

## Around the Clock Customer Service

Questions about our services or billing issues can be answered 24 hours a day, seven days a week by calling our customer service center.

**24-Hour Customer Service:**  
**1-800-685-8660**

You can also manage your account online, any time, by visiting **My H2O Online** at [www.amwater.com/myh2o](http://www.amwater.com/myh2o). Here, you can pay and view your bill, sign up for our automatic payment or paperless billing programs, and view your water usage history.

Learn more at [westvirginiaamwater.com](http://westvirginiaamwater.com).

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**WEST VIRGINIA  
AMERICAN WATER**

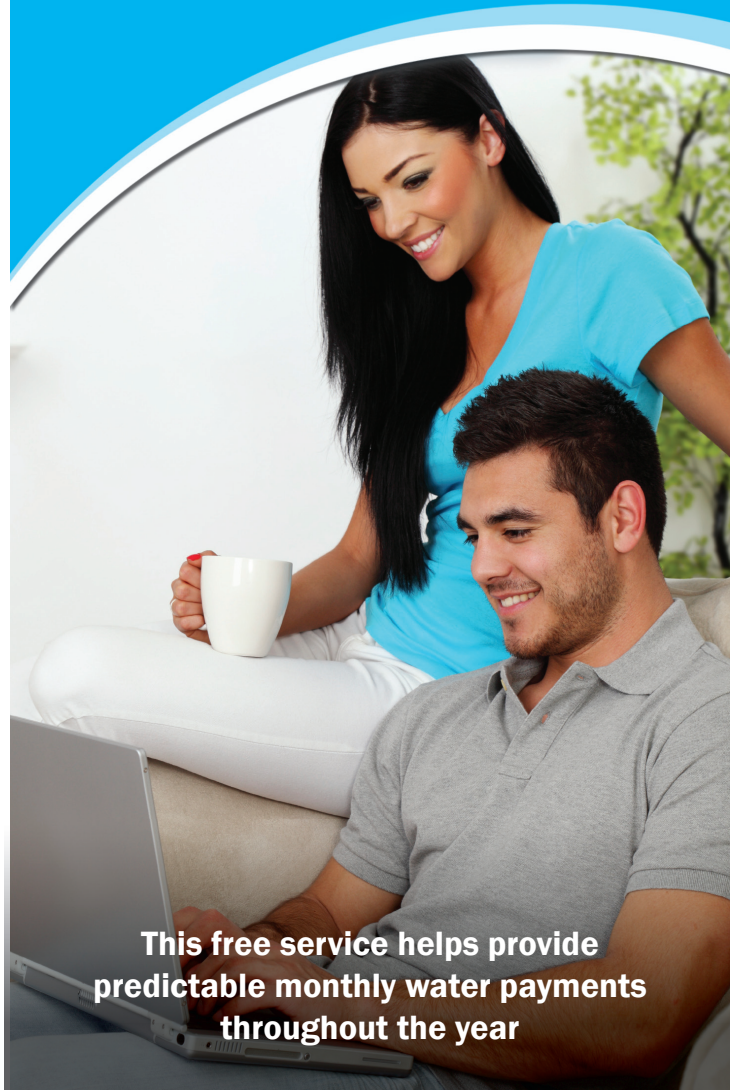
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# NEW Budget Billing Program



**WEST VIRGINIA  
AMERICAN WATER**



**This free service helps provide  
predictable monthly water payments  
throughout the year**



Budget Billing is a free service that is available to residential customers. The program makes managing your cash flow easier by providing predictable monthly payments.

By signing up for our new budget billing program, you can avoid seasonal spikes that may be difficult to pay when not planned for in advance.

## How it works


When you enroll, our billing system will calculate your monthly bill amount by applying current rates to your average consumption, based on your most recent 12 months of usage. If you have less than 12 months of historical data available, the system will estimate your monthly payment based on prior billing periods. If you have no historical data available, your monthly bill will be estimated based on the average annual consumption for other residential customers located along your meter reading route.

Your payment plan will be reviewed at least once during the 12-month budget billing year. If the difference between the budget billing amount and actual amount due is greater than 10 percent, we will adjust your monthly budget billing amount up or down accordingly and notify you of the change in a bill message on your monthly statement before any changes go into effect.

On the final month of the budget billing year, the billing system will calculate the difference between the total amount paid through budget billing and the actual costs for water services rendered based on your water usage during the year. If the actual amount due was more than budget bill amount, you would be billed for the difference. If the actual amount due was less, your account would be credited accordingly. **Customers can instead request a refund for the credit balance amount by contacting our Customer Service Center. CONSIDER THIS INSTEAD NEXT YEAR IF REQUIRED: Refunds can be made upon request.**

## Where to find information on your bill

Once enrolled in the program, your monthly water bill will contain your budget billing information in the left column under the heading “Budget Bill Detail.” Here, you will be able to see the budget amount billed to date, the actual charges to date, your budget accumulator balance and the end date of your 12-month budget billing cycle.



**WEST VIRGINIA**  
**AMERICAN WATER**  
1000 STATE STREET, MARTINSBURG, WV 26150

0001026210013642540000000000000254013

For Service To: **000 AMYHENDRE ST**

☐ Check this box to "I am changing and want a new rate."

Account Number	Start Date	End Date
0001026210013642540000000000000254013	November 1, 2013	November 1, 2014
	\$25.00	\$18.00 after 11/01/13

# Sample Budget Bill

Estimated \$

**FIRSTNAME LASTNAME**  
**000 AMYHENDRE ST**  
**CITY, WV 26012**

**WV**  
**PI1**

**ES** **M** **ATER**  
**0001026210013642540000000000000254013**



0001026210013642540000000000000254013

**BILLING PERIOD AND METER READINGS**

- Billing over October 1, 2013
- Due Date: **November 1, 2013**
- Billing period: Aug 01 to Sep 03 (33 days)
- Next Reading on: Oct 04 to Oct 05, 2013
- Meter Reading Measurement: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637

## Budget Bill Detail

- Budget Amount Billed to Date: \$25.64
- Actual Charges to Date: \$31.75
- Budget Accumulator Balance: \$6.11
- Budget Year End Date: 08/31/2014

## Sample Budget Bill

## How to sign up

If you are a residential customer, you can sign up for budget billing as long as long as you:

1. Do not have a past due balance
2. Are not enrolled in an installment payment plan

**Sign up today by calling our  
24-hour Customer Service Center  
at 1-800-685-8660.**