

September 14, 2005

Dear Valued Ashland Electric Customer:

The Ashland Electric Department is very pleased to announce that we are now able to offer you the convenience of making your monthly payment online! This new option will make this process simpler, quicker and most importantly, easier!

To use this Internet option, simply follow these step-by-step instructions:

- Go to <http://eps.mvpbanking.com>.
 - Once at this home page, enter Ashland Electric Department's access code number, which is 3651.
- This will bring you to the Ashland Electric Department's dedicated page. For the first time user, enter your electric billing account number and click "Login".
- On the next page, click the "Setup Your Information" button.
- You will then be required to provide basic account information to authorize these payments. Simply complete the required fields and click "Continue".
- You will then be brought to the actual payment screen. Fill in the appropriate fields:
 - Payment amount
 - Payment date (this can be set up to occur up to 30 days in advance-also, payments are typically deducted from your account within 24 hours of the selected payment date)
 - Payment frequency (select "Once")
 - Your Bank's nine digit routing number
 - Your Bank account number, and
 - Account type
- Click the link to read the "Terms and Conditions".
- Once reviewed, click "I accept all terms and conditions" and then click "Continue".
- You are now set up to take advantage of this new and exciting payment option!

For all future monthly payments you will only need to enter your electric department account number and your established password and it will bring you directly to the payment screen.

The Ashland Electric Department prides itself in offering a quality product with exceptional customer service. We hope that you will find this new process to be an easier and more convenient option for your payment needs.

As always, should you have any questions, please contact us at #968-3083.

Thank you.