

### We aim to make doing business with us as easy as possible.

We want to make sure you can quickly and easily find the information you care about most on the first page. Then, if you want to dive a little deeper into the details, we include more information on the following pages. How do we know what our customers care about most? Simple. We asked. We surveyed 1,000 American Water customers to learn what they liked, didn't like and felt was most important. This feedback helped us streamline the water bill, so it's simpler and easier to understand. Here's a quick overview of what you'll find.

PENNSYLVANIA AMERICAN WATER	Monthly Statement	Page 1 of 8 escotoscitz14
WE KEEP LIFE FLOWING	Account No.1024-220012345678	
WE REEP LIFE FLOWING	Total Amount Due:	\$33.66
Service Address:	Payment Due By:	August 17, 2018
JOHN DOE 123 MAIN ST ANYTOWN, PA 15226	Billing Date: Service Period: / Total Gallons:	July 26, 2018 day 30 to Jun 28 (30 Days) 1,400
Account Summary - Si		ana 2 for Account Datal
Important Account Messages	Prior Billing:	\$27.96
Want to get to know us better? Visit	Payments - Thank You!	- \$27.96
www.perinsylvaniaamwater.com to learn more about the services we provide.	Balance Forward:	\$27.96
	Service Related Charges:	
<ul> <li>Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for</li> </ul>		+ \$33.66
viewing and include an option to pay. It's simple to sign up, just register or log into My Account at armwater.com/ myaccount and make the selection for paperless billing.	Total Amount Due:	\$33.66
Wave your account information or pay your bill     with the second second plantmat.     Pay by Pinese: Pay anytime at 1455-145-005     Outcome Service is 1400-045-720     Outcome Service is 1400-045-720		
		024-220012345678
	Total Amount Due:	\$33.66
AMERICAN WATER	Payment Due By:	August 17, 2018
WE KEEP LIFE FLOWING" Pittaburgh, Pa. 15250-7412	If paying after 8/17/18, pay thi	a amount: \$34.16
Service to: 123 MAIN ST ANYTOWN, PA 15226	Amount Enclosed	
JOHN DOE 123 MAN ST ANYTOWN, PA 13226	PENNSYLVANIA AMERICAN WATER PO BOX 371412 PTTSBURCH, PA. 15250-7412	
0001024220012345	P.990000000000005507073	



Your account number.

1

Easy to find amount due and due date (plus, what it would cost if it's not paid on time).

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

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 a page that focuses on a topic or service that's useful for you.



For more information on how to read your bill in English, scan this QR code or visit pennsylvaniaamwater.com. Para más información sobre cómo leer su factura en español, esanee este código QR o visite pennsylvaniaamwater.com.





# WE'RE PROUD TO BE YOUR NEW SERVICE PROVIDER



**Mike Doran** President

### Welcome to Pennsylvania American Water! Your water and/or wastewater service is in good hands.

Every day, our team of experts delivers millions of gallons of high-quality water and/or wastewater service to approximately 2.4 million Pennsylvanians in more than 400 communities across the state.

We recognize the trust you place in us to deliver safe drinking water service to your home or business and/or treat the wastewater so that it can be returned safely to the environment. And, 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 do this because** we care about our customers as much as we care about water.

We are excited to be your new water and/or wastewater service provider. Enclosed is helpful information about our company and the services we offer. And, if you need us, we're here to assist.

Sincerely,

**Mike Doran** President

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PENNSYLVANIA American Water

#### WE KEEP LIFE FLOWING®



Fix household leaks and save up to 20 gallons of water a day (and money, too)! For more wise water use tips, visit pennsylvaniaamwater.com.





## **CUSTOMER SERVICE YOUR WAY**

### **AT YOUR FINGERTIPS — ANYTIME, ANYWHERE**

Prefer to handle your business online? MyWater might be your answer. Here are just a few of the things you can do anywhere, any time.

- View and pay your bill.
- Sign up for our Auto Pay and Paperless Billing programs.
- Activate or deactivate your water service for residential customers.
- Tell us how you want to receive emergency and nonurgent alerts (by phone, text and/or email).\*
- 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. (See in which months you use the most water to help determine ways you can save water and money.)

Once you receive your account number with your first bill, register online at mvwater.amwater.com.

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



### **GO PAPERLESS**

Sign up for Paperless Billing. We'll notify you by email when your bill is available to view online, eliminating the need for a hard copy. It's simple, secure and clutter-free! Enroll on MyWater.

### **RIGHTS & RESPONSIBILITIES**

High-quality, reliable water service is more than a goal of ours-it's your right as a customer. Learn more about your rights and responsibilities as a water utility customer. Visit pennsylvaniaamwater.com. Under Customer Service & Billing, select "Rights & Responsibilities" or call our Customer Service Center.

### SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

### EASY PAYMENT **OPTIONS**

#### **AUTO PAY**

Enroll in Auto Pay, and your bill will be paid on time, every time. Each month, payments are automatically deducted from your checking or savings account on the due date. No stamps required.

#### ONLINE

Visit www.amwater/billpay. Customers can also make a payment through our online customer portal, MyWater.

#### **BY MAIL**

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

BY PHONE

24/7 at 1-855-748-6066.

#### IN PERSON

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

#### THROUGH **A THIRD PARTY**

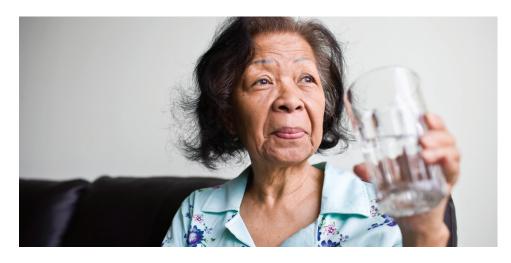
If someone handles paying your bills, like a relative or trustee, we can send a copy of your bill and any past-due or shut-off notices to that third party.



We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit mywater.amwater.com to choose how you want to be notified and update your contact information.

### **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 day for about 100 regulated contaminants. Plus, we have access to American Water's Central Laboratory, which conducts sophisticated drinking water testing and analysis. To view a copy of your community's water quality report, visit pennsylvaniaamwater.com.



### **CUSTOMER ASSISTANCE PROGRAM**

We offer financial assistance for water and wastewater customers who qualify. including grants of up to \$500 a year, discounts on monthly fees and charges, and water-saving devices and tips. Learn more online. Under "Customer Service & Billing," select "Customer Assistance Programs." To see if you qualify, contact the Dollar Energy Fund, our program administrator, at 1-888-282-6816.

### LOCAL TO THE CORE

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

- **Environmental Grant Program** •
- Firefighting Support Grants

LIKE US

- Stream of Learning scholarship program
- Protect Our Watershed Art Contest
- Plant tours and an active speakers' bureau

facebook.com/pennsylvaniaamwater



**FOLLOW US** twitter.com/paamwater



### **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. Plus, we never collect money or credit card information from customers in the field. 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.

### **QUESTIONS?**

If you need us, we're a phone call away.

#### **CUSTOMER SERVICE** 1-800-565 -7292

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





WE KEEP LIFE FLOWING<sup>®</sup>



WATCH US voutube.com/paamwater