

Water Utility Consumers

rights and responsibilities

A free booklet,
Your Rights and Responsibilities As A Water Utility Consumer, explains how Pennsylvania American Water handles billing, credits, service termination, disputes and more.

To get your free copy, complete the form on the reverse side and return it with your water bill payment. You can also request a copy by phone from customer service by calling 1-800-565-7292.

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Find out:

- How to tell if your bill is too high
- When you may have to pay a security deposit
- When your bill is estimated
- How to read your meter
- What to do if you can't pay your bill
- When your water service can be shut off
- What to do when you move or if you will be away for an extended period

YES. I want a free copy of the Rights and Responsibilities booklet.

(Please print clearly and send this form with your water bill payment.)

Name

Address

City/State/Zip

Your Pennsylvania American Water Account No.