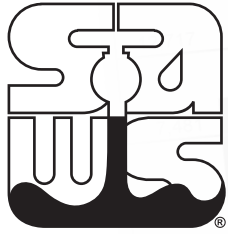


ELECTRONIC PAYMENT PLAN



San Antonio Water System

Automatic Direct Debit

Pay your SAWS bill electronically, automatically each month for free!

SAWS automatic direct debit allows you to automatically pay your SAWS bill by electronically transferring funds from your bank each month. This convenience is absolutely free. Here's how it works.

- Enroll online through your **My Account** page or **complete and return a paper application** to SAWS.
- You will continue to receive a monthly SAWS bill as you have in the past.
- The bill will indicate both the balance owed and the date when this amount will be automatically withdrawn from your bank account.

- SAWS will continue to read your meter each month, bill you monthly, and give you full information on your account just as before.
- Once SAWS receives and processes your enrollment request, your automatic payments will begin with the next billing cycle. This may take up to two weeks.
- The date of payment withdrawal from your bank will be indicated on your SAWS bill.

SAWS Automatic Direct Debit Terms of Agreement

Automatic direct debit is an electronic payment plan designed to make payment of your SAWS bill an automatic process. The plan neither increases nor decreases your total bill.

Automatic direct debit is available to customers who bank with accredited financial institutions capable of accepting automatic withdrawals via the Automatic Clearing House (ACH) Network, which includes most San Antonio financial institutions.

Any customer enrolled for automatic direct debit may be withdrawn from the plan for 90 days if automatic withdrawal transactions are not honored by the bank for any reason.

In addition, the customer may be charged a service charge and late payment penalty if applicable.

The customer must notify SAWS immediately if there is a change in the customer's bank or bank account where the

automatic withdrawal is being administered.

Billing disputes should be discussed with a SAWS customer service associate, not the bank, at least five business days before the date of the automatic withdrawal as shown on your SAWS bill.

To discontinue participation with automatic direct debit, customers must notify a SAWS customer service associate by calling 210-704-7297 within five business days before the due date or canceling enrollment online. **Automatic payments scheduled during the current billing period will still be processed.** Once discontinuation has been completed, the customer will revert to normal billing and payment methods.

Please note: Discontinuation of services may take up to 30 business days once notification has been received.

To complete your application, please attach a voided check to ensure the current bank account and routing number is used. Temporary checks and deposit slips will not be accepted.

Please fill out this application form. Be sure to read "Terms of Agreement" above, sign the application and mail it to:

San Antonio Water System
P.O. Box 2990
San Antonio, TX 78299-2990

SAWS Account Number _____ - _____ - _____

Customer Name _____ Home Phone _____

Service Address _____ Work Phone _____

Customer Bank Name _____ Checking Savings

Signature - Bank Account Owner _____

Signature - Joint Account Owner _____

Call SAWS at 210-704-7297 for help.