

NOTICE TO NORTH AUSTIN MUNICIPAL UTILITY DISTRICT #1 RESIDENTS USING BILL PAY SERVICES

If you are currently using bill paying services provided by your bank to pay your water utility bill each month, please read the following:

BILL PAYMENTS TO NORTH AUSTIN MUNICIPAL UTILITY DISTRICT #1 ARE NOT WIRE TRANSFERS OR ELECTRONIC TRANSMITTALS. Typically, your bank has a bill payment center located somewhere other than Austin (it is often out of state) that deducts the pre-approved payment from your account on a specific date. The payment center then writes a check and mails it to North Austin Municipal Utility District #1. The time delay between the authorization date and physical mailing of the check may be up to two days. This, coupled with the time it takes for mail to arrive from the payment center, may, in some cases, cause your payments to be received after the due date.

North Austin Municipal Utility District #1's policy does not allow for late payment penalties to be dismissed due to mail delivery delays. Please be advised that if a late payment problem occurs pursuant to a bill pay plan, you, as the bank's customer should address the problem directly with your banking institution. The District will not waive the late fees.