



WE KEEP LIFE FLOWING™

Service Address:
JOHN Q 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. 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

View your account information or pay your bill anytime at: 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

▶ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▶

TRAI-S-00001000002 PC0180 ETM1C001 1 34 6 A



PO Box 790247
St Louis, MO 63179-0247

Service to: 1234 ANYWHERE ST
CITY, ST ZIP CODE



8001 1 AB 0.301 00001,008001/000002 0047 2 PC0180
JOHN Q CUSTOMER
1234 ANYWHERE ST
UNIT 1234
CITY ST 0000-0000

Monthly Statement

Page 1 of 3
05/29/2018 04

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

CANCELLED

December 16, 2025

**KENTUCKY PUBLIC
SERVICE COMMISSION**

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 \$



KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

0001012210001234 567000000000003780013

ISSUED: May 22, 2024
EFFECTIVE: May 3, 2024

Approved:

ISSUED BY: /s/ Kathryn Nash
Kathryn Nash
President
2300 Richmond Road, Lexington, KY 40502

Issued by authority of an Order of the Public Service
Commission in Case No. 2023-00191 dated May 3, 2024

**KENTUCKY
PUBLIC SERVICE COMMISSION**

Linda C. Bridwell
Executive Director

EFFECTIVE
5/3/2024
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.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.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 tariff please visit 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 amwater.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. 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. 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. Under Customer Service & Billing, select Your Water Rates.
- **Correspondence:** Please send written correspondence to PO Box 578, Aitken, IL 62002-0578. 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.

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)

CANCELLED

Name _____

Address _____

City _____

State _____ Zip Code _____

Phone Number _____ Mobile Number _____

KENTUCKY PUBLIC SERVICE COMMISSION

December 16, 2025

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 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 area. Visit our website to find one near you.



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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:



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
Balance Forward	0.00
Service Related Charges - 04/11/18 to 05/10/18	
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
Total Service Related Charges	35.66
Taxes	2.14
Franchise Taxes (\$35.66 x 3.000%)	1.07
School District Tax (\$35.66 x 3.000%)	1.07
Total Current Period Charges	37.80

Total Amount Due **\$37.80**

CANCELLED

December 16, 2025

KENTUCKY PUBLIC SERVICE COMMISSION

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 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://lamwater.com/kyaw/customer-service/billing/your-water-and-wastewater-rates>.

TR1-S-000001000002 PC0180 ETM1C001 1 34 6 A

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