



Enhanced Payment Services

Aqua Services, LP (AQS) and Texas State Bank (TSB) have partnered to provide your customers new payment services that provide the District unparalleled service in the MUD industry. The enhanced payment services will provide the District, these exciting benefits:

- Highly accessible locations
- More payment locations
- Ability to make a payment 24/7
- More timely payments
- No monthly or transaction fees to the district
- Telephone Payment Center provided by TSB

In-District Payment Locations

- Provides payment locations at all major grocery stores in Houston
HEB, Fiesta, Randall's and Kroger
195 locations in Houston and 1700 retail locations in Texas.
- Customer pays \$1 per transaction to the service provider
- Roll out—Fall 2005

On-line Payment

- Reduces the time between customer-initiation of payment using an internet bill payment service and the water payment posting to the District by changing the delivery from a paper and manual environment to an electronic environment.
- No additional fee to Customer to the service provider
- Roll out—July 2005

Internet Credit Card Payments

- Allows customer to make Visa/MasterCard payments on the internet. At no charge to the District, the service provider will host a payment website, which can also be linked to a district website if available.
- Customer pays \$3.95 per transaction to the service provider
(to adjust quarterly based upon average transaction amount)
- Roll out—July 2005

Check By Phone

- TSB will support a Telephone Payment Center as an easy payment option for customers without internet access or credit cards. A "one-time electronic check" will be created from a customer's telephone authorization.
- Customer pays \$3.95 per transaction to the service provider
- Roll out—Summer 2005

Direct Payment Plan

- Allows customer to set up automatic withdrawals from their banking account each month to pay their water bill. The customer will fill out the appropriate forms and their bill will be notated as "Bank Draft".
- Customer pays \$1.00 per transaction to the District. TSB charges the service fees to the District's account
- Roll out – July 2005

District Actions

1. \$100 one-time set up fee
2. Execute documents relating to the Electronic Payment Initiative
3. TSB checking account, free clearing account available if needed