



ENERGY311

Be Your Own Power Grid™

Energy311 AI Assistant: The Only Solar Billing Platform with Conversational AI

Transforming Complex Solar Billing into Simple Conversations

Pre-Bill Validation

Ensure billing accuracy and compliance before invoices are sent, significantly reducing errors and disputes.

24/7 Automated Support

Provide instant, round-the-clock assistance to customers, resolving common queries efficiently and enhancing satisfaction.

Risk Management

Proactively identify and mitigate potential billing risks, protecting revenue and maintaining regulatory compliance.

Operational Efficiency

Streamline complex billing processes, automating tasks to save time, reduce costs, and free up valuable resources.

"Energy311's AI Assistant has revolutionized our solar billing process. The accuracy and efficiency are unmatched, and our customer satisfaction has soared!"

– A Satisfied Energy Provider

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The Four Critical Problems in Solar Billing

Based on extensive customer feedback, we've identified the top challenges property managers face, ranked by severity and impact on operations.

1

Multi-Tenant Billing Complexity

100% of customers cite this challenge

Managing 40+ utility rate structures, Time-of-Use rates that change by hour and season, CARE/FERA discount programs (20-35% reductions), medical baseline allowances, and 15-minute interval data processing creates overwhelming complexity.

"I tried doing billing by myself and it's a nightmare. My tenants don't believe the bills are valid."

- Manual billing errors lead to tenant disputes
- Revenue leakage from incorrect rate application
- Time-consuming Excel spreadsheet management
- Inability to justify bills to questioning tenants

2

Legal/Compliance/Risk

92% of customers face this issue

"I'm afraid I'm going to get sued"

Tenant disputes over billing accuracy, regulatory compliance with utility commission rules, CARE/FERA enrollment verification, and audit trail requirements create significant legal liability.

- Legal liability for billing errors
- Regulatory penalties for non-compliance
- Reputational damage from tenant complaints
- Cost of dispute resolution and corrections

3

Manual Process Inefficiencies

85% struggle with operational costs

Hours spent manually processing meter data, copy-paste errors between systems, time-consuming variance analysis, and repetitive tenant inquiry responses drain resources.

- High operational costs (1 support staff per 200-300 units)
- 15-30 minute response time for each billing inquiry
- 40-60 minutes for portfolio analysis reports
- Scaling requires proportional headcount growth

4

System Monitoring Failures

77% lack visibility into solar performance

"I have no idea if my solar is even working. My system crashes every month."

- No visibility into solar production anomalies
- Inverter failures go undetected for days or weeks
- Meter reading gaps cause billing delays
- No proactive alerts for data quality issues

AI Assistant: The Solution

Energy311's AI Assistant directly addresses each critical challenge through intelligent automation and conversational access to platform capabilities. Instead of navigating complex dashboards and exporting to Excel, property managers simply ask questions in natural language.



Solving Multi-Tenant Billing Complexity

Ask questions in plain English like 'Show me which units had the biggest bill increases this month' and get instant answers with clear breakdowns. AI automatically applies correct TOU rates, CARE discounts, and baseline allowances while generating tenant-friendly explanations of complex calculations.



Solving Legal/Compliance/Risk

AI Pre-Bill Validation acts as a safety net, automatically comparing consecutive bills, flagging unusual increases before sending, and providing root cause analysis with defensible explanations for tenant inquiries.



Solving Manual Process Inefficiencies

Email auto-response handles routine operational requests automatically. Tenant move-outs, account holds, and custom reporting that took 15-60 minutes now complete in 30 seconds.



Solving System Monitoring Failures

AI proactive monitoring continuously checks solar production patterns, validates meter data, generates automated anomaly reports, and provides predictive alerts for potential issues.

"It was a no brainer. After the tax breaks, the solar system practically paid for itself, and we had a new warranted and maintained roof and solar system. Energy311 has made our transition to solar on our tenant occupied buildings possible and profitable."

— Rob Ross, Harry Ross Industries

See It In Action: Real Use Cases



Pre-Bill Risk Assessment

Query: "Compare Feb 2025 to March 2025 bills by unit"

AI generates sortable table with percentage differences, flags top anomalies for review, and identifies unusual bill increases before sending to tenants.

Time Saved: 40–60 minutes → 30 seconds



Root Cause Analysis

Query: "Why did Unit 39–3 have such a big bill difference?"

AI breaks down usage by time-of-use periods, compares rate structures and billing period lengths, calculates contributing factors with percentages.

Time Saved: 15–20 minutes → 30 seconds



Solar Anomaly Detection

Query: "Something strange happening on Dec 25. Can you fix?"

AI detects impossible production spike (204 kWh in 15 minutes), applies energy-preserving smoothing, validates total daily energy unchanged.

Time Saved: 30–45 minutes → Automatic correction



Pre-Bill Data Validation

AI checks data completeness for all units, reports specific data gaps with percentages, requests explicit confirmation to proceed with incomplete data.



Custom Portfolio Reporting

Generate park-level P&L reports for Q4 with all revenue, costs, and solar production by business park in 2 minutes instead of 60–90 minutes.



Multi-Metric Visualization

Create graphs of solar and grid usage with dual-axis comparison charts, net consumption calculations, and exportable data tables.

The Platform Foundation: Three Pillars

The AI Assistant is powered by a sophisticated platform built on three core pillars that ensure accuracy, profitability, and trust.

Pillar 1: Accurate Billing

"To the Penny" Precision

Multi-Utility Rate Engine: 40+ utility rate structures actively maintained with automatic quarterly rate updates (SCE, PG&E, SDG&E, ConEd). Complex calculation engine handles simultaneous standard residential rates, CARE/FERA low-income discounts (20–35% reductions), medical baseline allowances, solar discounts, and seasonal variations.

15-Minute Interval Billing: Processes granular Time-of-Use data from smart meters for accurate peak/off-peak charge calculations with solar production and grid consumption synchronized.

Integration with Diverse Metering:

UtilityAPI, Green Button, SolarEdge®, Enphase®, Fronius®, Sol-Ark®, SMA®, EKMMeter®, AccuEnergy®, Elkor®, Sense®

Every bill is mathematically verifiable against utility rate schedules

Pillar 2: Maximizing Owner Profit

Real-Time Financial Intelligence

Real-Time Financial Reporting: Owner revenue by unit, building, property with tenant cost breakdown, profit margins and trends, CARE/FERA discount impact, and ROI tracking on solar investment.

No Revenue Leakage: 15-minute TOU billing captures exact peak/off-peak revenue. Accurate CARE/FERA application prevents over-discounting. Solar credit allocation optimized for owner profit with automated reconciliation.

Deep PM System Integration: Native, bi-directional integration with RentManager®, Yardi®, AppFolio®, Buildium®, RealPage®, Entrata®, MRI Software®. Automatic tenant synchronization for move-ins, move-outs, unit transfers, and status changes. Bills automatically post as line items with payment tracking.

Complete financial visibility for data-driven decisions

Pillar 3: Tenant Trust

Transparency & Experience

Familiar Billing Experience: Invoices formatted to resemble local utility bills with clear breakdowns of solar savings, transparent treatment of CARE, baseline, and TOU rates, plus co-branded options for property management companies.

Tenant Portal Access: Self-service view of usage data and billing history, detailed statements showing TOU charges and discounts, payment flexibility with multiple options, and 24/7 AI-powered customer service.

Proactive Communication: AI explains bill variances before tenants ask, provides usage pattern insights and conservation tips, sends automated notifications for large bill changes, and offers responsive support through conversational interface.

Tenants understand and trust their bills, reducing disputes

Security & Architecture

Sandboxed Execution: AI operations run in secure sandboxes completely separate from production platform with zero platform access and isolated code execution.

Owner-Scoped Authentication: Every AI request authenticated with owner-specific credentials. Strict API authorization ensures users and AI can ONLY access their own properties.

Compliance: ISO/IEC 27001, SOC 1/2/3, PCI DSS, FedRAMP standards. SOC 2 Type II certified. GDPR compliant for tenant data privacy.

Real Customer Results & ROI

Diamond Valley RV Park

Crisis to Confidence

Property: Diamond Valley RV Park, California

Scale: 200+ units

The Crisis: Previous vendor (VCS) abandoned property with zero transition period, creating a 2-month billing blackout (October & November 2025). 70+ meters had misreadings from manual errors. VCS couldn't handle SCE's quarterly rate changes or 15-minute interval billing.

Energy311's Solution: 200+ wireless smart meters installed in under 90 days, AI-powered CARE tenant processing, "to the penny" accuracy with 15-minute interval TOU billing, automated quarterly rate updates, and seamless Rent Manager integration.

Results:

- **\$271,755 annual NOI (est. 2026)**
- **100% billing accuracy** with automated validation
- **Crisis resolved** in under 2 months
- **Zero manual CARE processing** through AI automation

"We appreciate your hard work. Please go ahead and implement it on all accounts."

— Mike, Property Owner

Chiquita Banana Cold Storage

Large Rooftop Tracking Solar System

Project: 1.3MW cold storage facility for Tenant

The Challenge: How to bill solar energy to tenant without 25-year PPA risk while maximizing owner profit and providing tenant savings.

Energy311's Solution: Flexible billing at current utility rates (not locked PPA pricing), real-time profit analysis for owner visibility, and transparent tenant billing with solar credit breakdown.

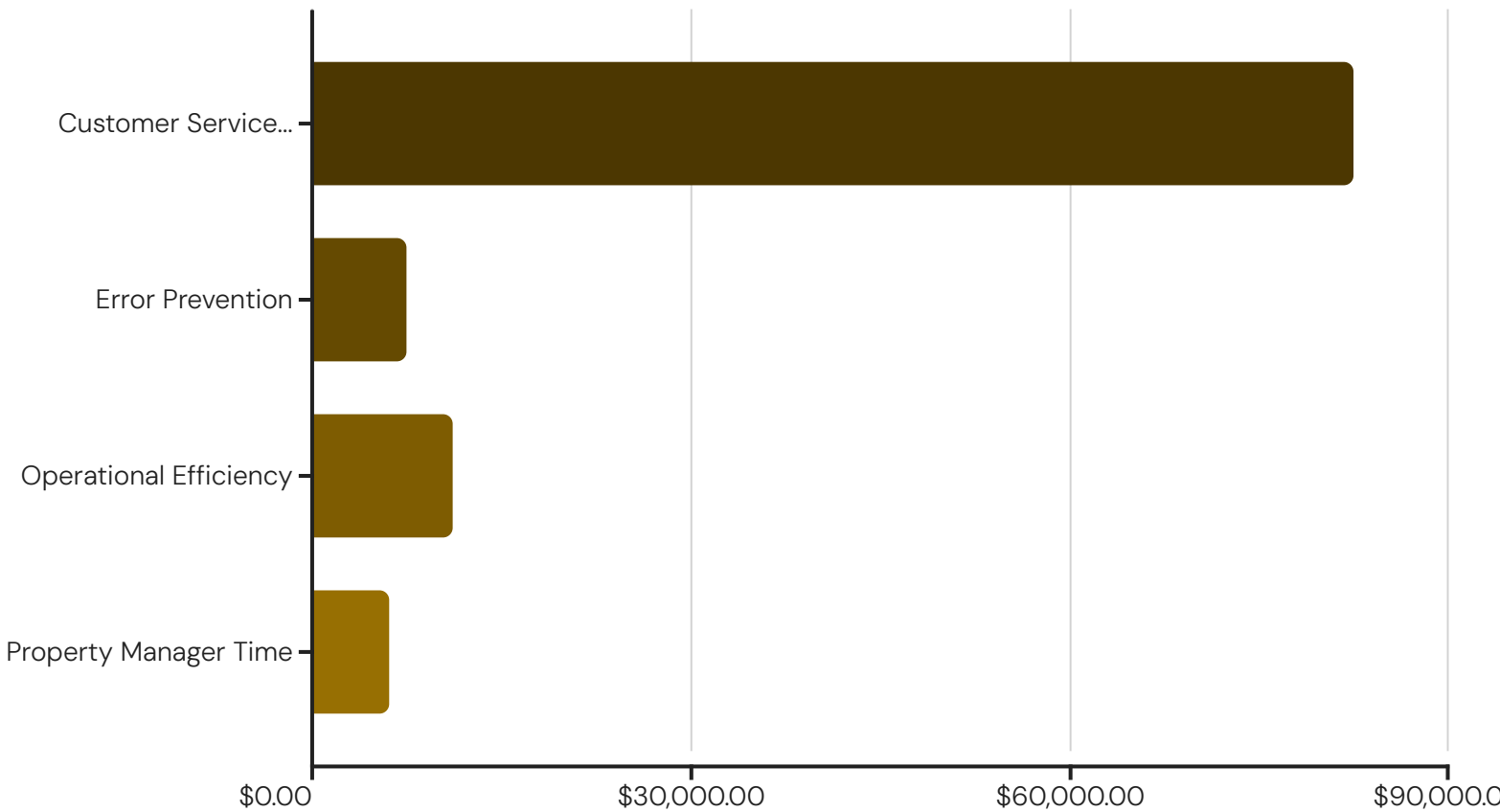
Results:

- **\$330k+ annual NOI**
- **\$25k/year electricity savings** for Tenant
- **3.1 year break-even** on \$5M solar investment
- **\$4.7M increase in building value** (first year)
- **\$13.7M projected revenue** over 25 years

"It was a no brainer. After the tax breaks, the solar system practically paid for itself, and we had a new warranted and maintained roof and solar system. Energy311 has made our transition to solar on our tenant occupied buildings possible and profitable."

— Rob

Cost Savings for 500-Unit Portfolio



Total Annual Savings: \$77,767 - \$159,267

AI Assistant Cost: ~\$10,000-\$20,000/year

Net ROI: 4-8X within first year

Operational Efficiency Gains

- **Email Response Time:** Hours/days → Instant
- **Billing Inquiry Resolution:** 15-30 minutes → 30 seconds
- **Report Generation:** 40-60 minutes → 2 minutes
- **Portfolio Analysis:** 60-90 minutes → 2 minutes

90%

Error Reduction

Fewer billing errors through automated validation

100%

CARE Accuracy

Through AI document processing

0

Manual Reading Errors

With smart meters

Competitive Differentiation

Energy311 stands alone in combining proven billing technology, deep integrations, and conversational AI. We don't compete with property management software—we enhance it.

Feature	PM Software (Yardi, RentManager, etc.)	Legacy Billing Services	Generic AI (ChatGPT, Claude)	Energy311
Utility Billing	✓	✓	✗	✓
15-Minute Interval Processing	✗	✗	✗	✓
Solar Credit Allocation	✗	✗	✗	✓
CARE/FERA Automation	✗	✗	✗	✓
AI Assistant	✗	✗	✓	✓
Tenant Management	✓	✗	✗	✓
Modern Rate Engine	✗	✗	✗	✓
AI Document Processing	✗	✗	✗	✓
Real-Time Profit Analysis	✗	✗	✗	✓
Direct Platform Integration	✗	✗	✗	✓
Domain Expertise	✓	✓	✗	✓
Action Capabilities	✓	✗	✗	✓
Security Controls	✓	✓	✗	✓
Audit Trails	✓	✓	✗	✓

"I've spoken to 5 separate solar developers, no one has proposed something that made financial sense for both tenant and landlords at commercial properties, until you came with Energy311's solution."

— Daniel S., IRA Capital

Getting Started

Access Methods

01

Web Chat Interface

URL: chat.energy311.com

Mobile-responsive design accessible from any device.
No training required—natural language interface.

02

Email Integration

Forward property manager requests to AI assistant with automatic response and approval workflows.

03

Document Upload

Drag-and-drop PDF/Excel processing. AI extracts data from utility documents for automatic CARE/FERA enrollment updates.

Best Practices



Ask Follow-Up Questions

AI maintains conversation context. Drill deeper into any analysis, request additional details or clarification.



Upload Documents

Utility bills for validation, CARE/FERA enrollment PDFs from utility, custom rate schedules.

Example Queries to Try

Billing Analysis

- "Show me unpaid bills for November"
- "Find the largest bill increases this quarter"
- "Explain the bill variance for Unit 48"
- "Compare Feb to March bills by unit"

Solar Monitoring

- "Which units have the highest solar production?"
- "Check for solar anomalies in December"
- "Graph 15-minute solar production for last week"

Operations

- "Create bills for December 1-31"
- "Update tenant CARE status from the PDF I uploaded"
- "Generate park-level P&L report for Q4"
- "Close account for Space #17 - tenant moved out Dec 22"



Request Excel Exports

Large datasets exported to spreadsheets with custom formatting for accounting import and sortable tables for further analysis.



Use Natural Language

No technical syntax required. Ask questions as you would to a colleague. AI understands context and intent.

Conclusion & Next Steps

The AI Advantage

Energy311 has transformed solar billing from a complex technical challenge into a conversational experience.

1

From Complexity to Simplicity

40+ utility rate structures → "How much did we save on solar last quarter?"

Hours of Excel analysis → "Which units had the biggest bill increases?"

2

From Reactive to Proactive

Tenant complaints → Pre-bill validation catches errors first

Support tickets → 24/7 automated responses

3

From Scaling Headcount to Scaling Intelligence

1 support person per 200-300 units → AI handles 1,000+ units

\$45K-\$120K annual support costs → \$10K-\$20K AI platform

Energy311's Vision

Making renewable energy profitable and transparent for property owners while delivering tenant savings and trust.



AI as the Bridge

Between data complexity and operational clarity. Between platform capabilities and conversational simplicity. Between current operations and scalable growth.

The Bottom Line

Energy311 is the only solar billing platform that combines proven technology, deep integrations, and conversational AI to make complex solar billing simple.

"I'd love to go head-to-head against a competitor that is proposing a PPA; you guys give control back to the property owner."

— RMarie, Solar Developer

Get Started Today

1

Request Demo Access

Email: sales@energy311.com

Phone: (858) 255-1664

Website: energy311.com

2

Pilot Program

- Upload sample property data
- Test AI capabilities with your actual bills
- See ROI calculation for your portfolio

3

Schedule Consultation

- Review your current billing setup
- Discuss integration with your PM system
- Get custom implementation timeline