



Estate: Utility Responsibility and Details on Utility Charges

We are dedicated to transparency with residents about utility billing and other charges. Leases for our properties distinctly and intentionally break out utilities and services from the rent amount to help clarify these charges for residents, including any gas, water, sewer, electricity, and other charges. Rent and fee schedules are also publicly available on the website of each property.

Payment of utilities is the responsibility of the resident as detailed in the Lease. Estate residents receive utilities bills from PEPCO, Washington Gas, Metergy Solutions, and utility billing manager Conserve.

About Your Bills:

The utility billing period for Conserve is typically 60-days prior to the payment due date. For example, a utility bill due on March 1 accounts for utilities used during the month of January.

Metergy Solutions bills include consumption charges for the past month's billing period. More information about Metergy's billing is available [here](#).

PEPCO's bills include electric charges for the past month's billing period. More information about PEPCO's billing is available [here](#).

Washington Gas's bills typically include gas charges for the past month's billing period. More information on Washington Gas's billing is available [here](#).

Additionally, please also note that some utilities use estimated meter readings to issue bills. More information on Washington Gas's use of this practice, for example, is available [here](#).

Utilities:

Utility costs may be allocated to residents using different ratio utility billing system (RUBS) formulas that may include: (i) a ratio square footage formula; (ii) an occupancy formula; or (iii) evenly allocated by unit. The exact allocation type used for each utility is outlined in your Lease and accompanying Utility Addendum and is also set forth in the Schedule of Monthly Utility Charges for Estate Residents below.

For the avoidance of doubt, Estate residents do not pay for any common area utilities, for any utilities for vacant or affordable units, or for any utilities in retail and garage spaces. Estate absorbs the utility costs associated with these units and spaces. For example, Estate pays for the utility expenses associated with the following spaces at Estate, among others: lobby; pet wash; gym; spa-steam room, sauna and hot tub; pool; vending machines; storage lockers; dry lockers/dry cleaning; and Print with Me printer service.

Schedule of Monthly Utility Charges for Estate Residents

The following chart provides details about monthly utility charges that Estate residents pay for in-unit utilities, including details about who residents will receive utility bills from, so residents can keep track of these charges and understand their bills.

Utility Type	Billor and Billing Frequency	Billing Methodology
In-Unit Electric	<u>Pepco</u> Billed monthly	Pepco meters and bills you directly for your usage of the lights and electrical outlets in your unit based on a meter in your apartment.
In-Unit Heating & Cooling (HVAC)	<u>Conservice</u> Billed monthly	Electricity at Estate other than the lights and electrical outlets in your unit is billed by Conservice and covers, among other things, the cost of heating and cooling (HVAC) for your unit. Your share of Estate's in-unit HVAC charges is allocated using a RUBS methodology based on square footage after deducting a Common Area Deduction (CAD) representing the spaces for which Estate covers the full cost of utilities.¹ Specifically, after the CAD is deducted, the remaining cost for in-unit HVAC charges for a given month is divided by the total square footage at Estate during the previous month, to obtain an amount per square foot. That amount per square foot is then multiplied by the square footage of your unit to determine your share of Estate's in-unit HVAC charges for the month. This means your share of Estate's in-unit HVAC charges is calculated according to the following formula: Your Charge = (Total In-Unit HVAC and Other Electric Cost * (1-CAD) / Previous Month Total Square Footage) * Your Unit's Square Footage

¹ As noted, Estate covers the cost of all common area spaces. Estate's CAD thus encompasses all common areas or other spaces in Estate other than occupied units. A complete listing of the precise spaces that fall within Estate's CAD is available upon request from Estate's manager.

In-Unit Gas for Kitchens/Fireplaces	<u>Washington Gas</u> Billed monthly	Washington Gas meters and bills you directly for your usage of your gas stove (and gas fireplace in a penthouse or town home unit) based on a gas meter in your unit.
In-Unit Water and Sewer	<u>Metergy Solutions</u> Billed monthly	Metergy bills you directly for your usage of in-unit water and sewer. These charges are sub-metered, which means you are charged for your water and sewer usage based on readings from a master meter that tracks the usage of the individual sub-meter in your unit.

Administrative and Other Charges Imposed By Utilities

Residents also must pay certain charges imposed by the utility companies themselves. More details about these charges are below.

Type of Charge	Billor and Billing Frequency	Purpose of Charge	Amount of Charge
D.C. Water Fees	<u>Metergy Solutions</u> Billed monthly	In addition to the charges noted above, your water bill from Metergy Solutions will also reflect the following fees that D.C. Water imposes on District residents: (i) Metering Fee (flat fee); (ii) Right of Way (ROW) Fee (varies based on usage); (iii) Payment In Lieu of Taxes (PILOT) Fee (varies based on usage); (iv) Clean Rivers Impervious Area Charge (CRIAC) (flat fee); and (v) Water System Replacement Fee (WSRF) (flat fee). More details on these fees charged by D.C. Water are set forth in your Lease.	These fees are set by D.C. Water and included as part of the monthly water/sewer bill noted above.

Questions

If you have any questions or concerns about the RUBS utility allocation methods described above – or if you have any questions about your utility charges, or want to dispute any charges issued to you using a RUBS formula or otherwise – please contact Estate’s property management team at theyards@lyvwellapartments.com. You may also contact Estate’s property management team at theyards@lyvwellapartments.com if you want to inspect or obtain copies of any utility bills or other records kept by Estate, whether relating to the RUBS allocation methods noted above or otherwise. Such documentation will be made available to you upon request.

Similarly, you may also contact utility billing providers Conservice and/or Metergy Solutions if you have any questions or concerns about the RUBS allocation methods described above or the utility charges allocated to you on the basis of a RUBS method, or if you want to dispute any of your utility charges. Conservice and Metergy may be contacted at:

- Metergy Solutions: Customer Service team at 1-888-422-9319 or email CustomerService@MetergySolutions.com
- Conservice: Customer Service team at 1-866-947-7379 or email <https://utilitiesinfo.conservice.com>