

A group of people, including a woman in the foreground holding a water bottle, smiling and socializing outdoors.

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.

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PENNSYLVANIA  
AMERICAN WATER

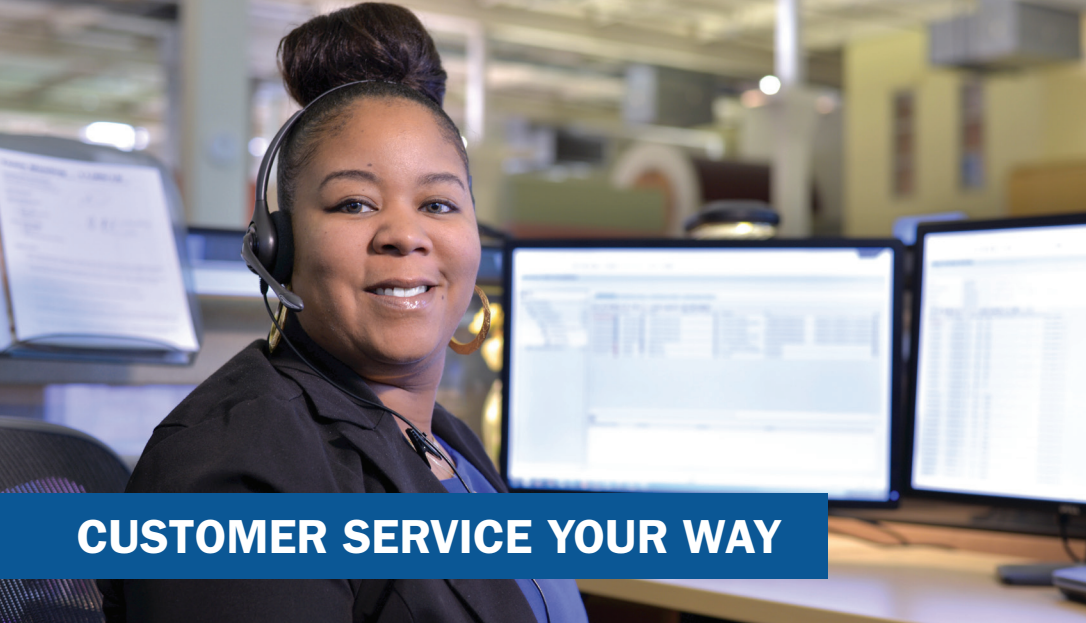
WE KEEP LIFE FLOWING®

**WE'RE PROUD TO BE YOUR  
NEW SERVICE PROVIDER**

A professional headshot of Dr. Robert M. Mendenhall, Jr. He is a middle-aged man with short, light-colored hair, smiling at the camera. He is wearing a brown blazer over a blue and white checkered button-down shirt. The background is a blurred office interior with vertical light patterns.

02-2022





## CUSTOMER SERVICE YOUR WAY

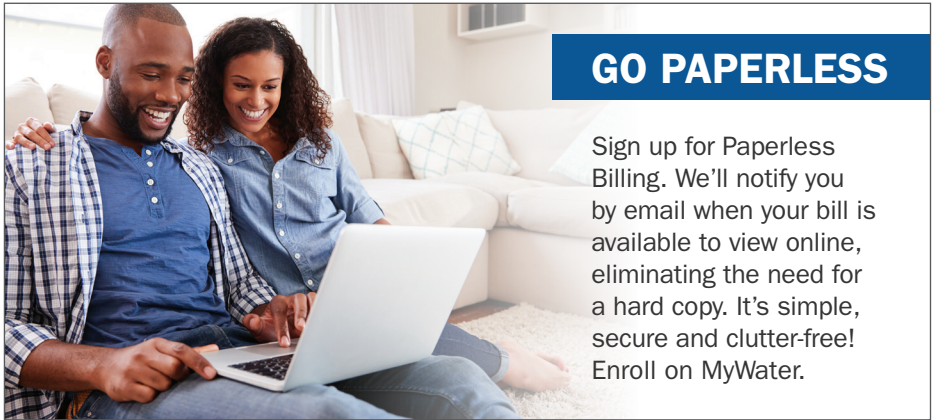
### AT YOUR FINGERTIPS — ANYTIME, ANYWHERE

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 **mywater.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](http://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.



### IN CASE OF AN EMERGENCY

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



### 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.



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