



Utility Billing Program

Residents of the Timbers are responsible for their gas and electric consumption. IstaNA, a third party nationwide submetering and utility billing company, monitors and administers utility billing for the Timbers. Ista installed and monitors the meters that are attached to each residence at the Timbers.

How does the utility billing program work?

Residents are responsible for paying for their monthly gas and electric consumption. Each resident will receive a single monthly invoice for their gas and electric consumption for their previous month's usage (The billing period runs from the 25th to the 25th). The monthly invoice contains the resident's meter number, begin read, end read and total consumption. The consumption is then multiplied by the rate charged for each utility. Utilities are purchased in bulk so the rates are reduced. The rates vary monthly according to market rates for the utility. Residents will have 22 days from the invoice date to remit payment to Ista.

How are my meters read?

Each meter has a meter transmission unit (MTU) attached. The MTU transmits the reads via a radio frequency to a data collection unit (DCU). The DCU calls Ista's network control computer each day to download the reads into a database.

How do I pay for my utility invoice?

Mountain Community Homes does not accept payments. Payments are made directly to IstaNA. Residents have several options for paying the monthly utility invoice:

- 1.) A remittance coupon and return envelope will be included with each invoice. Just remove the remittance coupon from the invoice and send it along with a check or money order in the enclosed envelope.
- 2.) Call 1-800-569-3014 and select option 3 to use Ista's interactive voice response (IVR) system to pay your invoice with a credit card.
- 3.) Visit www.ista-direct.com where you can create a login and password to access your account and pay your bill with a credit card.

Who do I call if I have questions regarding my utility bill?

Residents can contact Ista North America @ 1-800-569-3014 or via the internet 24/7@ www.ista-direct.com. Residents can monitor their account, post questions, make payments, read the online FAQ, and find conservation tips at this site.