

The Timbers

Utility Billing Program

Residents of the Timbers are responsible for their gas and electric consumption. Harris Consulting Engineering, Inc. (HCE), a third party nationwide sub-metering and utility billing company, monitors and administers utility billing for the Timbers. HCE monitors the meters that are attached to each residence at the Timbers.

How does the utility billing program work?

Residents are responsible for paying for their monthly gas and electric consumption. Each resident will receive a single monthly invoice for their gas and electric consumption for their previous month's usage (The billing period runs from the 25th to the 25th). The monthly invoice contains the resident's meter number, begin read, end read and total consumption. The consumption is then multiplied by the rate charged for each utility. The rates vary monthly according to market rates for the utility. Residents will have 22 days from the invoice date to remit payment to HCE.

How are my meters read?

Each meter has a meter transmission unit (MTU) attached. The MTU transmits the reads via a radio frequency to a data collection unit (DCU). The DCU calls HCE's network control computer each day to upload the reads into a database.

How do I pay for my utility invoice?

Mountain Community Homes does not accept payments. Payments are made directly to HCE. Residents have several options for paying the monthly utility invoice:

1. Mail a check to the name and address shown on their bill
2. Call (877) 530-7373 to make a credit card payment by phone
3. Establish an account with Xpress Bill Pay to:
 - Make a one-time payment by credit card
 - Register their CC for automatic monthly payments
 - Pay with Electronic Funds Transfer directly from their checking account

Who do I call if I have questions regarding my utility bill?

Residents can contact Harris Consulting Engineering, Inc. @ (877) 530-7373.