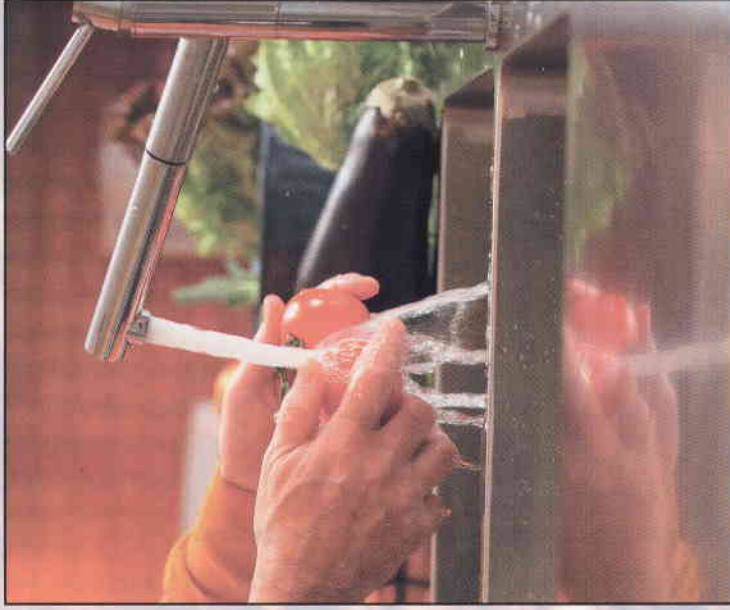


Dear Customer:

Here's how the "Electronic Bank Draft Plan" will work. Each month, we will electronically draft the amount of your utility bill(s) on the due date. We will send you monthly bill(s) to you stamped "PAID BY BANK DRAFT" so you can post your checking account records on your due date. Your bank or credit union will deduct the amount of the draft from your checking account and send you a record with your monthly statement. Bank drafts returned unpaid will be subject to the same collection procedures as any other returned checks. Either party may terminate participation in the bank draft plan upon written request.

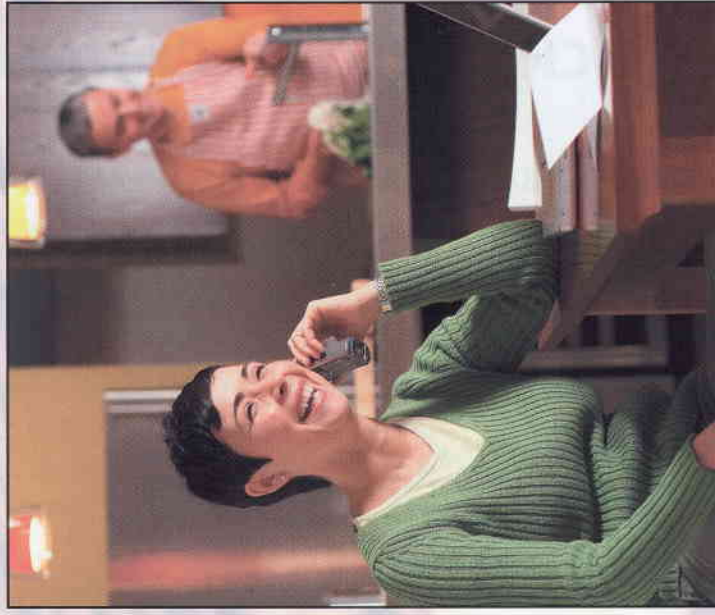
To participate in this "Electronic Bank Draft Plan", complete the enclosed "Electronic Bank Draft Authorization Form" and return it to us at P.O. Box 877, Florence, AL 35631. List all of the utility accounts you want to pay by electronic bank draft. If your bank account changes, please let us know in writing.



City of FLORENCE UTILITIES

P.O. Box 877
Florence, AL 35631-0877
Telephone (256) 718-3221
Customer Service (256) 760-6512

ELECTRONIC BANK DRAFT PROGRAM



City of FLORENCE UTILITIES

ELECTRICITY • NATURAL GAS • WATER • WASTE WATER
P.O. Box 877
Florence, AL 35631-0877
Telephone (256) 718-3221
Customer Service (256) 760-6512



City of FLORENCE UTILITIES

ELECTRONIC BANK DRAFT AUTHORIZATION FORM

Florence Utilities
Account Name(s) and Account Number(s)

Please Print

Names as shown on Bank Records

Checking Account Number

Name of Bank or Credit Union (and Branch if any)

Address of Bank or Credit Union

City or Town

State

Zip

I hereby authorize my utility bills to be paid by my bank.

Depositor's Signature

Date

NOTE: YOU MUST ATTACH AN UNSIGNED BLANK CHECK. PLEASE WRITE "VOID" IN THE SIGNATURE AREA OF YOUR CHECK.

TO THE BANK (OR CREDIT UNION) NAMED ABOVE:

It will not be necessary for Florence Utilities or anyone employed by it to sign such drafts or checks, and I agree that your rights in respect to each such draft or check shall be the same as if issued and signed by me. I further agree that you shall be under no obligation to furnish me with any special advice or notice in writing or otherwise of the presentment or payment of any such draft or check or the charging of the same to my account.

This authorization is to remain in effect until revoked by me until you actually received such notice I agree that you shall be fully protected in honoring any such check or draft.

Florence Utilities is instructed to forward this authorization to you.

**NOTE TO BANK: If the information on this sheet does not agree with your records or if this arrangement is unsatisfactory, please call the Utilities Accounting Department, 718-3221.
Customer Service 760-6512**