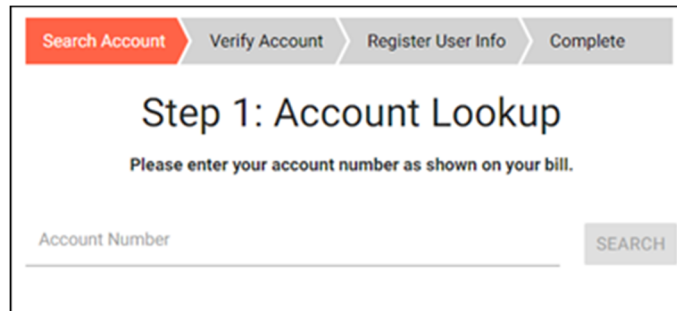


Dear RWA members,

We, at Roosevelt Water Association, strive to deliver the best customer service. With your help and feedback, we have changed our customer management system. Our new customer portal is a comprehensive web-based, self-service payment and account management platform. We are excited to announce that it will be available January 1, 2024. You can access this portal via our website: rooseveltwater.com.

Step 1: Search Account

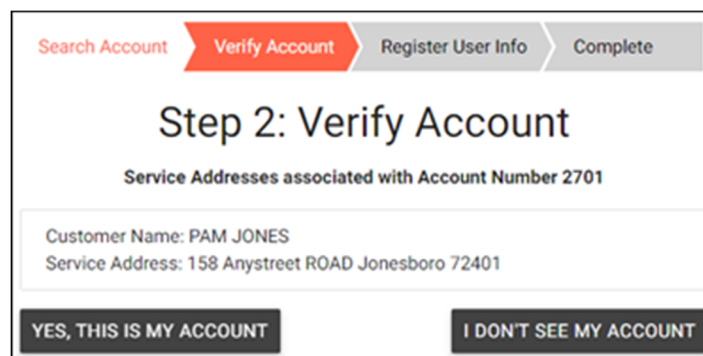
Enter your customer account number found on the attached invoice and click **SEARCH**.



The screenshot shows a progress bar at the top with four steps: 'Search Account' (highlighted in red), 'Verify Account', 'Register User Info', and 'Complete'. Below the progress bar, the title 'Step 1: Account Lookup' is displayed. Underneath, it says 'Please enter your account number as shown on your bill.' There is a text input field labeled 'Account Number' and a 'SEARCH' button to its right.

Step 2: Verify Account

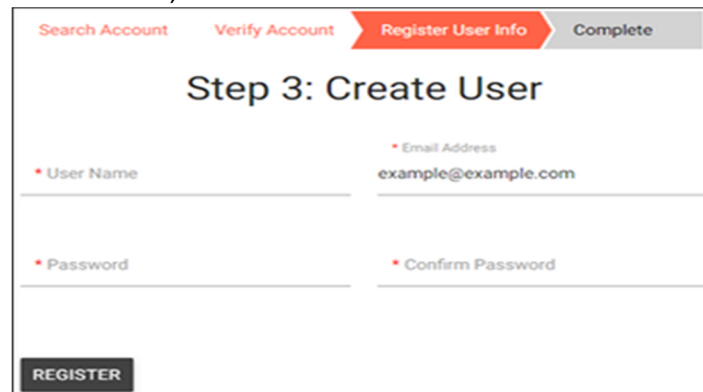
If the account information is correct click **YES, THIS IS MY ACCOUNT**.



The screenshot shows a progress bar at the top with four steps: 'Search Account', 'Verify Account' (highlighted in red), 'Register User Info', and 'Complete'. Below the progress bar, the title 'Step 2: Verify Account' is displayed. Underneath, it says 'Service Addresses associated with Account Number 2701'. There is a box containing the following information: 'Customer Name: PAM JONES' and 'Service Address: 158 Anystreet ROAD Jonesboro 72401'. At the bottom, there are two buttons: 'YES, THIS IS MY ACCOUNT' and 'I DON'T SEE MY ACCOUNT'.

Step 3: Register User Info

Enter the desired User Name, Email Address, and Password in the labeled fields. Click **REGISTER**.



The screenshot shows a progress bar at the top with four steps: 'Search Account', 'Verify Account', 'Register User Info' (highlighted in red), and 'Complete'. Below the progress bar, the title 'Step 3: Create User' is displayed. There are four input fields: 'User Name', 'Email Address' (with the example 'example@example.com'), 'Password', and 'Confirm Password'. At the bottom, there is a 'REGISTER' button.

Step 4: Complete

The **Registration Complete** screen will display listing the newly registered User Name and User Email.