



## **US Energy expands customer support services and engineering expertise**

August 27, 2012 - Green Buildings

US Energy Group has launched a new Enhanced Energy Management Service Team (EEMS), reorganizing customer-facing departments and integrating the engineering, installation, project management and customer service groups into one coordinated entity. Building on the company's most successful two quarters, US Energy is also increasing staff to meet the demand for monitoring and control management of fuel, electric and water.

"The growth in the past year was unprecedented," said David Unger, COO of US Energy. "We are both expanding and reorganizing our staff into what we are calling a dynamic matrix - the new EEMS Team will feature an integrated framework so the highest level of technical expertise is available directly to customers and our network of Authorized System Integrators."

In a recent series of focus groups, a cross-section of prominent customers applauded and helped refine US Energy Group's personalized and newly matrixed approach to customer service. The reorganization is designed to "scale-up" this acclaimed approach -- and offer an even higher level of personalized service and an expanded scope of engineering expertise -- as the company continues its solid growth in New York and Boston and expands into other regional markets in early 2013.

US Energy Group's flagship BEMS, which reduces fuel usage by 15-30% with a payback in less than two years, is currently installed in over 3,500 buildings and remains the leading "online energy monitoring and management solution" for existing buildings. The advanced technology is currently installed in high-profile portfolios, including Newmark Knight Frank (37 commercial buildings), OMNI Properties (110 residential buildings), and scores of others. Property management executives for all portfolios will still have one primary support contact within the EEMS Team, however, this individual will be networked even more effectively. For example, customer support staff will share real-time information and channel feedback to the project management executives, who will address specific issues, such as aberrant space-temperatures, excessive fuel or water usage and high stack temperatures. Meanwhile, with engineering staff members directly part of the team, they will be able to custom design new algorithms and software technology based directly on this customer feedback.

The new EEMS Team will utilize USE Manager, the information hub of US Energy's BEMS, in order to effectively identify and resolve building issues and channel feedback throughout the team. Already the most affordable and robust energy monitoring and management service for buildings from 30,000 to 80,000 square feet, USE Manager is now the most versatile and personalized service as well.

"Customers can anticipate the highest level of service, knowledge capital and product development all integrated together," said John Cirella, vice president of operations, US Energy. "This dynamic matrix will reshape and expand the way information is shared and the most advanced technology is

applied, enabling US Energy Group to continue its unprecedented growth."

For more information on US Energy Group's Building Energy Management System, including a free portfolio estimate, contact the EEMS Team at (718) 380-1004, email [info@use-group.com](mailto:info@use-group.com) or visit [www.use-group.com](http://www.use-group.com).

Founded in 1978 by CEO Jerry Pindus, US Energy Group is a metro-New York based building energy management solutions firm, which develops and integrates energy control, monitoring and analysis hardware and software systems for large residential and commercial properties. With the slogan "Building Efficiency Through Information Management," the company's Building Energy Management System (BEMS) integrates: USE-Manager®, Online Monitoring, heating and cooling system USE-Controllers, and USE-PPM (Premium Portfolio Management Services). US Energy Group's BEMS controls and monitors energy and fuel use, prevents overheating and provides significant savings, with payback in less than two years. US Energy Group's Verifier® Digital Fuel Gauge is a patented ultrasonic measurement system which enables building owners and managers to verify the amount of oil they receive, as well as control their inventory and budget. The USE-Controller and USE-Verifier have received the ETL Mark, indicating superior product safety and quality. With US Energy Group's products and services, building owners save money, conserve energy and enhance tenants' comfort.

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