WINDFERN FOREST UTILITY DISTRICT

CUSTOMER SERVICE PHONE (713) 983-3602

Dear Residents of Windfern Forest Utility District,

The Board of Directors of Windfern Forest Utility District is pleased to announce that we have added a number of new ways to pay your water bill. Effective in November 2005, you will have the following options for paying your bill:

1. **BY MAIL:** As always, you can mail your payment with the coupon in the return envelope provided. Using the materials provided insures the proper and timely posting to your account.
2. **PAY AT YOUR SUPERMARKET:** You may pay your bill at any Randall's, Kroger, H.E.B. or Fiesta Supermarket. You will need to have your payment coupon to make payments at the store. There is a $1.00 service charge for this service. Payments will post to your water account at close of the next business day.
3. **PAY BY CREDIT CARD:** You may pay by credit card with Visa or MasterCard on the Internet. The website is www.paymyutilitybill.com. There is a 5% access fee to use this service. You will be reminded of this service charge each time you pay via this method on-line. Payments will post to your account at close of the next business day.
4. **PAY WITH YOUR ON-LINE BILL PAY SERVICE:** You may continue to pay your bill on-line through your bill payment service. There is no charge from your water district to use this payment method.
5. **CHECK BY PHONE FOR RESIDENTIAL CUSTOMERS ONLY:** Those residential customers who do not have access to the Internet or do not want to use a credit card may pay over the phone via a "one-time" electronic check. With your authorization, Texas State Bank will create an electronic transaction from your bank account to the District name account. You will be asked to pay a $3.95 service charge for this service. Please call 713-881-0675 to take advantage of this option. Payments will post to your account at the close of the next business day.
6. **DIRECT PAYMENT PLAN:** This option allows you to set up automatic withdrawals from your bank account each month to pay your water bill. Contact Customer Service at 713-983-3602 to get the appropriate forms. Once the drafting begins your bill will be notated as "Bank Draft". You will be charged $1.00 per transaction for this service. Payments post to your account by the due date of your water bill.

The above options are not available for non-sufficient fund items or terminated service payments. Customers with non-sufficient fund items and terminated service must come to an Aqua Services office with cashier's check or money order to settle their accounts.

The Board of Directors
Windfern Forest Utility District