

CONSERVICE[®]

STUDENT HOUSING

The Utility Experts[®]

Welcome to your new home! 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 your property.

> fee information

Conservice has extensive experience managing utilities for students and is committed to providing outstanding customer service to you. Each student is required to pay an annual fee of at the beginning of each lease term. This fee covers the administrative functions related to the utility program and saves you the trouble, time, and expense of contacting the utility company to create your new account. The monthly cost for this service is much less than standard service fees billed to the consumer by the local utility company. If you are writing a check for this fee, the check should be made payable directly to the property.

> customer service

Conservice offers professional customer service assistance for you. Your specific account information can be accessed online at www.campusutilities.com. Your Conservice username and password information will be outlined in the initial billing statement that will be sent to you 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 through ResidentPortal, the same you pay your rent, on or before the due date specified on the monthly statement.

> monthly eBill

Your monthly statement from Conservice will be sent to you via eBill which saves paper and energy used to produce and deliver a paper bill. Conservice will work with your Property Management Staff to set-up email addresses. Please note that you will not receive a paper bill unless your email address is not registered with your Leasing Office.

> conservation

To help get you started on the right foot, you should begin to think smart 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

view account history and statements

email customer service

CONSERVATION TIPS

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.