CONSERVICE®
The Utility Experts

QUICK PREBILL GUIDE

As part of our billing process, each property goes through an extensive quality control check. After this, your billing manager will email you a prebill, a report of the billing amounts we've calculated. We request that you review each prebill to ensure that charges and recent community changes are correctly reflected.

When you receive the prebill:

A. Review prebills within 24-48 hours.
B. Reply with any concerns, questions, or changes and their corrections. We'll address all issues before sending bills.

As you review the prebill:

1. Check the focus items, which may include:
   - Questions about specific apartments
   - Rate changes
   - Expense changes
     - If provider expenses change by more than 25%, we will request your approval to send bills.

2. Check resident information:
   - Are recent transfers, move-ins, and move-outs reflected correctly (including non-billable residents)?
   - Are residents who recently enrolled in or opted out of Energyze reflecting correct charges?

3. Check that utility charges look correct.
   - We ensure that utility charges are calculated correcty. However, your on-site knowledge and familiarity with the residents is very helpful.

4. Check rent and other community charges. If any are incorrect:
   - Verify that your system displays the correct amount.
   - If your system displays an incorrect amount, update it, and notify your billing manager.
   - If your system displays a correct amount, notify your billing manager so Conservice can address any software integration issues.

When residents ask utility-related questions, they may be about the focus items!

Feel free to answer questions, or save time and direct your residents to our customer service reps at 866-947-7379.

Resident account balances will not show on the prebills, but they will appear on the residents' bills.

We pull account balances from your system within 24 hours of sending bills.