



NORTH GUALALA WATER COMPANY

October 1, 2026

Dear Customer,

NGWC is upgrading our billing system and there will be a change to how credit card fees are handled. Existing payment options are in person at the office (cash, check, card), through viewmybill.com account (for a fee) or via bank auto draft. Currently if you call in, walk in or setup auto pay with a credit card, you are not charged any credit card processing fees. This will be discontinued with the new system. Customers can still pay “fee free” by paying in cash at the office, writing a check and hand delivering it to our office or payment box, automatic direct ACH transfer (also known as auto draft) from your bank account, mailing a check, or bank issued checks. We caution the use of bank issued checks as they may take an excessively long time to reach our office (up 15 days) and may incur a late charge as a result.

Here is the rate structure per the credit card processor (single or each auto pay on credit card):

Payment Amount	Convenience Fee
\$0 - \$30.00 -----	\$1.95
\$30.01 - \$60.00 -----	\$2.95
\$60.01 - \$90.00 -----	\$3.95
\$90.01 - \$120.00 -----	\$4.95
\$120.01 - \$150.00 -----	\$5.95
\$150.01 - \$180.00 -----	\$6.95
\$180.01 - \$210.00 -----	\$7.95
\$210.01 and above -----	4% of payment amount

******* These changes will be effective January 1, 2027 *******

Thank you for being responsible customers with your water consumption, especially in times of Mandatory Water Conservation.

Sincerely,

NORTH GUALALA WATER COMPANY