



MAKING IT EASY TO UNDERSTAND YOUR BILL

SIMPLE BILLING. ONE MORE WAY WE KEEP LIFE FLOWING.

At Indiana American Water, we offer a clear, simplified bill so that you can easily find the information you need. Here's a sample bill of what you can expect:

Page 1 of 1

INDIANA AMERICAN WATER
WE KEEP LIFE FLOWING™

Service Address:
JOHN DOE
123 MAIN ST
ANYTOWN, IN 12345

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.indianaamwater.com to learn more about the services we provide.
- The Fire Protection Charge is for the installation and maintenance of fire hydrants attached to the company's water mains, and for Infrastructure upgrades needed to ensure proper fire flows.

For more information, visit www.indianaamwater.com

Statement

Account No. **1010-123456789101**

Total Amount Due:	\$70.62
Payment Due By:	September 6, 2024

Billing Date: August 19, 2024
Service Period: Jul 19 to Aug 16 (29 Days)
Total Gallons: 4,900

Account Summary – See page 3 for Account Detail

Prior Billing:	\$98.21
Payments - Thank You!	- \$98.21
Balance Forward:	= \$0.00
Service Related Charges:	+ \$66.31
Taxes:	+ \$4.31
Total Amount Due:	= \$70.62

View your account information or pay your bill anytime at: www.amwater.com/myAccount

Pay by Phone: Pay anytime at 1-855-748-6066
*A convenience fee may apply

Customer Service: 1-800-492-8373
M-F 7:00am to 7:00pm – Emergencies 24/7

INDIANA AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

▶ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ◀

Account No. **1010-123456789101**

Total Amount Due:	\$70.62
Payment Due By:	September 6, 2024

If paying after 9/6/24, pay this amount: \$72.82

Amount Enclosed \$

INDIANA AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Service to: 123 MAIN STREET
ANYTOWN, IN 12345

JOHN DOE
123 MAIN ST
ANYTOWN, IN 12345

FULL-COLOR DESIGN
Makes your bill easier to read.

ACCOUNT MESSAGES
If it's related to this billing cycle, you'll find it here.

SIMPLIFIED FRONT PAGE
Shows you the most crucial information.

AMOUNT DUE AND DUE DATE
The first thing everyone looks for is as clear as can be.

Messages from Indiana American Water

• **IMPORTANT WATER QUALITY MESSAGE:** In 2023, Indiana American Water Johnson County Operations detected 011 contaminants in the drinking water and none of them were above the EPA accepted level for drinking water. Please go to www.amwater.com/ccr/JohnsonCounty.pdf to view your 2023 annual water quality report and learn more about your drinking water. This report contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2023 Annual Water Quality Report mailed to your home, a translation of the water quality report, or to speak with someone about the report please call 800-492-8373.

What's the best way to reach you?

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** at amwater.com/mywater to choose how you want to be notified and to enter your contact information.

INFO AND EDUCATION

Get useful tips on saving time, saving energy and staying safe throughout the seasons.

CUSTOMER SERVICE

1-800-492-8373

HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED: 711 (and then reference Customer Service number listed above)

SERVICES

Go Paperless: Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.

Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit www.indianaamwater.com. Under Water Quality, select Water Quality Reports.

EXPLANATION OF OTHER TERMS

Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.

Disputes: If you have questions or complaints about your bill, please call us at 1-800-492-8373 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!

Rates: A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at www.indianaamwater.com. Under Customer Service & Billing, select Your Water and Wastewater Rates.

Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08111. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

INTEGRATED MATERIAL

Helps you stay informed while cutting down on paper clutter.

Address Change(s) _____
Name _____
Address _____
City _____
State _____ Zip Code _____
Phone Number _____ Mobile Number _____
E-mail Address _____

Other ways to pay your bill

- Auto Pay
- Online
- In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

OTHER WAYS TO PAY

Don't want to mail a check? Here's how to pay by phone, online or with Auto Pay.

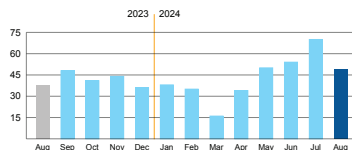


Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
12345678	100 gal	5/8"	07/19/2024	08/16/2024	2,494 (A)	2,543 (A)	49	49.00	4,900
A = Actual E = Estimate 1 Billing Unit = 100 gallons							Total Gallons: 4,900		

Billed Usage History (graph shown in 100 gallons)

- 4,900 gallons = usage for this period
- 3,800 gallons = usage for same period last year



Next Scheduled Read Date: on or about September 18, 2024
Account Type: Residential

Average daily use for this period is: (29 days)

169 gallons

Year to Date Billed Usage: 34,600 gallons

CHARGE BREAKDOWN

Every penny of your bill is accounted for here.

Account Detail

Account No. 1010-123456789101

Service To: 123 MAIN STREET ANYTOWN, IN 12345

Prior Billing	98.21
Payments	-98.21
Total payments as of Aug 8. Thank you!	-98.21
Balance Forward	0.00
Service Related Charges - 07/19/24 to 08/16/24	
Water Service	61.74
Water Service Charge	20.00
Water Usage Charge (15 x \$0.00)	0.00
(34 x \$1.22775)	41.74
Fire Service	4.77
Public Fire Protection Charge (1 x \$4.77)	4.77
Other Charges	-0.20
Distribution System Improvement Charge (-1 x \$0.20)	-0.20
System Enhancement Improvements Charge (1 x \$0.00)	0.00
Total Service Related Charges	66.31
Taxes	4.31
State Sales Tax	4.31
Total Current Period Charges	70.62

Total Amount Due ➔ **\$70.62**

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service-Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **DSIC and SEI Charges:** Other service charges for changes in costs that occur between ratemaking cycles. These charges reset at the beginning of each ratemaking cycle. Distribution System Improvement Charges (DSIC) include distribution mains, services lines, meters, hydrants, and other distribution related investments. Service Enhancement Improvement (SEI) charges further the health and safety of our customers and ensures compliance with environmental requirements.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit: <https://amwater.com/inavrates>



WE KEEP LIFE FLOWING®