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ATASCADERO MUTUAL WATER COMPANY

ESTABLISHED 1913

April 20, 2026

Effective June 1, 2026, Atascadero Mutual Water Company (AMWC) will charge processing and convenience fees for credit/debit card payments. The fee will consist of a 1.6% processing fee (based on the amount of the payment) plus a \$1.00 convenience fee. The decision to charge the fees was approved by AMWC's Board of Directors at its April 15, 2026, meeting.

Historically, AMWC has absorbed the expense of the credit/debit card fees it incurs; however, as the popularity of paying with credit/debit cards has increased, the expense to AMWC for these payments has skyrocketed to over \$150,000 per year, prompting the need to pass along some of these costs to customers.

Shareholders who are enrolled in AMWC's autopay option using their credit/debit cards will not be charged a fee. (Autopay is not available to tenants.)

If you do not wish to enroll in autopay using your credit/debit card, there are other options for paying your water bill without incurring a fee:

- Cash or check
- AMWC's ACH autopay option – only available to property owners and property managers (payment is deducted from the customer's bank account on the due date each month)
- Your personal online banking payment system (unless your bank charges a fee)

Fees will be charged to customers who use the following methods to pay their bills:

- Making a one-time payment via AMWC's online payment system
- Calling AMWC's business office to make a payment using a credit/debit card
- Using a credit/debit card to pay in person in AMWC's business office
- Using AMWC's toll-free automated phone payment system using a credit/debit card

We sincerely appreciate your understanding the need to adopt these fees and hope you will take advantage of payment options that allow you to continue to pay your bill without incurring fees.

Please contact us at (805) 466-2428 with any questions regarding this information.