

Dear Smith & Porter Resident,

Welcome to Conservice! In an effort to simplify your monthly rent and utility payment process, Smith & Porter has partnered with Conservice to combine the monthly billing for water and sewer services into one convenient invoice.

Effective 3/1/2021, you will receive a monthly invoice for water and sewer service costs combined with your monthly rent charges. This invoice will be calculated in accordance with the utility addendum that you signed at the commencement of your current lease agreement with Smith & Porter.

In order to bill a standard 1<sup>st</sup>-1<sup>st</sup> cycle in the future, your first 3 bills from Conservice will be for extended cycles. Please see the layout below:

- Bills due 3/1/2021: 10/24/2020 – 12/8/2020
- Bills due 4/1/2021: 12/8/2020 – 1/25/2021
- Bills due 5/1/2021: 1/25/2021 – 3/1/2021

Beginning with your bills due on 6/1/2021, the cycle will be 3/1/2021 – 4/1/2021 and will continue to be 1<sup>st</sup> – 1<sup>st</sup> moving forward.

Conservice was unable to obtain submeter reads during the first month of billing and therefore, you were billed based on a national average. Bills due 4/1/2021 reflect what was under or overbilled during the prior cycle. Going forward, we have a connection with the property's metering system and will bill based on consumption measured by your unit each month.

Conservice is committed to providing quality customer service. Our Utility Experts are available during extended business hours (M-F, 8 am – 10 pm EST) to answer any questions you may have regarding the utility portion of your monthly invoice. Call 866.947.7379 to speak with a live representative or email [service@conservice.com](mailto:service@conservice.com). Your community manager can answer questions regarding amounts paid and balances due and can be reached at 470-869-3511.

Sincerely,

The Conservice Team