

# PowerStream Energy Services Called in to Correct Faulty Sub-Metering Solution

When **PowerStream Energy Services (PESI)** took over the sub-metering contract for **Xpression Condominiums** in Richmond Hill, the building was facing multiple challenges and required support from a sub-metering dream team.

Inferior plastic water meters installed in the 452-unit building by the original sub-metering contractor were causing significant billing errors, escalating complaints from residents, and reputational damage for the condominium developer.

“We needed a rescue plan, a total turnkey solution. We knew that PowerStream Energy Services had the experience and expertise to deliver for us, and they did just that,” said **Julian McNabb**, who was one of the property managers responsible for Xpression Condominiums.

PESI provides sub-metering services for electric, water, thermal and gas to customers in Ontario and across Canada. “Our approach ensures that unit owners are charged based on their actual consumption, empowering them to manage their energy use effectively,” said **Joe Casola**, **Director of Sub-Metering** at PESI. “At the same time, it gives property managers peace of mind, knowing that billing is precise and fair.”



“

Transparent and accurate billing is critical, so we took swift action to address the metering issue as soon as possible.

”

**Joe Casola**  
**Director of Sub-Metering**  
**PowerStream Energy Services**

# The Right Sub-Metering Solution, Every Time

---

PowerStream Energy Services quickly tackled Xpression Condominium's sub-metering issues, conducting thorough physical inspections to recommission the existing water meters. This ensured accurate consumption readings and eliminated billing discrepancies—all at no cost to the developer or condominium corporation. "Inaccurate information can ultimately lead to cash-flow issues for property managers, because the condo corporation is responsible for paying any shortfall between what the meter reads and what unit owners are charged," said Casola.

Doing it right the first time, and every time, is as important to customers as it is for PESI. "When you partner with us, you're choosing a company supported by one of the largest municipally-owned electricity distributors in Canada," said Casola. "We bring the stability and expertise of long-term asset ownership."

## Building Trust into Every Project

---

For the Xpression Condominiums project, PESI resolved the sub-metering installation and commissioning issues inherited from the previous sub-metering provider, earning the trust of both the developer and property management team. "Working on this project, I saw how experienced the PowerStream Energy Services team was. Today, I work exclusively with PESI," said **Tasso Eracles**, formerly a member of the property management team at Xpression Condominiums. "I am very concerned with the trust factor. When I make recommendations to my clients, that recommendation affects my reputation. I have every confidence in PESI."



## Here's the Bottom Line

---

### ■ Energy Savings

PESI's sub-metering solutions give unit owners greater control over their energy consumption. With accurate water meter readings, owners can be confident they are only paying for what they use and they can plan their consumption accordingly.

### ■ Delivering Reliability

Property managers and condo developers can count on PESI's sub-metering installations to capture the exact volume of water and energy consumed by unit owners, thereby mitigating any cash-flow issues.

### ■ Trusted Partners

PESI is a long-term asset owner. Each project is an opportunity for us to build value for our customers.