

Welcome to The Lofts! We are committed to making your move-in process as smooth as possible. You'll find that your new home already has all utilities connected and in service. This eliminates the need for you to contact each utility provider to establish services in your name. We have partnered with Conservice, a third-party utility management and billing company, to manage the utility program at The Lofts.

### **Fee Information**

Your bill from Conservice will reflect a monthly fee of \$4.50 as outlined in your Lease Agreement with The Lofts. This fee covers the cost of administrative functions related to the utility program. The program in place at your apartment community clearly saves you time and money – utility service is on when you move-in, no utility deposits with the local provider, and each student receives a bill for his/her portion of the utility overage.

### **Customer Service**

Conservice offers professional customer service assistance for you. Your specific account information can be accessed online at [www.campusutilities.com](http://www.campusutilities.com). Your Conservice username and password information will be outlined in the initial billing statement you will receive in the fall. Customer service professionals can also be reached from 8 am until 10 pm (EST) by phone at (866) 254-4577.

### **Where to Pay**

Payment of your monthly Conservice statement should be remitted directly to the Leasing Office on or before the due date specified on the monthly statement.

### **Monthly eBill**

Your monthly statement from Conservice will be sent to you via E-bill which saves paper and energy used to produce and deliver a paper bill. Conservice will work with your property management staff to set up your E-bill. Please note that you **will not** receive a paper bill unless your e-mail address is not registered with your leasing office. To update your e-mail address, please contact your leasing office.

### **Conservation**

To help get you started on the right foot, you should begin to think about a conservation plan that will work for you and your roommates by reviewing the conservation tips on the reverse side of this letter.

### **[www.campusutilities.com](http://www.campusutilities.com)**

View account history and statements

E-mail customer service

## Save energy

- Turn your computer off when not in use. Much of the energy use associated with computers is wasted because PC's are often left on when not in use.
- Turn off your display device or monitor when not in use.
- Unplug cell phone chargers, curling irons, hair dryers, etc. when not in use.
- Use smaller lamps over work areas such as desktops.
- Turn off lights when not in use.
- Separate clothes drying loads into heavy and lightweight items.
- Clean the dryer lint filter after each load.
- Make sure furniture, curtains, and rugs don't block the flow of air from vents and air registers.
- In the winter, open the curtains and shades to let the sun warm your home naturally.
- Set your thermostat a few degrees lower in the winter and higher in the summer.

## Save water

- Don't let the faucet run while you clean vegetables. Rinse them in a filled sink or pan. This can save 150 to 250 gallons a month.
- Don't use your toilet as an ashtray or wastebasket – throw trash in a garbage can instead.
- Keep a bottle of drinking water in the refrigerator. This beats the wasteful habit of running tap water to cool it for drinking.
- Shorten your showers. Even a one or two-minute reduction can save up to 700 gallons per month.
- Turn off the water while brushing your teeth and shaving. This simple step can save up to three gallons each day.
- When washing dishes by hand, use the least amount of detergent possible. This minimizes rinse water needed.
- Wash a full load of dishes in the dishwasher.
- Take quick showers instead of baths.