



Energy Billing FAQs – The Village at False Creek

Who is Enerpro Systems?

Enerpro Systems Corp. has been a leading provider of comprehensive energy management systems for new building construction and existing building retrofits since 1996. Our programs maximize efficiencies in energy and water use, reduce consumption and provide numerous economic and environmental benefits for a wide range of building types.

We are the billing services provider for in-suite energy consumption at the Village on False Creek. We provide invoices for the heating, cooling, hot water and cold water consumed by your suite. We work for each strata corporation as a billing services provider and remit the funds from in-suite consumption to your property manager.

How often will I receive an invoice from Enerpro?

You will receive an invoice bi-monthly.

When are my payments due?

The payment due date is 25 days after the invoice date.

Who do I contact if I have a billing inquiry?

Please contact Enerpro at 604-982-9155 or via e-mail at Billing@enerprosystems.com

How are my invoices calculated?

Invoices are calculated on a cost allocation basis. There are dedicated meters for each suite. Each unit has measurement devices installed to measure the consumption of hot water, cold water, heating and cooling. This consumption is specific to your unit. If you reduce your energy consumption, you will pay less than if you do not reduce your energy use.

The rates charged are established by the building's utility providers, which include:

1. Neighbourhood energy utility
2. City of Vancouver
3. BC Hydro

Will my bill match the estimated consumption on my display?

No, your display provides the estimated consumption compared with the previous month's consumption. Your display is for user awareness only and is not meant to be compared with your invoice. Your bill represents the actual consumption from dedicated, meters for your suite. The meters meet or exceed international industry standards for accuracy.



What information does the in suite display provide?

1. Heating shows the approximate use in KWH (kilowatt hours).
2. Cooling shows the approximate use in KWH.
3. Hot water shows the approximate litres consumed.
4. Cold water shows the approximate litres consumed.
5. Electricity shows the approximate current use and the estimated cost in KWH.

Please note this is for display purposes only and you will be billed for heating, cooling, hot water and cold water through Enerpro and electricity thru BC Hydro.

What does the consumption light indicator mean?

The consumption light indicator is for your electricity use only.

- A green Light = below average consumption
- A yellow Light = average consumption
- A red Light = above average consumption

How long will my display battery last?

The battery should last 24 to 48 hours depending on how much you use it while it is off its mount.

Who should I contact if I break my display or it will not connect?

Please contact ENERGY AWARE at: (604) 638 - 7763

Under which name should the energy account be set up?

The legal name of the owner of the suite.

What if I have a renter?

The name on the account remains the legal name of the owner of the suite. However, the Renter's name can be added as "care of" (c/o).

Can my renter sign up for Pre-Authorized payments?

Yes. The renter's name will then be added on to the account as "care of".

What date do I enter as the start date for energy services?

The start date for energy services is the closing date of sale on the unit.

Who do I contact if my suites utilities are not functioning properly?

Please contact your property manager.



Does Enerpro Systems supply any utilities?

Enerpro Systems does not supply any utilities for our Village on False Creek clients. We only report on the energy consumption and bill for the energy consumed accordingly.

What is the administration fee on my bill?

The administration fee on your invoice is a fee by Enerpro Systems. This fee covers costs such as paper, mailing envelopes, mailing costs, reading meters, labour costs, etc.

What is the account set up fee?

Whenever a customer moves into one of our service locations, Enerpro Systems has to take a final meter reading, create a final bill and disconnect the previous customer. We then assign a new customer number and connect the new customer. The New Account Setup Fee covers our costs in taking these steps. This charge will show up on your account activation form. We do not charge this fee upon moving out.

How can I be confident that your energy consumption information is accurate?

Every device installed in your suite or building to measure energy consumption complies with various national and international standards. We ensure that these devices have been tested and are working properly. We do not charge a mark-up on energy and water costs – we only charge the energy and water use rates established by the utility providers for the building. In the unlikely event that the accuracy of a meter is questioned, a dispute resolution policy is available for your review.