



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:

TENNESSEE AMERICAN WATER
WE KEEP LIFE FLOWING™

Service Address:
JANE DOE
123 MAIN ST
ANYTOWN, TN 37415

THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- 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.
- 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.

For more information, visit www.tennesseamwater.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: 1-866-736-6420
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.

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6/29/2018

Monthly Statement

Account No. **1026-210012345678**

Total Amount Due:	\$18.24
Payment Due By:	July 18, 2018

Billing Date: June 26, 2018
Service Period: May 23 to Jun 22 (31 Days)
Total Gallons: 1,496

Account Summary – See page 3 for Account Detail

Prior Billing:	\$18.29
Payments - Thank You!	-\$18.29
Balance Forward:	=\$0.00
Service Related Charges:	+\$16.70
Taxes:	+\$1.54
Total Amount Due:	=\$18.24

TENNESSEE AMERICAN WATER
WE KEEP LIFE FLOWING™

PO Box 790247
ST LOUIS, MO 63179-0247

Service to: 123 MAIN ST
ANYTOWN, TN 37415

JANE DOE
123 MAIN ST
ANYTOWN, TN 37415

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

0001026210016060279000000000001824013

Account No. **1026-210012345678**

Total Amount Due:	\$18.24
Payment Due By:	July 18, 2018

If paying after 7/18/18, pay this amount: \$19.08

Amount Enclosed

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.

*** IMPORTANT WATER QUALITY MESSAGE: Our Annual Water Quality Report containing important information about the source and quality of your drinking water can now be viewed online at www.amwater.com/corcorhattanooga.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 866-736-6420



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

CUSTOMER SERVICE
1-866-736-6420
HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD: FOR THE HEARING IMPAIRED: 711 (and then reference Customer Service number listed above)

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 1-866-736-6420 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 tennesseeamwater.com. Under Customer Service & Billing, select Your Water and Wastewater Rates.
- Correspondence:** Please send written correspondence to PO Box 578, Afton, 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.

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 tennesseeamwater.com. Under Water Quality, select Water Quality Reports.
- Project Water Help:** For more information, contact United Way 2-1-1 or visit us online at tennesseeamwater.com.

PROJECT WATER HELP - 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.

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

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. With My Account, you can 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.



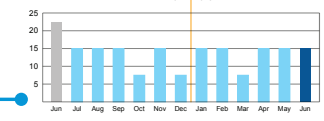
METER READING
Monitor your current and historic usage.

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
089400284T	100 CF	5/8"	05/23/2018	06/22/2018	244 (A)	246 (A)	2	14.96	1,496
A = Actual E = Estimate 1 CF = 7.48 gallons 1 Billing Unit = 100 gallons of water									Total Gallons: 1,496

Billed Usage History (graph shown in 100 gallons)

- 1,496 gallons = usage for this period
- 2,244 gallons = usage for same period last year



Next Scheduled Read Date: on or about Jul 25, 2018
Account Type: Residential

Average daily use for this period is: **48 gallons**

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

Account Detail Account No. 1026-210012345678
Service To: 123 MAIN ST, ANYTOWN, TN 37415

Prior Billing	18.29
Balance from last bill	18.29
Payments	-18.29
Payments as of Jun 18. Thank you!	-18.29
Balance Forward	0.00
Service Related Charges - 05/23/18 to 06/22/18	
Water Service	14.49
Water Service Charge	13.96
Water Usage Charge (14.96 x \$0.03566)	0.53
Other Charges	2.21
Expense Recovery Riders	-0.18
Capital Recovery Riders	2.39
Total Service Related Charges	16.70
Taxes	1.54
State Sales Tax	1.17
County Sales Tax	0.37
Total Current Period Charges	18.24
Total Amount Due	\$18.24

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/billrates>

