



# 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:

**KENTUCKY AMERICAN WATER**  
WE KEEP LIFE FLOWING™

Service Address:  
JOHN Q CUSTOMER  
1234 ANYWHERE ST UNIT 1234  
CITY, ST ZIP CODE

THANK YOU FOR BEING OUR CUSTOMER.

**Important Account Messages**

- Looking for an easy way to manage your account and service needs? Try our redesigned customer portal at [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount). Find out how much you owe, start or stop service and pay your bill electronically without a convenience fee. And you can access anytime ... 24x7, all day, every day!

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

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

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

Customer Service: 1-800-678-6301  
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.

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65269292894

**Monthly Statement**

Account No. **1012-210001234567**

Total Amount Due:	<b>\$37.80</b>
Payment Due By:	<b>May 29, 2018</b>

Billing Date: May 11, 2018  
Service Period: Apr 11 to May 10  
Total Gallons: 3,740

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

Prior Billing:	\$42.67
Payments - Thank You!	-\$42.67
<b>Balance Forward:</b>	<b>=\$0.00</b>
Service Related Charges:	+\$35.66
Taxes:	+\$2.14
<b>Total Amount Due:</b>	<b>=\$37.80</b>

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Account No. **1012-210001234567**

Total Amount Due:	<b>\$37.80</b>
Payment Due By:	<b>May 29, 2018</b>

If paying after 5/29/18, pay this amount: \$39.69

Amount Enclosed \$

Service to: 1234 ANYWHERE ST  
CITY, ST ZIP CODE

8001 1 AB 0 301 00011008001000002 0047 2 PC0180  
JOHN Q CUSTOMER  
1234 ANYWHERE ST  
UNIT 1234  
CITY ST 0000-0000

KENTUCKY AMERICAN WATER  
PO BOX 780247  
ST LOUIS, MO 63179-0247

0001012210001234567000000000003780013

**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 Kentucky American Water

- **IMPORTANT WATER QUALITY MESSAGE: 2017** Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to [www.amwater.com/collexington.pdf](http://www.amwater.com/collexington.pdf), [www.amwater.com/collorenton.pdf](http://www.amwater.com/collorenton.pdf) or [www.amwater.com/colfordhamorton.pdf](http://www.amwater.com/colfordhamorton.pdf) to view your 2017 annual water quality report or to request a paper copy call 800-678-6301.
- If you would like a copy of our tariff please visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com), call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Local Office: 2300 Richmond Road (Lexington).

**WATER SAVING TIP**

Fix household leaks and save up to 20 gallons of water a day.

**INFO AND EDUCATION**  
Get useful tips on saving time, saving energy and staying safe throughout the seasons.

**CUSTOMER SERVICE**  
1-800-678-6301  
HOURS: 8:15-7pm • Emergencies: 24/7  
TTY/DD FOR THE HEARING IMPAIRED: 711 (and then reference 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 1-800-678-6301 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 tools 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 [kentuckyamwater.com](http://kentuckyamwater.com). Under Customer Service & Billing, select Your Water Rates.
  - **Correspondence:** Please send written correspondence to PO Box 578, Alton, 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 [kentuckyamwater.com](http://kentuckyamwater.com). Under Water Quality, select Water Quality Reports.
  - **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit [kentuckyamwater.com](http://kentuckyamwater.com). Under Customer Service & Billing, select Low Income Program.

**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 autopay.

**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 [amwater.com/MyAccount](http://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.

Address Change(s)  
Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Phone Number \_\_\_\_\_ Mobile Number   
E-mail Address \_\_\_\_\_

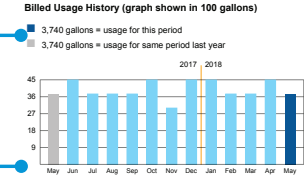


**Meter Reading and Usage Summary**

Meter No.	Meter Type	Size	From Date	To Date	Previous Read	Current Read	Meter Units*	Billing Units**	Water Used in Gallons
078745079N	Regular	5/8"	04/11/2018	05/10/2018	963 (A)	968 (A)	5	37.40	3,740

A = Actual   E = Estimate   \*1 Meter unit = 100 cubic feet or 748 gallons of water   \*\*1 Billing Unit = 100 gallons of water

**METER READING**  
See exactly how much water you used.



**Next Scheduled Read Date:** on or about Jun 12, 2018  
**Account Type:** Residential

**WATER-USAGE GRAPH**  
How this month stacks up against your whole year.

Average daily use for this period is: **125 gallons**

**CHARGE BREAKDOWN**  
Every penny of your bill is accounted for here.

**Account Detail**  
Service To: 1234 ANYWHERE ST, CITY ST ZIP CODE

<b>Prior Billing</b>	<b>42.67</b>
Balance from last bill	42.67
<b>Payments</b>	<b>-42.67</b>
Payments as of Apr 24. Thank you!	-42.67
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 04/11/18 to 05/10/18</b>	
<b>Water Service</b>	<b>35.00</b>
Water Service Charge	12.49
Water Usage Charge (37.40 x \$0.6019)	22.51
<b>Other Charges</b>	<b>0.66</b>
KRA Withdrawal Fee (37.40 x \$0.0177)	0.66
<b>Total Service Related Charges</b>	<b>35.66</b>
<b>Taxes</b>	<b>2.14</b>
Franchise Taxes (\$35.66 x 3.000%)	1.07
School District Tax (\$35.66 x 3.000%)	1.07
<b>Total Current Period Charges</b>	<b>37.80</b>

**Total Amount Due** ➔ **\$37.80**

**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.
- **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. Additionally, any credit or debit related to billing corrections would be found in this section.
- **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/new/customer-service-billing-your-water-and-wastewater-rates>.