



November 7, 2022

Dear Customer,

Valley Utilities Water Co., Inc. ("VUWCO") is excited to announce that its parent company Hearthstone Water, Inc. recently became a member of the Hearthstone Utilities, Inc. ("Hearthstone") family of companies in December 2021. Hearthstone Water, Inc. is an Arizona based water and wastewater company which has operations in Arizona and Michigan. In Arizona, Hearthstone Water has acquired 14 water and wastewater utilities since 2013. Hearthstone is a holding company that also owns six natural gas local distribution companies serving over 193,000 residential, commercial, and industrial customers across Indiana, Maine, Montana, North Carolina, Ohio and West Virginia. Hearthstone and Hearthstone Water remain interested in growing both their water and natural gas utility businesses organically and through acquisitions of other utilities.

As a result of joining the Hearthstone family, VUWCO is also excited to announce the upcoming launch of an all-new billing and payment system on November 7, 2022. Guided by our goal to deliver the most advanced, flexible and comprehensive bill presentment and payment experience available today, this upgrade will provide you with enhanced bill management capabilities.

Our convenience fees will also change. The residential customer credit card rate will increase to \$3.25 with a maximum of \$750 per transaction. The credit card rate for commercial customers will be 3% of the payment amount with a maximum of \$15,000 per transaction. The convenience fee for eChecks will no longer have a charge to any customer, but will have a maximum transaction amount of \$1,000.

We will continue to offer the option to pay online or by phone by calling 844-471-0056. We will also accept Venmo and PayPal.

If you continue to use your bank's Bill Pay option, you will need to update your account number with your bank to your **NEW** account number as shown on the letter that was mailed to you or on future bills. If you are currently setup as a user in our current online iWebMS system, the iWebMS payment system will no longer be active and your payment information and future payments scheduled will be securely and permanently deactivated.

A quick registration process is required for all users on the new online billing system. Begin registration or access the new payment portal by visiting: <https://ipn.paymentus.com/cp/hrst?brand=hnew>. For existing online iWebMS users, the username is the email address you signed up with and the initial default password will be your **NEW** account number. If you have more than one account number, it will be the largest of these. For new online users, click on the Register Now button by visiting the link above. Your **NEW** account number and your 5-digit service address zip code will be needed to add your account. Your new account number is shown on the letter you were mailed and will also be found in the upper right-hand corner of your future bills. You will also need to enter your credit card or banking information to make payments in the new billing system.

For all questions related to the payment system transition, please contact 623-935-1100.

Thank you,

Valley Utilities Water Co., Inc.