



# MAKING IT EASY TO UNDERSTAND YOUR NEW BILL

## SIMPLE BILLING. ONE MORE WAY WE KEEP LIFE FLOWING.

How do we know what our customers care about most? We asked. We surveyed 1,000 American Water customers to learn what they liked, didn't like and felt was most important. Your feedback helped us streamline your water bill, so it's simpler and easier to understand. Here's what you'll find:

**WE KEEP LIFE FLOWING™**

**Service Address:**  
JANE DOE  
123 MAIN ST  
ANYTOWN, IA 52732

**THANK YOU FOR BEING OUR CUSTOMER.**

**Important Account Messages**

- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at [amwater.com/myaccount](#) and make the selection for paperless billing.
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at [amwater.com/myaccount](#).

For more information, visit [www.iowaamwater.com](#)

**View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](#)

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

**Customer Service:** 1-866-641-2108  
M-F 7:00am to 7:00pm - Emergencies 24/7

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

Page 1 of 4  
65129548739

**Monthly Statement**

Account No. **1011-210001234567**

<b>Total Amount Due:</b>	<b>\$33.96</b>
<b>Payment Due By:</b>	<b>June 15, 2018</b>

**Billing Date:** May 24, 2018  
**Service Period:** Apr 25 to May 23 (29 Days)  
**Total Gallons:** 2,992

**Account Summary** — See page 3 for Account Detail

Prior Billing:	\$29.22
Payments - Thank You!	-\$29.22
<b>Balance Forward:</b>	<b>=\$0.00</b>
Service Related Charges:	+\$31.74
Taxes:	+\$2.22
<b>Total Amount Due:</b>	<b>=\$33.96</b>

---

**WE KEEP LIFE FLOWING™**

PO Box 3027  
Milwaukee, WI 53201-3027

**Service to:** 123 MAIN ST  
ANYTOWN IA 52732

JANE DOE  
123 MAIN ST  
ANYTOWN, IA 52732

IOWA AMERICAN WATER  
PO BOX 3027  
MILWAUKEE, WI 53201-3027

000101121000151696100000000003396017

Account No. **1011-210001234567**

<b>Total Amount Due:</b>	<b>\$33.96</b>
<b>Payment Due By:</b>	<b>June 15, 2018</b>

If paying after 6/15/18, pay this amount: \$34.47

**Amount Enclosed** \$

**FULL-COLOR DESIGN**  
Makes your bill easier to read.

**ACCOUNT MESSAGES**  
If it's related to this billing cycle, you'll find it here.

**SIMPLIFIED FRONT PAGE**  
Shows you the most crucial information.

**AMOUNT DUE AND DUE DATE**  
The first thing everyone looks for is as clear as can be.

Messages from Iowa American Water

Iowa American Water representatives qualified to assist you with inquiries can be reached toll free at 1-866-641-2108. If Iowa American Water does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling 1-877-565-4450, by writing 1375 E. Court Avenue, Room 69, Des Moines, Iowa, 50319-0069 or by E-mail to customer@iua.iowa.gov.

**IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at [www.amwater.com/csr Clinton.pdf](http://www.amwater.com/csr Clinton.pdf) if you prefer a paper copy to be sent to you, please contact our Customer Service Center at 866-641-2108.



**WATER SAVING TIP**

Collect rain water in a rain barrel and use it to water your outdoor plants.

**INFO AND EDUCATION**

Get useful tips on saving time, saving energy and staying safe throughout the seasons.

**CUSTOMER SERVICE**  
1-866-641-2108

**HOURS: M-F, 7am-7pm • Emergencies: 24/7 TTY/TDD FOR THE HEARING IMPAIRED: 711 (get then transfer to Customer Service number listed above)**

**EXPLANATION OF OTHER TERMS**

**Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

**Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.

**Disputes:** If you have questions or complaints about your bill, please call us at 1-866-641-2108 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful links under the Water Information menu. Every drop counts!

**Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at [stateofiowa.com](http://stateofiowa.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.

**Correspondence:** Please send written correspondence to PO Box 578, Attn: IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

**INTEGRATED MATERIAL**

Helps you stay informed while cutting down on paper clutter.

**SERVICES**

**Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at [amwater.com/myaccount](http://amwater.com/myaccount). Not registered? Log in and be sure to have your account number handy.

**Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit [iowawater.com](http://iowawater.com). Under Water Quality, select Water Quality Reports.

**H2O Help To Others:** H2O Help to Others is an emergency assistance program created by Iowa American Water and Community Action of Eastern Iowa. The program helps provide supplemental funding to Iowa American Water customers who would otherwise have trouble paying their bills.

**H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need**

I'm adding a one time contribution of \$\_\_\_\_\_ with my payment.

I'd like to add a recurring contribution to each bill of \$\_\_\_\_\_. I understand this amount will be added to each bill.

**OTHER WAYS TO PAY**

Don't want to mail a check? Here's how to pay by phone, online or with Auto Pay.

Address Change(s)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone Number \_\_\_\_\_ Mobile Number

E-mail Address \_\_\_\_\_

**Other ways to pay your bill**

**Auto Pay**  **Online**  **In Person**

Save time and money, enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit [www.amwater.com/myAccount](http://www.amwater.com/myAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply)

We have agreements with several authorized payment locations in our service area. Visit our website to find one near you.



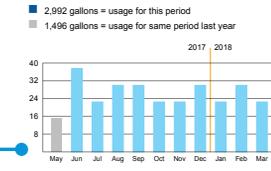
**METER READING**

Monitor your current and historic usage.

**Meter Reading and Usage Summary**

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Water Used in Gallons
63514199	100 CF	5/8"	04/25/2018	05/23/2018	91 (A)	95 (A)	4	29.92	2,992
A = Actual E = Estimate 1 CF = 7.48 gallons 1 Billing Unit = 100 gallons of water									Total Gallons: 2,992

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



**Next Scheduled Read Date:** on or about Jun 26, 2018  
**Account Type:** Residential

Average daily use for this period is: **103 gallons**

**WATER USAGE GRAPH**

How this month stacks up against your whole year.

**Account Detail** Account No. 1011-210001234567  
Service To: 123 MAIN ST, ANYTOWN, IA 52732

Prior Billing	29.22
Balance from last bill	29.22
Payments	-29.22
Payments as of May 7. Thank you!	-29.22
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 04/25/18 to 05/23/18</b>	
Water Service	31.74
Water Service Charge	14.00
Water Usage Charge (29.92 x \$0.585)	17.50
Rate Case Expense Surcharge (29.92 x \$0.008)	0.24
<b>Total Service Related Charges</b>	<b>31.74</b>
<b>Taxes</b>	
State Sales Tax	2.22
County Sales Tax	1.50
County Sales Tax	0.32
<b>Total Current Period Charges</b>	<b>33.96</b>

**Total Amount Due** **\$33.96**

**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.
- Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- 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.
- 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/faq/rates>

