

CUSTOMER INFORMATION

CUSTOMER NAME (AS IT APPEARS ON BILL)

SERVICE ADDRESS

CITY

STATE

ZIP

TELEPHONE - PLEASE INCLUDE AREA CODE

WASHINGTON MUNICIPAL UTILITIES ACCOUNT NUMBER

SIGNATURE

DATE

Banking Information

FINANCIAL INSTITUTION NAME

CHECKING ACCOUNT NUMBER*

***Please be sure to enclose a voided check for the checking account you wish to have debited.**

Authorization Form

I authorize Washington Municipal Utilities to instruct my bank, savings & loans or credit union to pay my total bill from my checking account listed. I understand that I control my payments, and if at any time I decide to discontinue this payment service or if there is a change in banks or account status, I will notify Washington Municipal Utilities at such time an opportunity to act on my request. Discontinuance of this payment service shall not affect any amounts owed by me to the company.



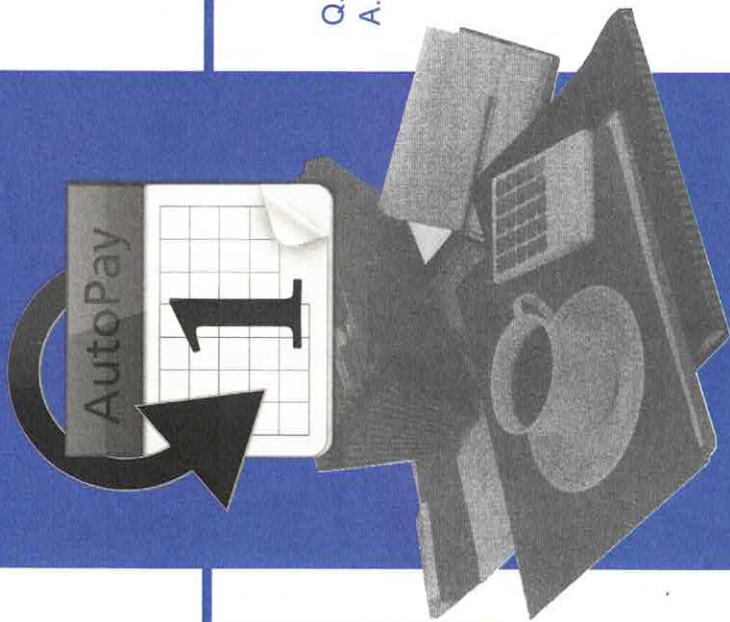
DIRECT PAY PROGRAM



WASHINGTON MUNICIPAL UTILITIES
2100 Memorial Avenue
P. O. Box 800
Washington, Indiana 47501-0800
(812) 254-5171 • Fax (812) 254-8200



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QUESTIONS AND ANSWERS

Each month your bill amount will be deducted from your checking account. You will receive a billing statement prior to withdrawal so you will know how much is being withdrawn to pay your monthly bill. It's that simple!

- Q. **How Do I enroll?**
 A. To enroll in Direct Pay, just complete the authorization form attached and enclose a voided check for the checking account from which you wish to have the payment deducted. You can enclose the form and a voided check with your normal bill payment.
- Q. **Once I have sent my enrollment form, how will I know when the automatic payments begin?**
 A. A special message printed on your billing statement will let you know that you are set up for automatic payment.
- Q. **How will my bill be paid?**
 A. On the due date shown on your billing statement, Washington Municipal Utilities will inform your financial institution of the amount due. The bank will automatically deduct the amount from your account at that time.
- Q. **How will I know how much my bill is?**
 A. You will continue to receive a billing statement from Washington Municipal Utilities at the normal time, showing the due date and amount which will be deducted.
- Q. **How can I be sure my bill has been paid?**
 A. Your payment will be itemized on your checking statement.
- Q. **What if I have a question about the amount of the bill or if the bill was paid?**
 A. For questions about the bill amount, contact our Billing department at 812-254-5171 at least three business days before the due date shown on your billing statement.
- Q. **Can I stop the Direct Pay payment plan?**
 A. Yes. Simply call Washington Municipal Utilities 812-254-5171 two weeks before your bill is due or write the company at:
Washington Municipal Utilities
 2100 Memorial Avenue
 P.O. Box 800
 Washington, IN 47501-0800
- Q. **Is there a charge for this service?**
 A. No. Direct Pay is a free service for Washington Municipal Utilities customers.

FINAL BILLS OR AMOUNTS OWING AFTER DISCONNECTION, WILL NOT BE WITHDRAWN THROUGH DIRECT PAY.