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New Mexico Water Service Partners with Promise to Offer Convenient, Flexible Payment Plans to Residents With Past-Due Bills

RIO COMMUNITIES, N.M.—New Mexico Water Service (New Mexico Water) announced today that it has partnered with Promise to offer residential customers customizable, interest-free PromisePay payment plans for past-due water bills. These payment plans offer even more flexibility beyond New Mexico Water’s other payment plans, all of which enable customers with past-due accounts to avoid interruptions in water service. Promise began its partnership with California Water Services, and now has expanded its partnership with the company to serve two of its subsidiaries in New Mexico Water and Washington Water.

New Mexico Water residential customers with a past-due balance of \$50 or more can now access the PromisePay online system at newmexicowater.promise-pay.com. Customers without internet access can call their local New Mexico Water office to set up a plan by phone. Promise’s payment plans are private and easy to set up, and enable customers to structure their plans to best suit their needs.

The portal enables residential customers to select from various payment plan options, set up automatic payments, and provide contact information for payment reminders and other notifications through text messaging. Both residential property owners and tenants with a New Mexico Water account are eligible for the program.

“Our goal is to ensure that all of our customers have access to reliable, safe, clean, and affordable water service,” said Cynthia Apodaca, New Mexico Water General Manager. “That is why we offer customer assistance programs and continue to seek out new opportunities like PromisePay to make water bills easier to manage. We saw the success that our parent company, Cal Water, had with PromisePay in California and we believe expanding our partnership with Promise to serve New Mexico Water will make a meaningful difference for those who are struggling and enable those reluctant to ask for help to get control of their bills privately.”

“We’re pleased to expand our partnership with Cal Water to serve their New Mexico Water customers and to make sure that their residential customers continue to have access to high-quality water service,” said Promise Founder and CEO Phaedra Ellis-Lamkins. “Through our expanded partnership, we will support the financial empowerment of residents from communities throughout New Mexico Water’s service area by offering them flexible, accessible, and affordable options to get caught up on their water bills.”

The PromisePay portal provides a comprehensive payment platform, which includes:

- Options to enroll and set up payment plans online, by mobile phone, or via call center

- Convenient payment types (credit/debit card, ACH, Apple Pay, and Google Pay)
- Text reminders and notifications
- Payment flexibility and plan management, with options to request a one-time due-date extension, modify due dates, and change payment methods

To learn more about the program and enroll, visit: newmexicowater.promise-pay.com

About New Mexico Water Service and California Water Service Group

New Mexico Water Service provides high-quality, reliable water and/or wastewater services to about 20,000 people in its Rio Communities, Rio Del Oro, Meadow Lake, Indian Hills, Squaw Valley, Elephant Butte, Sandia Knolls, Juan Tomas, and Cypress Gardens systems through 10,740 service connections. It is a subsidiary of California Water Service Group (NYSE: CWT), the largest regulated water utility in the western United States. It provides high-quality, reliable water and/or wastewater services to more than 2.1 million people in California, Hawaii, New Mexico, Washington, and Texas through its regulated subsidiaries, California Water Service, Hawaii Water Service, New Mexico Water Service, and Washington Water Service, and its utility holding company, Texas Water Service.

New Mexico Water's purpose is to enhance the quality of life for customers and communities. To do so, it invests responsibly in water and wastewater infrastructure, sustainability initiatives, and community well-being. The company's employees live by a set of strong core values and share a commitment to protecting the planet, caring for people, and operating with the utmost integrity. The utility has been named one of "America's Most Responsible Companies" and the "World's Most Trustworthy Companies" by *Newsweek* and a Great Place to Work®. More information is available at www.newmexicowater.com.