

Conservice works with Peak Living by collecting all of our utility bills and allocating back to Residents based on property-specific setup. Conservice then sends each Resident a monthly bill breakdown including monthly rent and utilities owed. Use this guide to answer common questions, and then email utilitybilling@peakliving.com if you are still stuck.

Resident Billing

1. From the Home button, click Billing Dashboard to research an invoice.
 - o Click Residents to see bills for current & past
2. Use the blue tab and arrow to open your left menu and choose a property.
3. Click Get All Bills to pull a billing cycle as a PDF.
4. Each bill / statement includes the service address and account number for that unit.
5. What other information can you find on the bill / statement?

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Meters Energy Launch

Quick Find

Select a property...
Alphabetical

1 Selected

CLEAR SELECT ALL

White Rock Hills

Peak Living
7229 Ferguson Rd
Dallas | TX | 75228

Quick Links

Billing Summary Report
Get All Bills

Billing Status - Bills Due: November 2020

Updates Completed	Bills Entered
10/15/2020	10/21/2020

Begin Date: October 2020 End Date: December 2020

Utility Recovery Percentage data is not available

TIP: The Billing Dashboard is for resident billing, not provider invoices

CONSERVICE The Utility Experts

Balance Inquiries & Payment Options Leasing Office: 1-214-272-8712

Customer Service Toll Free: 1-866-947-7379 service@conservice.com www.utilitiesinfo.com

Service Problems with Utilities Leasing Office: 1-214-272-8712

Utility Statement for White Rock Hills

Account #: 23713461
Account Name: Carolyn Morgan
Due Date: 11/01/2020
Statement Date: 10/22/2020
Total Charges: \$72.88
Service Address: 7229 Ferguson Rd # 406 Dallas, TX 75228
Web Pin: 78879176

*CURRENT VACANT CHARGES

SERVICE TYPE	SERVICE PERIOD	CHARGES
Vacant Electric	09/09/2020 - 09/17/2020	\$22.88
Vacant Service Fee	09/09/2020 - 09/17/2020	\$50.00
Current Vacant Charges Due 11/01/2020		\$72.88
Total Current Charges		\$72.88

Utility Payment Research

- Click Invoices under Synergy to research
- Use the filters as needed
 - o To search by date, Date Type and Month or Range is required

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Accruals Expense Summary Invoices Exceptions

Find Payments Manage Payments Submit Payments Resident Communication

Dashboard Alerts Contracts Vendors

Search By

Account Number Meter Number
Account Nickname Provider
Control Number Service Location
GL Code Utility
Community Code

Dates

Date Type Date Options...
Month Month
Range Begin MM/DD/YYYY
Range End MM/DD/YYYY

RESET SEARCH

Invoice Status Key

EXPORT ALL TO EXCEL MERGE SELECTED PDFS (0) FILTER BY STATUS FILTER BY TYPE FILTER EXCEPTIONS CLEAR FILTERS

Account Number	Provider	Start	Service End	Rate	Due Date	Processed Date	Funding
22-71007-03008	Waste Management of Arizona - Phoenix Hauling 43350	0	1			2/2/2020	12/3/202
wh024	Conservice LLC	1	1			2/4/2020	12/8/202
22-71547-83008	Waste Management of Arizona - Phoenix Hauling 43350	1	1			1/25/2020	12/1/202
22-71007-03008	Waste Management of Arizona - Phoenix Hauling 43350	1	1			1/17/2020	11/19/20
8260130522437758	Spectrum 60074	0	0	12/25/2020	11/26/2...	12/13/2...	12/4/2020
8260130522602526	Spectrum 60074	0	0	12/22/2020	11/23/2...	12/10/2...	12/4/2020
2001130017	Conservice Energy	0	0	11/17/2020	11/18/2...	12/4/20...	11/18/2020
2001130018	Conservice Energy	0	0	11/17/2020	11/18/2...	12/4/20...	11/18/2020

Click the DNA link to see 12-month historical costs and usage for any account

FILTER BY STATUS

- In Data Entry 0
- In Exception 0
- Finished Data Entry 0
- Re-entry 0
- Funding Requested 0
- Funding Received 0
- Paid 45
- Client Paid 0
- ACH File Submitted 0
- Empty 0

FILTER BY TYPE

- Common Area Charges
- Vacant Charges3
- Hybrid 0
- Vacant Recovery 3

Reviewing Prebills

*Emailed to CM prior to monthly statements generated for Residents

#	Name	Account #	Unit	Move In	Check	Square Feet	Multiple	Renewal Date	Water	Water Based	Sewer	Common Area	Common Area	Storm Water	Storm Water	Trash	Vacant	Vacant	Service	Acct. Setup	Service Fee	Pat. Debt	Debt	Community Balance	Current Balance	Total
1	John Cook	0004448	07-101	01/30/2018	2	1240	1.5	07/10/20	\$17.00	\$14.00	\$0.04	\$5.14	\$4.24	\$0.70	\$1.00	\$1.43	\$0.00	\$0.00	\$0.00	\$0.00	\$1,707.00	\$0.00	\$1,707.00	\$1,850.00	\$1,850.00	
2	Justin Gonzalez	0007794	07-102	07/20/2018	1	921	1.0	08/01/20	\$10.00	\$10.00	\$3.77	\$3.82	\$4.24	\$0.70	\$1.00	\$1.07	\$0.00	\$0.00	\$0.00	\$0.00	\$1,386.00	\$71.28	\$1,457.28	\$1,544.00	\$1,544.00	

LOOK FOR RED FLAGS

- Unusual occupancy counts (check occupancy for any new move in)
- Excessively high or low charges
- Confirm vacant units are vacant - utilities must be in Resident's name within 3 days of move in, otherwise charged vacant utility fee

WHEN UTILITIES GO DOWN

1. Did Conservice receive payment?

- In Conservice, go to Invoices under Synergy as explained above
- You may also check Conservice Reports > Accounting > Payments Made to Conservice



2. Call your local utility provider

- Is it a local issue unrelated to payment?

3. Email utilitybilling@peakliving.com if it is not a local issue and due to missing a payment; send in invoices if possible

Miscellaneous Resident Billing Tips

- **Fix charges in Yardi** first, then request a new statement from Conservice
- **Community Balance** will be updated 24 hours before resident billing goes out to reflect the most accurate amount due
- **Vacant Unit Charges** problems: contact Conservice Customer Support 866-947-7379
- **RentPlus** problems: contact RentPlus Support 855-388-5314
- **All other questions** may be sent to utilitybilling@peakliving.com