



Symphony Plaza East & West Improves Energy Efficiency, Reduces Carbon Footprint and Improves Staff Productivity with Embue



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We can resolve over 50% of the comfort calls remotely with Embue.”

– David Ridge, *Property Manager, Symphony Plaza East & West*

Symphony Plaza East & West is a 404-unit, two-building affordable housing community in Boston built in 1978 and managed by Schochet. In an effort to improve energy efficiency and reduce carbon emissions, Schochet worked with its trusted partner, Rethinking Partner Management (RPM), to install Embue as part of a renovation a few years ago.

“Energy efficiency and reducing the carbon footprint are both really important to Schochet as a company. We are proactively working on a carbon reduction strategy across our entire portfolio, with a particular emphasis on properties which fall under new regulatory guidelines like Boston’s BERDO,” said David Ridge, property manager at Symphony Plaza East & West. “We initially installed Embue to make the buildings more efficient from an energy and carbon reduction perspective and it has certainly delivered.”

Embue’s networked smart thermostats and remote sensors were installed in every apartment and common area in the building to give the staff visibility, management and control of key building conditions. Embue also will be monitoring and managing central plant operations in these buildings (boilers, chillers and VFDs) beginning in Q2 2023.

Whole Building Management from a Phone or Desktop

Embue Super, Embue’s building-wide management platform, enables staff at Symphony Plaza East & West to manage, monitor and control building conditions from a cell phone or from a desktop.

“From a property management standpoint, Embue has been invaluable - it makes the whole site easier to manage, and it makes my job – and my staff’s jobs – easier. Before Embue, we’d diagnose comfort calls by sending a maintenance technician with a thermostat gun to get an accurate reading, but with 404 units spread over two buildings, it was incredibly time consuming. Now, when a resident calls, we can simply check the Embue Super app on our phones to get an understanding of the exact conditions in the unit and we can resolve over 50% of the comfort calls remotely.

“In terms of monitoring the system, we get alerts if anything serious arises, and we check Embue Super several times a week just to ensure that all the sensors are online and everything is working properly,” said Ridge,



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Improved Energy Efficiency and Comfort for Residents

Units at Symphony Plaza East & West are heated with fan coil units located next to each window and due to thermostat placement, temperature readings weren't always accurate so units were overheating and overcooling, wasting energy increasing comfort calls from residents. After new Embue smart thermostats were installed along with remote sensors to report the ambient temperature in the unit, significant energy savings were achieved and resident calls dropped.

Data Helps Keep Building in Compliance

Reporting data from Embue also helps building management ensure compliance with Massachusetts state heating and cooling standards, which require temperatures of at least 64°F at night and 68°F during the day.

"Resident comfort and compliance with Massachusetts laws are important. Before Embue, we really had no way of telling which units were chronically overheating or overcooling. Now, we have unlimited historical data and documentation to look back on and we can use it to prove compliance," he said.



Embue Delivers Efficiencies for the Property and the Staff

"Symphony Plaza East and West operates more efficiently as a whole with Embue - from both energy and operational perspectives. Day to day, Embue makes our staff at least 25% more efficient, the building as a whole is more efficient and more comfortable. I can't imagine managing a property this big without Embue," Ridge said.

About Embue

Embue's smart building platform for multifamily portfolios provides whole building intelligence, automation and control to give owners and managers visibility and control of every apartment, common space and piece of equipment in the building. Embue provides end-to-end insight and control of the entire property, monitoring for resident discomfort and harmful conditions, like water leaks and high humidity, and makes the property more efficient to manage through a dashboard that provides control, automation and insight property-wide. With Embue, apartment buildings can become 25% more energy and carbon efficient and staff 30X more efficient on key tasks. Embue is installed or under contract in nearly 7,000 units at major national portfolios, with a rapidly growing footprint in 10 states and is headquartered in Worcester, Mass.

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