



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:

MISSOURI AMERICAN WATER
WE KEEP LIFE FLOWING™

Service Address:
CUSTOMER NAME
100 ANYWHERE STREET
CITY, MO 12345-1234

THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at [amwater.com/myaccount](#) and make the selection for paperless billing.
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at [amwater.com/myaccount](#).

For more information, visit [www.missouriamwater.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: 1-866-430-0820
M-F 7:00am to 7:00pm – Emergencies 24/7

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

MISSOURI AMERICAN WATER
WE KEEP LIFE FLOWING™

Service to: 100 ANYWHERE STREET
CITY, MO 12345-1234

CUSTOMER NAME
100 ANYWHERE STREET
CITY, MO 12345-1234

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Monthly Statement

Account No. **1017-21000000000000**

Total Amount Due:	\$95.40
Payment Due By:	July 12, 2019

Billing Date: June 20, 2019
Service Period: May 17 to Jun 19 (34 Days)
Total Gallons: 4,200

Account Summary – See page 3 for Account Detail

Prior Billing:	\$94.74
Payments - Thank You!	-\$94.74
Balance Forward:	\$0.00
Service Related Charges:	+\$93.37
Pass Through Charges:	+\$0.27
Taxes:	+\$1.76
Total Amount Due:	\$95.40

Account No. **1017-21000000000000**

Total Amount Due:	\$95.40
Payment Due By:	July 12, 2019

If paying after 7/12/19, pay this amount: \$96.83

Amount Enclosed \$ _____

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

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.

SAMPLE BILL

Messages from Missouri American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at www.amwater.com/wqreport.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 866-430-0820.
- Please update your contact information at www.amwater.com/myaccount in order to ensure you receive notifications of water-related emergencies, service outages and more. You can enter up to three phone numbers and three email addresses.

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 **My Account** at www.amwater.com/myaccount to choose how you want to be notified and enter your contact information.



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

CUSTOMER SERVICE
1-866-430-0820
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 missouriamwater.com. Under Water Quality, select Water Quality Reports.
 - H₂O Help To Others:** H₂O Help To Others is an emergency assistance program created by Missouri American Water and Missouri's Community Action Agencies. The program helps provide supplemental funding to Missouri American Water customers who would otherwise have trouble paying their bills. H₂O Help To Others is supported by contributions from Missouri American Water and voluntary contributions from customers.

- 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 1-866-430-0820 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 missouriamwater.com. Under Customer Service & Billing, select Your Water and Sewer 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.

INTEGRATED MATERIAL
Helps you stay informed while cutting down on paper clutter.

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** 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 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
Monitor your current and historic usage.

WATER USAGE GRAPH
How this month stacks up against your whole year.

CHARGE BREAKDOWN
Every penny of your bill is accounted for here.

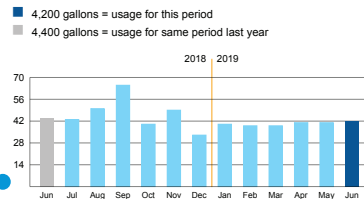


Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
123456789	100 gal	5/8"	05/17/2019	06/19/2019	952 (A)	994 (A)	42	42.00	4,200

A = Actual E = Estimate 1 Billing Unit = 100 gallons Total Gallons: 4,200

Billed Usage History (graph shown in 100 gallons)



Next Scheduled Read Date: on or about July 18, 2019
Account Type: Commercial

Average daily use for this period is: (34 days)



Year to Date Billed Usage: 24,200 gallons

Account Detail Account No. 1017-2100000000000

Service To: 100 ANYWHERE CITY, MO 12345-1234

Prior Billing	94.74
Payments	-94.74
Total payments as of May 29. Thank you!	-94.74
Balance Forward	0.00
Service Related Charges - 05/17/19 to 06/19/19	
Water Service	35.24
Water Service Charge	9.00
Water Usage Charge (42 x \$0.62469)	26.24
Wastewater Service	58.13
Wastewater Service Charge	58.13
Wastewater Use Charge (42 x \$0.00)	0.00
Total Service Related Charges	93.37
Pass Through Charges	0.27
Water Primacy Fee (1 x \$0.27)	0.27
Taxes	1.76
Gross Receipts Tax	1.76
Total Current Period Charges	95.40

Total Amount Due ➔ **\$95.40**

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/moaw/rates>

