

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 9 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:

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
Toll Free: 1-866-947-7379

Account #:	1111111
Total Charges:	\$0.00
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	99999999

Current Electric Totals

Service Type	Beginning-Ending	Rate	Multiplier	Billed Usage	Totals
Electric Allowance	11/12/2012 - 12/13/2012				-\$95.44
Temporary/Free Utility Credit					\$2.08
Electricity	11/12/2012 (41112) - 12/13/2012 (41767)	\$0.1425		655.00 kWh	\$93.36
Current Electric Totals due 03/05/2013					\$0.00
Total Current Charges					\$0.00
Prior Balance	THANK YOU FOR KEEPING YOUR ACCOUNT CURRENT.				\$0.00
Payments Received					\$0.00
Grand Total Due 03/05/2013					\$0.00

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 user dashboard. At the top left is the Conservice logo with an American flag. Below it, a notification states: "Your latest bill was mailed to you on 03/20/2013. [View your bill online](#)".

The main section is titled "Your Current Balance" and includes the following information:

- Current Charges: 0.00
- Prior Balance: 0.00
- Current Charges due on: **04/09/2013**
- Last bill was mailed on: 03/20/2013
- Total Due: \$0.00**

 A note below states: "Please note : A late fee of \$0.00 will be charged if the above balance is not paid by 04/09/2013." At the bottom of this section are three buttons: "PAY NOW", "YOUR ACCOUNT HISTORY", and "VIEW YOUR BILL".

To the right is a navigation menu with the following items:

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

The "Your Account Summary" section provides details:

- Your Account #: 10007862
- Name on Account: Gregory McFarland
- Your Community: Fort Bragg-Caslerboro
- Unit: 60000000
- Mailing Address: 1000 North St, Fort Bragg, NC 28507
- Living here since: 09/20/2011
- # of Occupants: 1
- Phone # on file: Not provided
- E-mail address: Not provided
- Auto-pay: **X** You have not signed up for autopay. [Sign up](#) [Terms](#)
- E-bills: **X** You have not signed up for Ebills. [Sign up](#)
- Rebate Accrual: [Change Accrual Option](#)

 Below this is a link: "Change your account settings".

At the bottom right, the "Contact Conservice" section includes:

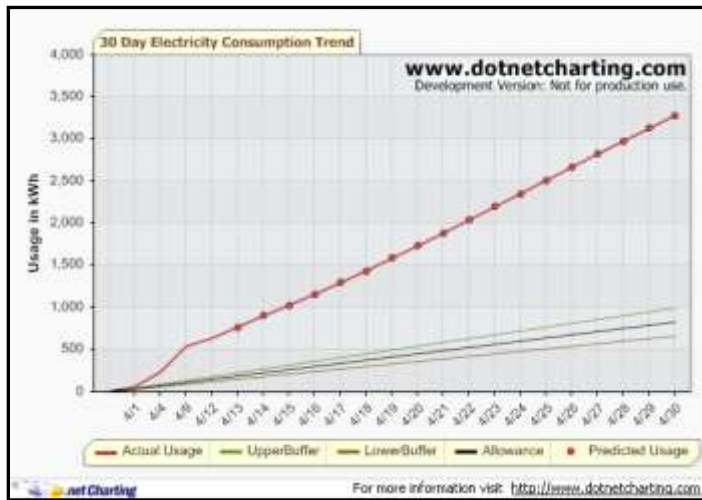
- Our toll-free phone #: 1-866-947-7379
- 24 Hr Automated Payments: 1-877-259-4944
- Our E-mail: service@conservice.com
- Hours: Monday - Friday
 - Eastern: 8 a.m. - 10 p.m.
 - Central: 7 a.m. - 9 p.m.
 - Mountain: 6 a.m. - 8 p.m.
 - Pacific: 5 a.m. - 7 p.m.
- Se Habla Espanol
- Payments: Payments should be sent to: Conservice, P.O. Box 4718

Numbered callouts (1-7) point to specific features:

- 1: Current balance information.
- 2: Sign-up for E-Bills link.
- 3: Bill Facts link.
- 4: Pay Now link.
- 5: VIEW YOUR BILL button.
- 6: Sign up links for Auto-pay and E-bills.
- 7: Change Accrual Option link.

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

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/Rebate	None

