



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:

WE KEEP LIFE FLOWING™

Service Address:
JOHN DOE
123 MAIN ST
ANYTOWN, IL 62035

THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- 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.
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at [amwater.com/myaccount](#).

For more information, visit [www.illinoisamwater.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: 1-800-422-2782
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. ▶

Page 1 of 4
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Monthly Statement

Account No. **1025-210001234567**

Total Amount Due:	\$38.85
Payment Due By:	July 2, 2018

Billing Date: June 06, 2018
Service Period: May 05 to Jun 05 (32 Days)
Total Gallons: 2,618

Account Summary – See page 3 for Account Detail

Prior Billing:	\$38.21
Payments - Thank You!	-\$38.21
Balance Forward:	=\$0.00
Service Related Charges:	+\$38.81
Taxes:	+\$0.04
Total Amount Due:	=\$38.85

WE KEEP LIFE FLOWING™

PO Box 3027
Milwaukee, WI 53201-3027

Service to: 123 MAIN ST
ANYTOWN, IL 62035

JOHN DOE
123 MAIN ST
ANYTOWN, IL 62035

ILLINOIS AMERICAN WATER
PO BOX 3027
MILWAUKEE, WI 53201-3027

0001025210001593227000000000003885011

Account No. **1025-210001234567**

Total Amount Due:	\$38.85
Payment Due By:	July 2, 2018

If paying after 7/2/18, pay this amount: \$39.43

Amount Enclosed \$

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.

Messages from Illinois American Water

- See below for the Illinois Commerce Commission Customer Bill of Rights
- Fire Protection Charge:** This charge is for the installation and maintenance of public fire hydrants attached to the company's water mains. It also covers the cost of splicing water mains, production, distribution and storage facilities needed for proper fire flows.
- For questions, contact our Customer Service Center. We'll make every effort to resolve your issue, but if you prefer you may speak with a supervisor. If you feel we've not responded to your inquiry, you have the right to request the ICC (800-524-0795 or www.icc.illinois.gov) to review the unresolved dispute.

WATER SAVING TIP

Wash only full loads of laundry and save up to 50 gallons of water a week.

INFO AND EDUCATION
Get useful tips on saving time, saving energy and staying safe throughout the seasons.

CUSTOMER SERVICE: 1-800-422-2782
HOURS: M-F 7am-7pm • Emergencies 24/7
TTY/TDD FOR THE HEARING IMPAIRED: 711
(and then reference Customer Service number listed above)

Make-up Bills: You have the right to:

- Disclosure by the utility of the date covered by the billing statement when you are billed for services provided prior to the date the bill covers.
- Payment arrangements when past due bills occur after a "make-up" bill that exceeds a normal bill by 50% is issued for previously unbilled service. The utility shall review the bill and offer to accept payment over a period of time at least as long as the period over which the excess accrued.

ILLINOIS COMMERCE COMMISSION: BILL OF RIGHTS FOR WATER AND SEWER CUSTOMERS

Rates: You have the right to:

- Know the rates you must pay for the utility services you receive.
- Be notified of any proposed change in rates, terms and conditions of service. To request a public forum when the utility proposes a base rate case.

Billing and Payment: You have the right to:

- Request a deferred payment agreement to pay past due amounts if you are unable to pay the bill in full. Residential customers who have not failed to make payments on such plan during the past 12 months are eligible. Other may also be eligible.
- Request a preferred due date, not to be more than 10 days after the original due date.

Disconnection of Service: You have the right to:

- Be notified in writing prior to disconnection of service. Such notice shall provide: (1) date when service is subject to disconnection, (2) reason for disconnection, (3) how to prevent disconnection, (4) utility contact information to dispute disconnection, (5) contact information for the ICC, and (6) how to access information concerning your rights and responsibilities.

Dispute Procedures: You have the right to:

- Request a mediator and be informed of the results.
- Contact the utility with disputes and be informed of the right for a Commission review of unresolved complaints. Pursue unresolved disputes with the ICC.

More information concerning Commission rules and your rights is available by visiting the ICC's website or contacting the ICC's Consumer Services Division.
Website: www.icc.illinois.gov
Email: consumers@icc.illinois.gov
Toll-Free Hotline: 1-800-524-0795
TTY: 800-655-9277
Mail: 527 E. Capitol Ave. Springfield, IL 62701

INTEGRATED MATERIAL
Helps you stay informed while cutting down on paper clutter.

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 **Online** **In Person**

Auto Pay: Save time and money, 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 area. Visit our website to find one near you.

OTHER WAYS TO PAY
Don't want to mail a check? Here's how to pay by phone, online or with Auto Pay.

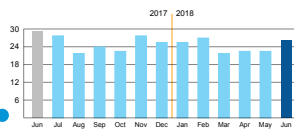


Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Water Used in Gallons
089146219T	10 CF	5/8"	05/05/2018	06/05/2018	3,548 (A)	3,583 (A)	35	26.18	2,618
A = Actual E = Estimate									
					1 CF = 7.48 gallons	1 Billing Unit = 100 gallons of water		Total Gallons:	2,618

Billed Usage History (graph shown in 100 gallons)

- 2,618 gallons = usage for this period
- 2,917 gallons = usage for same period last year



Next Scheduled Read Date: on or about Jul 09, 2018
Account Type: Residential

Average daily use for this period is: **82 gallons**

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.

Account Detail Account No. 1025-210001234567
Service To: 123 MAIN ST, ANYTOWN, IL 62035

Prior Billing	38.21
Balance from last bill	38.21
Payments	-38.21
Payments as of May 29. Thank you!	-38.21
Balance Forward	0.00
Service Related Charges - 05/05/18 to 06/05/18	
Water Service	36.37
Water Service Charge	20.00
Water Usage Charge (26.18 x \$0.5851)	15.32
QIP Surcharge Water (\$39.61 x 2.38%)	0.94
ICT Surcharge Water (\$39.61 x 0.0884%)	0.04
VSA Surcharge Water (26.18 x \$0.0027)	0.07
Fire Service	4.29
5/8" Fire Protection Charge	4.29
Other Charges	-1.85
Tax Reform Credit - Water (\$39.61 x -4.6636%)	-1.85
Total Service Related Charges	38.81
Taxes	0.04
State Recovery Tax	0.04
Total Current Period Charges	38.85
Total Amount Due	\$38.85

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/rates>

