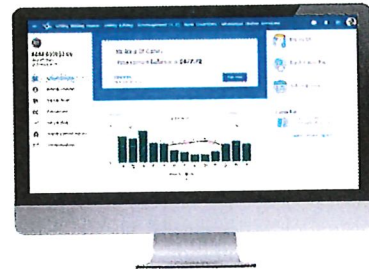


To our valued citizens and customers:

Important changes are coming around how we approach processing recurring utility bill payments. As a result, we will no longer be able to manage recurring utility draft payments on your behalf. *This change will take effect after your December 2020 scheduled draft payment.* Even though we will no longer be able to manage these payments, we already have a solution in place for you and the best part is you're in complete control of your payments!

AutoPay is a feature available to you when you enroll for online utility payments. It lets you choose the day you want to schedule your recurring utility bill payments so you don't have think about it! Including AutoPay, there are many benefits to enrolling for online utility payments such as:

- Managing your credit card information
- Schedule one-time future payments
- Email notifications and reminders
- View your payment history and past statements
- View your usage



There is no ***immediate*** action required from you; however:

If we have your email address on file:

- You will begin to receive an email notification before your draft date notifying you of the scheduled automatic draft and the amount that will be paid
- You will receive an email receipt as soon as your payment is processed that will serve as your payment confirmation
- You will receive an email before your scheduled draft for January from the new system with a link to the website where you will be able to manage your recurring payment. Your email address will be used to login to the new system and manage your payment

If we don't have your email address on file:

- Your drafts will continue to work as always, but you will not receive email notifications or confirmations
- If you would like, you can access the portal later to make changes at the following website:
<https://www.municipalonlinepayments.com/riohondotx/utilities>
 - You will need to provide the following to access the ability to manage your payment:
 - Email address
 - Utility account number
 - Last payment amount

What happens if I don't enroll for online utility payments by the time my credit card on file expires?

- If you fail to enroll online before your credit card on file expires then your recurring utility bill payments will stop until you've enrolled and have added new credit card information to your profile

Payments are subject to a \$1.25 processing fee

To provide your email address or opt out please contact (956) 748-2102.