

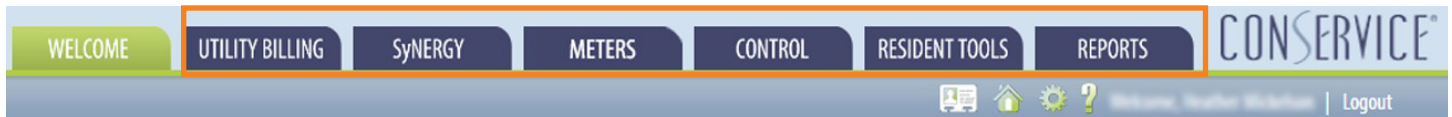
QUICK REFERENCE GUIDE

Welcome to www.conservice.com! Please use this quick reference guide to help you navigate through the website after you have received training from the Conservice Training Team.

Website Username:

Website Password:

CONSERVICE SOLUTIONS



UTILITY BILLING: Resident utility and ancillary billing, including historical information. You can view resident information, bills, and ledgers for current and past residents.

SYNERGY: Utility management including provider bill processing, payments, and budgeting. You can look up any provider bill processed by our Synergy team and view reports for those bills.

METERS: Records daily reads for units and shows meter equipment information. This will allow you to compare unit meter reads across your community, including the highest/lowest unit usages.

CONTROL: Contract and ancillary management solutions. You can view alert status, vendor compliance, and contract images.

RESIDENT TOOLS: Shows resident payments made to the property through Conservice. You can search and view past payments, manage payments, and identify how residents have made payments.

REPORTS: Numerous reports specific to your property available under multiple categories.

If your property is not currently utilizing any of these products and you would like more information on them, please contact your Account Manager or Sales Person.

QUICK LINKS



CONTACT US: Shows your Conservice team, as well as the Customer Service number if your residents have questions.

HOME: Set a specific page within the website as your home page.

SETTINGS: Change your password and setup other user preferences.

TRAINING: View helpful information about the page you are currently on, or request a training session.

Is QUICK REFERENCE GUIDE FOR UAG

RESIDENT RESOURCES

Resident Website www.utilitiesinfo.com
 Customer Service Phone 866.947.7379
 Automated Phone Payments 877.259-4944
 Customer Service Email service@conservice.com
 Hours 7:00 am to 9:00 pm (cst)

CONSERVICE WEBSITE INFORMATION

Conservice website www.conservice.com
 User Name
 Password

CONTACT INFORMATION

Conservice Website Training:

Email: training@conservice.com

Conservice Account Manager:

Name: James Ribera

Phone: 435-713-2288

Email: jribera@conservice.com

Conservice SyNERGY Manager:

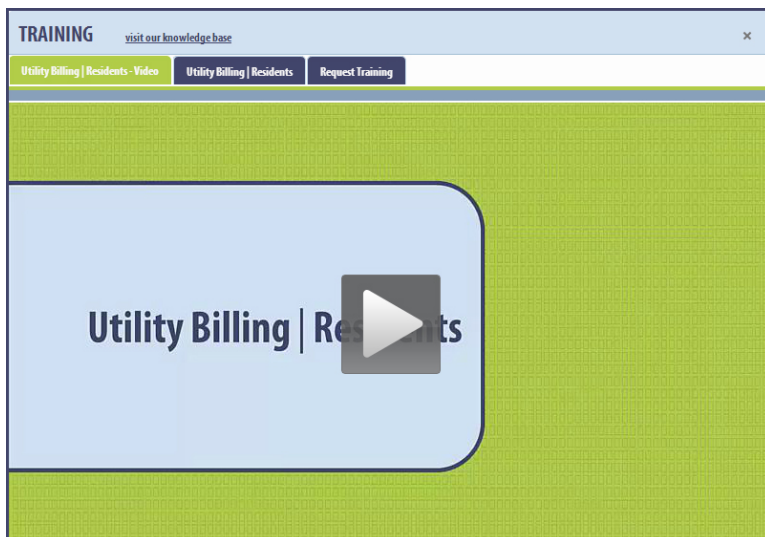
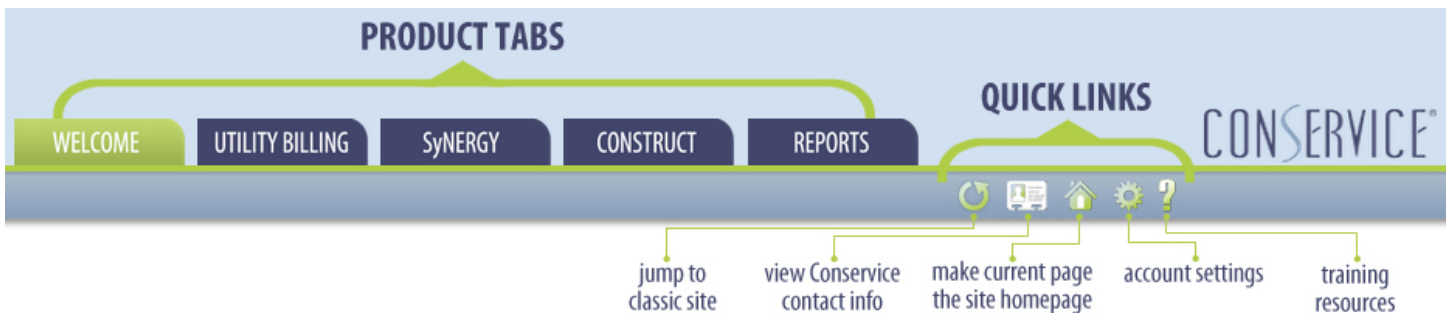
Name: Randi Hovey

Phone: 435-750-8359

Email: randihovey@conservice.com

Residents can sign up for eBills and EFT Autopay at www.utilitiesinfo.com.

The site header will allow you to navigate to any page of the site with one click. Hover over a tab to see the menu options available. The quick links are always visible to access other site resources.



We've included all the help you'll need to learn about the new site. When you click the training quick link you'll see the training window. From here view a short video for help on the page, read an article for help on the page, or fill out a form to request a training session. You can also choose to browse all of the training resources on our helpful knowledgebase.

Utility Billing

VIEWING RESIDENT INFORMATION AND PERFORMING RESIDENT FUNCTIONS:

Click here to access resident functions

Quick Links provide quick access to common functions

Perform actions for the selected resident

Export the current report to Excel

View resident ledger or meter reads (if available)

Add a note or report a resident payment (if applicable)

Resident Information
 Unit# 035 | Account#: 13050476
 First Name: Yanying | Last Name: Lin
 Moved in: 11/12/2012 | Moved out: --NA--
 Resident ID: t1062167 | Occupants: 1
 Mailing Address: 3360 East Foothill Blvd # 35
 City | State | Zip: Pasadena | CA | 91107

Due Date	Mail Date	Description	Charges	Payments	Balance
02/01/2013	01/10/2013	Sewer Base for 12/01/12-01/01/13	\$8.16		\$38.36
02/01/2013	01/10/2013	Water Base Charge for 12/01/12-01/01/13	\$5.23		\$30.20
02/01/2013	01/10/2013	Service Fee for 12/01/12-01/01/13	\$5.00		\$24.97
02/01/2013	01/10/2013	Trash for 12/01/12-01/01/13	\$13.71		\$19.97
02/01/2013	01/10/2013	Cold Sewer for 12/01/12-01/01/13	\$2.21		\$6.26
02/01/2013	01/10/2013	Cold Water for 12/01/12-01/01/13	\$11.64		\$4.05
02/01/2013	01/10/2013	Hot Sewer for 12/01/12-01/01/13	\$0.83		(\$7.59)

MAIN

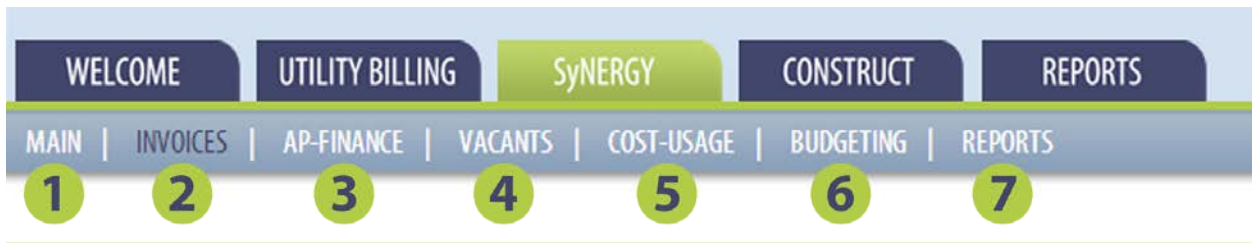
A dashboard graph of your entire community (or portfolio, if applicable) can be viewed on the “main” tab within Utility Billing. Graphs include utility recovery, average bill amount, number of bills mailed, and total collected of total billed, if applicable.

REPORTS

All billing reports can be accessed through the reports tab or the reports link within the “Billing” tab. **Custom reports** can be accessed in this location as well – they will be categorized under “custom reports.”



SyNERGY | Utility Management Functions



1 This page shows graphs and charts summarizing your utility expense and invoice information.



2 Use this page to find utility invoices. Search by account number, date range, invoice type, etc.

Find Utility Invoices

SEARCH BY

Account #:

Account Nickname:

Control #:

Provider:

Service Location:

DATES

Date Type:

Month:

Range Begin:

Range End:

Filter your search results by entering information in the search by fields.

Fine-tune your search by changing the date type or entering a custom date range.

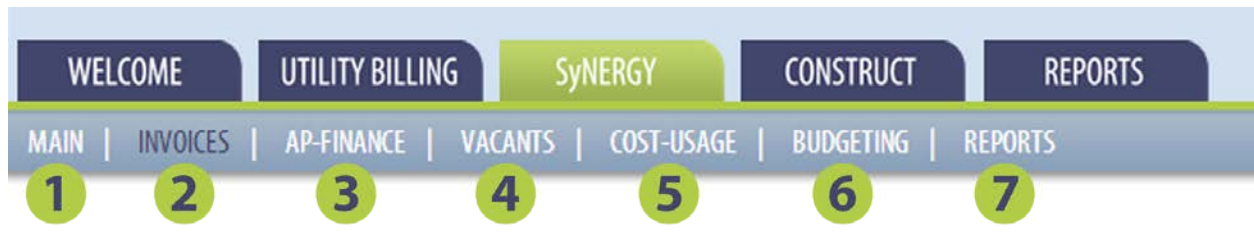
By Invoices		All Utilities	Electricity	Gas	Gas Supply	Irrigation	Sewer	Trash	Vacant Electric	Vacant Gas	Water				
Account Number	Prop	Service Start	Service End	Bill Date	Due Date	Processed Date	Funds Requested	Funds Received	Paid	Bill Total					
▶ 4587941516-9	<input type="checkbox"/>	EMY	12/22/12	01/14/13	01/15/13	02/05/13	01/19/13	01/21/13	-	-	\$54.45				
▶ 1382001030-7	<input checked="" type="checkbox"/>	EMY	12/20/12	01/11/13	01/13/13	02/04/13	01/18/13	01/21/13	-	-	\$3.59				
▶ 2673653102-6	<input checked="" type="checkbox"/>	EMY	12/28/12	01/11/13	01/13/13	02/04/13	01/18/13	01/21/13	-	-	\$7.49				
▶ 9102569364-8	<input checked="" type="checkbox"/>	EMY	12/21/12	01/10/13	01/11/13	02/01/13	01/18/13	01/21/13	-	-	\$4.82				
Total:										\$70.35					

Go to page: Show rows: 1-4 of 4

Click the account number to view an image of the invoice

Use these check boxes to download the invoice(s) in PDF format

Use this area to see additional search results



Exceptions: View invoices with exceptions, compare irregular invoices to previous months, and view relevant notes from SyNERGY department.

3 Funds Requested: View accounts with pending requests, the requested payment amount, and the payment type expected.

Vendor Payment History: Review payments by Conservice to utility providers. See provider bill images.

4 Vacant Cost Recovery: View vacant recovery charges billed to residents.

Vacant Unit Management: View monthly utility charges for vacant units.

Repeat Offenders: Identify residents billed for vacant recovery multiple times.

5 Cost Usage: View cost and usage comparison of monthly utilities, see a graphical representation of utility data, view detailed information for monthly provider bills.

Compare Service Locations: See a graphical comparison of cost & usage, and view 12-month historical graphs for individual locations.

Utility Expense Forecasting: Track actual and projected utility expenses for the year.

6 Utility Recovery Forecasting: Estimate utility recovery amounts factoring in variables such as occupancy, rate fluctuations, and CAD% changes.

Budget Summary: Graphical summary expense and recovery data.

7 Reporting for SyNERGY services.