

**ALTOGA WATER SUPPLY COPORATION
P.O. BOX 547
PRINCETON, TEXAS 75407
972-529-9595**

**PLEASE READ THIS IN ITS ENTIRETY AS SOME CHANGES WILL OCCUR
IN YOUR WATER BILLING PROCESS BEGINNING THE END OF
FEBRUARY, 2020/FIRST OF MARCH, 2020**

Dear Member/Customer,

January 24, 2020

During the Altoga Water Supply Corporation Annual Membership meeting in April of 2016, the Altoga Membership voted and approved to merge the Altoga water system with North Collin Special Utility District. The merge has yet to be finalized by the Texas Commission on Environmental Quality (TCEQ) and the Public Utility Commission (PUC). It's in the final stages of completing the documents on the state level.

North Collin Special Utility District has been performing the Maintenance and Operation of the system since that time. Our goal was to implement the same billing system for the Altoga WSC customers as we have for North Collin SUD customers at the time the merger was complete. Due to the continued delay of the merger being finalized, we have decided to move forward and implement the new billing system at this time.

We will be converting Altoga Water Supply Corporation customers to the same billing software system as North Collin SUD customers beginning with the water bills you receive at the end of February 2020/first of March 2020. A new account number will be assigned to each customer and you will see a different and more attractive billing format. The new statement will offer more information than the one we are currently producing including a comparison chart with the last 12 months usage for your convenience of tracking purposes. The envelope will contain the water bill along with a return envelope in which to place your remittance. The statements will be processed at the end of the month and mailed on or about the last business day of the month instead of on or about the 25th of the month, as they are currently. Your water rates and charges will remain the same as you currently pay.

A BIG CHANGE TO OCCUR WILL BE THE DAY THE BILLS ARE DUE.

THE DUE DATE WILL CHANGE FROM THE CURRENT 10TH OF THE MONTH TO THE 20TH OF THE MONTH WITH LATE FEES BEING ADDED ON THE 21ST AT THE BEGINNING OF THE DAY. ALSO, IF YOU ARE PAST DUE, THE BILL YOU RECEIVE WILL REFLECT THIS. THE DISCONNECT DATE WILL BE STATED WITHIN THE PAST DUE NOTICE SECTION. YOU WILL NOT RECEIVE A SEPARATE NOTICE IF YOU ARE PAST DUE.

ENCLOSED IS A SAMPLE OF THE NEW BILL FORMAT YOU WILL RECEIVE AT THE END OF FEBRUARY 2020/FIRST PART OF MARCH 2020 WITH A STANDARD BILL BEING ON ONE SIDE AND A PAST DUE BILL BEING ON THE OTHER SIDE. YOU WILL ONLY RECEIVE ONE OR THE OTHER DEPENDING ON THE STATUS OF YOUR ACCOUNT.

The bills will have the North Collin SUD heading and address on them. You may call to pay your bill at the Altoga office (972-529-9595) or call the Melissa office (972-837-2331) as you have been doing during normal business hours. If you prefer to mail your payment, the address for the Melissa office is on the bill or you may mail to the Altoga office at P.O. Box 547, Princeton, TX 75407 as you do currently.

Also, as many customers have requested and as part of the new system, we will be offering an updated online payment system. It is called SmartHub and features multiple types of payment options and can be accessed by going to our website, www.northcollinsud.com, and clicking on the green **BILL PAYMENT** button on the top right area of the home page and then click on the green **Click to Pay Your Bill Now** button at the bottom of that page. You will need to click on New User and set up a user name and password for access. Your account number, located on your bill, will be needed in order to complete this process to enter your payment information. You will have the availability to pay online from your computer, iphone, ipad, android, and notebook devices to set up auto payments to be deducted from your bank or credit card account. Our staff will be able to answer questions and assist you in the registration process. We will continue to take payments by telephone in the office during normal business hours. You will also be able to go paperless and enroll in e-bill to receive your statement by email.

As part of implementing the new system, the process will necessitate that all water meters be of the same brand. Therefore, some accounts will require a new meter to be installed. Meters that have been installed in the last two or three years are the correct equipment, as we anticipated this happening and they will not have to be replaced. If you notice some of our technicians on your property in the next few weeks, more than likely that is taking place.

In order to make the conversion flow as smoothly as possible, we will **DISABLE** the current credit card payment system on February 28, 2020 at 4:30 p.m. Following that date and time and after you have received your new bill, you will need to contact the Altoga office at 972-529-9595 or the North Collin office at 972-837-2331 during normal office hours of 8:30 a.m. to 4:30 p.m. Monday thru Friday to make payments or you may sign up with SmartHub and choose your payment option.

We appreciate your patience and help during this conversion as we will do our best to make this process go as smoothly as possible.

Sincerely,

The Staff
Altoga WSC
North Collin SUD

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North Collin Special Utility District
PO BOX343
Melissa TX 75454-0343

Telephone: (972) 837-2331
Office Hours: Monday - Friday 8:30 a.m. - 4:30 p.m.
Email: customerservice@northcollinsud.com
Website: northcollinsud.com

Account Number:	Billing Date: 12/30/2019
Previous Balance	
Payment Received	
Balance Forward	
Current Charges Due By 01/20/2020	
Paid By Bank Draft	

Messages

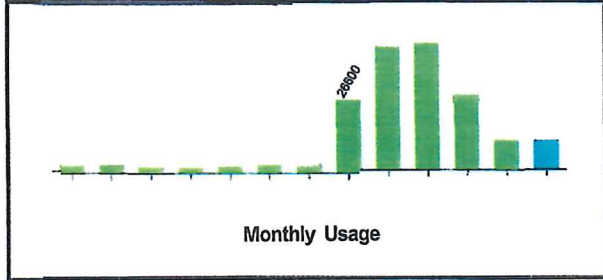
For more information about the district, including information about the district's board and board meetings, please go to the Comptroller's Special Public Information Database or www.northcollinsud.com.

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CUSTOMER NAME
ADDRESS
CITY STATE ZIP CODE

Account Number: Service Address: Page 1 of 2

Meter	Days	From	To	Begin Rdg	End Rdg	Mult	Usage
	30	11/19/2019	12/19/2019	3854	3968	100.00	11400



Customer Charge
Water Usage
Total Current Charges

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT

CUSTOMER NAME
ADDRESS
CITY STATE ZIP CODE

Account Number	
Current Charaes Due Bv 01/20/2020	
Paid Bv Bank Draft	

After 01/20/2020, Add 12.50

Please note any changes in your mailing address, phone numbers, and/or email address below



Account Balance
Monthly Usage
Bill Payment All available
at northcollinsud.com

We Accept:

Pay by Phone at 972-837-2331

NORTH COLLIN SPECIAL
UTILITY DISTRICT
PO BOX 343
MELISSA TX 75454-0343

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**North Collin Special
Utility District
PO BOX343
Melissa TX 75454-0343**

Telephone: (972) 837-2331
Office Hours: Monday - Friday 8:30 a.m. - 4:30 p.m.
Email: customerservice@northcollinsud.com
Website: northcollinsud.com

CUSTOMER NAME ADDRESS CITY STATE ZIP 5 864 C-3

PAST DUE

Account Number: [REDACTED]		Billing Date: 12/30/2019	
Previous Balance			
Payment Received			
Late Fee			
Past Due Balance Due By 01/13/2020			
Current Charges Due By 01/20/2020			
Total Amount Due			[REDACTED]

PAST DUE NOTICE

Our records indicate your account is past due. Payment of past due amount is required on or before 01/13/2020 to avoid disruption of service.

Messages

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Account Number:

Service Address:

Page 1 of 2

Meter	Days	From	To	Begin Rdg	End Rdg	Mult	Usage
	30	11/19/2019	12/19/2019	721	807	100.00	8600

Customer Charge	
Water Usage	
Total Current Charges	

Monthly Usage

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT

CUSTOMER NAME
ADDRESS
CITY STATE ZIP

Account Number	
Past Due Balance Due By 01/13/2020	
Current Charges Due By 01/20/2020	
Total Amount Due	

After 01/20/2020, Add \$12.50

Please note any changes in your mailing address, phone numbers, and/or email address below

Account Balance
Monthly Usage

We Accept:



at northcollinsud.com

Pay by Phone at 972-837-2331

NORTH COLLIN SPECIAL
UTILITY DISTRICT
PO BOX 343
MELISSA TX 75454-0343

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