



PENNSYLVANIA AMERICAN WATER

WE KEEP LIFE FLOWING™

# HOW TO READ YOUR BILL

## YOUR SAMPLE BILL

Below is a sample bill and descriptions of the charges that appear on customer bills.

Page 1

**WE KEEP LIFE FLOWING™**

Service Address: **1**  
FIRSTNAME LASTNAME  
123 MAIN STREET  
CITY, PA 15505-2051

**2**

**4** Important Account Messages

- Want to get to know us better? Visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com) to learn more about the services we provide.
- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable – our customers deserve nothing less.

For more information, visit [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com)

**5**

View your account information or pay your bill anytime at: [www.amwater.com/myaccount](http://www.amwater.com/myaccount)

Pay by Phone™: Pay anytime at 1-855-748-6066  
\*A convenience fee may apply

Customer Service: 1-800-565-7292  
M-F 7:00am to 7:00pm – Emergencies 24/7

PENNSYLVANIA AMERICAN WATER  
PO BOX 37412  
PITTSBURGH, PA 15250-7412

\*Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records.\*

Statement

Account No. **1024-999999999999**

**1**

Total Amount Due: **\$168.45**

Payment Due By: **May 13, 2021**

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: April 21, 2021

Service Period: Mar 17 to Apr 19 (34 Days)

Total Gallons: 5,300

**3**

Account Summary – See page 3 for Account Detail

Prior Billing:	\$265.50
Payments - Thank You!	= \$265.50
<b>Balance Forward:</b>	<b>= \$0.00</b>
Service Related Charges:	+ \$149.20
Protection Programs:	+ \$19.25
<b>Total Amount Due:</b>	<b>= \$168.45</b>

**6**

Budget Bill Amount:	\$25.00
PUC Installment Plan Amount:	+ \$15.00
<b>Total PUC Agreement Due:</b>	<b>= \$40.00</b>

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Service to: 123 MAIN STREET  
CITY, PA 15505-2051

FIRSTNAME LASTNAME  
123 MAIN STREET  
CITY, PA 15518-2010

Account No. **1024-999999999999**

Total Amount Due: **\$168.45**

Payment Due By: **May 13, 2021**

If paying after 5/13/21, pay this amount: \$170.69

Amount Enclosed **\$** Paid Electronically on Due Date

PENNSYLVANIA AMERICAN WATER  
PO BOX 37412  
PITTSBURGH, PA 15250-7412

00010249999999999999000000000016845015

- 1 Customer Account Information**  
Your Account Number, Total Amount Due and Payment Due By date.
- 2 Customer Contact Information**  
Customer name and address of the property receiving service.
- 3 Account Summary**  
A summary of your account, including the amount of your prior bill, any payments made in the past billing cycle and any remaining balance, as well as service-related charges, taxes and total amount due.
- 4 Important Account-Specific Messages**  
Important information related to your account, including rate changes and billing updates.
- 5 Customer Service Contact and Payment Options**
- 6 Budget Billing/Installment Plan Information (if applicable)**  
If you have an installment plan with us or are enrolled in budget billing, this is where you'll find the monthly amount due.
- 7 Payment Stub**  
Detach this paystub and return with your payment. Please write the payment amount in the space provided. Make checks payable to Pennsylvania American Water and always include your account number. Be sure the address on the front of this paystub is visible through the window on the return envelope.

## TRANSLATION ASSISTANCE

For translation assistance in reading your bill, please contact our Customer Service Center M-F, 7 a.m. to 7 p.m., at 1-800-565-7292.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a. m. a 7 p. m.

Aquí puede escanear una copia de este documento para consultarlo en español o visite [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com).



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Messages from Pennsylvania American Water

**8** **GENERAL MESSAGES AND EDUCATION**

**9** **Services and Explanations**  
Helpful information related to ways to pay your bill, your rates, payment arrangements, estimated bills and more.

**8** **Customer Service: 1-800-565-7292**

**9** **Blue Box Service: 1-800-565-7292**

**9** **EXPLANATION OF FEES AND OTHER TERMS**

**9** **HOW TO OVERSEE PROGRAMS**

**9** **Other ways to pay your bill**

## 10 Meter Reading and Usage Summary

This section reports information about your meter, its number, size, the number of units billed in the billing period and your next scheduled meter reading on/or about date. Sometimes meters cannot be accessed and we estimate water usage based on historical data.

## 11 Billed Usage History

This graph outlines your water usage during the past year and provides a comparison between the current month's usage and your usage the same month the year prior, if applicable.

## 12 Average Daily Use

## 13 Understanding Your Bill

This section defines terms you may find on your water bill.

## ACCOUNT DETAIL

### 14 Prior Billing and Payments

The amount you owed from your previous bill along with any payment you may have made in the past billing cycle. This section will also show any unpaid balances or overpaid credits to go towards your next bill.

### 15 Water Service (if applicable)

- **Water Service Charge:** This fixed monthly charge is based on the size of the water meter.
- **Water Usage Charge:** This variable is based on the amount of water used during the billing period.

### 16 Wastewater Service (if applicable)

- **Wastewater Service Charge:** The fixed monthly charge accounts for costs related to providing sewer service to your property.
- **Wastewater Use Charge:** This variable charge is based on your water consumption as indicated by your water meter reading.
- **NOTE:** Some wastewater customers are billed a flat monthly rate if we don't own the water system and/or we're not able to obtain water usage data.

### 17 Other Charges

- **Distribution System Improvement Charge (DSIC)** helps to fund the replacement of aging water distribution system facilities, such as water mains, valves and fire hydrants. Accelerating needed infrastructure improvements benefits customers through enhanced service reliability, water quality and fire protection. The charge is adjusted quarterly and will not exceed 7.5 percent of the water service charge.
- **Wastewater DSIC** funds the replacement of aging wastewater collection system facilities. The charge is adjusted quarterly and will not exceed 5 percent of the wastewater bill.
- This section also includes charges for **optional services**, including contributions to the H2O Help to Others program.

### 18 Optional protection programs for water, sewer and in-home plumbing

Each month, we may also include a page that focuses on a topic or service that's useful for you.

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### Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
99999999	100 gal	5/8"	03/17/2021	04/19/2021	15,788 (A)	15,841 (A)	53	53.00	5,300
								Total Gallons:	5,300

A = Actual E = Estimate 1 Billing Unit = 100 gallons

**Billed Usage History (graph shown in 100 gallons)**

■ 5,300 gallons = usage for this period  
■ 13,100 gallons = usage for same period last year

**Next Scheduled Read Date:** on or about May 18, 2021  
**Account Type:** Residential

**12** Average daily use for this period is: (34 days)  
**156 gallons**

Year to Date Billed Usage: 39,500 gallons

#### Account Detail

Account No. 1024-9999999999  
Service To: 123 MAIN STREET CITY, PA 18505-2051

Prior Billing	265.50
Payments	-265.50
Total payments as of Apr 12. Thank you!	-265.50
<b>Balance Forward</b>	<b>0.00</b>

**Service Related Charges - 03/17/21 to 04/19/21**

<b>Water Service</b>	<b>84.51</b>
Water Service Charge	17.00
Water Usage Charge (53 x \$1.2991)	68.85
Deferred Tax Credit (\$85.85 x -1.56%)	-1.34
<b>Wastewater Service</b>	<b>63.91</b>
Wastewater Use Charge (53 x \$0.8379)	44.41
Wastewater Minimum Charge	19.50
<b>Other Charges</b>	<b>0.78</b>
Wastewater DSIC (\$63.91 x 1.36%)	0.87
Distribution System Improvement Charge (\$85.85 x -0.11%)	-0.09
<b>Total Service Related Charges</b>	<b>149.20</b>
<b>Protection Programs:</b>	<b>19.25</b>
For inquiries, please call 1-888-378-4458	
Water Line Protection	9.25
Sewer Line Protection	10.00
<b>Total Current Period Charges</b>	<b>168.45</b>
<b>Total Amount Due</b>	<b>\$168.45</b>

#### Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Protection programs for water, sewer and in-home plumbing** are offered by American Water Resources. Charges for these services are not regulated by the Pennsylvania Public Utility Commission. Regulated services will not be disconnected as a result of non-payment of protection program charges. Customers with protection program charges will not be assessed a late payment charge for late or unpaid protection plan charges. For inquiries about protection programs, please contact American Water Resources at 888-378-4458.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

For more information about your charges and rates, please visit: <https://amwater.com/paaw/rates>

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### Account Detail

Account No. 1024-999999999999  
Service To: 123 MAIN STREET CITY, PA 18505-2051

<b>14</b> Prior Billing	<b>265.50</b>
<b>Payments</b>	<b>-265.50</b>
Total payments as of Apr 12. Thank you!	-265.50
<b>Balance Forward</b>	<b>0.00</b>

**Service Related Charges - 03/17/21 to 04/19/21**

<b>15</b> <b>Water Service</b>	<b>84.51</b>
Water Service Charge	17.00
Water Usage Charge (53 x \$1.2991)	68.85
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Wastewater Use Charge (53 x \$0.8379)	44.41
Wastewater Minimum Charge	19.50
<b>17</b> <b>Other Charges</b>	<b>0.78</b>
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Water Line Protection	9.25
Sewer Line Protection	10.00
<b>Total Current Period Charges</b>	<b>168.45</b>
<b>Total Amount Due</b>	<b>\$168.45</b>

## MANAGE YOUR ACCOUNT WITH MYWATER

Manage your account online using our customer portal, **MyWater**, at [mywater.amwater.com](https://mywater.amwater.com). You can view and pay your bill; sign up for emergency alerts and tell us how you'd like to be notified; track your water use history and compare to the neighborhood average; enroll in Paperless Billing and Auto Pay; and more!