



guardianwp.com

Toll Free: (800) 444-9283

Dear Resident,

In order to keep your housing costs as low as possible, we partner with **Guardian Water & Power** to read and bill for utility usage as measured by the submeter installed for your home.

We made the decision to implement submetering because we believe that everyone will benefit. Studies show that when submeters are installed there is a significant reduction in the overall level of utility usage as a result of conservation efforts.

Additionally, we believe that submetering provides a fair and equitable method of distributing utility costs. By submetering, those who use more pay for it directly, rather than having those residents who do not use as much pay for others' usage in a utility inclusive rent.

You will be responsible for payment of all submetered utilities and related costs at your home. Your meter will be read by **Guardian Water & Power**. The reading will be taken from an outside remote reader or by radio frequency so it will NOT be necessary to enter your apartment.

You will receive a bill from **Guardian Water & Power** each billing cycle. Please remit your payment as instructed on the bill. Should you have any questions about your bill, please feel free to call **Guardian Water & Power** at (800) 444-9283.

Please take a moment to review the enclosed conservation tips. These tips will help keep your charges to a minimum.

Sincerely,
Property Manager

Conservation Tips

Since bathroom facilities account for 50%-75% of residential water usage, make sure there are no leaks in your toilet tanks, sinks and showerheads.

The best way to check for toilet tank leaks is to put some food coloring in the tank. If there is a leak, the color will show in the bowl in 20-30 minutes.

Report leaks to your property manager as soon as possible. Even a slow leak can be expensive. A faucet leaking at the rate of one drop per second will waste hundreds of gallons of water per month.

If toilet handles stick frequently, report this problem to your property manager.

Operate dishwashers and clothes washers when they are **fully loaded**. Dishwashers use 7 to 25 gallons of water per full load. Washing machines can use over 50 gallons of water per load.

Wash clothes with **cold water** whenever possible.

Refrigerate drinking water instead of running the tap until the water is cool.

Turn the water off while shaving, brushing teeth and washing your face.

Don't use the toilet as a trashcan. Every flush can take 5 to 7 gallons.

Don't use running water to thaw frozen meat or other frozen foods. Defrost food overnight in your refrigerator.

Refrigerators run more efficiently when the coils are free from dust.

By running your dishwasher and clothes washers with full loads, you not only save water but you also reduce energy usage.

For maximum efficiency, clean the clothes dryer lint filter regularly.

Whenever possible, keep shades and blinds open to let natural light in.

During winter months keep shades and blinds facing south open during the day to allow sunlight and heat into your home.

During winter months **set your thermostat** to 68 degrees.

Keep your air ducts clear from obstructions.

Replace damaged weather-stripping around doors and windows.

If you have a fireplace, make sure the damper is closed when not in use.

Seal windows with plastic film to keep out drafts.

How to read your Guardian utility bill

The bottom portion of your Guardian bill is a detachable **Payment Coupon**. It includes the following:

- 1 The **Total Amount Due** and **Due Date** appears in the upper right corner. Be sure to fill in your payment amount and return payment with the remittance coupon. For your convenience, a return envelope will be included with your monthly bill.
- 2 This is your Account Number. If you need to contact us, please have your account number ready.
- 3 Make sure the remittance address shows through the window on the return envelope

The top portion of your Guardian bill is your Payment Record. Please retain this for future reference. Your **Payment Record** includes the following information.

- 4 This section of your payment record includes the service address, billing date, your account number and invoice number.
- 5 The billing period and meter readings are shown here.
- 6 If a billing code appears here, please follow the written instructions.
- 7 Occasionally we may need to communicate information to you. These messages will be shown here.
- 8 A detailed record of charges appears in this section of your bill.
- 9 You can find more information on billing services, payment options and utility conservation tips at our web site guardianwp.com.

Guardian Water & Power
1160 Goodale Blvd
Columbus, Ohio 43212
www.guardianwp.com

Billing Information
Service Address: [Redacted]
Billing Date: [Redacted]
Account Number: [Redacted]
Invoice Number: [Redacted]
Total Amount Due: \$59.03
Due Date: [Redacted] UPON RECEIPT

Contact Us
Guardian Water and Power
1160 Goodale Blvd.
Columbus, OH 43212
(614) 388-6026
(800) 444-9283
Hours 8:30AM - 6:00PM EST, M-F
www.guardianwp.com
Pay Online at www.guardianwp.com

Summary of Charges

Description	Amount
Previous Balance	\$0.00
Water	\$59.03
Total Amount Due	\$59.03

Summary of Usage

Period From	Period To	Days	Read From	Read To	Usage	BUOH
10/15/18	11/15/18	31	3640	3621	187	07

Remittance Section
Invoice Date: 10/15/2018
Account Number: [Redacted]
Invoice Number: [Redacted]
Utility Billing Period: [Redacted]
Due Date: [Redacted] UPON RECEIPT
Total Amount Due: \$59.03
Amount Enclosed: [Redacted]

Make Checks Payable and Send to:
GUARDIAN THE CITY MEWS HOA
1160 GOODALE BLVD
COLUMBUS, OH 43212

How to pay your Guardian bill

If you are to pay your property manager or landlord and not Guardian, please **remit payment as instructed in the lower right hand corner of your bill.**

OR

If your bill instructs you to make your payments to:

Guardian/NAME OF PROPERTY
1160 Goodale Blvd
Columbus, Ohio 43212

There are several ways you can pay your bill.

1. Create an account at guardianwp.com
 - Click **Login: Resident** tab in the upper right hand corner of the homepage
 - Select **New User? Click here to create your account**
 - Create an account using the 9 digit account number on your bill
2. Once you have created an account online
 - Download **GWPMobile** on the iTunes or Google Play store
 - Pay with a credit card using **GWPMobile** or at guardianwp.com
 - Sign up for Automatic Bill Pay
 - Subscribe to eBilling
3. You can send a check or money order by mail
4. Or call (800) 444-9283 to make a payment with a live call center representative or our 24/7 telepayment system

