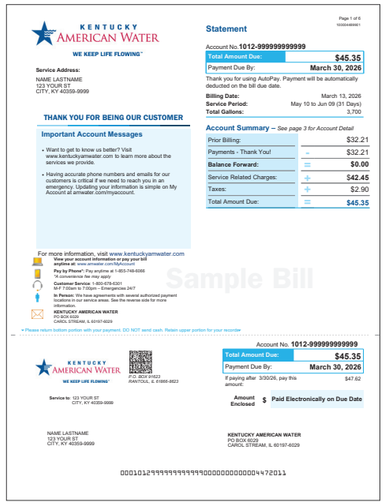
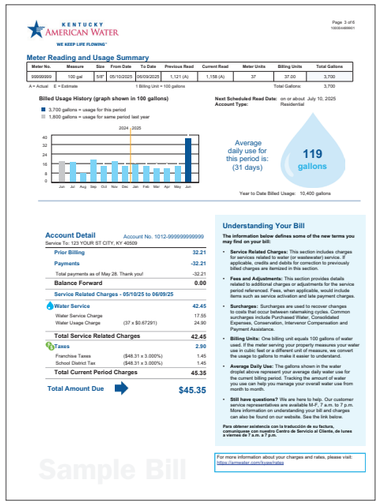
How to Read Your Bill

We aim to make doing business with us as easy as possible. Your bill is designed to provide information you need to know about your account. Key information is provided on the first page. Then, if you want to dive a little deeper into the details, we include more information on the following pages. Here's a quick overview of what you'll find.





1

Your account number.

Easy to find amount due and due date.

Important messages related to your account.

High-level account summary.

How to reach us if you have questions.

2

Important messages and educational information, from tips on how to save water and prevent frozen pipes, to information on the services we offer to make doing business with us easier.

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

3

Account details and a description of charges.

Meter reading information.

Water usage graph. (This can be a useful tool to see how much water you use throughout the year to help identify ways to save water and money!)

Each month, we may also include additional pages that focus on topics or services that are useful for you.

For more information on how to read your bill, visit **kentuckyamwater.com**.
Under **Customer Service & Billing**, select **Billing & Payment Info**, then **How to Read Your Bill.**

05-2026

Welcome

KENTUCKY
AMERICAN WATER

WE KEEP LIFE FLOWING®

WELCOME TO KENTUCKY AMERICAN WATER!

You're in good hands.

Every day, our team of experts delivers millions of gallons of high-quality water and/or wastewater service to approximately 550,000 people in 14 counties across the state.

We recognize the trust our customers place in us to provide them with safe, clean, reliable and affordable water and wastewater service to their homes or businesses. It's a responsibility we take seriously. Whether it be meeting or surpassing drinking water standards, protecting our precious water resources or investing millions in system upgrades, we push ourselves to improve.

We are excited and committed to delivering that same standard of excellence to you. Enclosed is helpful information about our company and the services we offer. And, if you need us, we're here to assist.

Sincerely,

Rob Burton
President

HOW TO REACH US

Customer Service: 1-800-678-6301

Hours: Monday–Friday, 7 a.m. to 7 p.m. ▪ **For Emergencies:** We're available 24/7

You can also manage your account online by signing up for MyWater at amwater.com/mywater.

CUSTOMER SERVICE YOUR WAY

Customer Assistance

At Kentucky American Water, we have programs and resources for customers facing financial hardship. Through our H2O Help to Others Program™, residential customers who qualify can receive grants of up to $250 a year.

Scan the QR code or visit **kentuckyamwater.com/H2O** to learn more. To see if you qualify, contact the Community Action Council, our program administrator, at 859-233-4600.

At your fingertips — Anytime, Anywhere

Prefer to handle your business online? **MyWater** is the answer. You can:

- View and pay your bill.
- Sign up for our Auto Pay and Paperless Billing programs.
- Turn water service on or off.
- Report a water or wastewater emergency.
- Update your contact information.
- Enroll in budget billing or see if you qualify for an installment plan.
- View your water use history to identify the months when you used the most water so you can make simple changes at home to save water and money.

Tell us how you want to receive emergency and general alerts. We use a mass notification system to alert customers via phone, text and email when water emergencies occur.* On MyWater, you choose how you want to be notified. You can also opt in for general alerts.

** Standard text, data and phone rates may apply.*

Sign up for MyWater

Once you receive your account number with your first bill, register for MyWater online at **amwater.com/mywater**.

Guard Against Utility Imposters

Pretending to be a utility worker is a trick some criminals use to gain access to homes. All of our service personnel wear logoed clothing, drive logoed vehicles and have company-issued photo ID badges. At times, we may have contractors performing work in your area. Those individuals will also have identification representing their work for us.

Plus, we never collect money or credit card information from customers during a service visit. If you suspect an imposter is at your door, don't allow him or her in, and call us to confirm it's our service person.

Rights & Responsibilities

Learn more about your rights and responsibilities as a utility customer. Visit **kentuckyamwater.com**. Under Customer Service & Billing, select Rights & Responsibilities or call our Customer Service Center.

Payment Options

Auto Pay

Enroll in Auto Pay, and your bill will be paid on time, every time, automatically on the due date. No stamps required. You can choose to have your monthly bill automatically applied to your credit card* or deducted directly from your checking or savings account.

Online

Visit amwater.com/billpay* or pay online using MyWater.

By Mail

Mail your check to the address provided on your bill. No cash, staples or paper clips, please.

By Phone

Call 1-855-748-6066* (24/7).

In Person

To find an authorized payment location near you, visit **kentuckyamwater.com**. Under Pay Bill, select Pay In Person.

Through a Third Party

If someone handles paying your bills, like a relative or trustee, we can send a copy of your bill and any past-due or shut-off notices to that third party.

Preferred Due Date

You may be eligible to adjust your due date. Visit MyWater to learn more.

**A $1.95 third-party transaction fee may apply. Avoid the transaction fee by paying directly from your bank account (via Electronic-Check) through MyWater at amwater.com/mywater.*

Quality on Tap

We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. Our water quality and treatment plant operators perform thousands of tests every year for more than 90 regulated contaminants. Plus, we have access to American Water's Central Laboratory, which conducts sophisticated drinking water testing and analysis. Learn more about the quality of your drinking water by viewing your community's water quality report online at **kentuckyamwater.com/wqreports**.

Replacing Lead Service Lines

We're replacing lead and certain galvanized water service lines over the course of the next several years. First, we need to know where they are (and aren't).

For new water customers: Over the next few weeks, we'll update our online inventory map with information about your service line. If your customer-owned service line material is unknown to us, you can help by self-identifying and reporting your service line material online.

- **Scan** the QR code.
- **Follow** the instructions, answer a few questions and upload a photo of your service line material.
- **Click "Submit."**

Learn more at **kentuckyamwater.com/leadfacts**.

Local to the Core

We're active in our communities. Here are a few of our programs:

- Environmental support and sponsorships
- Firefighting support grants
- Plant tours
- H2O to Go water trailer
- Community events

Learn more at **kentuckyamwater.com**. Select News & Community.

Like, Follow & Watch Us

facebook.com/KentuckyAmericanWater
x.com/kyamwater
instagram.com/kyamwater
youtube.com/kyamwater