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:

- 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.
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.

Address Change(s)

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
<th>Mobile Number</th>
<th>Phone Number</th>
<th>E-mail Address</th>
</tr>
</thead>
</table>

Other ways to pay your bill

- **Auto Pay**
  - Directly from your bank account on the due date.
- **Online**
- **In Person**

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).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

**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.

**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.

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

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