

OWNER UTILITY MANAGEMENT POLICY

A. PURPOSE: Utility transfers and managing the monthly billing can be expensive, complicated, and time consuming. Most utility services must continue even when a Property is vacant. PMI Brewder Realty has contracted with a third-party utility management company called Conservice which manages all billings and transfers on behalf of the Property Owner, Tenants, and Manager. This service reduces the amount of activation and late fees, disputes, and risk of liens being filed against a Property in the event a Tenant fails to pay for utilities. Monthly bills are consolidated into a single invoice and payment for convenience.

Conservice has decades of experience managing utilities and processes bills for over 4.8 million locations. They have established relationships with the utility companies in the area and can provide additional benefits such as auditing and analysis. Conservice understands the landlord-tenant laws regarding utilities and can ensure proper compliance to minimize potential disputes, including shared utility calculation and billings. They can also answer most questions through their support center without the need to go directly to the utility.

B. COST: There is no additional cost to the Owner for this service if performed by Conservice. Tenants will pay a small monthly fee.

1. **If Owner has opted out or is ineligible for Conservice service,**

Owner will manage utility transfers and bill payments themselves during times of vacancy. No fee.

Owner would like Manager to coordinate transfers and invoices on behalf of the Owner. Fee of \$75 each time the utilities are transferred plus \$15 per invoice processed. Provide utility account information in Section **Error! Reference source not found.**

C. TERMS:

1. **Name on Utility:** Property Owner will need to transfer all utilities to the legal name on the Property (natural person or legal entity), if not already. Name on utility cannot be changed throughout the duration of the Management Agreement without advanced notice and coordination with Conservice.

2. **Authorization:** Each utility has their own policy on who may request information or act on the account holder's behalf. PMI Brewder Realty and Conservice may need to be authorized to act on the account holder's behalf for each utility under management. A representative from Conservice will reach out if this is required.

i. **Legal Entity:** Property Owner should be a legal entity with an EIN. The EIN may be shared with Conservice for the purposes of managing the utility.

ii. **Natural Person:** PMI Brewder Realty does not share people's personal social security numbers with our third-party vendors. Some utilities may require a social security number to be provided each time they are contacted; in which case we will not be able to perform certain tasks. We can still manage the billing but may require your help in the event the utility needs to be contacted for any reason.

3. **Billing Address:** Conservice may change the billing address for the utilities to their billing center for the purposes of fulfilling their service agreement.

4. **Utility Costs:** Tenant will be responsible for paying all costs of utilities during their tenancy. Owner is responsible for these costs during periods of vacancy. In the event Tenant fails to pay, the Owner will be responsible but Manager will endeavor to collect fees from Tenant and reimburse the Owner.

5. **Service Contact Info:** Conservice's customer support number is (866) 947-7379.