

WE KEEP LIFE FLOWING[™]

We work hard to provide our customers with convenient billing options. Budget **Billing is a service** that is available to residential customers. The program makes managing your cash flow easier by providing predictable monthly payments.

We also offer installment plans to assist eligible customers extend the time they have to pay a past due balance.

QUESTIONS?

If you have additional questions, please contact our customer service center at 1-800-272-1325 M-F, 7 a.m. to 7 p.m.

BUDGET BILLING AND INSTALLMENT PLANS

MANAGING YOUR CASH FLOW EASIER BY PROVIDING PREDICTABLE MONTHLY PAYMENTS

WHAT IS BUDGET BILLING?

Budget billing is a free service that is available to residential customers. The program makes managing your cash flow easier by providing predictable monthly payments and avoiding seasonal spikes that may be difficult to pay when not planned for in advance.

HOW BUDGET BILLING WORKS

When you enroll, our billing system will calculate your monthly bill amount by applying current rates to your average consumption:

- Where there is more than a 12-month billing history: the budget billing installment amounts are calculated based on an average of the customer's actual account history from the previous 12 months.
- If there is less than 12 months of history: The installment amounts are calculated based on generic information (i.e., rate schedule, typical water use trends, etc.).
- If there is no historical data available: The monthly bill will be estimated based on the average annual consumption for other residential customers located along your meter reading route.



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

NOTE: Charges related to other services will continue to be billed as separate line items on your bill in addition to the budget billing amount. This includes charges related to installment plans and optional charges, such as fees related to the homeowners' protection programs, H20 program donations, etc.

Your payment plan will be reviewed annually. On the final month of the budget billing year, the billing system will calculate the difference between the total amount paid through budget billing and the actual costs for water services rendered based on your water usage during the year. If the actual amount due was more than budget bill amount, vou would be billed for the difference. If the actual amount due was less, your account would be credited accordingly. Refunds can be made upon request.

WHO IS ELIGIBLE FOR **BUDGET BILLING**

Budget Billing is available to residential customers only who are billed monthly. To enroll in the program, the customer should be current and not have any past due amounts owed. NOTE: In some cases, the customer may be eligible to enroll in Budget Billing by setting up an installment plan for the past due balance.

INSTALLMENT PLANS



WHAT IS AN INSTALLMENT PLAN?

In some cases, we may also be able to offer an installment plan to extend the time a customer has to pay a past due balance. This is a free service that assists eligible customers spread the payment of past due balances over time (up to 12 months). The installment plan amount is added to the current monthly bill. To learn more or determine if you are eligible, please contact our customer service center.

DO YOU CHARGE INTEREST ON INSTALLMENT PLANS?

No. We don't charge interest or late fee charges on installment plan amounts.

HOW TO ENROLL

To sign up for Budget Billing or see if you are eligible to activate an installment plan for a past due balance, contact our Customer Service Center Monday through Friday, 7 a.m. to 7 p.m. at 1-800-272-1325.

CAN I ENROLL IN AN INSTALLMENT PLAN FOR MY PAST DUE BALANCE WITHOUT BUDGET BILLING?

Yes, if you meet the eligibility requirements for installment plans. To learn more, please contact our customer service center to determine if you are eligible.

SAMPLE BUDGET BILL



| Prior Billing: | \$25.05 | |
|--|----------------|--|
| Payments - Thank You! | \$25.05 | |
| Balance Forward: | \$0.00 | |
| Service Related Charges: | + \$17.14 | |
| Taxes: | + \$1.59 | |
| Total Amount Due: | \$18.73 | |
| Budget Billing – Pay This Amo | unt: \$25.05 < | |
| 3udget Billing – Pay This Amo | unt: \$25.05 < | |
| | unt: \$25.05 | |
| udget Billing Summary | unt: \$25.05 | |
| udget Billing Summary Actual Charges Billed to Date | • | |
| Budget Billing – Pay This Amor Rudget Billing Summary Actual Charges Billed to Date Budget Amount Billed to Date Difference Budget to Actual | \$249.84 | |

Budget Billing Amount Due: This is the amount you pay by the due date.

Budget Billing Summary: A summary is provided on each monthly bill, which includes:

- Actual charges billed to date based on your actual water usage. This is the amount that would have been paid to date for services received if not on budget billing.
- Budget Billing amount billed to date based on the budget billing payments.
- Difference between the actual charges and • budget billing amount billed.
- Budget Renewal Date, which is also the 'true up' month.

SAMPLE INSTALLMENT PLAN BILL

| AMERICAN WATER | Monthly Statement | Page 1.4 | |
|---|--|---|--|
| NA MER PLAT L'ENNES. | Assess170x 1011-00000000 | | |
| WE KEEP LITE FLOWING | Total Amount Due: | \$78.43 | |
| arvine Address | Payment Due By: | May 18, 2820 | |
| INTELECTORIES INVESTIGATION CONTRACTORISTICS | Billing Dates Berniss Period Total Gallers | April 24, 3020 far 21 to:Apr 22 (33:Days) 2,040 | |
| | Account Summary - Jer ex | ne 2 for Annuari Oriel | |
| Important Account Messages | Par Miles | \$55.22 | |
| Want is get in lower on baller? Unit was incomparisate over in lower wave along the services. | Payments - Thank You! | - \$55.22 | |
| we provide | Balance Forward | 50.00 | |
| Thank you for managed by completing your installment | Service Related Charges. | + \$31.54 | |
| plan. The pand due amount previously executated with the stars has been used. Let us brees if we can be of people area | Tam | + \$1.89 | |
| in the laters. | Total Balance (to pay in full) | = \$22.43 | |
| ir nereidenation, skil www.isaaamaaler.com | | | |
| | | | |
| | Indaheeri Plan Amounti | \$45.00 | |
| | Talal Current Period Charges | + \$22.43 | |
| Very year manual information or pay year tell anything at some strategies and showing | Total Due - Pay This Amounti | = \$78.43 | |
| Parcine Preservice and an and a second second | Installment Plan Summary | | |
| Visionaniene beiney egy | Empirate Peel Due Balance | \$201.15 | |
| Contemp Review (1893-041-248) 967 7 Olan In College - Engineering 207 | Remaining Installment Plan Eals | | |
| J. M.J. Tollam in Tollym Emergension 2017 | Number of Installments Remains | | |
| | Access 1 in 1 | 011-0000000000000 | |
| | Total Amount Due: | \$78.43 | |
| AMERICAN WATER | Payment Due By | May 18, 2820 | |
| NUMBER OF STREET, STREET, ST. | | | |
| Manual and Polific All | Attent 5 | | |
| Decre access con Acces 17 betweet a cession | ETATE antificamentation for boxesso cance ethnicate a devication | | |

| e 3 for Account Detail | |
|----------------------------|---|
| \$55.22 | |
| \$55.22 | |
| \$0.00 | |
| + \$31.54 | |
| + \$1.89 | |
| \$33.43 | Current Balance (not including installment plan): |
| \$45.00 | Installment Plan Amount Due |
| | |
| \$ 78.43 | |
| \$201.74 ce \$0.00 0 | Total Due This is the amount you pay by the due date. |
| | \$55.22 = \$0.00 + \$31.54 + \$1.89 = \$33.43 = \$45.00 + \$33.43 = \$78.43 • \$201.74 we \$0.00 |