CUSTOMER NOTICE

Myoma Dunes Mutual Water Company

Serving Bermuda Dunes since 1953

COMING JANUARY 2027

A New Way to Pay!

~~Xpress Bill Pay~~ → **Caselle Citizen Portal** · powered by Zift

Everything you need, all in one place

Online Payments
Make secure payments quickly and easily.

Automatic Payments
Set up recurring payments for added convenience.

Account Access
View your balance, billing history and payments.

Paperless Billing
Get your statements by email instead of mail.

Multiple Accounts
Manage and pay several accounts with one login.

No action needed right now. The new portal is scheduled to go live in January 2027.

Heads up, AutoPay customers!

Your Xpress Bill Pay automatic payments will **NOT** transfer to the new portal. You will need to register for the new portal and re-enroll in automatic payments to continue this service and avoid missed payments.

What happens next? See the back.

Key dates and what to expect, from now through January 2027.

Questions? (760) 772-1967

www.myomawater.com

WHAT HAPPENS NEXT?

Your Path to the New Portal

Dear Valued Customer,

We're excited to announce that Myoma Dunes Mutual Water Company will be launching a new online payment portal in **January 2027**! As part of our ongoing efforts to improve your customer experience, we will be transitioning from Xpress Bill Pay to Caselle Citizen Portal, powered by Zift.

1

OCTOBER–NOVEMBER 2026

Initial Announcement

We are notifying customers in advance about the upcoming changes. Continue using Xpress Bill Pay as usual. No action is required at this time.

2

DECEMBER 2026

Transition Instructions

We will send additional information, including registration instructions, the official launch date, and important deadlines for existing Xpress Bill Pay users.

3

JANUARY 2027

New Payment Portal Launch

Our new Caselle Citizen Portal is scheduled to go live in January 2027.

Your **December 2026 water bill, due January 15, 2027**, will be the first bill associated with this transition. You'll receive instructions on how and when to make that payment through the new portal.

Once the portal is available, you'll be able to:

- ✓ Register for a new online account
- ✓ Re-enroll in automatic payments
- ✓ Set up your preferred payment methods
- ✓ Go paperless and explore new features

Please note: We will announce the official transition date and provide instructions before any changes take effect. Until then, please continue making payments through your existing payment method.

We appreciate your patience and cooperation as we work to make this transition as smooth as possible.

Thank you for being a valued Myoma Dunes Mutual Water Company customer!

Questions? (760) 772-1967

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