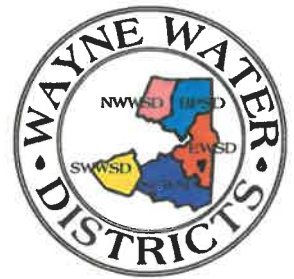


WAYNE WATER DISTRICTS
P.O. Box 1583
GOLDSBORO, NC 27533-1583
(919) 731-2310 (OFFICE)
(919) 734-5994 (FAX)



SUBJECT: CURRENT PLATFORM FOR PAYING BILLS ONLINE AND BY PHONE

To Our Valued Water Customers,

On February 12, 2024 Wayne Water Districts went live with Invoice Cloud as the new payment portal solution for our water customers.

Through no fault of Wayne Water Districts, we will be making some unfortunate yet necessary changes to the options our customers will have for making payments. We are officially ending our relationship with Invoice Cloud in the coming months and for a short period will have to revert back to the old methods of payment: **in person during office hours (8:30 am – 5:00 pm, Monday - Friday), after hours through the drop box at the drive thru window and through the mail service.** We will also only be able to take **cash or check** payments during this transition period.

These old methods will be used until we have an opportunity to evaluate other payment solution options and have a new one fully integrated and implemented. We will make every effort to ensure that the new solution provides an even better customer experience that many of you have been accustomed to with Invoice Cloud.

We apologize for any inconvenience this will cause as we transition but it will undoubtedly make things better for Wayne Water Districts staff but most importantly for our customers.

If you have any questions or concerns, please contact us at: **(919) 731-2310** or visit our website at **waynewaterdistricts.com**.

Sincerely,

A handwritten signature in black ink that reads "Larry Bridges".

Larry Bridges
District Manager