

RUBY RANCH WATER SUPPLY CORPORATION

26550 Ranch Road 12, Suite 1, Dripping Springs, TX 78620

*Business Office (866) 643-3472 * Fax (512) 858-1414*

AUTO DEBIT PAYMENT PLAN

We are pleased to announce the following enhancements to our customer billing service – Auto Debit.

You can have your monthly water bill automatically deducted from your checking account. You will still receive your monthly water bill, as normal, showing the amount due. Instead of mailing a payment every month, your bank will make the payment for you every month as shown on your water bill. You will benefit from this convenient service by saving money on postage and save time preparing or delivering your payment. This also helps to eliminate any late payment fees. With auto debit, your water bills are paid on time when you are on vacation or just busy with life's demands.

Simply print the auto debit authorization, complete, and return to our office with a voided check. If you have any questions, call: 866-643-3472 or email: admin@rubyranchwater.com

Frequently asked questions –

- How much does it cost?
 - There is no service charge to use auto debit
- When will the money be debited from my account?
 - On or after the 8th of every month.
- What if my account has a credit?
 - If your account is greater than the water bill, your bank account will not be debited. Your account will only be debited for any amount due on your last bill.
- When will auto debit start?
 - It takes approximately 30 days to get your auto debit established. Please continue to pay your bill in your usual manner until you receive a bill with the notation “YOUR BILL IS BEING PAID WITH BANK DRAFT.”
- What if I want to stop this program?
 - You may cancel anytime by notifying us in writing. Please give us ample time to process your request.
- What if my payment is declined by my bank?
 - You will be charged a \$20 returned check fee. In addition, if you do not make a payment by check or at our office by the past due date, you will be charged a late fee of \$5 or 10%, whichever is greater.
- What if I am on auto debit and can't give you a ample notice because my bank account was compromised?
 - We can stop your auto debit from being sent to the bank up to three business days before your due date. We will need notice in writing that you want the auto debit stopped. Please call our office for further instructions. When you have your new bank account information, please print out the automatic auto debit authorization form and submit the new information to us so we can get you set back up on auto debit.
- What do I need to do if I'm changing bank accounts and I am on auto debit?
 - All changes to any auto debit information need to be made in writing. We will need at least a two week notice to get the changes made. Print out the automatic auto debit authorization form and submit the changes to us.
- Will my final bill be drafted?
 - No, we do not draft the final bill. You will need to make the last payment by mail or in person at our office.

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Name

Address

City, State, Zip

REQUEST FOR PRE-AUTHORIZED PAYMENT PLAN

I authorize the RUBY RANCH WATER SUPPLY CORPORATION to electronically deduct payments from my checking account at:

Bank Name _____

Address _____

PLEASE INCLUDE VOIDED CHECK

ROUTING # _____

BANK ACCOUNT # _____

These electronic deductions will be debited on or about the **eighth** of each month. If any electronic deduction is not honored by my bank a returned item fee of \$20.00 will be added to my account balance and the account will be considered not paid. Ruby Ranch Water Supply Corporation will ask me to replace the pre-authorized electronic deduction. After the replacement is received by Ruby Ranch Water Supply Corporation and any canceled or lapsed accounts are reinstated, the pre-authorized electronic payment plan will resume for future installments. If you have any questions, call: 866-643-3472 or email: admin@rubyranchwater.com

Ruby Ranch Water Supply Corporation has the right to discontinue the pre-authorized electronic payment plan if any two deductions are not honored.

I may discontinue the plan at any time by contacting the business office of Ruby Ranch Water Supply Corporation **in writing and at least thirty (30) days prior to the next payment date.**

Customer Name as it appears on the bill (please print) _____

Account Number (s) on water bill(s) to be electronically drafted _____

Billing address _____

Signature _____

Date _____