



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:

Service Address:
JOHN Q CUSTOMER
1234 ANYWHERE ST UNIT 1234
CITY, ST ZIP CODE

THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Looking for an easy way to manage your account and service needs? Try our redesigned customer portal at www.amwater.com. Find out how much you owe, start or stop service and pay your bill electronically without a convenience fee. And you can access anytime ... 24x7, all day, every day!

For more information, visit www.westvirginiaamwater.com

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

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

Customer Service: 1-800-685-8680
M-F 7:00am to 7:00pm - Emergencies 24/7

TRA1-S-008001/000002 PCD180 ETM1C001 1 34 6 A

Monthly Statement

Account No. **1028-210001234567**

Total Amount Due:	\$31.95
Payment Due By:	July 6, 2018

Billing Date: June 11, 2018
Service Period: May 08 to Jun 07 (31 Days)
Total Gallons: 1,700

Account Summary — See page 3 for Account Detail

Prior Billing:	\$30.65
Payments - Thank You!	\$30.65
Balance Forward:	\$0.00
Service Related Charges:	\$30.01
Taxes:	\$1.94
Total Amount Due:	\$31.95

Service to: 1234 ANYWHERE ST
CITY, ST ZIP CODE

8001 1 A2 0 301 0001/0008001/000002 0047 2 PCD180
JOHN Q CUSTOMER
1234 ANYWHERE ST
UNIT 1234
CITY ST 0000-0000

Account No. 1028-210001234567

Total Amount Due:	\$31.95
Payment Due By:	July 6, 2018

If paying after 7/6/18, pay this amount: \$35.14

Amount Enclosed \$ Paid Electronically on Due Date.

WEST VIRGINIA AMERICAN WATER
PO BOX 780247
ST LOUIS, MO 63179-0247

000102821000123456700000000003195011

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 West Virginia American Water

The Public Service Commission of WV recently revised the Distribution System Improvement Charge (DSIC) for West Virginia American Water customers from 1.09 percent to 3.15 percent, effective January 1, 2018. This change is added to your monthly bill to fund water system improvement projects. These types of projects benefit customers through enhanced service reliability, water quality and fire protection. This change will be reflected on your bill as a separate line item called "Distribution System Improvement Charge." Note: The DSIC does not apply to wholesale customers under contract or to public fire accounts.

This utility is regulated by the Public Service Commission of WV.

West Virginia American Water offers two assistance programs for families who are struggling to pay their bills. The Special Reduced Rate Residential Service (SRRRS) program provides a 20% discount on residential water rates for low-income customers determined eligible by WVDHHR. The Dollar Energy Fund provides a one-time emergency grant to qualifying customers who have received a termination notice and have made a good-faith effort to pay part of the outstanding bill. For more information about either program, visit www.amwater.com/wva/customer-service/billing/low-income-program.



CUSTOMER SERVICE
1-800-685-8660
HOURS: M-F 7am-7pm • Emergencies: 24/7
TTY/DD 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 westvirginiaamwater.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 Dollar Energy Fund, at 1-888-282-6816 or visit us online at westvirginiaamwater.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 1-800-685-8660 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 westvirginiaamwater.com. Under Customer Service & Billing, select Your Water and Wastewater Rates.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, 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.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$ _____ with my payment.
 I'd like to add a recurring contribution to each bill of \$ _____. I understand this amount will be added to each 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 **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 amwater.com/MyAccount or pay without registration at www.amwater.com/bilipay (fee may apply)

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

INFO AND EDUCATION

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

INTEGRATED MATERIAL

Helps you stay informed while cutting down on paper clutter.

OTHER WAYS TO PAY

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

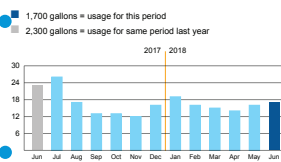


Meter Reading and Usage Summary

Meter No.	Meter Type	Size	From Date	To Date	Previous Read	Current Read	Meter Units*	Billing Units**	Water Used in Gallons
26724320	Regular	5/8"	05/09/2018	06/07/2018	237 (A)	254 (A)	17	17.00	1,700

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

Billed Usage History (graph shown in 100 gallons)



Next Scheduled Read Date: on or about Jul 09, 2018
Account Type: Residential

Average daily use for this period is: **55 gallons**

METER READING

See exactly how much water you used.

WATER-USAGE GRAPH

How this month stacks up against your whole year.

CHARGE BREAKDOWN

Every penny of your bill is accounted for here.

Account Detail

Service To: 1234 ANYWHERE ST, CITY ST ZIP CODE

Prior Billing	30.65
Balance from last bill	30.65
Payments	-30.65
Payments as of Jun 4. Thank you!	-30.65
Balance Forward	0.00
Service Related Charges - 05/08/18 to 06/07/18	
Water Service	30.01
Water Service Charge	28.72
Water Usage Charge (15.00 x \$0.00)	0.00
Water Usage Charge (2.00 x \$1.18526)	2.37
Distribution System Improvement Charge	0.92
Total Service Related Charges	30.01
Taxes	1.94
Utility User Tax	0.63
Municipal Surcharge	1.31
Total Current Period Charges	31.95
Total Account Due	\$31.95

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.
- 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. Additionally, any credit or debit related to billing corrections would be found in this section.
- 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/wva/customer-service/billing-your-water-and-wastewater-rates>.

