

AMERICAN UTILITY MGT. COMES TO DETROIT AREA

Profits from public utility \$\$\$ in violation of city, state, federal laws

Private nat'l corp. charges individual apartment tenants for water/sewerage, trash pickup, etc; sends bills, sets rates, shuts off, etc.; terrible reviews

Just bought by RealPage for \$70M, had revenues of \$30 M last year

In Detroit, at least Jeffersonian, Alden Park, Chene Park Commons and other bldgs. affected; many suburbs use AUM also; hooked up with Village Green

Is AUM paying DWDS, GLWA? Even if so, are their profits higher than original gross charges paid to public utilities by apartment bldg. owners?

From website at <https://www.aum-inc.com/>



"American Utility Management (AUM) is the premier utility management and energy services partner to the multifamily housing industry. . . AUM opened its doors in June, 1994, as a small utility conservation company focused on water conservation programs and soon grew to offer resident billing and utility sub-metering services for multifamily communities. Through continuous innovation, AUM expanded its services, as well as its technology platform, to include processing and payment of utility invoices and management of energy and utility usage.

Today, AUM processes over a million utility invoices a year and over 5 million resident statements. Last year, AUM increased multifamily property values by over \$125 million through reductions in energy expenses using on-site energy audits.

AUM Collects – we'll mail or email the statement to the resident and instruct them to mail their payment to our lockbox. Residents can also pay their bills through our Auto-Pay service or online with a credit card. Collect on Site – we'll mail or email the statement to the resident and instruct them to make the payment to your management office."

Hoover's says: These businesses have a high projected rate of delinquency OR a high failure risk.

Sample resident reviews, all 119 negative:

<https://www.yelp.com/biz/american-utility-management-los-angeles>

- My community uses AUM... I was unhappy but, accepted the \$94 bill last month. Now, I have to pay \$194 for a month..... How do you even calculate that high of an amount? I'm thinking about moving out because of how much aum charges. We have to pay an extreme amount of money for trash, sewer, and water... Majority of the units don't even have washer and dryer.
- What a scam. There are crazy fees for everything. They should be investigated. Was told it was a huge fee to pay online and you can't pay over the phone. This company alone makes me want to leave the rental property I am in. I would suggest they look into a different company. Horrible.
- I wish I could give them a negative 1500 stars. This company is atrocious and pathetic. If you plan on renting with any property that uses them, I urge you to NOT. Run the other way because you will absolutely regret it. They are horrific. I have submitted a consumer complaint with the Office of the Attorney General in CT. I advise everyone do the same against them versus just writing complaints online.
- SCAM!!! Email me if you ever hear of a class action law suit against this company! Receiving some arbitrary bill with nothing to support the amount owed seems beyond illegal. The fees to process a payment are outlandish.

American Utility Management, Inc.



1 star out of five 61 Google reviews

Address: 333 Butterfield Rd, Lombard, IL 60148 Phone: (800) 418-5393