

A \$20,000 Win: How Westminster Canterbury Used Energy Manager to Recoup Thousands of Overpaid Utility Bills

Client

Westminster Canterbury Retirement Center

Location

Richmond, Virginia, United States

Results

With Brightly's TheWorxHub and Energy Manager, Westminster Canterbury Richmond's facilities team has been able to:

- Recoup more than **\$20,000** on utility bills
- **Improve efficiency** and reduce duplicate work orders
- **Onboard** new employees more **quickly and easily**

Vitals

Faith-based, not-for-profit retirement community with:

- Nearly **1,000 residents**
- **60 acres** and a variety of independent living and assisted living options
- **20** maintenance team members

Background

Westminster Canterbury Richmond has been one of the most respected retirement living organizations in Virginia since the 1980s. As the aging population grows and Westminster Canterbury Richmond grows with it, Brightly Software is helping facilities staff streamline their work to serve residents better.

Westminster Canterbury Richmond recently completed the construction of six new buildings, including a tower, four village apartment buildings, and a clubhouse. The facilities team uses Brightly's TheWorxHub to streamline asset management. They also recently deployed Brightly's Energy Manager to eliminate utility waste, save money, and improve sustainability efforts.

Recouping Overpaid Utility Costs

Before implementing Energy Manager in 2022, Westminster Canterbury Richmond used an Excel spreadsheet to track utility costs. Since the team began using Energy Manager, it's become much easier to keep track of utility usage and costs. In the first two years of using the software, Westminster Canterbury Richmond discovered between \$20,000 and \$25,000 in overpaid utility bills due to billing mistakes. One utility company cut a check to the organization, while another provided a large credit to its account, says Jason Wells, Manager of Facility Services.

Energy Manager has also allowed facility leaders to communicate easily about energy usage to stakeholders. "It's easy to pull data from the system and create graphics and visuals to help us communicate with our executive team and our resident-driven sustainability committee," Wells says. **"The software makes it so much easier to tell the story of how we're saving energy."**

Improving Efficiency

At Westminster Canterbury Richmond, TheWorxHub is available on the online portal for resident use, the intranet for all staff, and available via iPad for maintenance staff to use in the field.

According to Wells, "When residents put in work order requests on their online portal, it goes straight to pending work orders that will be assigned, or techs can pull it directly from the system and work on it." He adds that "because residents or staff members can send work orders directly, we're able to complete the work quicker. We've also seen fewer duplicate work orders because in the past. A resident would call and tell the office they needed a work order, and then they might run into a maintenance

engineer and tell them in person too, which would result in double work orders. TheWorxHub just makes it much more efficient."

Onboarding New Employees

Before implementing TheWorxHub, Wells said onboarding new employees was a lengthy process. He had to get other departments, like information technology, involved to get each new employee set up in the system so they could access work orders and report updates. However, because TheWorxHub is so intuitive and easy to use, he is able to quickly set up new employees on his own.

"It's much easier to onboard new employees because we no longer have to wait for IT or other departments to be available to help us," said Wells.