



ENERGY311

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Diamond Valley RV Park Case Study

From Crisis to Confidence: How Energy311 Rescued a 200-Unit Property with Smart Metering

Executive Summary



Client

Izushin Corp (Mike C., CEO)



Property

Diamond Valley RV Park, California



Scale

200+ units



Timeline

Contract signed August–September 2025 | Go-live December 2025

Challenge

Critical billing crisis with 2-month gap after vendor abandonment

Result

\$271,755 in Net Operating Income (Oct 2025–Sep 2026), 100% billing accuracy, complete crisis resolution



THE CHALLENGE

Critical Billing Crisis

When Energy311 was contacted, Diamond Valley RV Park faced a **critical operational emergency**:

- **Vendor abandonment**: Previous provider abruptly stopped all billing services with zero transition period, leading to a two-month billing blackout in October & November 2025 with no invoices sent to 200+ tenants.
- **60 days behind schedule**: This created severe cash flow issues and mounting tenant confusion.
- **Systemic accuracy problems**: Approximately **70 meters had misreadings** due to manual reading errors.
- **Operational emergency**: Outdated technology and technical limitations meant the previous system couldn't handle modern rate structures, SCE's quarterly rate changes, 15-minute interval data, or complex discounts (medical baseline, CARE/FERA). This led to regulatory compliance failures, tenant frustration, and zero visibility for property managers.
- **Timeline Crisis**: From late September to December 2025, the property experienced a complete billing blackout, with urgency mounting as tenants became anxious to pay.

The property faced potential tenant relations disasters, regulatory issues, and significant financial losses.

THE SOLUTION

Energy311's Rapid Smart Meter Implementation

Energy311 deployed a complete transformation in under 90 days:

01

Complete Smart Meter Deployment

- **200+ wireless smart meters** installed across entire property by November 10, 2025.
- **Real-time energy monitoring** with **15-minute interval readings** for all units.
- **Eliminated 100% of manual reading errors.**

02

Advanced Billing Platform – "To the Penny" Accuracy

Energy311's system handled accurate Time-of-Use calculations based on actual usage, automatic quarterly rate updates, and complex rate combinations including discounts.

- Achieved **"to the penny" accuracy** against SCE rate schedules.
- Provided **seamless Rent Manager integration** with automated posting.

03

AI-Powered Customer Service Excellence

Energy311's automation efficiently managed administrative tasks:

- **AI-powered CARE tenant processing** for monthly updates.
- **Automated profit analysis** with real-time reports.
- **Exception handling** for billing anomalies and unusual usage.
- Provided a **tenant portal** for self-service access.

04

Backlog Resolution

- **Manually calculated** October & November bills using available data.
- **Corrected 70+ meter misreadings** through analysis and on-site audits.
- **Offered payment plan options** to tenants.

05

December Go-Live Success

- **First full month** of automated smart meter billing with 15-minute interval accuracy.
- **Bills successfully posted** to Rent Manager and distributed to tenants January 2, 2026.
- **System stabilized** and running smoothly with automated monthly processing.

RESULTS & IMPACT

Energy311's rapid deployment and innovative solutions delivered significant operational improvements and direct monetary benefits, transforming Diamond Valley RV Park's billing and tenant experience.



Client Testimonial

"Energy311 rescued us from a critical situation. Their team not only solved our immediate billing crisis but also provided a cutting-edge system that has fundamentally improved our operations and saved our tenants significant money. Their accuracy and efficiency are unmatched."

— Property Manager, Diamond Valley RV Park



Operational Transformation

1

Complete Smart Meter Deployment:

Over 200 wireless smart meters installed in under 90 days, enabling real-time energy monitoring with 15-minute interval readings and eliminating 100% of manual reading errors.

2

Advanced Billing Platform:

Implemented a "to the penny" accurate system for Time-of-Use calculations, automatic quarterly rate updates, and complex rate combinations, including discounts and seamless integration with Rent Manager.

3

AI-Powered Customer Service:

Automated CARE tenant processing, real-time profit analysis, and efficient exception handling, complemented by a tenant self-service portal.

4

Backlog Resolution:

Successfully calculated and corrected October & November bills, addressing 70+ meter misreadings and offering flexible payment options for tenants.

5

Stabilized Go-Live:

Achieved full automated smart meter billing by December 2025, with bills successfully posted and distributed by January 2, 2026, and the system running smoothly.

Property Owner Revenue & NOI Impact

\$271,755 in Net Operating Income (Oct 2025 - Sep 2026: Oct-Dec Actual, Jan-Sep Estimated)

Monthly NOI Trend

Energy311's system immediately began capturing previously lost revenue, demonstrating significant growth in Net Operating Income (NOI). Monthly NOI rose from \$15,174.50 in October 2025 to a peak of \$43,327.69 by August 2026, reflecting the system's ability to accurately capture and bill energy usage. October, November, and December 2025 represent actual NOI figures. January through September 2026 are projections based on usage patterns and rate structures.

Revenue Breakdown (Oct 2025 - Sep 2026)

- Total Revenue: \$344,887.43
 - Service Fees: \$22,554.00
 - NBC Charges: \$19,549.82
 - Total Fees: \$42,103.82
 - Net Operating Income: \$302,783.61
- Energy311's accurate metering and billing system enabled the property to capture previously lost revenue from the 2-month billing blackout.
 - Monthly NOI grew significantly as the system stabilized and optimized billing accuracy.
 - The property now has a reliable, automated revenue stream with zero manual billing errors.
 - Service fees and NBC charges provide additional revenue streams beyond base energy billing.



RESULTS & OUTCOME

Successful Implementation (January 2026)



System Stabilized

"I realize this month was a bit of a headache. Next month will be much smoother" — Alex, Energy311 (Jan 5, 2026)

- All 200+ units successfully billed with smart meter data
- Statements approved and distributed
- Automated processes running smoothly



Client Satisfaction

"We appreciate your hard work. Please go ahead and implement it on all accounts" — Mooshy, Property Management (Dec 11, 2025)

"Mooshy and the statements look good" — Lu, Property Management (Jan 5, 2026)

- Management approved final bill format
- Positive feedback on system implementation
- Strong working relationship established



Tenant Acceptance

- Bills distributed on rent day (January 2, 2026)
- Payment plan options offered for back billing
- **Significant cost savings realized immediately**
- Positive reception to transparent, accurate billing

Operational Improvements

- **Real-time monitoring capability** for property management
- **Eliminated 100% of manual reading errors**
- **Automated monthly billing process** requiring minimal staff time
- **Detailed usage transparency** for both management and tenants

Future Enhancements Planned

- Expand solution to other RV parks (1000+ units)
- Continued billing optimization
- Additional analytics and reporting features

BOTTOM LINE

Energy311 swiftly resolved a critical billing crisis, delivering accurate billing, significant tenant savings, and fully automated operations. This powerful solution transformed complex challenges into measurable value for both property owners and residents.

The Diamond Valley RV Park implementation demonstrates **Energy311's ability to handle complex, time-sensitive deployments while delivering measurable value** to both property owners and tenants through technology that works.



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