

NUECES WATER SUPPLY CORPORATION

P.O. Box 415

Kingsville, TX 78364-0415

Member and Customer Memo

To: All Nueces Water Supply Members and Customers
From: Carola G. Serrato, General Manager & Nueces Water Supply Corporation (NWSC) Board
Date: July 30, 2015
Re: Tariff Changes as a result of Credit Card Payments

1. The NWSC is pleased to announce that arrangements are in the final stages for accepting credit card payments. In order to remain in compliance with Texas law, credit card payments can be processed by the customer in two ways: (1) using the Corporation's website - www.nueceswsc.com or (2) using a dedicated lobby computer at the Corporation's office which will connect the customer to the online bill pay website. Customers and members using these payment methods will see two (2) separate charges. One charge will be for the water bill. The second charge will be a fee collected by Bankcard Associates - the Corporation does not receive any portion of the processing fee.
2. As a result of these new payment options, the NWSC Board voted to revise the Corporation's Tariff in order for the due date, late charges and disconnection fees to be fair to all parties. Below are the revised portions of the Tariff. You may want to keep this memo as a reminder of these important changes.

Due Dates, Delinquent Bills, and Service Disconnection Date.

The Corporation shall mail all bills on or about the 13th of the month.

All bills shall be due by the date indicated on the bill (allowing approximately **twenty five (25)** days to pay), after which time a penalty shall be applied.

A bill is delinquent if not paid by the due date. Payments made by mail will be considered late if **not received in the Corporation's mail receptacle on or before the due date.**

Payments made by the drop box will be considered late if not received in the Corporation's office before the due date or on the due date by 4:59 pm.

Payments made using the computer online service will be considered late if not made by the customer by 4:59 pm on the due date.

Lockout notices will be sent immediately or as soon thereafter as possible following the due date.

Lockout notices shall be mailed allowing seven (7) additional days for payment prior to disconnection. The seven (7) additional days shall begin on the day the lockout notice is deposited with the U.S. Postal Service with sufficient postage. If the due date for the **regular billing** is on a weekend or holiday, the due date for payment purposes shall be the next day the Corporation is open for business the day after said weekend or holiday.

Payment must be received whether made in person, drop box, U.S. Postal Service or using the online computer service by 4:59 p.m. on the business day before the actual disconnection date in order to avoid incurring a service charge/cutoff fee.

PLEASE NOTE THAT POSTMARK DATES WILL NO LONGER BE USED FOR THE PURPOSE OF ANY PAYMENT DEADLINE.