



# 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:

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

Service Address:  
FIRSTNAME LASTNAME  
123 YOUR STREET  
BEL AIR, MD 21014

THANK YOU FOR BEING OUR CUSTOMER.

**Important Account Messages**

- 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.
- 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](http://amwater.com/myaccount) and make the selection for paperless billing.

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

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 1-855-748-8066  
\*A convenience fee may apply

Customer Service: 1-866-641-2131  
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.

**Monthly Statement**

Account No. 1013-999999999999

Total Amount Due:	\$37.10
Payment Due By:	January 25, 2019

Billing Date: January 03, 2019  
Service Period: Dec 04 to Jan 02 (30 Days)  
Total Gallons: 2,244

Account Summary -- See page 3 for Account Detail

Prior Billing:	\$24.20
Payments - Thank You!	\$24.20
Balance Forward:	\$0.00
Service Related Charges:	\$37.10
Total Amount Due:	\$37.10

**SAMPLE BILL**

Account No. 1013-999999999999

Total Amount Due:	\$37.10
Payment Due By:	January 25, 2019

Amount Enclosed \$

Service to: 123 YOUR STREET  
BEL AIR, MD 21014

FIRSTNAME LASTNAME  
123 YOUR STREET  
BEL AIR, MD 21014

MARYLAND AMERICAN WATER  
PO BOX 790247  
ST LOUIS, MO 63179-0247

00010139999999999999000000000003710017

**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 Maryland American Water

- Please update your contact information at [www.amwater.com/myaccount](http://www.amwater.com/myaccount) in order to ensure you receive notifications of water-related emergencies, service outages and more. You can enter up to three phone numbers and three email addresses.
- Spot water running down the street or suspect a water main leak? Call us so that we can investigate. Our Customer Service Center is available 24/7 for emergencies. Calling as soon as possible can help avoid service outages. While all main breaks cannot be avoided, our crews work as quickly and safely as possible to complete repairs and restore service to customers when they do occur.
- See a wet spot in your yard or near the water meter? Your service line could be leaking. Call us so we can check your line.



Our environmental grants support innovative, community-based projects that improve, restore and/or protect watersheds and community water supplies. Learn more on [marylandamwater.com/about-us/](http://marylandamwater.com/about-us/)!

**CUSTOMER SERVICE**  
1-866-641-2131  
HOURS: M-F, 7am-7pm • Emergencies: 24/7  
TTY/TDD FOR THE HEARING IMPAIRED:  
711 (and then reference Customer Service number listed above)

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 [marylandamwater.com](http://marylandamwater.com). Under Water Quality, select Water Quality Reports.
- H2O Help To Others: This program helps qualifying low-income customers to pay their water bills. For more information contact our program administrator, Dollar Energy Fund, at 1-888-282-6816 or go to [marylandamwater.com](http://marylandamwater.com). Under Customer Service & Billing, select Low Income Program.

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 1-866-641-2131 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 [marylandamwater.com](http://marylandamwater.com). Under Customer Service & Billing, select Your Water Rates.
- Correspondence: Please send written correspondence to PO Box 575, Arton, IL 62002-0575. 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.

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.

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

Other ways to pay your bill

Auto Pay    Online    In Person

Save time and money. With My Account, you can 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 request!

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 areas. Visit our website to find one near you.

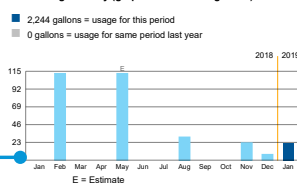
SAMPLE BILL



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
13917543	100 CF	1"	12/04/2018	01/02/2019	336 (A)	339 (A)	3	22.44	2,244
A = Actual   E = Estimate							1 CF = 7.48 gallons	1 Billing Unit = 100 gallons	Total Gallons: 2,244

Billed Usage History (graph shown in 100 gallons)



Next Scheduled Read Date: on or about February 01, 2019  
Account Type: Residential

Average daily use for this period is: (30 days)  
**75 gallons**

Year to Date Billed Usage: 2,244 gallons

METER READING

Monitor your current and historic usage.

WATER USAGE GRAPH

How this month stacks up against your whole year.

CHARGE BREAKDOWN

Every penny of your bill is accounted for here.

Account Detail   Account No. 1013-9999999999999

Service To: 123 YOUR STREET BEL AIR, MD 21014

Prior Billing	24.20
Payments	-24.20
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 12/04/18 to 01/02/19</b>	
Water Service	20.04
Water Service Charge	17.75
Water Usage Charge	(22.44 x \$0.1021) 2.29
Other Charges	17.06
Capacity Charge	(22.44 x \$0.7604) 17.06
<b>Total Service Related Charges</b>	<b>37.10</b>
<b>Total Current Period Charges</b>	<b>37.10</b>
<b>Total Amount Due</b>	<b>\$37.10</b>

Understanding Your Bill

The below defines terms you may find on your bill:

- Service Related Charges: This section includes charges for services related to water. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Water Service Charge (Base Charge): This fixed charge, based on meter size, represents the cost of meter reading, customer billing, accounting, and to maintain the service connection to your property.
- Water Usage Charge: This charge, based on water usage per 100 gallons, represents the variable costs of water treatment – purchased water, power, chemicals and waste disposal.
- Capacity Charge: This charge, based on water usage per 100 gallons, represents the cost related to operating and maintaining source of supply, pumping, treatment, and transmission and distribution facilities as well as the capital cost related to upgrading these facilities.
- 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 or restoration.
- Billing Units: One billing unit equals 100 gallons of water used.
- 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're here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. at 1-866-641-2131. For emergencies, we're available 24/7.

SAMPLE BILL

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

