



Frequently Asked Questions

Q: What is Multifamily Utility Company?

A: Multifamily Utility Company is a utility allocation, billing and collection company specializing in billing back utility costs associated with your apartment. Multifamily Utility provides an up-to-date and accurate billing to each resident on a monthly basis. The billing statement provides an itemized list of your utility and amenity charges.

Q: Why is my apartment community doing this?

A: The owner of your apartment community has implemented Multifamily Utility's billing service to encourage conservation of our natural resources, and to recover the utility expenses used by the residents. Studies have shown that if residents pay for their utilities, usage of those utilities declines by up to 27 percent. Visit our Conservation webpage for helpful tips to reduce water and energy consumption.

Q: How are utilities allocated to the residents?

A: Utilities are typically allocated by square footage for gas heat and hot water which are not individually metered to each apartment unit. Water and sewer, also not individually metered, are allocated by a combination of the number of occupants per apartment unit and the unit square footage. Our allocation methods provide the most consistent and accurate way of allocating resident utility usage to the population of the apartment community.

Q: Why are my utility bills different each month?

A: Since Multifamily Utility only allocates and bills from actual property utility charges, those monthly bill amounts will vary from month to month just as your utility bill from your utility provider varies. This variation depends upon the average daily temperatures, the number of occupants per apartment unit, the square footage of the apartment unit and the number of days between the meter readings at the apartment community.

Q: What happens if I don't pay my utility bill on time?

A: A late charge will be assessed if payment is not received by Multifamily Utility by the due date printed on the billing statement. Payment should always be mailed prior to the due date on the bill in order to avoid any late charges.

Q: Do I have to notify Multifamily Utility to turn on or turn off my utilities when moving in or moving out?

A: Your property manager will notify us. All move-in and move-out information is provided to us on a weekly basis through computer reports generated by the apartment management staff. You do, however, need to notify the phone and cable companies, utility provider and other companies providing individual services to your apartment unit.

Q: What is the best way to reach Multifamily Utility?

A: Customer service is an ongoing priority with Multifamily Utility Company. Customer service representatives can be reached by phone (1-800-501-6820) or email 24 hours a day, 7 days a week. For specific account questions (other than account charges and payments) we recommend contacting us via e-mail at info@multifamilyutility.com. An account manager will get back to you as soon as possible.