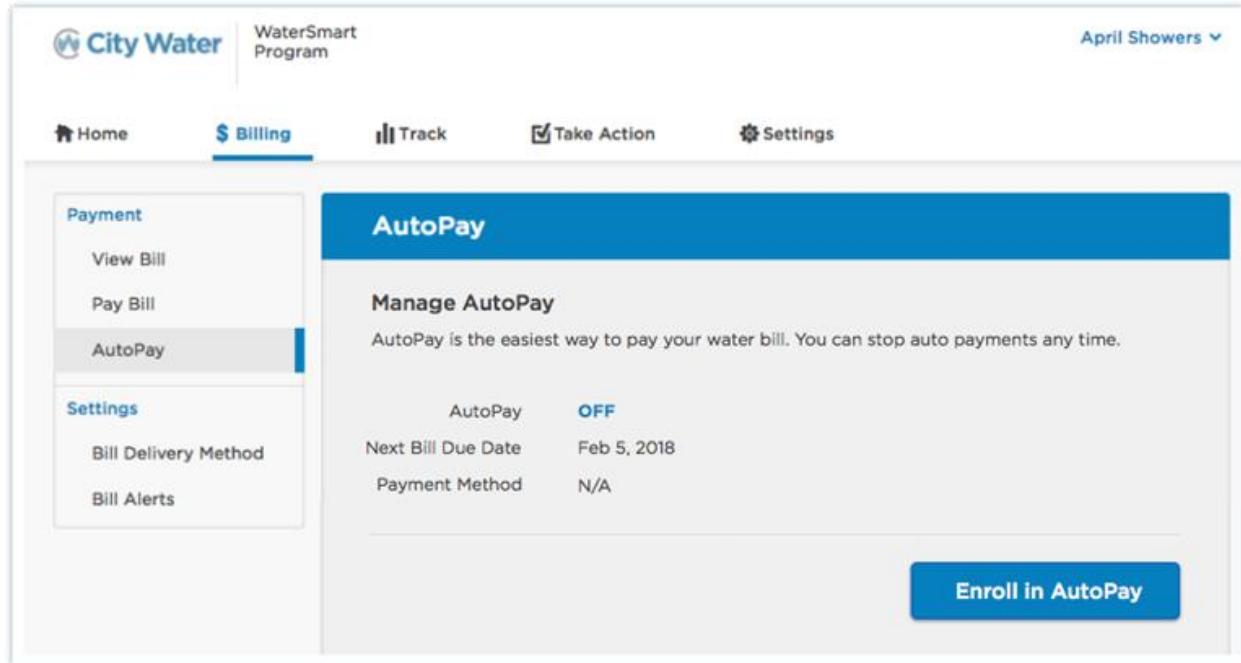


AUTOMATIC PAYMENTS

AutoPay Enrollment

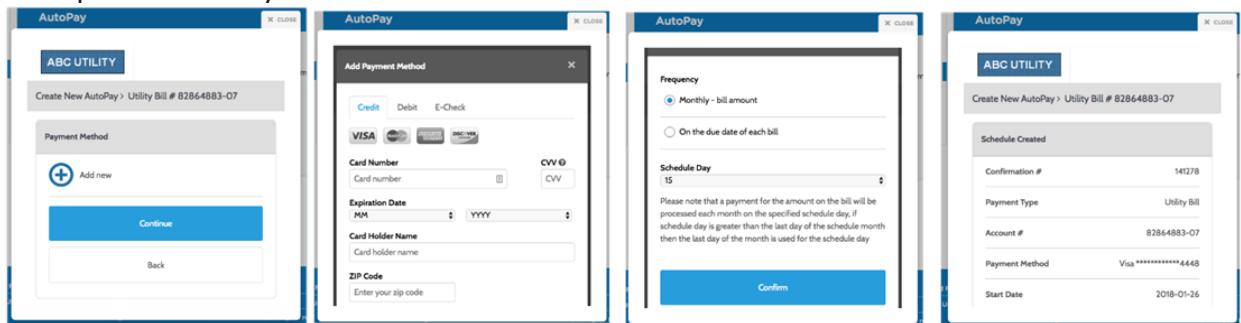
Residents can enroll in Automatic Payments, or AutoPay, from the AutoPay page in the Customer Portal.



The screenshot shows the City Water Customer Portal interface. At the top, there is a navigation bar with links for Home, Billing (which is selected), Track, Take Action, and Settings. The main content area is titled "AutoPay" and has a sub-section titled "Manage AutoPay". It displays the status "AutoPay OFF", the "Next Bill Due Date" as "Feb 5, 2018", and the "Payment Method" as "N/A". On the left, a sidebar menu lists "Payment" (View Bill, Pay Bill, AutoPay - selected), "Settings" (Bill Delivery Method, Bill Alerts), and "WaterSmart Program". At the bottom right, there is a blue button labeled "Enroll in AutoPay".

AutoPay in the VXsmart Customer Portal

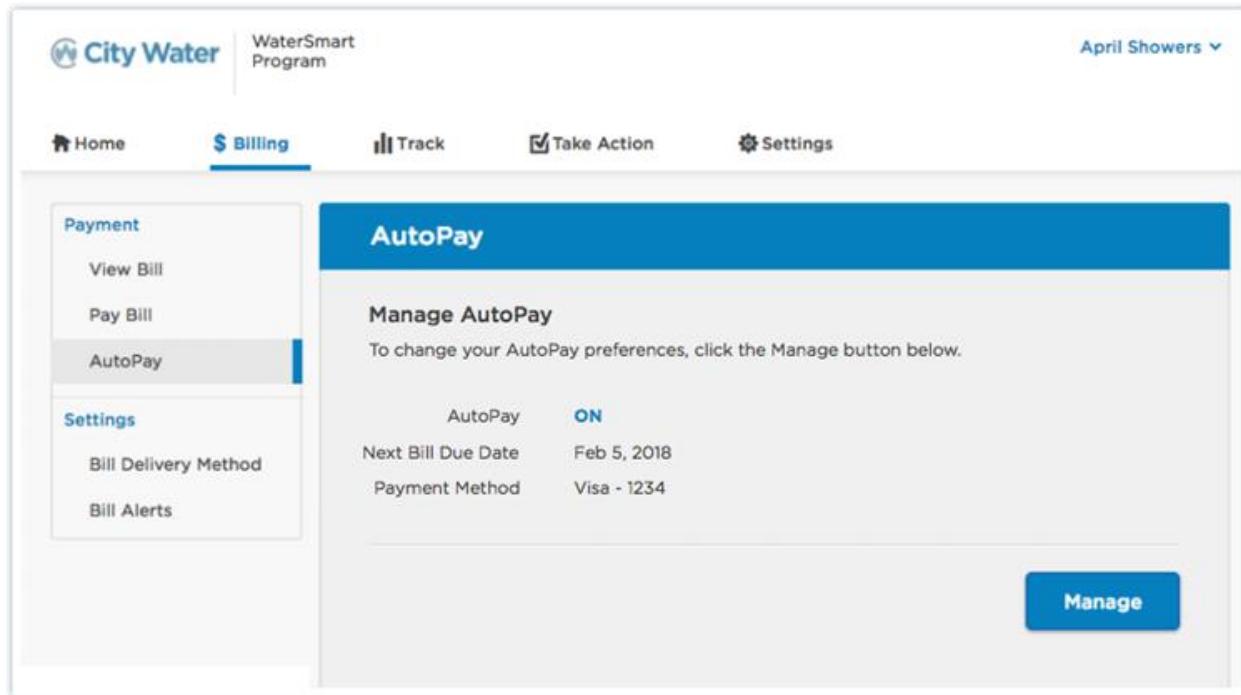
Residents can choose a credit card, debit card or eCheck as a payment method for their AutoPay schedule and can choose to schedule payments on the bill due date, or on a particular day of the month.



The image displays four sequential screenshots of the VXsmart Customer Portal's AutoPay setup process:

- Step 1:** Shows the "Create New AutoPay" screen with a "Payment Method" section containing a "Add new" button. Buttons for "Continue" and "Back" are at the bottom.
- Step 2:** Shows the "Add Payment Method" screen. It has tabs for "Credit", "Debit", and "E-Check", with "Credit" selected. It includes fields for "Card Number", "Expiration Date", "Card Holder Name", and "ZIP Code". Buttons for "VISA", "MasterCard", "American Express", and "Discover" are shown above the card number field. A "CVV" field is also present.
- Step 3:** Shows the "Frequency" screen. It has radio buttons for "Monthly - bill amount" (selected) and "On the due date of each bill". A "Schedule Day" field is set to "15". A note at the bottom states: "Please note that a payment for the amount on the bill will be processed each month on the specified schedule day, if schedule day is greater than the last day of the month then the last day of the month is used for the schedule day". A "Confirm" button is at the bottom.
- Step 4:** Shows the "Schedule Created" screen. It displays the "Confirmation # 141278", "Payment Type Utility Bill", "Account # 82864883-07", "Payment Method Visa", and "Start Date 2018-01-26".

Residents enrolled in AutoPay will see their settings reflected on the AutoPay page.



The screenshot shows the City Water website interface. At the top, there is a navigation bar with links for Home, Billing (which is underlined in blue), Track, Take Action, and Settings. The WaterSmart Program logo is on the left, and a dropdown menu for April Showers is on the right. The main content area has a blue header bar with the text "AutoPay". Below this, a sub-header says "Manage AutoPay" with the instruction "To change your AutoPay preferences, click the Manage button below." On the left, a sidebar menu lists "Payment" (View Bill, Pay Bill, AutoPay - which is highlighted with a blue box), and "Settings" (Bill Delivery Method, Bill Alerts). On the right, there are three settings listed: "AutoPay" is set to "ON", "Next Bill Due Date" is "Feb 5, 2018", and "Payment Method" is "Visa - 1234". A blue "Manage" button is located at the bottom right of the main content area.