



Service Address:  
JOHN O CUSTOMER  
1234 ANYWHERE ST UNIT 1234  
CITY, ST ZIP CODE



Important Account Messages

- Looking for an easy way to manage your account and service needs? Try our redesigned customer portal at [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount). Find out how much you owe, start or stop service and pay your bill electronically without a convenience fee. And you can access anytime ... 24x7, all day, every day!

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

View your account information or pay your bill anytime at: [amwater.com/MyAccount](http://amwater.com/MyAccount)

Pay by Phone\*: Pay anytime at 1-855-748-6066  
\*A convenience fee may apply

Customer Service: 1-800-678-6301  
M-F 7:00am to 7:00pm - Emergencies 24/7



PO Box 790247  
ST LOUIS, MO 63179-0247

Service to: 1234 ANYWHERE ST  
CITY, ST ZIP CODE



Monthly Statement

Account No. 1012-210001234567

Total Amount Due: \$37.80  
Payment Due By: May 29, 2018

Billing Date: May 11, 2018  
Service Period: Apr 11 to May 10  
Total Gallons: 3,740

Account Summary - See page 3 for Account Detail

Prior Billing:	\$42.67
Payments - Thank You!	\$42.67
Balance Forward:	\$0.00
Service Related Charges:	\$35.66
Taxes:	\$2.14
Total Amount Due:	\$37.80

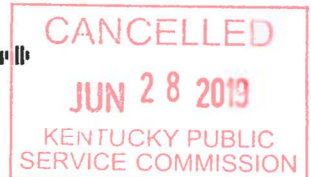
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Account No. 1012-210001234567

Total Amount Due: \$37.80  
Payment Due By: May 29, 2018

If paying after 5/29/18, pay this amount: \$39.69

Amount Enclosed \$



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ISSUED: August 10, 2018  
EFFECTIVE: September 10, 2018

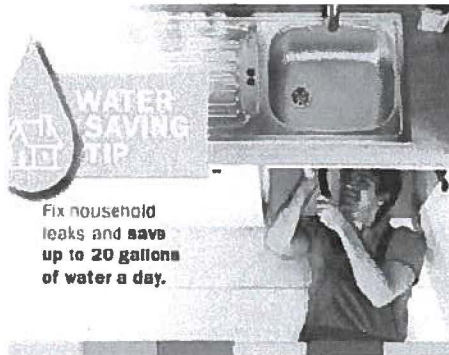
ISSUED BY: /s/ Nick O. Rowe  
Nick O. Rowe  
President  
2300 Richmond Road, Lexington, KY 40502

Approved:

KENTUCKY PUBLIC SERVICE COMMISSION
Gwen R. Pinson Executive Director
EFFECTIVE 9/10/2018 PURSUANT TO 807 KAR 5.011 SECTION 9 (1)

Messages from Kentucky American Water

- **\*\*\*IMPORTANT WATER QUALITY MESSAGE: 2017 Kentucky American Water annual water quality report is available.** This report contains important information about your drinking water. Please go to [www.kawater.com/caf/reading.pdf](http://www.kawater.com/caf/reading.pdf), [www.kawater.com/caf/owenton.pdf](http://www.kawater.com/caf/owenton.pdf) or [www.kawater.com/caf/lexington.pdf](http://www.kawater.com/caf/lexington.pdf) to view your 2017 annual water quality report or to request a paper copy call 800-678-6301.
- If you would like a copy of our bill please visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com), call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Local Office: 2300 Richmond Road (Lexington).



**CUSTOMER SERVICE**  
1-800-678-6301  
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 [kawater.com/myaccount](http://kawater.com/myaccount). Not registered? Log in and be sure to have your account number handy.
- **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit [kentuckyamwater.com](http://kentuckyamwater.com). Under Water Quality, select Water Quality Reports.
- **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information visit [kentuckyamwater.com](http://kentuckyamwater.com). Under Customer Service & Billing, select Low Income Program.

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.
- **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.
- **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 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:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at [kentuckyamwater.com](http://kentuckyamwater.com). Under Customer Service & Billing, select Your Water Rates.
- **Correspondence:** Please send written correspondence to PO Box 578, Afton, IL 62912-0578. 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.

**SEND ONE DOLLAR TO SUPPORT PROGRAMS - Send a dollar to help others 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

Email Address \_\_\_\_\_

**Other ways to pay your bill**

Auto Pay  Online  In Person

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!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit [kawater.com/MyAccount](http://kawater.com/MyAccount) or pay without registration at [www.kawater.com/billpay](http://www.kawater.com/billpay) (fee may apply).

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

**CANCELLED**  
**JUN 28 2019**  
**KENTUCKY PUBLIC SERVICE COMMISSION**

**ISSUED:** August 10, 2018  
**EFFECTIVE:** September 10, 2018

**ISSUED BY:** /s/ Nick O. Rowe  
**Nick O. Rowe**  
**President**  
**2300 Richmond Road, Lexington, KY 40502**

**Approved:**

**KENTUCKY PUBLIC SERVICE COMMISSION**

**Gwen R. Pinson**  
Executive Director

*Gwen R. Pinson*

**EFFECTIVE**  
**9/10/2018**  
PURSUANT TO 807 KAR 5 011 SECTION 9 (1)



Meter Reading and Usage Summary

Meter No.	Meter Type	Size	From Date	To Date	Previous Read	Current Read	Meter Units*	Billing Units**	Water Used in Gallons
079745079N	Regular	5/8"	04/11/2018	05/10/2018	963 (A)	968 (A)	5	37.40	3,740

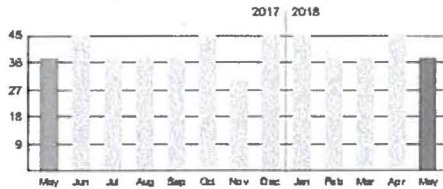
A = Actual E = Estimate

\*1 Meter unit = 100 cubic feet or 748 gallons of water

\*\*1 Billing Unit = 100 gallons of water

Billed Usage History (graph shown in 100 gallons)

- 3,740 gallons = usage for this period
- 3,740 gallons = usage for same period last year



Next Scheduled Read Date: on or about Jun 12, 2018  
Account Type: Residential

Average daily use for this period is:

**125**  
gallons

Account Detail

Service To: 1234 ANYWHERE ST. CITY ST ZIP CODE

Prior Billing	42.67
Balance from last bill	42.67
Payments	-42.67
Payments as of Apr 24. Thank you!	-42.67
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 04/11/18 to 05/10/18</b>	
Water Service	35.00
Water Service Charge	12.49
Water Usage Charge (37.40 x \$0.6019)	22.51
Other Charges	0.66
KRA Withdrawal Fee (37.40 x \$0.0177)	0.66
<b>Total Service Related Charges</b>	<b>35.66</b>
Taxes	2.14
Franchise Taxes (\$35.66 x 3.000%)	1.07
School District Tax (\$35.66 x 3.000%)	1.07
<b>Total Current Period Charges</b>	<b>37.80</b>

Total Amount Due **\$37.80**

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.
- **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. Additionally, any credit or debits related to billing corrections would be found in this section.
- **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 drop icon 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.

**CANCELLED**  
**JUN 28 2019**  
**KENTUCKY PUBLIC SERVICE COMMISSION**

For more information about your charges and rates, please visit: <https://amwater.com/kyaw/customer-service/billing/your-water-and-wastewater-rates>

TRAI-3-093025001002 PCURR ETM/C001 1 24 8 A

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EFFECTIVE: September 10, 2018

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**Nick O. Rowe**  
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