

To our valued UTC members and customers,

As part of our ongoing commitment to providing the best possible service, we want to inform you of an upcoming change that impacts transactions with the Utilities Technology Council (UTC).

As of August 2024, there will be a modest adjustment in our transaction process. **We have implemented a 3% transaction fee on all credit card purchases made through our platform.** We want to be transparent about this change and explain why it's necessary.

We understand that changes like this may raise questions, and we want to assure you that we have carefully considered this decision. We remain dedicated to providing exceptional value and service to all our members and customers.

As UTC continues to grow, so do the costs associated with maintaining the quality of service you expect from us. This transaction fee will help cover the expenses related to processing payments and ensure that we can continue delivering the exceptional content, meetings, and services you've come to rely on. **We have enabled ACH payments, which will not incur a transaction fee.**

Please know that this decision was not made lightly. We understand the importance of every penny and are committed to ensuring that you receive the best value for your investment in our products and services.

If you have any questions or concerns regarding this change, please do not hesitate to reach out to [Tiffany Bennett-Jolly](#), UTC's Senior Vice President, Administration & Finance. We are here to assist you and provide any clarification you may need.

We genuinely appreciate your continued support and loyalty to UTC. Delivering quality content and meetings is our priority, and we're excited to continue serving you with excellence.

Sincerely,

Rusty Williams
UTC President and CEO

A handwritten signature in black ink that reads "Rusty Williams". The signature is written in a cursive, flowing style.