

## OTHER AMUD SERVICES

Your Name

Your Service Address

Your AMUD Account Number

Your email address

Driver's License #

Your Phone Number

PLEASE PRINT CLEARLY

AMUD Representative

### Average Monthly Payment (AMP)

Average Monthly Billing (AMP) is an optional utility payment arrangement offered by Acton Municipal Utility District (AMUD). AMP is designed to smooth out the "peaks and valleys" many customers' experience in their utility bills caused by weather changes. AMP is not designed to save or cost you money; it simply averages your bill. At any given point in time, you may be temporarily ahead or temporarily behind on what you would have paid if you had not participated in AMP verses what you did pay by participating in AMP. This difference is tracked and must be settled when you terminate your participation in AMP.

The exact amount you pay each month, if you elect to participate in AMP, will vary and depend on your most current 12-month's billing. Your AMP amount for water each month is an average of your last 11 months of history plus your current billing. AMP does not change the rate that you pay or the amount of your consumption from month to month. It simply allows you to pay less in high usage months by paying more in low usage months.

Your water meter will still be read every month and your actual consumption will still be printed on your bill. The enrollment window for Average Monthly Billing is limited to the months of **October, November, and December of each year.**

**Qualified Residential customers must have:**

- 12 month payment history at their current address,**
- current balance must be paid in full and there can be**
- no disconnects,  no insufficient (NSF) checks or  no more than 2 late payments in the last 12 months.**

**Authorization for Average Monthly Billing (AMP):** I attest that my utility bill is current and I will continue to keep it current throughout enrollment in the Average Monthly Billing (AMP). I understand the amount billed is based on the most recent twelve-month average billing period; therefore, the monthly amount will vary slightly. I understand that I must have twelve months of service at my current address before I qualify for average billing. Failure to pay the amount billed by the due date will result in removal from the program and all balances are due in full at that time. I understand that I can enroll for the Average Monthly Billing (AMP) during the enrollment window of October through December and I also understand that I can terminate the Average Monthly Billing (AMP) at any time by signing and dating the AMP termination form. All balances are due in full when account is terminated.

\_\_\_\_\_  
Signature of Primary on AMUD Account

\_\_\_\_\_  
Today's Date

### Paperless Billing

Going paperless is better for the environment – less paper to print the bill and less fuel used to deliver them. You will receive an email every month with your statement included as an attachment. Currently we can only send notifications to a single e-mail address. Late notices will be mailed.

Signing up for Bank Draft or Credit Card Draft is a great complement to paperless bill, making it even more convenient. You will receive an email from [TOPS@AMUD.COM](mailto:TOPS@AMUD.COM) the next time billing is calculated for your area. This email will have an attachment of your billing statement. If you do not receive your e-mail statement check your deleted mail folder or junk folder. Please give us a call at (817) 326-4720 if you are still having problems.

**I WANT TO SIGN UP FOR PAPERLESS BILLING!**

\_\_\_\_\_  
Signature of Primary on AMUD Account

\_\_\_\_\_  
Today's Date

\_\_\_\_\_  
Thanks for going green!

## Medical Transport Service

The fee for these memberships is only \$1.00 a month each, and will be added automatically to the monthly water bill for residential customers. This fee will cover all residents of the household. It is completely optional and voluntary. In recap, should you decide to take advantage of both membership offers, there will be a total monthly fee of \$2.00. Please bear in mind that this is an **optional additional fee**. These additional fees will appear on your water bill. **You can opt out of this offer by signing below and indicating which service that you do not wish to participate in. It's entirely up to you.**

I do not want Texas EMS Service

I do not want CareFlite Service

\_\_\_\_\_  
Signature of Primary on AMUD Account

\_\_\_\_\_  
Today's Date

## Payment Authorization Terms and Conditions

Welcome to the secure bill payment technology service provided by Paymentus Corporation. We are an authorized provider for Acton Municipal Utility District which you are about to make a payment to. If you use this service to make your payment, you accept these terms and conditions. Please read them carefully.

**Refund Policy:** Under normal circumstances, there are no refunds on the payments. If there is a discrepancy, please call our Customer Service Center.

**Privacy Policy:** Your information is secure and will only be used for the purpose of processing this payment transaction.

**Late Fees:** Monthly drafted payments are processed on the due date and applied to your account each month on the day that your bill is due. In the event that a payment is denied, all late charges will apply. Payments not received by AMUD prior to due date will result in late charges. Any abuse of this privilege will result in automatic removal from the recurring draft payment program.

**Prohibited Use:** Please note that Paymentus does not accept payments from collection agencies and third party agencies. Paymentus reserves the right to reverse all such payments if it discovers that they were made from such third party agencies or collection agencies.

**Electronic Checks:** You, the consumer, authorize us the right to issue a one-time Electronic Check to your bank. Your authorization on this agreement will give us the right to present a check to you bank for your bill payment.

You agree to the terms and conditions, you agree to pay the bill payment amount to be paid to the billing company. All authorizations are subject to the agreements governing you credit or debit card. Payment transaction will only be completed after receiving successful authorization form your card company for the Total Amount Charged. For card payments and ACH payments, you will see one line item on your card holder and bank statement- the billing amount charged directly by the billing company you are making a payment to.

AMUD reserves the right to refuse or terminate automatic credit card payment services.

**AUTHORIZATION AGREEMENT FOR AUTOMATIC CREDIT CARD DRAFT:** I authorize Acton Municipal Utility District (AMUD) to charge my monthly AMUD statement charges to my credit card as listed below. No payment to AMUD shall be deemed to have been made until AMUD receives actual credit. I also understand that if corrections of the entry are necessary, it may involve an adjustment to my account. I also understand that the account may be subject to late fee charges if bank card authorization is denied.

\_\_\_\_\_  
Signature of Primary on AMUD Account

\_\_\_\_\_  
Today's Date

**AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS (ACH DEBITS):** I authorize Acton Municipal Utility District (AMUD) to initiate debit entries to my Checking Account indicated below at the depository financial institution named below, and to debit the same to such account. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. This authorization is to remain in full force and effect until AMUD has received written notification from me of its termination in such time and in such manner as to afford AMUD and the depository a reasonable opportunity to act on it. I also understand that the account may be subject to late fee charges if bank card authorization is denied.

NOTE: DEBIT AUTHORIZATIONS MUST PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED IN THE AUTHORIZATION.

\_\_\_\_\_  
Signature of Primary on AMUD Account

\_\_\_\_\_  
Today's Date

PLEASE PRINT CLEARLY

\_\_\_\_\_  
Your Name

\_\_\_\_\_  
Your AMUD Account Number

\_\_\_\_\_  
AMUD Representative

### Automatic Credit Card Draft Program

**Credit card Type (Check one):**  Visa  Master Card  Discover  One Time Charge  Recurring Monthly Charge

PLEASE PRINT CLEARLY

\_\_\_\_\_  
Address where credit card is billed

\_\_\_\_\_  
Zip Code

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Expiration Date

\_\_\_\_\_  
CVV (security code)

\_\_\_\_\_  
Signature of Card Holder

\_\_\_\_\_  
Today's Date

### Automatic Bank Draft Program

Automatic Bank Draft option is available for customers who want their payment deducted directly from their bank accounts. Please call the office to request a Bank Draft Authorization Form or print the form from our web site [www.amud.com](http://www.amud.com) and return to the AMUD office with a voided check. Please allow up to 30 days for your account to be activated for ACH Debits. (You may have to send in a payment for the first month). Your bill will say "Drafted Do Not Pay" once the ACH debit is set up. All drafts are processed on the due date.

PLEASE PRINT CLEARLY

\_\_\_\_\_  
Service Address

\_\_\_\_\_  
Zip Code

\_\_\_\_\_  
Bank Routing #

\_\_\_\_\_  
Bank Account #

\_\_\_\_\_  
Bank Name / Branch

\_\_\_\_\_  
Bank City, State Zip

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Today's Date