

Dear Crystal Towers Resident,

The ever-increasing cost of utilities, tied with the impact utility consumption has on the environment, has made conservation an important concern at Crystal Towers. Studies show that when people are aware of their utility usage, they will be more likely to conserve. To address these challenges, you will be billed for your utility usage each month in accordance with state and local laws.

When it comes to the billing of utility costs, we all want to ensure that utility usage is billed accurately and fairly. That is why Crystal Towers is a direct customer of Conservice, a worldwide leader in utility billing for the water, sewer, electricity, gas, and trash utilities consumed by residents. The utility providers send bills to Crystal Towers which include charges for water, sewer, electricity, gas, and trash that is consumed or generated by residents at the property. These utility costs are reviewed, and each resident's proportionate share is appropriately calculated by Conservice. You will receive a utility bill from Conservice every month.

It is important to note that Conservice is not able to bill for utilities until after utilities are consumed or generated by residents. For example, utilities consumed on-site during the month of February are billed out by the provider in early March. Conservice will then use the utility provider expenses and resident data to calculate statements to be mailed around the 20th of the month (ie: 3/20/21), which will be due on the first of the following month (ie: 4/1/2021). These dates may vary slightly based on the provider service cycle length and bill date.

How is my Conservice Utility Bill Calculated?

Water Charges

Your water charges are calculated based on local utility provider bills. Conservice will use the total utility provider expense for the community and total number of occupants at your community, in any given time period, to calculate your monthly water bill.

**** The following *example* does not reflect actual bill amounts or occupancy statistics ****

| | |
|--|--|
| Total water expense for the community. | \$7,500 |
| The total community water expense is divided by the total number of occupants at the community to calculate the per occupant charge. | $\$7,500 / 500 \text{ occupants} = \$15.00 \text{ per occupant}$ |
| If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly water charge. | $\$15.00 \times 2 \text{ occupants} = \30.00 |

Sewer Charges

Your sewer charges are calculated based on local utility provider bills. Conservice will use the total utility provider expense for the community and total number of occupants at your community, in any given time period, to calculate your monthly sewer bill.

*** The following **example** does not reflect actual bill amounts or occupancy statistics ***

| | |
|--|---|
| Total sewer expense for the community. | \$7,500 |
| The total community sewer expense is divided by the total number of occupants at the community to calculate the per occupant charge. | $\$7,500 / 500$ occupants = \$15.00 |
| If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly sewer charge. | $\$15.00 \times 2$ occupants = \$30.00 |

Electric Charges

Your electric charges are calculated based on local utility provider bills. Conservice will use the total community provider expense and total number of occupants at your community, in any given time period, to calculate your monthly electric bill.

*** The following **example** does not reflect actual bill amounts or occupancy statistics***

| | |
|---|---|
| Total electric expense for the community. | \$7,500 |
| The total community electric expense is divided by the total number of occupants at the community to calculate the per occupant charge. | $\$7,500 / 500$ occupants = \$15.00 per occupant |
| If your apartment has 2 occupants, the per occupant charge will be multiplied by 2 to calculate your total monthly electric charge. | $\$15.00 \times 2$ occupants = \$30.00 |

Gas Charges

Your gas charges are calculated based on local utility provider bills. Conservice will take the charges from local provider bills and subtract the designated common area deduction amount. A common area deduction occurs when a property decides to pay for commonly used areas (i.e., leasing office, fitness center, pool, etc.). After the common area expense has been removed, Conservice will use the total community provider expense and occupied square footage of your community to calculate your monthly bill.

*** The following **example** does not reflect actual bill amounts, common area deduction, or occupied building data. ***

| | |
|--|---|
| A common area deduction is subtracted from the total gas charge for your community to calculate the amount that will be allocated to residents. This calculation is utilizing a 10% deduction. | $\$6,500 - \$650 = \$5,850$ |
| The remaining expense is divided by the occupied number of square feet at your community to calculate the per square foot amount. | $\$5,850 / 350,000 \text{ square feet} = \$0.01671 \text{ per square foot}$ |
| The per square foot charge is then multiplied by the number of square feet in your unit to calculate your monthly gas charge. | $\$0.01671 \times 1,050 \text{ square feet} = \17.55 |

Trash Charges

Your trash charges are calculated based on local utility provider bills. Residents currently pay a flat rate of \$10.40 per month.

Administrative Charges

This monthly fee is charged by Conservice to service and bill your account for water, sewer, electricity, gas, and trash. Services provided by Conservice include calculating the allocated amounts, maintaining the resident information, and mailing statements for each account. Residents currently pay a flat rate of \$3.70 per month.

Questions?

Conservice provides a live resident relations center for customer support and online account history. You may call them at 866-947-7379 or email them at service@conservice.com. Feel free to also access your account information online and sign up for e-bill by visiting www.utilitiesinfo.com.

*Please note the above examples are for informational purposes only. They may not reflect actual charges on your utility statements