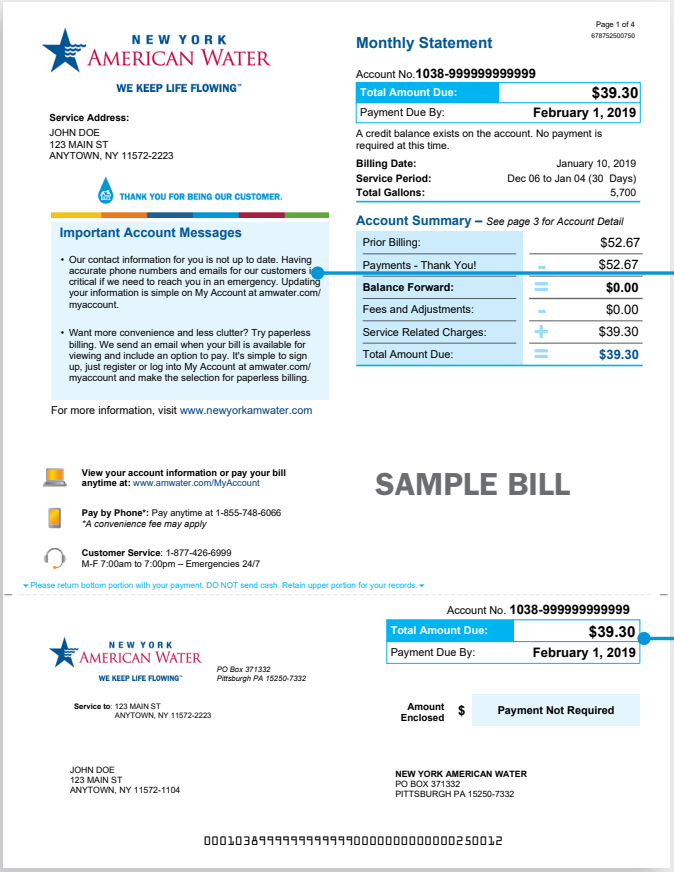
MAKING IT EASY TO UNDERSTAND YOUR NEW BILL

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:



NEW YORK AMERICAN WATER
WE KEEP LIFE FLOWING™

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Monthly Statement

Account No. **1038-999999999999**

Total Amount Due:	**$39.30**
Payment Due By:	**February 1, 2019**

A credit balance exists on the account. No payment is required at this time.

Billing Date:	January 10, 2019
Service Period:	Dec 06 to Jan 04 (30 Days)
Total Gallons:	5,700

Service Address:
JOHN DOE
123 MAIN ST
ANYTOWN, NY 11572-2223

THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Our contact information for you is not up to date. Having accurate phone numbers and emails for our customers is critical if we need to reach you in an emergency. Updating your information is simple on My Account at amwater.com/myaccount.
- 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.

Account Summary – *See page 3 for Account Detail*

Prior Billing:		$52.67
Payments - Thank You!	-	$52.67
Balance Forward:	=	**$0.00**
Fees and Adjustments:	-	$0.00
Service Related Charges:	+	$39.30
Total Amount Due:	=	**$39.30**

For more information, visit www.newyorkamwater.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: 1-877-426-6999
M-F 7:00am to 7:00pm – Emergencies 24/7

SAMPLE BILL

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

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PO Box 371332
Pittsburgh PA 15250-7332

Account No. **1038-999999999999**

Total Amount Due:	**$39.30**
Payment Due By:	**February 1, 2019**

Service to: 123 MAIN ST
ANYTOWN, NY 11572-2223

Amount Enclosed $ **Payment Not Required**

JOHN DOE
123 MAIN ST
ANYTOWN, NY 11572-1104

NEW YORK AMERICAN WATER
PO BOX 371332
PITTSBURGH PA 15250-7332

0001038999999999990000000000000250012

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.

Page 2 of 4

Messages from New York American Water

- 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.

ENJOY THIS WINTER

Prepare to your pipes for winter to prevent them from freezing. Check out our helpful tips online.

CUSTOMER SERVICE: 1-877-426-6999
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. For a copy of the annual water quality report for your area, visit newyorkamwater.com. Under Water Quality, select Water Quality Reports.

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. **Returned Check Fee:** You will be charged a fee for any checks returned by the bank. The check will be returned to you and will not be redeposited.

Overdue Bills/Late Fees: Payment is due when you receive a bill. A 1.5 percent late fee will be charged on any past-due amounts 21 days after the bill date, which is then applied to the next bill.

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.

Access to the meter: If you are home, please let the meter reader in to read your meter. Employees carry a photo I.D. card and usually are in a blue uniform. Look for the logo in I.D. cards, uniforms and vehicles. In doubt? Call Customer Service to verify. If your meter has not been read for six months, you are subject to a $25 fee. To avoid this fee, call Customer Service with the reading, or make an appointment for a company reading.

Disputes: If you have questions or complaints about your bill, please call us at 1-877-426-6999 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: Your rates and charges are approved by the New York State Public Service Commission. For a copy of the approved tariff for your area, visit www.newyorkamwater.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.

Moving? Notify Customer Service before you move. If you do not contact us and the owner/tenant does not apply for service, you will be billed even though you have moved.

Seniors/Medical Conditions: Special protections are available. Contact a Customer Service Associate for information.

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 areas. 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 Auto Pay.

METER READING

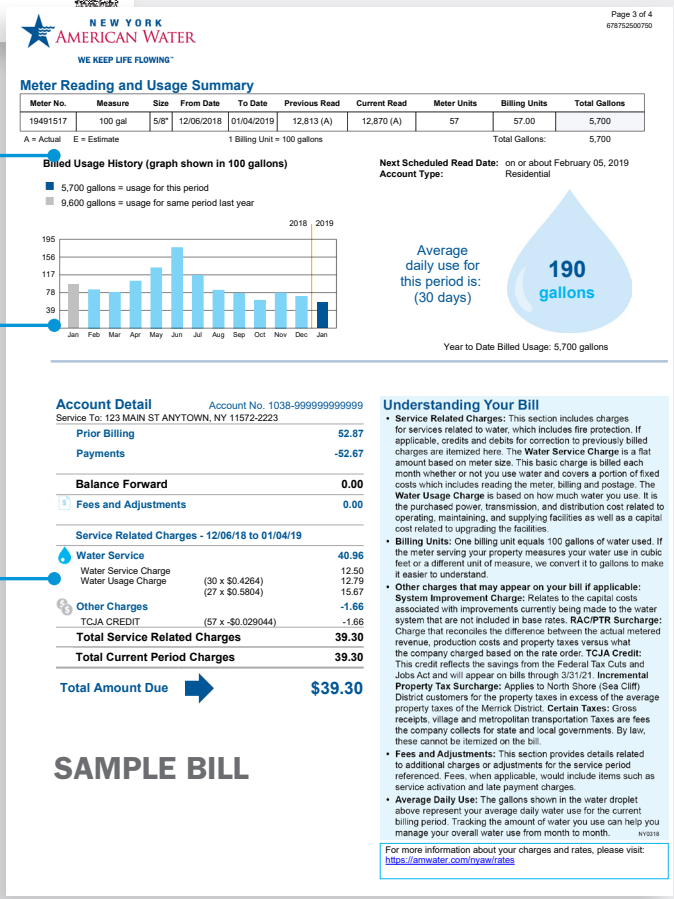
Monitor your current and historic usage.

WATER USAGE GRAPH

How this month stacks up against your whole year.

CHARGE BREAKDOWN

Every penny of your bill is accounted for here.



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Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
19491517	100 gal	5/8"	12/06/2018	01/04/2019	12,813 (A)	12,870 (A)	57	57.00	5,700

A = Actual E = Estimate 1 Billing Unit = 100 gallons Total Gallons: 5,700

Billed Usage History (graph shown in 100 gallons)

5,700 gallons = usage for this period
9,600 gallons = usage for same period last year

Next Scheduled Read Date: on or about February 05, 2019
Account Type: Residential

Average daily use for this period is: (30 days)

190 gallons

Year to Date Billed Usage: 5,700 gallons

Account Detail Account No. 1038-999999999999
Service To: 123 MAIN ST ANYTOWN, NY 11572-2223

Prior Billing		52.87
Payments		-52.67
Balance Forward		0.00
Fees and Adjustments		0.00
Service Related Charges - 12/06/18 to 01/04/19		
Water Service		40.96
Water Service Charge		12.50
Water Usage Charge	(30 x $0.4264)	12.79
	(27 x $0.5804)	15.67
Other Charges		-1.66
TCJA CREDIT	(57 x -$0.029044)	-1.66
Total Service Related Charges		39.30
Total Current Period Charges		39.30
Total Amount Due		$39.30

SAMPLE BILL

Understanding Your Bill

- **Service Related Charges:** This section includes charges for services related to water, which includes fire protection. If applicable, credits and debits for correction to previously billed charges are itemized here. The **Water Service Charge** is a flat amount based on meter size. This basic charge is billed each month whether or not you use water and covers a portion of fixed costs which includes reading the meter, billing and postage. The **Water Usage Charge** is based on how much water you use. It is the purchased power, transmission, and distribution cost related to operating, maintaining, and supplying facilities as well as a capital cost related to upgrading the facilities.
- **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 it to gallons to make it easier to understand.
- **Other charges that may appear on your bill if applicable: System Improvement Charge:** Relates to the capital costs associated with improvements currently being made to the water system that are not included in base rates. **RAC/PTR Surcharge:** Charge that reconciles the difference between the actual metered revenue, production costs and property taxes versus what the company charged based on the rate order. **TCJA Credit:** This credit reflects the savings from the Federal Tax Cuts and Jobs Act and will appear on bills through 3/31/21. **Incremental Property Tax Surcharge:** Applies to North Shore (Sea Cliff) District customers for the property taxes in excess of the average property taxes of the Merrick District. **Certain Taxes:** Gross receipts, village and metropolitan transportation Taxes are fees the company collects for state and local governments. By law, these cannot be itemized on the bill.
- **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.
- **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.

NY0319

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

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