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## Case Study: RMR Group

# Flexible Load Management Makes RMR a Better Landlord and Grid Partner

RMR Group oversees a wide-ranging portfolio of commercial properties including office, medical office, hotel, senior living, industrial, life science, retail and multifamily assets. Through centralized automation and a tenant-first mindset, the company is achieving energy savings, bolstering grid

reliability and advancing its sustainability commitments. Real-time electric data helps RMR identify curtailment opportunities across dozens of sites.

### Benefiting from Load Flexibility

For RMR, flexibility means the ability to shift energy usage throughout the day to capitalize on demand response programs and utility pricing



without compromising tenant comfort or safety. Their Connected Buildings platform, encompassing over 90 fully managed properties, enables centralized oversight, performance analytics and automated demand response across sites.

Andrew Hayes, Energy Program Manager for The RMR Group, explains that this system acts as a supervisory hub, connecting building automation systems, allowing the team to monitor equipment performance, identify inefficiencies, and deploy demand response sequences at scale.

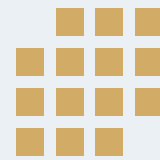
“Through Connected Buildings we can enable automated demand response sequences at multiple sites. The platform is a nice tool for us to help ensure efficient and effective operations of HVAC systems across our managed assets,” says Hayes.

### **Incentives and Sustainability**

RMR uses existing real-time energy metering to optimize and stack demand response programs across multiple sites to participate in numerous programs in PJM, ISO-New England and CAISO. RMR participates in demand response as part of its broader commitments to

sustainability and operational efficiency. These efforts help manage energy use responsibly, support carbon and energy reduction goals, and contribute to overall building performance. By optimizing operations, RMR creates value for its properties and stakeholders while aligning with its publicly stated environmental objectives.

As Hayes puts it, “reducing energy expenses can improve cash flow of our properties, and energy and emissions reductions support our broader sustainability targets. It’s all part of operating our clients’ assets like we own them.”



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### **Tenant-Centric Flexibility**

Collaboration among building engineers, property managers and tenants is key to executing successful curtailment strategies, whether that means adjusting temperatures, turning off unused equipment or powering down vacant areas.

Hayes emphasizes that critical spaces, like surgery centers, are off-limits during curtailment. Instead,



the team focuses on areas where tenants are willing to participate by allowing more relaxed temperature setpoints or turning off non-essential lights and monitors. Vacant or remote-work zones are also prime candidates for temporary shutdowns. “By grouping spaces with similar use types or schedules in the building automation systems, we can further optimize them during demand response events,” Hayes notes.

### **Standardization and Automation**

RMR’s energy and sustainability team drives equipment and operational recommendations that save energy, reduce emissions, and support long-term building performance. Demand response is

no longer an add-on, says Hayes. It’s embedded in daily operations.

**“Demand response has become a standard practice at many sites. The controls are in place, the teams are prepared, and together we can fine-tune performance to maximize energy and emissions reductions.”**

### **Measuring Success**

RMR typically aims for a 10–15% load reduction during demand response events, adjusting based on occupancy and tenant needs. Testing and real-time data help optimize strategies to ensure curtailment goals are met without disrupting operations.

Hayes shares that some buildings, especially those with tenants working hybrid schedules, can achieve even greater reductions. “We start with a test of the proposed demand response sequences to ensure building comfort is maintained. We then evaluate real-time data to verify the targets are met and determine if additional adjustments are needed.” he explains.





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*Photos courtesy of The RMR Group.*