

We're switching to monthly billing in April 2017!



Background

Beginning in April 2017, Iowa American Water will be transitioning customers in Iowa who are currently billed on a quarterly basis to monthly billing. Customers will receive 12 smaller bills instead of four larger bills. Monthly billing should make it easier for customers, especially those on fixed incomes, to include the cost of water service in their monthly household budgets.

Benefits of monthly billing include:

- Consistency for personal accounting of monthly home budgets
- Less fluctuation in billing amounts, especially after heavy usage periods
- Monthly billing provides customers with more frequent and timely information about their water usage. This benefits customers in two ways:
 - It allows customers to adjust their water usage habits if they feel they are using too much water.
 - It allows customers to detect any leaks in their household plumbing sooner. (Detecting leaks early and conserving water not only protects our precious natural resource, but it also saves money.)

When will monthly billing begin?

We will be transitioning to monthly billing in Iowa beginning in April 2017.

How will the transition to monthly billing happen?

Dependent upon your current billing cycle, you may receive a bill in April that has been pro-rated to ensure you are being billed properly. The following explains how this process will work:

- All Iowa American Water customers will receive a water bill in April. This bill will cover service fees and water usage from the last quarterly bill received until the billing date in April.
- **For customers last billed in January:** The April bill will cover service fees and water used from January through the April billing date. You will then be billed on a monthly basis thereafter.
- **For customers last billed in February:** The April bill will cover service fees and water used from February through the April billing date. You will then be billed on a monthly basis thereafter.
- **For customers billed in March:** The April bill will cover service fees and water used from March through the April billing date. You will continue to be billed on a monthly basis thereafter.

If you are enrolled in EFT payments, your bank account will be debited monthly instead of quarterly beginning in April 2017.

How will this new billing schedule affect me?

Your bill will reflect the charges for your water usage each month compared to the current quarterly bill that covers three months' usage. Providing monthly bills usually makes it easier for customers, especially those on fixed incomes, to more accurately calculate the cost of water service in their monthly household budgets.



How does converting to monthly billing benefit customers?

- Providing 12 smaller bills instead of four larger bills makes it easier for customers, especially those on fixed incomes, to include the cost of water service in their monthly household budgets.
- Plus, since monthly bills come more frequently, you will receive more frequent and timely information about your water usage, enabling you to adjust your usage if you feel you are using too much water. It also allows you to detect leaks sooner. Detecting leaks early saves water and money.

How does this affect me if I am on the automatic payment program?

Your automatic payment plan will continue to operate, but will deduct your payment monthly instead of quarterly.

How do I sign up for the automatic payment program?

The automatic payment program enables you to pay your water bill directly from your checking or savings account. The service is free, and you can discontinue it at any time. To sign up, call us at **1-866-641-2108** or register online at **www.amwater.com**.

Can I receive my water bill through email, instead of the regular mail?

Yes, you can join thousands of customers who are enrolled in American Water's Paperless Billing program. It is free and very easy to do. To register, visit us online at or register online at **www.amwater.com**. Once you are registered, we will notify you by email when your bill is available to view online. Plus, you'll have easy access to electronic versions of any materials you would have received with your paper bill, along with past bills to view your usage history.

Where can I get more information?

If you have additional questions, contact our Customer Service Center. We are available from 7 a.m. to 7 p.m., Monday through Friday, at **1-866-641-2108**. Of course, we're available to assist in an emergency 24/7.