

HARRIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 191

CUSTOMER SERVICE PHONE (713) 983-3602

Dear Residents of **Harris County Municipal Utility District No. 191**,

The Board of Directors of **Harris County Municipal Utility District No. 191** is pleased to announce that we have added a number of new ways to pay your water bill. You now have the following options for paying of 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 H.E.B. locations that offer Western Union Convenience Pay. 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 should post to your water account by close of the next business day. Watch the message area on your bill for other supermarkets that may be added over time.
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, per transaction, to use this service. You will be reminded of these charges each time you pay via this method on-line. Payments should post to your water account by 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:** Those customers who do not have access to the Internet or do not want to use a credit card may pay over the phone via an electronic check. With your authorization, Texas State Bank will create an electronic transaction from your bank account to the **Harris County Municipal Utility District No. 191** account. There is a \$3.95 service charge to Texas State Bank each time you use this service. Please call 713-881-0675 with your bill and your checkbook in hand to take advantage of this option. Payments should post to your water account by 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 water 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
Harris County Municipal Utility District No. 191**