

Utilities Made Easy

1. What / Who is Conservice®?

Conservice is a specialized utility management provider, with whom Progress Residential has partnered. Conservice focuses solely on utilities and is one of the fastest growing companies in the country, thanks to the remarkable convenience and service they offer.

2. Why Conservice?

With Conservice, you will experience savings opportunities at turn-on and turn-off, as well as benefits, such as:

- Fewer credit checks
- Convenient payment options (including online and auto-pay)

3. Which utilities am I responsible for setting up?

You are NOT responsible for setting up ANY utilities, because they are ALL in Progress Residential's name. If there is a legal requirement for having utilities in your name, please contact Progress Residential's Customer Care Team at 888-878-5016. NOTE: If you establish a utility service in your name, you will be responsible for the set-up and deposit charges.

4. Am I responsible for any utility deposits?

You are NOT responsible for paying ANY utility deposits, because Progress Residential has paid all utility deposits and established utility services at your property (see #3 above).

5. When is my utility bill due?

Your utility payment, which will include all utilities that service your home, will be sent in one convenient bill by the 20th of each month, and will be due by the 1st of the following month.

6. To whom do I pay my utility charges?

Please pay Conservice directly. You can pay via:

a: Auto-pay by going to your online payment portal, www.UtilitiesInfo.com

b: Check by making your check out to "Conservice" and mailing it to:

Conservice
PO Box 4777
Logan, UT 84323-4777

7. Whom do I contact about my utility usage?

Whom do I contact if I want to access a utility invoice?

Whom do I contact about the utility accounts?

Whom do I contact if I receive a shut-off notice?

Please contact Conservice at Service@Conservice.com or 844-832-2550.

8. Does Conservice charge any fees?

Yes, Conservice DOES charge a one-time initial account set-up fee of \$25, as well as a \$9.99/month convenience fee. These fees may vary by market, so please refer to the fee structure in your Lease Agreement for the specific amounts assessed on your home.

9. Whom do I contact if I experience a water leak?

Please contact Progress Residential's Customer Care Team at 888-878-5016 to submit a service request.

Account #:	111111111
Total Charges:	\$210.67
Due Date:	01/01/2015
Statement Date:	12/16/2014

Utility Statement for Your Home

Account Name	Service Address	Account Number	Web Pin
Jane Doe	123 ABC Street, #105, Scottsdale, AZ 85258	111111111	999999999

Custom Message Can Go Here: Choose to put a lease reminder here. This area will be left blank if no custom message is selected.

EX: Your move-in date is 02/23/2013, which is within the billing cycle. Any applicable charges have been prorated.

Current Utility Charges

Service Type	Service Period	Cost	Usage Factor	Multiplier	Charges
Electricity	10/15/2014-11/12/2014				\$94.02
Gas	10/15/2014-11/12/2014				\$56.54
Sewer	10/15/2014-11/12/2014				\$26.70
Trash	10/15/2014-11/12/2014				\$14.70
Water	10/15/2014 (768.00)-11/12/2014 (772.00)				\$12.21
Service Fee	Conservice is a service provider contracted to prepare monthly statements and provide residents with conservation resources.				\$9.99

Current Charges due 01/01/2015 **\$210.67**

Total Current Charges **\$210.67**

Prior Balance \$250.52

Adjustments, Fees, and Credits \$3.00

Payments Received -\$253.52

Total Current Charges **\$210.67**

Conservice offers E-Statements! Log on to our website or call 1-844-832-2550 for more info!

Please see reverse for charge explanations and messages



Account # **11111111** Your Home
Amount Due: **\$210.67**
Due Date: **01/01/2015**
Amount due if payment received after due date: \$220.67

Amount Enclosed: _____

Mailing remittance does not constitute payment. Conservice assumes no liability for postal delay. Please remit payment in enclosed envelope or call 1-844-832-2550 to pay by phone for a small handling fee. When you provide a check for payment, you authorize Conservice to make a one-time electronic fund transfer from your checking account. The funds may be withdrawn from your account the same day we receive your check. There will be a charge for all returned payments.



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Jane Doe
123 ABC Street, #105
Scottsdale, AZ 85258

Your payment should be made out to:

CONSERVICE
P.O. BOX 4777
LOGAN UT 84323-4777



Yes, I want to enroll and have my monthly payments automatically deducted from the account on my enclosed check. You must include a voided check and visit www.utilitiesinfo.com for terms of use. Signing on the line will confirm enrollment for free monthly payment service.

Charge Explanations

Service Type	Description
<u>Electricity :</u>	Your home's electric billed amount represents the amount provided to us by your electric provider.
<u>Gas:</u>	Your home's gas billed amount represents the amount provided to us by your gas provider.
<u>Sewer:</u>	Your home's sewer billed amount represents the amount provided to us by your sewer provider.
<u>Trash:</u>	Your home's trash billed amount represents the amount provided to us by your trash provider.
<u>Water :</u>	Your home's water billed amount represents the amount provided to us by your water provider.

This bill is not from your local utility provider or from any other provider. Your charges are calculated using the service provider bills issued most recently. Vacant charges are prorated from your move-in date.

Message Center

Welcome to Conservice

We have recently started billing utilities for your home. We encourage you to take a minute and review your bill and notice the exciting features we have included. You will notice a different Conservation Message in this section each month. Please feel free to contact our customer service department if you have any questions.