



September 21, 2020

Subject: Water/Sewer Utility Bill Information for Lakewood Ridge Townhomes

Dear Owner,

I am writing to introduce myself, and the company I represent. Think Utility Services specializes in offering utility solutions to multi-family housing communities. Lakewood Ridge Townhomes and Think Utility Services are partnering together to provide water/sewer utility billing service that includes meter reading, full page invoices, return envelopes, on-line access, and more. The program will commence within the next thirty days, and is detailed below.

Think Utility Services will provide the water billing effective October 2020. Your first invoice will detail water usage from approximately 9/7/20 – 9/21/20, and it will include a \$5.00 initial setup fee. The invoice is due twenty days from the date of mailing. Late fee (s) will apply by contract, at \$10.00 for each infraction per month for partial payment, non-payment, or payment received past the due date. To avoid Late Fees, it is recommended that payments be made on time.

Think Utility Services does not sell or increase the cost of water and sewer. The rate structure is determined by the municipal water supplier. The municipal rates are applied to each unit's monthly consumption. Additionally, account information is available on-line including past invoices and statements. To setup your account online, go to www.ThinkUtilityServices.com and enter the security code listed on your invoice. Once a username and password is created, your account is setup. You have the option of paying online using our site (convenience fee applies) or payment arrangements can be made online through your bank. It is our goal to provide you with exemplary service. If you have any questions, please contact our customer service team between 8 a.m. – 5 p.m. (EST) Monday – Friday toll-free at 888-696-3837 for assistance.

Thank you. We look forward to servicing your community for years to come.

Sincerely,

Saul Moreno
Account Manager
Think Utility Services



Payment Methods

Think Utility Services currently maintains two payment methods:

Non-Transactional Fee Based:

Residents can make the traditional payment method of mailing to Think Utility Services a check/money order at no cost.

Additionally, they can setup an automated payment through their banks “**Bill Payer**” program, of which there is typically no charge for the service. In this case the bank cuts a physical check *(all banks request a minimum of 5 business days) to process the payment.

To Setup in the Customers “**Bill Payer**” use the following information.

Think Utility Services
PO BOX 17389
Clearwater, FL 33762-0389
727 571-3939

Transactional Fee Based:

Think Utility Services offers additional payment options. These options have fees associated with them that Think Utility Services passes through, often called “**Convenience Fees**”. These convenience fees, presented up front are simply a resident’s choice as to which payment option they use.

Why is there a convenience fee?

All banking services utilizing Electronic Fund Transfers “**EFTs**” maintain fees for this service, ACH, Credit Card and Debit Card in some cases. These fees are set in the banking industries profit models. All businesses have credit card transaction fees of which some can hide in the cost of doing business.

Think Utility Services cannot add monies to the water/sewer rates to hide third party banking fees, thus keeping us in line with the current laws and standards of our industry. Think Utility Services works hard to keep its service “**Billing Fee**” to the resident to the very minimum.

Current Convenience Fee Structure:

Online Credit Card Payment \$3.95 per transaction
ACH (Automated Clearing House) \$2.95 per transaction
Customer Services Credit Card Payment \$4.95 – One dollar of which is for the convenience of using a live representatives time to process the transaction.



THINK UTILITY SERVICES
Intelligent Utility Solutions

Electronic Funds Transfer Authorization

I hereby authorize Think Utility Services to initiate debit entries to my Checking Account by electronically transferring funds for the purpose of paying the utility bills for the utility account designated herein. I hereby authorize Think Utility Services to do so from the depository financial institution named below, and to debit the same to such account. I acknowledge that the originations of the transaction to my account must comply with the U.S. Law. The cost of these transactions is \$2.95.

NAME ADDRESS CITY, STATE ZIP		DATE	0123 01 23456789
PAY TO THE ORDER OF		\$	
BANK NAME ADDRESS CITY, STATE ZIP		DOLLARS	
FOR			
⑆012345678⑆ 01234567890123⑆ 0123			
Bank Routing Number	Bank Account Number	Check Number	

Depository Name and Branch Address

(City, State, Zip)

Routing Number (9 digits)

Account Number

This authorization is to remain in full force until Think Utility Services has received written notice from me of its termination in such a manner to afford Think Utility Services and Depository a reasonable opportunity to act on it. I understand that both the Think Utility Services and my financial institution reserve the right to terminate this agreement. This authority is to remain in effect until revoked by me in writing.

Name

Utility Account Number

Signature

Important: An original voided check is required to activate this service.

**Return Completed Forms to:
Think Utility Services PO BOX 17389 Clearwater, FL 33762-0389**