



MAKING IT EASY TO UNDERSTAND YOUR NEW BILL



SIMPLE BILLING. ONE MORE WAY WE KEEP LIFE FLOWING.

How do we know what our customers care about most? We asked. We surveyed 1,000 American Water customers to learn what they liked, didn't like and felt was most important. Your feedback helped us streamline your water bill, so it's simpler and easier to understand. Here's what you'll find:

VIRGINIA AMERICAN WATER
WE KEEP LIFE FLOWING™

Service Address:
JANE DOE
123 MAIN ST
ANYTOWN, VA 22314

THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit www.virginiamwater.com to learn more about the services we provide.
- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.

For more information, visit www.virginiamwater.com

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: 1-800-452-6863
M-F 7:30am to 7:00pm - Emergencies 24/7

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

Service to: 123 MAIN ST
ANYTOWN VA 22314

JANE DOE
123 MAIN ST
ANYTOWN VA 22314

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Monthly Statement

Account No. **1027-210012345678**

Total Amount Due:	\$21.01
Payment Due By:	July 30, 2018

Billing Date: July 06, 2018
Service Period: Jun 08 to Jul 05 (28 Days)
Total Gallons: 2,000

Account Summary - See page 3 for Account Detail

Prior Billing:	\$21.01
Payments - Thank You!	-\$21.01
Balance Forward:	=\$0.00
Service Related Charges:	+\$18.27
Taxes:	+\$2.74
Total Amount Due:	=\$21.01

SAMPLE BILL

Account No. **1027-210012345678**

Total Amount Due:	\$21.01
Payment Due By:	July 30, 2018

If paying after 7/30/18, pay this amount: \$21.28

Amount Enclosed \$

VIRGINIA AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

0001027210037376520000000000002101015

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 Virginia American Water

- **IMPORTANT WATER QUALITY MESSAGE: YOUR ANNUAL WATER QUALITY REPORT CAN BE VIEWED ELECTRONICALLY AT WWW.AMWAVER.COM/CR/ALEXANDRIA.PDF IF YOU PREFER A PAPER COPY TO BE SENT TO YOU, PLEASE CONTACT OUR CUSTOMER SERVICE CENTER AT 800-452-6863.**
- **SU INFORME ANUAL DE LA CALIDAD DE AGUA PUEDE CONSULTARSE ELECTRONICAMENTE EN WWW.AMWAVER.COM/CR/ALEXANDRIA.PDF SI PREFERE UNA COPIA, POR FAVOR PÓNGASE EN CONTACTO AL CLIENTE CON NUESTRO CENTRO DE SERVICIO EN 800-452-6863.**
- The Utility Tax are taxes paid to the City of Alexandria.
- Did you know that an underground utility line is damaged every three minutes nationwide. This can be prevented by calling 81-1 before you dig. So, if you're installing a mailbox, building a deck, planting a tree and laying a patio, be sure to know what's below. Call 8-1-1 and dig with C.A.R.E. Learn more at www.virginiamwater.com.



Handwashing is one of the best ways to avoid getting sick and spreading germs!

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

CUSTOMER SERVICE
1-800-452-6863

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 My Account at amwater.com/myaccount 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 virginiamwater.com. Under Water Quality, select Water Quality Reports.
- **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, the Dozier Energy Fund, at 1-888-282-0816 or visit us online at virginiamwater.com. Under Customer Service & Billing, select Low Income Program.

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 1-800-452-6863 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 virginiamwater.com. Under Customer Service & Billing, select Water and Wastewater Rates.
- **Correspondence:** Please send written correspondence to PO Box 578, Aton, IL 62002-0578. 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.

SAMPLE BILL

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

Phone Number _____ Mobile Number _____

E-mail Address _____

Other ways to pay your bill

- **Auto Pay** 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!
- **Online** 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)
- **In Person** We have agreements with several authorized payment locations in our service area. 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.

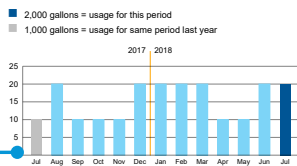


Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Water Used in Gallons
091586360T	1,000 gal	5/8"	06/08/2018	07/05/2018	284 (A)	286 (A)	2	20.00	2,000
								Total Gallons:	2,000

A = Actual E = Estimate 1 Billing Unit = 100 gallons of water

Billed Usage History (graph shown in 100 gallons)



Next Scheduled Read Date: on or about Aug 03, 2018
Account Type: Residential

Average daily use for this period is: **71 gallons**

METER READING

Monitor your current and historic usage.

WATER USAGE GRAPH

How this month stacks up against your whole year.

Account Detail

Account No. 1027-210012345678
Service To: 123 MAIN ST ANYTOWN, VA 22314

Prior Billing	21.01
Balance from last bill	21.01
Payments	-21.01
Payments as of Jun 14. Thank you!	-21.01
Balance Forward	0.00
Service Related Charges - 06/08/18 to 07/05/18	
Water Service	18.27
Water Service Charge	15.00
Water Usage Charge (20.00 x \$0.00)	0.00
WWISC- Infrastructure Svc. Chg. (20.00 x \$0.018)	0.36
Purchased Water Surcharge (20.00 x \$0.1454)	2.91
Total Service Related Charges	18.27
Taxes	2.74
Utility User Tax	2.74
Total Current Period Charges	21.01

Total Amount Due **\$21.01**

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.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **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.

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

SAMPLE BILL



WE KEEP LIFE FLOWING™