

We Heard You

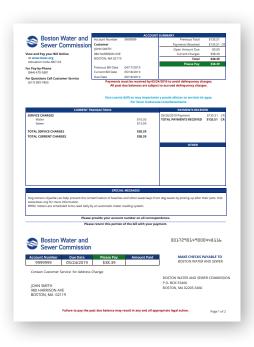
BWSC appreciates customer feedback. We listened to the need for an upgraded billing system and have worked to bring you convenient new features and a new user-friendly customer information system. Our new billing system and website are up and running. Our redesigned website has been enhanced to improve customer access and support the new billing system.



The New Billing System is Here!

Features included in our new system simplify the billing process and allow for improved customer service. The new billing system includes a Customer Self-Service portal where you can view, download and pay your bill. Customers have the option to receive their bill electronically or receive paper statements in the mail. The redesigned bill format is easier to read and includes payment plans and installments if they apply to your account.

You will also have the choice to register for AutoPay. To keep customer information secure, current AutoPay information will not



transfer to the new system. If you already have AutoPay, you will need to re-enroll for AutoPay in our new CSS portal.

We have a new billing system, but you can receive and pay your bill the same as always.



You can still pay

- at BWSC headquarters
- at any of our neighborhood site visit locations
- by sending your payment in the mail It is your choice.

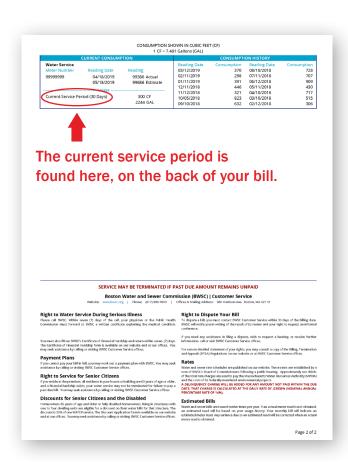












The Amount on Your September Bill May Be Higher Than Usual

- Due to our billing system transition, September billing started later.
- A longer service period means you are billed for a greater number of days.
- Service periods will be shorter in October.
- Service periods will normalize in November.
- Delinquency charges will not be assessed during this entire period.

Getting Started

To register for the new Customer Self-Service portal you will need an e-mail address, your new account number and an activation code to enroll. Your activation code will be on your September bill and all future bills.

Click the "My Account" button at www.BWSC.org to get to the portal.



Available Features

New E-Bill

- Receive your bill electronically by opting out of a paper bill
- Electronic monthly notification
- Exact copy of the paper bill in PDF format easily downloaded, stored in the online portal

Customer Self-Service Portal

- Register for E-bill
- Register for AutoPay
- View and download your bill
- Pay your bill
- View your account history
- Monthly consumption
- Daily consumption









