



March 6, 2009

Dear Utility Customer:

The Village of Howard Water, Sanitary Sewer and Storm Water Utilities continue to seek ways to lower customer costs and reduce rates. The Water Utility is currently working with the Wisconsin Public Service Commission (PSC) on a lower water rate for 2009. We expect to receive communication from the PSC within the next two months on a decision about a lower rate.

One way to lower administrative costs for the utilities is for customers to utilize an ACH (Automated Clearing House) payment method. (Staff members spend up to 4 hours a day processing utility payments – with ACH, no staff time is spent on receipts.) Under an ACH payment method, monthly bills are automatically withdrawn from your checking account. The Village currently has about 1,000 customers (out of about 7,000 customers) using this system. We are asking all customers if they would sign-up for this method of payment. We have enclosed an ACH sign-up form in this mailing. Complete the form and mail, email or fax (see below for addresses and number) to the Village Hall and you will be setup on the next monthly billing for ACH payments. Payments are deducted from your account on the 19th of each month (unless the 19th falls on a weekend then the withdrawal would occur on the following Monday).

Another way to lower administrative costs is to receive your monthly bill by email. Emailing invoices has no cost for the utilities versus mailing 12 monthly invoices. If you are interested in this service, please complete the enclosed form titled "Authorization for Emailing Utility Bill."

If you should have questions on the monthly billing, ACH payments or the emailing of monthly bills, please feel free to contact Nicole Hylok, Account Clerk for the utilities at 434-4642.

Sincerely,

Christopher A. Haltom, CPA
Executive Director of Administrative Services

Fax number: 434-4643

Email: nhylok@villageofhoward.com

**AUTHORIZATION FOR E-MAILING UTILITY BILL
FOR Village of Howard UTILITY CUSTOMERS**

The undersigned authorize the Village of Howard to send Utility Bills via e-mail. I/we understand that paper bills will no longer be sent once this request is processed. As with paper bills, failure to receive bill is no excuse for non-payment.

Your Name(s)

Phone No. – Home

Work/Cell

Your Water/Sewer Service Address

Your Water/Sewer Account Number

E-Mail Address

Signature

Date