Access precise usage information with detailed drill-downs

Refine data by portfolio, property, utility type, and more

Quickly identify key insights

Highlight the information you need with clear charts and data visualizations

Clear, comprehensive resident statements

Resident statements may be customized with your property-specific or corporate full color logo. In addition, you have the opportunity to communicate variable messages regarding reward programs, lease renewals, or other property initiatives on each resident billing statement. These messages are fully dynamic and can be programmed to follow the life cycle of the resident. Dynamic messaging is a free feature of our Resident Billing solution.

Opportunity for Custom Branding

Easy ebilling registration to eliminate statements "lost in the mail"

Dynamic Custom Property Messages (Property Specific)

Custom Electronic Payment Link

Detailed View of All Resident Charges Including "Balance Forwards"

Zego
A Global Payments Company
9330 Scranton Road #450
San Diego, CA 92121

Page 1 of 3

Billing Date 05/21/2019
Account Number - 7588

Charge Summary For
705 Helmsdale Rd #510, Frisco, TX 75035

See reverse side of this page for bill details. ➡

\$1527.00
Rental Charges

\$146.84
Utility Charges

=

\$1673.84
Total Amount Due on 06/01/2019

! As of 05/21/2019, your rental charges include a previous unpaid balance of \$85.00.

Get Paperless Statements
or go to resident.gozego.com/sdp and enter pin code XXXXX to sign up

Go Now!

Renew your lease today!
Eliminate the cost & hassle of finding a new apartment.

We love having you as a resident and want to see you stay. Stop by the office or call today to discuss your upcoming renewal options.

Pay your statement online at
www.gozego.com

Total Amount Due on 06/01/2019
\$1673.84

Page 2 of 3

Billing Date 05/21/2019
Account Number - 7588

Rental Charges		Utility Charges & Fees	
Outstanding Balance	\$85.00	Sewer 04/01/2019 - 05/01/2019	\$26.11
Rent	\$1200.00	Sewer Base Fee 04/01/2019-05/01/2019	\$17.58
Internet	\$62.00	Sewer (1970 Gallons) 1970 (Gallons) x 0.00433	\$8.53
Pet Rent	\$120.00	Water 04/01/2019 - 05/01/2019	\$25.66
Trash Fee	\$10.00	Water Base Fee 04/01/2019-05/01/2019	\$10.85
Storage	\$50.00	Water 72 (Gallons) x 0.01	\$0.72
Total Rental Charges	\$1527.00	168 (Gallons) x 0.00879	\$1.48
		1730 (Gallons) x 0.00729	\$12.61
		Gas 04/01/2019 - 05/01/2019	\$73.19
		Gas	\$73.19
		Electric 04/01/2019 - 05/01/2019	\$73.19
		Electric Base Fee	\$73.19
		Electric	\$73.19
		Total Utility Charges and Fees	\$256.66

Do You Have Questions About Your Bill?
For questions and support please contact:

Zego
1-866-540-3246
1-880-512-8935
ResidentSupport@gozego.com

Please detach and return this portion with your check.

Fast and Easy Ways to Pay Your Bill

Pay Online
Login to www.gozego.com/login or download the PayLess mobile app. Payments options include credit or debit cards, eCheck or PayPal. Set up recurring AutoPays, enroll in paperless billing, or make a one-time payment. Plus, opt in to credit reporting to have rent payments applied to your credit history.

Pay by Phone
Call Zego at (866) 540-3246 to make a convenient payment over the phone.

Pay by Mail
Mail check or money order along with this portion of your bill to the following address:
Zego
9330 Scranton Road #450
San Diego, CA 92121

Pay with CashPay
Use your personal CashPay card to make an electronic transaction from one of the 25,000 CheckFreePay locations nationwide including Walmart, Kinart, Kroger and more. Talk to your Property Manager to learn more.

Payment Instructions: All payments must be submitted with the attached remittance. Cash will NOT be accepted. Billing amount best reflects account at time of printing. Any error or omission on this bill does NOT absolve resident of the obligation to pay the correct rent amount and charges in a timely manner. Do not include additional correspondence with your payment. Any questions or comments need to be submitted to the management office.
Late Payment Policy: Rent is due on the 1st. Outstanding balances will be charged a late fee according to your lease agreement. Late payments must be paid with a cashiers check or money order. Additional fees may be assessed according to your lease agreement. The purpose of this communication is to collect a debt.

Painless Prebill

Improve the prebill review process and increase statement accuracy with modern technology. You don't have the time to sift through and review the individual details of every prebill, so Zego Utility is changing the game with modern technology that simplifies this process. Exceptions are clearly highlighted so staff know exactly what to review. Prebills can be easily filtered and necessary adjustments made directly from Zego Admin prior to final statement generation. This not only saves time, but also improves the resident experience by ensuring accurate final statements.

Get to the info you need faster

Filter prebills by various criteria to focus on relevant data points

Increase utility statement accuracy

Utility exceptions such as high usage, or large variance month-over-month are highlighted so staff know exactly what to look at and why

Improve the resident experience

Make any necessary adjustments quickly and easily, directly from Zego Admin before final statement generation

ZEGO Dashboards • Transactions • Deposits & Debits • Payments • Billing • Expense Mgmt • Residents • Properties • Sub Accounts • Reports •

Prebill Summary

Logged as: Primary Property Mgmt [Secure Drop Box](#) [My Account](#) [KYC Data](#) [Logout](#)

Selected Property: Gaslight Commons Billing Cycle: 04/01/2021

Active Exception Clear

20%-50% Variance Instances: 6

Available Tasks

Non Billing Unit Instances: 2

Zero Submeter Usage Instances: 2

High Usage Instances: 13

Zero Dollar Subtotal Instances: 6

Duplicate Units Instances: 1

Filter A Instances: X

Filters

Subtotal Range: [Slider]

Occupant Ct: All

SqFt: All

Column Visibility

Subtotal Range: \$600 - \$1600

Occupant Ct: 2

SqFt: 925

Column Visibility

☒ Tenant Code

☒ Unit #

☒ Name

☒ Move In Date

☒ Lease Start Date

☒ SqFt

☒ Occupant Count

☒ Current Subtotal

☐ Previous Subtotal

☐ Utility Processing Fee

☐ New Amount Fee

☒ Sewer

☒ Water

☐ Difference

Available Exceptions

20%-50% Variance 0 Submeter Usage Non Billing Unit Estimates & True Ups \$0 Utility Subtotal High Submeter Usage

Filtering by: CurrentSubtotal >= 600 CurrentSubtotal <= 1600 Occupant Count <= 2 SqFt <= 925

Charges Summary **Quick Edit**

Tenant Code	Unit #	Name	Move In Date	Lease Start Date	SqFt	Occupant Count	Sewer	Sewer Estimate	Sewer (Usage)	Water	Water Estimate	Water (Usage)	Water Base Fee		
9359	M3	Dorlene Robertson	5/19/12	5/19/12	556	1	\$39.91	T	6910	\$18.37	6910	\$0.78	\$5.25	\$64.31	
5948	M25	Wade Warren	8/15/17	8/15/17	548	1	\$43.06	e1	1980	\$43.47	1980	\$0.78	\$5.25	\$92.56	
6065	M32	Jenny Wilson	9/23/16	9/23/16	886	3	\$22.31		4660	\$12.21	T	4660	\$0.78	\$5.25	\$40.45
1374	M36	Gay Hawkins	6/21/19	6/21/19	100	2	\$12.80	T	3870	\$42.54	e3	3870	\$0.78	\$5.25	\$61.37
5028	M26	Cameron Williamson	4/21/20	4/21/20	353	1	\$43.38	e3	1100	\$20.53	e1	1100	\$0.78	\$5.25	\$69.94
9462	M32	Courtney Henry	6/21/19	6/21/19	100	2	\$26.45	T	5050	\$23.42	T	5050	\$0.78	\$5.25	\$55.90
9261	M87	Kathryn Murphy	6/21/19	6/21/19	556	1	\$41.20		3530	\$32.05		3530	\$0.78	\$5.25	\$79.28
4349	M25	Annette Black	8/15/17	8/15/17	548	1	\$39.86	e1	2930	\$14.02	e1	2930	\$0.78	\$5.25	\$59.91
6690	M44	Esther Howard	9/23/16	9/23/16	905	3	\$12.98	e3	8500	\$17.79	e3	8500	\$0.78	\$5.25	\$36.20

Easily view prebills by exception type

Filter prebills as needed

Quickly edit and update

“Dealing with utilities has been a drastic improvement because we now have full insight into that data. Recovering those costs from residents is more streamlined and has even led to more on-time payments because residents pay rent and utilities at the same time”

—Jennifer Howard, CFO, Boutique Apartments

World class service & support

At Zego, we hang our hat on delivering personalized support and strategic guidance that you won't find anywhere else. We are a four-time winner of the Stevie Award honoring customer service and offer comprehensive resident support. Our proactive Client Success Advocates provide best practices and recommendations to ensure you are getting full value from the platform.



Professional services onboarding

Our thorough implementation process is guided by specialists in your industry, who will ensure you are up and running quickly and painlessly.



Strategic client success

The Zego Client Success Advocates offer ongoing strategic guidance, account reviews, and best practices to help you achieve your portfolio's growth goals.



Day-to-day property support

The Zego Client Support team is available to answer your staff's day-to-day questions. You'll also have access to Zego Communities, a thorough knowledge base with answers to frequently asked questions, helpful training resources, videos and how-to articles.



Resident experience team

Our team is available to take phone payments, provide technical support and answer resident questions.

