

Dear Residents,

Our operations and property teams are continuing to assess our buildings to identify ways in which we can improve your experience as a resident. We recognize there is still work to do, and we appreciate your continued feedback and questions. Please find below the following important updates.

Utilities

In our most recent correspondence on July 30, we relayed important updates regarding utilities. The updates included a summary of the work we have done to ensure accuracy of common area electric charges administered by Conservice. This work involved contracting an independent, third-party vendor to review our building's meter technology and meter maps. Through this process, we identified inaccuracies with the meter maps which had led to erroneous common area electric charges.

We moved swiftly to correct the meter maps and determine the requisite credits related to common area electric that needed to be distributed to resident accounts. In addition, we applied a 6% interest credit atop the billing adjustment for impacted residents. On July 29 between 8:00 and 11:30 PM ET, Conservice distributed emails to all impacted residents notifying them that a common area electric billing adjustment had been made in their account.

At this time, all residential common area electric calculations have been corrected and normal billing procedures are moving forward. Residents at Estate and Guild -- for whom common area electric billing had been paused on April 1, 2024 -- will receive their next common area electric bill on September 1, 2024. This bill will include charges for the months of April, May, June, and July. In recognition of the inconvenience this paused billing may impose, we are extending the September 1 bill due date for residents at Estate and Guild to the end of 2024, rather than the standard 10 days. This week, all residents at Estate and Guild will receive an email and printed letter distributed to their apartment unit notifying them of the recommenced common area electric billing on September 1, 2024, and the payment extension option.

Note – The payment extension to end of 2024 only applies to common area electric bills distributed on September 1. If a resident's lease expires before the end of 2024 and they elect not to renew, the resident is responsible for their utility balance prior to move-out.

Utility Lease Addendum and Contact Information

We want to ensure that all residents are aware that within your lease agreement, there is a section entitled the *Utility Lease Addendum*. Within the *Utility Lease Addendum*, you can find detailed information on how utilities are managed in your building, for example which utilities are covered by rent versus billed separately. Each building and each utility are unique, so we encourage you to reference your *Utility Lease Addendum* for the most accurate information.

Should you have questions for the service providers, please find the below contact information.

If you have question about common area electric, gas, and trash utilities, please contact Conservice at www.utilitiesinfo.com or by phone at 1-866-947-7379.

If you have questions about water and sewage utilities, please contact Metergy Solutions at CustomerService@Metergysolutions.com or by phone at 1-888-422-9319.

Once again, we appreciate your continued feedback and questions.

Sincerely,

Rebecca Snyder
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