

(T) 11.
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SAMPLE BILL



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



Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com

Monthly Statement

Page 1 of 3
 05/03/2018

Account No. **1012-210001234567**

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

Billing Date: June 20, 2018
 Service Period: May 18 to Jun 19 (33 Days)
 Total Gallons: Y,YYY

Account Summary — See page 3 for Account Detail

Prior Billing:	\$XX.XX
Payments - Thank You!	- \$XX.XX
Balance Forward:	= \$XX.XX
Service Related Charges:	+ \$XX.XX
Taxes:	+ \$XX.XX
Total Amount Due:	= \$XX.XX

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: 1-800-678-6301
 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. ◀

TRAT-S-000001000002 PC0190 ETM KC001 1 34 6 /



PO Box 790247
 St Louis, MO 63179-0247

Service to: 1234 ANYWHERE ST
 CITY, ST ZIP CODE



Account No. **1012-210001234567**

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

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

Amount Enclosed \$



0001012210001234 567000000000000000014

(T) Indicates text change

ISSUED: September 12, 2018

EFFECTIVE: October 12, 2018

ISSUED BY: /s/ Nick O. Rowe

Nick O. Rowe
 President
 2300 Richmond Road, Lexington, KY 40502

CANCELLED

September 2, 2022

KENTUCKY PUBLIC SERVICE COMMISSION

KENTUCKY PUBLIC SERVICE COMMISSION

Gwen R. Pinson
 Executive Director

EFFECTIVE

10/12/2018


PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

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Messages from Kentucky American Water

- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.



WATER SAVING TIP

Fix household leaks and **save up to 20 gallons of water a day.**



CUSTOMER SERVICE
 1-800-678-6301

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 kentuckyamwater.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, visit kentuckyamwater.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 1-800-678-6301 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 kentuckyamwater.com. Under Customer Service & Billing, select Your Water 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 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 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.



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Meter Reading and Usage Summary

Meter No.	Register Type	Size	From Date	To Date	Previous Read	Current Read	Meter Units*	Billing Units**	Water Used in Gallons
012345678N	Single	5/8"	05/18/2018	06/19/2018	YYY (A)	YYY (A)	Y	YY.YY	Y.YYY

A = Actual E = Estimate *1 Meter unit = 100 cubic feet or 748 gallons of water **1 Billing Unit = 100 gallons of water

Billed Usage History (graph shown in 100 gallons)

- Y.YYY gallons = usage for this period
- Y.YYY gallons = usage for same period last year



Next Scheduled Read Date: on or about Jul 19, 2018
Account Type: Residential

Average daily use for this period is:



Account Detail

Service to: 1234 ANYWHERE STREET, CITY, STATE, ZIP CODE

Prior Billing	XX.XX
Balance from last bill	XX.XX
Payments	-XX.XX
Payments as of Jun 5, Thank you!	-XX.XX
Balance Forward	X.XX

Service Related Charges - 05/18/18 to 06/19/18

Water Service	XX.XX
Water Service Charge	XX.XX
Water Usage Charge (YY.YY x \$X.XXX)	XX.XX
Wastewater Service	XX.XX
Wastewater Base Service Charge	XX.XX
Wastewater Usage Charge (YY.YY x \$X.XX)	X.XX
Other Charges	X.XX
KRA Withdrawal Fee (YY.YY x \$X.XXX)	X.XX
Total Service Related Charges	XX.XX
Taxes	X.XX
School District Tax (\$XX.XX x Z.ZZZ%)	X.XX
Total Current Period Charges	XX.XX

Total Amount Due ➔ **\$XX.XX**

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/kyaw/rates>.

TR15-S-0000000002 PC0100 ETM NC001 1 34 B A

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