



AMERICAN WATER

WE KEEP LIFE FLOWING™



## YOU'VE GOT OPTIONS

Need to reach us?

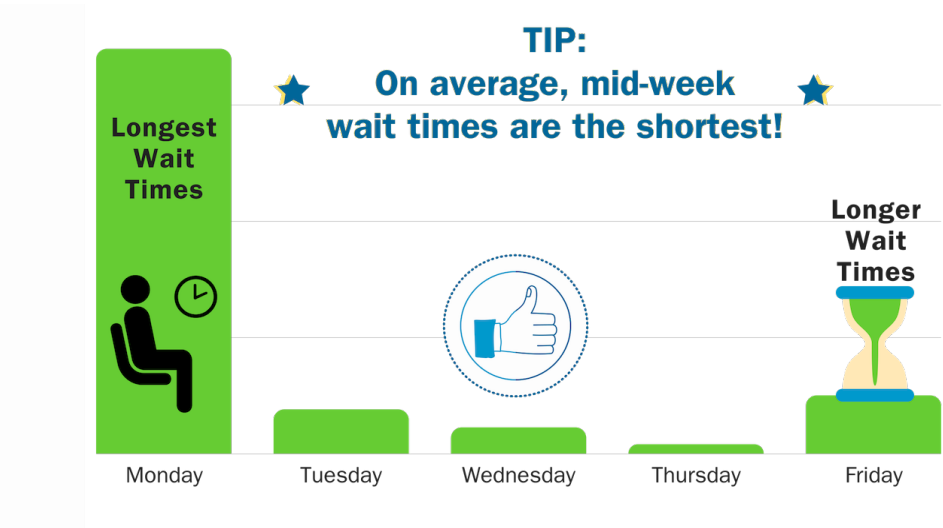
There are three main ways to reach us. Your choice:

- **Phone**  
Call us, and talk to a customer service rep.
- **Phone (using our advanced voice activated system):**  
Call us, but no need to wait for a live customer service rep. Our new, advanced voice activated system can handle our most frequently asked customer service requests (be sure to have your account number handy before you call).
- **Online**  
Sign up for My Account ([amwater.com/myaccount](http://amwater.com/myaccount)), our online tool that allows you to manage your account online any time, any where.

## MID-WEEK CALLS WORK THE FASTEST!

### CUSTOMER SERVICE IS IMPORTANT TO US

That is why we are available every weekday from 7 a.m. to 7 p.m. to serve customers' needs. We are available 24/7 for emergency assistance. For non-emergency support, the best days to call are in the middle of the week. Save time by calling mid-week to experience faster service.



### TRY DIY CUSTOMER CARE!

Prefer self-service options? Try out our self-service website, My Account, or our 24/7 voice activated customer service system (using the toll-free number on the bottom of your bill). Either way, you can obtain your account information, pay your bill, enroll in paperless billing, and much more. **It's customer service your way!**

Not familiar with My Account? It's our online tool that allows you to manage your account online. To sign up, visit [amwater.com/myaccount](http://amwater.com/myaccount) (be sure to have your account number handy)!



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.