

Military Solutions | Customer Service

Questions about your utility bill?


CONTACT US	Toll Free Live Customer Service:	1.866.947.7379
	Customer Service Hours:	8 a.m. to 10 p.m. Eastern Time
	24 Hour Payment Line:	1.877.259.4977
	Email:	service@conservice.com
	Website :	www.militaryutilities.com

Quick Reference Guide to Military Utilities Website

1. Login at www.militaryutilities.com



Your user name and password are located on your Conservice statement:



Military Solutions
www.militaryutilities.com

Customer Service
Toll free 1-866-947-7379
24 Hour Automated Payment Line
Toll free 1-877-259-4977
Service Problems with Utilities
Toll free 1-866-947-7379

Account #: 1111111
Total Charges: \$3.00
Due Date: No payment is due at this time
Statement Date: 02/12/2013

Utility Statement for Military Community Name

Account Name	Service Address	Account Number	Web Pin
John Doe	Street Address, City, State, ZIP	1111111	9999999

Current Electric Totals

Service Type	Beginning-Ending	Rate	Multiplier	Billed Usage	Totals
Electric Service	11/01/2012 - 12/01/2012				\$95.44
Interconnection (Early Close)					1.0208
Electricity	11/01/2012 (01112) - 12/01/2012 (01112)	\$0.1425		659.00 kWh	\$93.16
Current Electric Totals Due 01/05/2013					\$93.00
Total Current Charges					\$93.00
Price Balance					\$0.00
Payments Received					\$0.00
Grand Total Due 01/05/2013					\$93.00

THANK YOU FOR KEEPING YOUR ACCOUNT CURRENT.

No payment is due at this time.

For your first login, your username is your **Account Number** and your password is your **Web Pin**.

Your Web Pin varies in length. Please only enter the first 8 characters.

You can change your username and password in the account setting screen after logging in.

Once logged in, you'll see the following screen:

The screenshot shows the Conservice Military Solutions customer portal. At the top left is the logo and an American flag. A notification states: "Your latest bill was mailed to you on 03/10/2013. [View your bill online](#)".

Your Current Balance

- Current Charges: 3.00
- Water Balance: 3.00
- Current Charges Due on: **04/09/2013** (Callout 1)
- Last bill was mailed on: 03/20/2013
- Total Due: \$0.00**

A warning message says: "Please note: A late fee of \$0.00 will be charged if the above balance is not paid by 04/09/2013." Below this are buttons for "PAY NOW", "YOUR ACCOUNT HISTORY", and "VIEW YOUR BILL" (Callout 5).

Your Account Summary

Fields include: Your Account #, Name on Account, Your Community, Mailing Address, Billing Information, and Billing Cycle. There are "Sign up" links for "Auto-pay" (Callout 6) and "Change Accrual Option" (Callout 7). A "Change your account settings" link is also present.

Right-hand navigation menu:

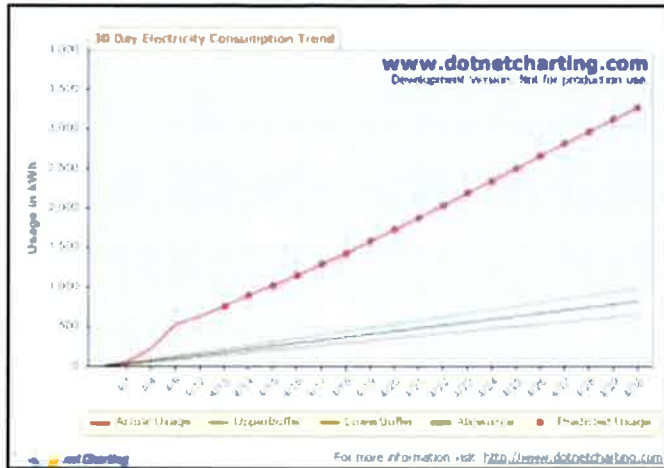
- Your Account History
- Your Previous Bills
- Sign up for E-Bills
- Bill Facts
- Pay Now
- E-Bill History
- Feedback
- Account Settings
- Conservation Tips
- Logout

Bottom right section:

- Never pay processing fees again. [Sign up for auto EFT payments](#)
- Pay more late or possible. [Sign up for e-bills](#)
- Contact Conservice: Toll-free phone 414-468-9477, 24 Hr Automated Payments, and Email: service@conservice.com
- Hours: Monday - Friday, 8:00am - 5:00pm; Saturday, 9:00am - 3:00pm; Sunday, 9:00am - 12:00pm
- Payments: Payments should be sent to: Conservice, P.O. Box 210

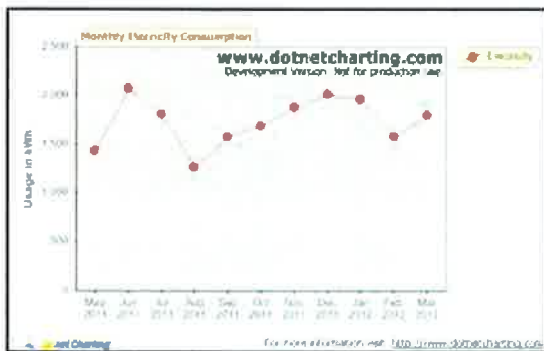
1. View up to the minute account information including charges and balances
2. Go Green – sign up to receive your bills electronically
3. Learn how your utility bills are calculated
4. Make payments online
5. View PDF bill image
6. Sign up for auto-pay
7. Change your rebate accrual options
8. View your account history (only applicable if daily meter reads are available)

Daily Reads – If Applicable Click on “Your Account History” to review daily usage trends.



Daily Consumption Prediction																			
Day	10/13	10/14	10/15	10/16	10/17	10/18	10/19	10/20	10/21	10/22	10/23	10/24	10/25	10/26	10/27	10/28	10/29	10/30	10/31
Usage(kWh)	50.52	48.38	48.38	47.70	48.31	48.78	49.23	48.32	48.60	48.66	49.15	49.81	49.99	50.42	51.43	51.91	51.83	52.17	52.52
Cost	\$9.96	\$9.54	\$9.54	\$9.41	\$9.53	\$9.62	\$9.71	\$9.53	\$9.58	\$9.6	\$9.69	\$9.82	\$9.86	\$9.94	\$10.14	\$10.24	\$10.22	\$10.29	\$10.36
Allowance	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85	\$10.85

Prediction for (10/2010)		Actual Usage for (10/2010)		Summary	
Total Usage(kWh)	1418.11	Total Usage(kWh)	472.00	Allowance Used	27.4%
Total Cost	\$279.67	Total Cost	\$93.08	Predicted Status	Within buffer
Allowance	\$339.60			Estimated Payment/Rabate	None





VAMPIRE ELECTRONICS

Even when household appliances are turned off, most are still using electricity. These devices, known as 'vampire electronics,' use standby power when turned off. The average home has about 20 vampire electronics. A Cornell University study found the average household will spend \$200 a year for standby power ... that's about a month's worth of electricity for most homes.

In some circumstances standby power provides useful functions such as remote control, clock displays, and timers but in other cases it's simply wasted power. In addition to common home office and home electronics equipment, chargers for mobile phones, iPods, laptops, and power tools suck energy from your home when they are plugged into an outlet, even if they are not charging.

WHAT CAN YOU DO?

It's easy to become a vampire slayer. Simply kill the power to devices when they are not in use. An easy way to do so is to plug potential vampires into a power strip which can be turned off at the flip of a switch. Or simply unplug the devices when not in use. Purchasing and using smart power strips can make it even easier to cut power to peripheral devices that consume power.

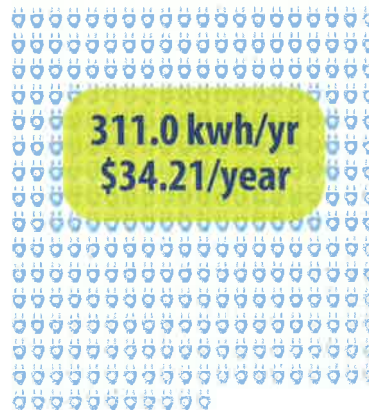
PLASMA TV



GAME CONSOLE



DESKTOP COMPUTER



LAPTOP



LASER PRINTER



DVD PLAYER



LCD MONITOR



RECHARGABLE TOOTHBRUSH



yearly expense based on an average electric rate of 11¢ per kWh

SOURCES:
Standby Power
Lawrence Berkeley
National Laboratory
International Energy
Agency (IEA)
eXtension
IBM



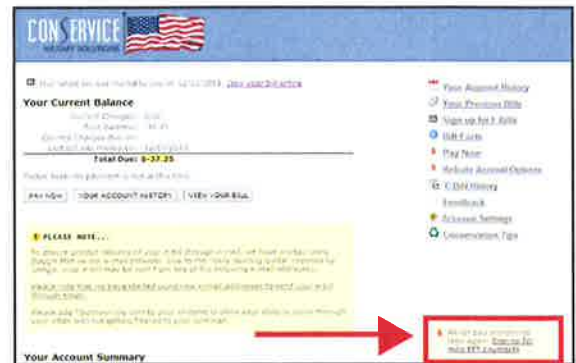
Toll Free: 1.866.947.7379
24 Hour Payments: 1-877-259-4977
service@conservice.com | militaryutilities.com

When you sign up for automatic payments, not only will your balance be paid on its due date automatically each month, but you will also receive any rebates electronically, rather than waiting for a check in the mail.

Simply visit www.militaryutilities.com


Log in with your account number as your user name and the web pin on your bill as your password.

Once logged in, locate the shaded box on the right side of the screen that says "Sign up for auto EFT payments" as pictured. You will be taken to a page where you can enter your bank account information and set up autopay.





or

Send a voided check with your payment stub




Military Solutions
PO BOX 4717 LOGAN, UT 84323-4717
bn44

Account #:1111111 ABC NEIGHBORHOOD
Current Balance:-\$37.25
Due Date:A check will be mailed


0003649 01 AV 0 357 **AUTO T3 0 6497 31905-193210 -C01-P00000-11



JOHN DOE
123 ABC STREET
ANYTOWN, USA

Mailing remittance does not constitute payment. Conservice assumes no liability for postal delay. Please remit payment in enclosed envelope or call 1-866-947-7379 to pay by phone for a small handling fee. When you provide a check for payment, you authorize Conservice to make a one-time electronic fund transfer from your checking account. The funds may be withdrawn from your account the same day we receive your check. There will be a charge for all returned payments.

Your payment should be made out to:
CONSERVICE
P.O. BOX 4718
LOGAN UT 84323-4718



Yes, I want to enroll and have my monthly payments automatically deducted from the account on my enclosed check. You must include a voided check and visit www.militaryutilities.com for terms of use. Signing on the line will confirm enrollment for automatic monthly payment service.

X _____

Check the box at the bottom of your utility bill and sign on the X. Send to Conservice with a voided check.

- Rebates are deposited into your bank account
- Avoid late fees and processing fees
- No more waiting for a rebate check in the mail
- Convenient, reliable, and easy
- If you have a balance, it will be paid on time
- Sign up for automatic payments today!

CONSERVATION TIPS

save money and energy today!

KITCHEN

THE FRIDGE/FREEZER



Your refrigerator and freezer use about 20% of the energy in your home, so these tips can have a big impact.

- Check the door seals to ensure no cold air is leaking out.
- If you have an extra refrigerator or freezer that you don't use very much, keep it unplugged for big savings.
- Set your refrigerator between 36 ° and 40 ° F.
- Set your freezer between 0 ° and 5 ° F.
- Defrost your freezer regularly. Frost makes a freezer work harder to keep your food frozen.
- At least twice a year, clean the condenser coils on your refrigerator.
- Open the door as little as possible.
- Keep the heat out by letting leftovers and other warm food properly cool before putting in the fridge.

THE OVEN AND RANGE



Not only do the oven and stove use electricity (or gas, if applicable), but they also heat your home, which can drive up your energy bill in the summer. Follow these tips for optimal efficiency.

- Keep your oven and range clean so that it will work more efficiently.
- Use your microwave when you can to save 75% in energy costs versus an electric stove.
- Cover your pots and pans to trap steam and help food cook more quickly.
- Cook smaller meals in smaller appliances, like an electric skillet or toaster oven, since they use half the energy of their full-size electric counterparts.
- Once water reaches boiling, turn the burner down.

OTHER



- Only load your dishwasher when it is full.
- Air dry dishes instead of using your dishwasher's drying cycle.
- Keep a pitcher of water in the fridge to avoid wasting time waiting for the water to cool.
- Use the garbage disposal less and the garbage more.
- Thaw food in the fridge or in a bowl of warm water rather than running warm water.

LAUNDRY

THE WASHER/DRYER



- Wash and dry full loads— more than 70 % of the cost of washing a load of laundry is in heating the water. So get the most for your money, and make every effort to wash full loads.
- Use cold water as often as possible – save washing in warm water for whites or hard-to-clean items. Clothes washed in cold water fade less and have fewer wrinkles. Always rinse in cold.
- Clean your dryer's lint screen after every use. A lint-free dryer works much more efficiently.

SOURCES:

<http://www.energysavers.gov>

http://frugalliving.about.com/od/energyandutilities/f/Phantom_Load.htm

SDG&E – A Floor-To-Ceiling-Guide

CONSERVATION TIPS *continued*

save money and energy today!

THROUGHOUT THE HOME

HEATING & COOLING SYSTEM



- Choose the correct temperature setting – for every two degrees you lower/raise your thermostat you can save approximately 5 % on your heating cost.
- Thermostats should never be turned up high or low to heat or cool a home in a hurry. It won't heat or cool your home any faster – and you will be using more energy.
- Beware of portable space heaters – space heaters are best when you are trying to heat one room. If you use more than one, you can use more energy and spend more money than using your heating system.
- Don't let heat or cool air escape – keep doors and windows closed.
- Don't block vents – check to see that vents are unobstructed so your system isn't overworked getting heat or cool air into your home.
- The US Department of Energy recommends setting your thermostat to 68 ° in the winter and 78 ° in the summer.

ELECTRONICS



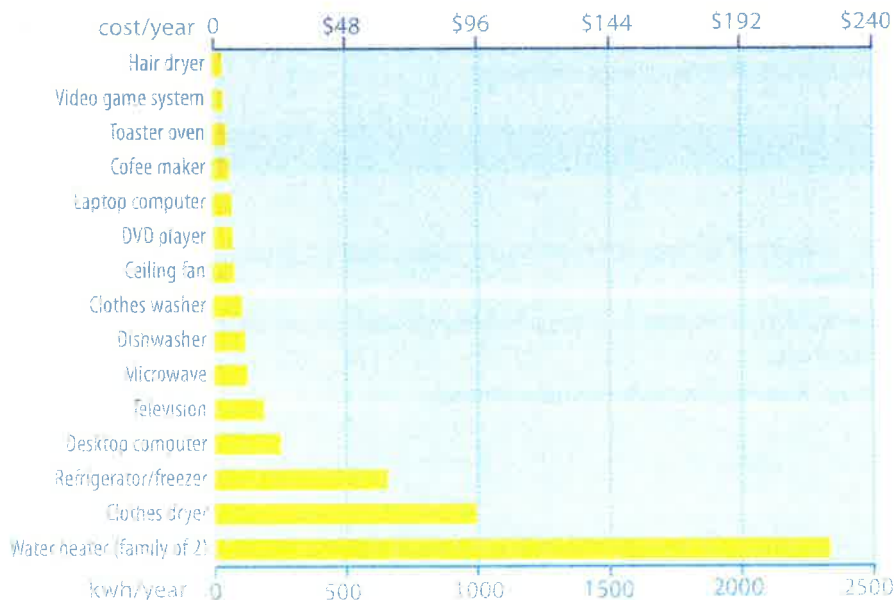
- Plug home electronics, such as TVs and DVD players, into power strips; turn the power strips off when the equipment is not in use- TVs and DVDs in standby mode still use several watts of power.
- Look for the ENERGY STAR® label on light bulbs, home appliances, electronics, and other products.
- If you're wondering when to turn off your computer for energy savings, follow this guideline: turn off the monitor if you aren't going to use your computer for more than 20 minutes; turn off both the monitor and CPU if you won't use the computer for 2 or more hours.

BATHROOM



- Take short showers instead of baths.
- Use energy-efficient shower heads. If a gallon bucket is filled in less than 20 seconds, replace with a newer showerhead.
- Don't leave the faucet running while brushing your teeth.
- Check for leaks regularly.

HOW MUCH ENERGY DO MY APPLIANCES CONSUME?



What is a Kilowatt?

When you use electricity to cook a pot of rice for 1 hour, you use 1,000 watt-hours (1,000 Wh) of electricity. One thousand watt-hours equals 1 kWh. Your utility bill usually shows what you are charged for the kilowatt-hours you use. The average residential rate is 11.04 cents/kWh. A typical U.S. household consumes about 11,800 kWh per year (983 kWh per month), costing an average of \$1,297 annually (\$108.08 per month). [source: <http://www.energysavers.gov/tips/appliances.cfm>]

How to Read Your Statement

Contact Information

CONSERVICE
Military Solutions
www.militaryutilities.com

Customer Service
Toll Free: 1-866-947-7379
24 Hour Automated Payment Line
Toll Free: 1-877-259-4944
Service Problems with Utilities
Leasing Office: 1-703-781-2000

Account #:	14488051
Totals:	\$0.00
Due Date:	No payment is due at this time
Statement Date:	10/30/2014

Your Conserve account #
Total Due
Due Date of Total Due
Statement Processing Date

Utility Statement for Fort Belvoir - Conserve Billing

Account Name	Service Address	Account Number	Web Pin
Fort Belvoir	2077 Avenue P, Fort Belvoir, VA 22060	14488051	14488051

Current Rate Difference of End & Begin Read

Services Billed
Your Electric Usage
Begin & End dates & Reads

Service Type	Beginning-Ending	Rate	Multiplier	Billed Usage	Totals
Electricity	08/08/2014 (61636) - 09/09/2014 (64569)	0.0775		933.00 kWh	\$72.31
Electric Allowance	08/08/2014 - 09/09/2014				-\$72.31
Current Electric					\$0.00

Total Electric Charge

Your Electric Allowance for the Begin and End Dates of your Electric Charge

Current Gas

Service Type	Beginning-Ending	Rate	Multiplier	Billed Usage	Totals
Gas	08/08/2014 (919) - 09/09/2014 (924)	1.342128		5.00 CCF	\$6.71
Gas Allowance	08/08/2014 - 09/09/2014				-\$6.71
Current Gas					\$0.00

Sum of All Utilities
Prior Balance Brought Forward
Payments Received Since Prior Bill
Total Due

Utilities Total					\$0.00
Prior Balance	THANK YOU FOR KEEPING YOUR ACCOUNT CURRENT.				\$0.00
Payments Received					\$0.00
Grand Total	No payment is due at this time.				\$0.00

Graph Reflects Your Usage In Relation to the Baseline



Conserve offers E-Statements! Log on to our website or call 1-866-947-7379 for more info!

Please see reverse for explanations and messages

CONSERVICE



Account #: 14488051 Fort Belvoir - Admin
Current Balance: \$0.00
Due Date: No payment is due at this time

Military Solutions
PO BOX 4717 LOGAN, UT 84323-4717
b22



Making a remittance does not constitute payment. Conserve assumes no liability for postal delay. Please remit payment in enclosed envelope or call 1-866-947-7379 to pay by phone for a small handling fee. When you process a check for payment, you authorize Conserve to make a one-time electronic fund transfer from your checking account. The funds may be withdrawn from your account the same day we receive your check. There will be a charge for all returned payments.



ADMIN
5201 PATRICK RD
BELVOIR VA 22060-2100

Your payment should be made out to:

CONSERVICE
P.O. BOX 4718
LOGAN UT 84323-4718



Yes, I want to enroll and have my monthly payments automatically deducted from the account on my enclosed check. You must include a voided check and visit www.militaryutilities.com for terms of use. Signing on the line will confirm enrollment for automatic monthly payment service.

14488051

X

Utility Explanations

Service Type	Description
<u>Electricity :</u>	Your sub metering system measures the amount of electricity used in your home. A consumption report is sent to monitor usage.
<u>Electric Allowance :</u>	Electric Allowance will zero out electric charges on the consumption report.
<u>Gas :</u>	Your sub metering system measures the amount of gas used in your home. A consumption report is sent to monitor usage.
<u>Gas Allowance :</u>	Gas Allowance will zero out gas charges on the consumption report.

This bill is not from your local utility provider or from any other provider. Your charges are calculated using the service provider bills issued most recently.

Message Center

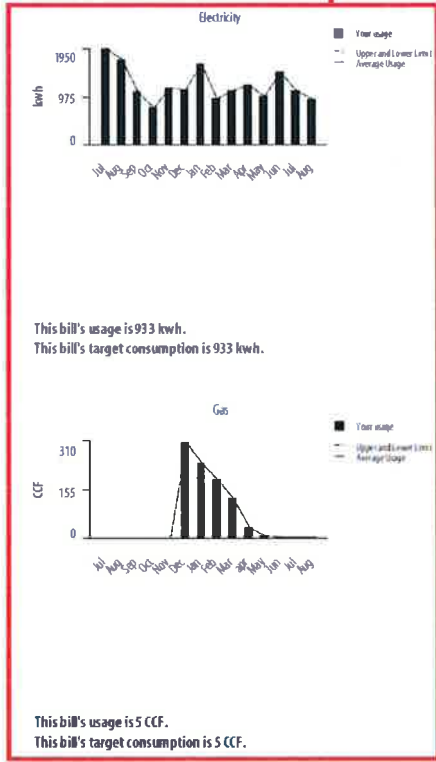
Welcome to Conserve!

We have recently started billing utilities for your community. We encourage you to take a minute and review your bill and notice the exciting features we have included. You will notice a different Conservation Message in this section each month. Please feel free to contact our customer service department if you have any questions.



1430-01-00-000001-000-1000001

Graphical View of Utility Usage Compared to Average Usage Baseline



Your Usage Profile

Month	Your Usage	Lower Limit	Average Usage	Upper Limit	Amount
Jul	1943	1943	1943	1943	138.34
Aug	1726	1726	1726	1726	122.89
Sep	1070	1070	1070	1070	76.18
Oct	751	751	751	751	53.47
Nov	1161	1161	1161	1161	82.66
Dec	1116	1116	1116	1116	79.46
Jan	1655	1655	1655	1655	117.84
Feb	946	946	946	946	67.36
Mar	1103	1104	1104	1104	78.60
Apr	1224	1224	1224	1224	94.66
May	989	989	989	989	76.65
Jun	1475	1475	1475	1475	114.31
Jul	1099	1099	1099	1099	85.17
Aug	933	933	933	933	72.31

Your Usage Profile

Month	Your Usage	Lower Limit	Average Usage	Upper Limit	Amount
Jul	0	0	0	0	0.00
Aug	0	0	0	0	0.00
Sep	0	0	0	0	0.00
Oct	0	0	0	0	0.00
Nov	0	0	0	0	0.00
Dec	306	306	306	306	325.84
Jan	240	240	240	240	357.54
Feb	189	189	189	189	195.59
Mar	128	128	128	128	170.46
apr	37	37	37	37	47.39
May	9	9	9	9	11.69
Jun	5	5	5	5	6.65
Jul	5	5	5	5	6.75
Aug	5	5	5	5	8.71