

How Skyline does it

Take over water/gas/power after new owner signing or at time of relisting

Billing charged to tenant ledger monthly or charged to owner during vacancy

Became authorized seller of utilities services in deregulated markets as well as home services

Charge one-time utilities transfer fees to owners and monthly billing convenience fees to tenants

Pros

Additional revenue streams

- One-time commission and percentage of all monthly bills as a resaler
- Monthly billing convenience fees
- Upfront owner set-up fee

Better service and more convenience to tenants

Less headache for owners

Better marketing to tenants and owners

Lessons Learned

Plan	Plan to hire a VA to handle in-house utilities management
Prepare	Prepare for additional time spent on answering tenant calls on bills, service issues, etc
Create	Create a tracking system for bills received/paid and charged to tenants/owners
Adjust	Adjust your onboarding process for new owners to include <ul style="list-style-type: none">•Switching utilities•Make sure switch is successful•Field agent to make sure utilities are on before move in

Lessons Learned cont'd

Prepare for unpaid bills and have the ability to foot the deposits and bills upfront. 15-20% of bills will be uncollected

Expect profits to start after year 1 as program takes time to roll up and there are upfront expenses