

UTILITY SERVICES AT YOUR NEW HOME

Water, Sewer, Trash, Electricity, and Gas

Southern Sky Realty has partnered with Conservice, a utility management company, to provide you with dedicated customer service and to consolidate your water, sewer, trash (if applicable), electricity, and gas utility charges onto one convenient monthly bill. *Please Note: Trash service should be established in your (the resident's) name. If it is not switched over at the time of your move-in, utility charges will be billed back along the associated Failure to Transfer fee below. EXCEPTION: If the Water, Sewer, Trash provider is Metro Water Services, trash will remain in the company name, and be billed back along with the monthly Service Fee below.*

Bill Due Date: 1st of each month

Service Fees: \$14.99 per month, \$40 one-time setup fee

Failure to Transfer Fee: \$50 per provider bill

Note: Service fees may vary from resident to resident. Please see your lease for additional information.

Customer Service: 844.832.2550 | www.utilitiesinfo.com

Bill View Portal: www.utilitiesinfo.com (username: your account # that appears on your billing statement, password: the "web pin" that appears on your billing statement)


Rent and Conservice Payments

Pay Online: <https://southernsky.appfolio.com/>

Balance Inquiries & Payments: <https://southernskyrealtynashville.com/property-management-tenants>

Service Problems with Utilities: <https://app.propertymeld.com/tenant/southern-sky-realty-llc>

Your Conservice Bill


CONSERVICE®
The Utility Experts®
View your account information.

Account #:	12345678
Account Name:	First Last Name
Due Date:	03/01/2022
Statement Date:	02/19/2022
Total Charges:	\$428.97
Service Address:	123 Example Rd Oakland, CA 94611
Web Pin:	99930211

Don't let water run while shaving or washing your face. Brush your teeth first while waiting for water to get hot, then wash or shave after filling the basin.

Balance Inquiries & Payment Options
☎ 555-555-5555

Customer Service
🌐 Chat Us: www.utilitiesinfo.com
☎ Toll free: 1-844-832-2550

Service Problems with Utilities
☎ 555-555-5555

View Conservice and [Company Name] contact information.

Utility Statement for Your Home

CURRENT UTILITY CHARGES

SERVICE TYPE	SERVICE PERIOD	CHARGES
Electricity	12/20/2021 - 01/18/2022	\$143.64
Sewer	11/08/2021 - 01/12/2022	\$133.74
Water	11/08/2021 - 01/12/2022	\$139.60
Service Fee	Conservice is a service provider contracted to prepare monthly statements and provide conservation resources.	\$11.99
Current Charges due 03/01/2022		\$428.97

The back of your bill contains billing explanations for each utility.

Frequently Asked Questions

When will I receive my first bill?

The arrival time of your first bill may vary depending on the billing frequency of your local utility providers, but you should expect to see your first bill within 30-45 days of your occupancy.

If you have a valid email address on file with [Company Name], your billing statement will be sent to your email. If an email address is not associated with your account, you will continue to receive paper bills.

How are my utility charges calculated?

Your utility charges come from local utility provider bills. If you would like to view these bills, contact our customer service team via phone at 844.832.2550, or online at www.utilitiesinfo.com.

You can also see an explanation of the billing methods used to calculate your bill on the back (2nd page) of your Conservice statement.

Who do I pay for my utilities?

Please send your utility payments to your property management company, using the payment methods outlined on the first page of your Conservice invoice. Do not make payments to Conservice.

(See also "Rent and Conservice Payments" on page 1 of this document.)

How can I view/obtain a copy of my Conservice invoice?

You can view and download a copy of your Conservice invoice on www.utilitiesinfo.com. If you have not received your first bill, you can call our customer service department (844.832.2550) to obtain your website login information.

Where are my Trash utility charges? Who do I reach out to for a missing bin or pickup?

Trash service should be established in your (the resident's) name. If you have not yet established trash service, you will receive charges from Conservice, along with a Failure to Transfer Fee. Please reach out to your local Trash provider in order to establish trash service.

EXCEPTION: If the Water, Sewer, Trash provider is Metro Water Services, trash will remain in the company name [Southern Sky Realty] and be billed back along with the monthly Service Fee. In these cases, please visit your online Conservice account at www.utilitiesinfo.com to submit a Trash Request.

Why am I being charged for multiple months of charges?

There may be occasions where the local utility provider's bill is unavailable at the time that your Conservice statement generates and one or more utilities may not be present on your bill. In order to keep your billing current and avoid large balances at the time of move-out, you will likely see additional charges on the following month's statement.