

RECEIVED

Case number: 2019-00016

MAR 04 2019

PUBLIC SERVICE
COMMISSION

To Whom It May Concern,

Enclosed are 11 copies of the Kentucky American Water Company bills that I have received since moving into my house on February 16, 2018. There are several months combine onto the July 2, 2018. (3rd bill)
The new water meter was placed on August 16, 2018. Please note the drastic reduction in the water consumption after the new meter was in place.

Thank You

A handwritten signature in black ink, appearing to read 'Will Bollinger', with a long horizontal flourish extending to the right.

Will Bollinger
5875 Paris Pike
Georgetown, KY 40324



For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number	[REDACTED]
Due Date	December 6, 2017
Total Due	\$11.01
If Paid After Due Date	\$11.56 after 12/6/17

Amount Enclosed \$ [REDACTED]

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

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



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

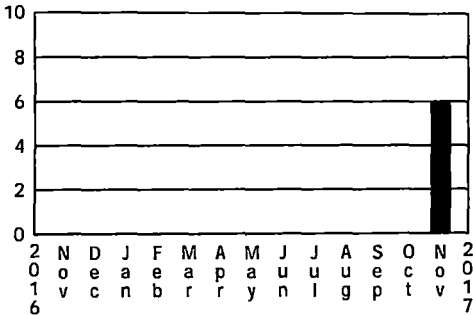
- Billing date: November 20, 2017
- Due Date: December 6, 2017
- Billing period: Nov 01 to Nov 17 (17 Days)
- Next reading on or about: Dec 19, 2017
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	[REDACTED]
Size of meter	5/8"
Current Read	6 (Actual)
Previous Read	0 (Actual)
Total water used this billing period	6 units (600 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2017: 6.00 CGL
- Same billing period 2016: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account [REDACTED]

Prior Balance	
• Balance from last bill	0.00
Balance Forward	0.00
Current Water Service	
• Water Service Charge	6.98
• Water Usage Charge (\$0.60190000 x 6.00)	3.61
• Total Water Service Related Charges	10.59
Other Charges	
• KRA Withdrawal Fee (\$0.01600000 x 6.00)	0.10
• Total Other Charges	0.10
Taxes	
• School District Tax (\$10.59 x 3.000%)	0.32
• Total Taxes	0.32

TOTAL CURRENT CHARGES 11.01

TOTAL AMOUNT DUE \$11.01

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

- We spend all of our time looking after your water. So that you can enjoy life's most precious resource without giving it a second thought. WE ARE KENTUCKY AMERICAN WATER. WE KEEP LIFE FLOWING.
- Local Office: 2300 Richmond Road (Lexington).

RECEIVED

MAR 04 2019

PUBLIC SERVICE
COMMISSION

Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
645001839537

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number	[REDACTED]
Due Date	January 5, 2018
Total Due	\$29.52
If Paid After Due Date	\$30.45 after 1/5/18

Amount Enclosed \$ [REDACTED]

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

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



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BILLING PERIOD AND METER READINGS

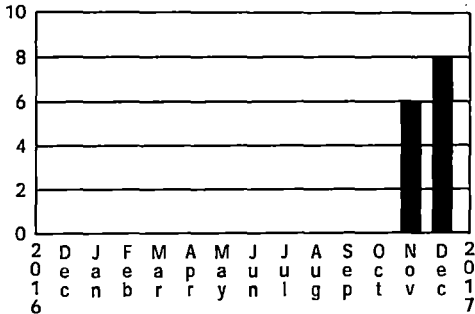
- Billing date: December 20, 2017
- Due Date: January 5, 2018
- Billing period: Nov 18 to Dec 19 (32 Days)
- Next reading on or about: Jan 22, 2018
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	[REDACTED]
Size of meter	5/8"
Current Read	14 (Actual)
Previous Read	6 (Actual)
Total water used this billing period	8 units (800 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2017: 8.00 CGL
- Same billing period 2016: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account [REDACTED]

Prior Balance	
• Balance from last bill	11.01
Total Prior Balance - DUE IMMEDIATELY	11.01
Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 8.00)	4.82
• Total Water Service Related Charges	17.31
Other Charges	
• KRA Withdrawal Fee (\$0.01600000 x 8.00)	0.13
• Water Late Payment Charge	0.55
• Total Other Charges	0.68
Taxes	
• School District Tax (\$17.31 x 3.000%)	0.52
• Total Taxes	0.52
TOTAL CURRENT CHARGES	18.51

TOTAL AMOUNT DUE  **\$29.52**

- ✓ Pay your bill online: www.amwater.com/billpay
- ✓ Pay by eCheck without a service fee: www.amwater.com/myh2o
- ☎ Pay by phone: 24-hours a day, every day at 1-855-748-6066
- † Pay in person: Obtain a list of locations at www.amwater.com/myh2o

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- We spend all of our time looking after your water. So that you can enjoy life's most precious resource without giving it a second thought. WE ARE KENTUCKY AMERICAN WATER. WE KEEP LIFE FLOWING.
- 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).
- THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number	[REDACTED]
Due Date	July 2, 2018
Total Due	\$395.48

Amount Enclosed \$ [REDACTED]

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

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



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BILLING PERIOD AND METER READINGS

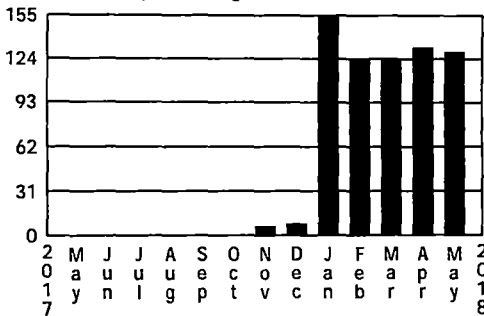
- Billing date: June 15, 2018
- Due Date: July 2, 2018
- Billing period: Dec 20 to May 18 (150 Days)
- Next reading on or about: Jun 20, 2018
- Customer Type: Residential

Meter No.	[REDACTED]
Size of meter	5/8"
Current Read	677 (Actual)
Previous Read	14 (Actual)
Total water used this billing period	663 units (66,300 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 663.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account [REDACTED]

Prior Balance	
• Balance from last bill	29.52
• Payments as of Jun4. Thank you!	-120.69
Balance Forward	-91.17
Cancelled Bill	
• Cancelled Bill Period 12/20/2017 - 01/23/2018	-18.59
• Reason: Under Estimated Meter Reading	
Cancelled Bill	
• Cancelled Bill Period 01/24/2018 - 02/20/2018	-17.31
• Reason: Under Estimated Meter Reading	
Cancelled Bill	
• Cancelled Bill Period 02/21/2018 - 03/20/2018	-17.31
• Reason: Under Estimated Meter Reading	
Cancelled Bill	
• Cancelled Bill Period 03/21/2018 - 04/19/2018	-17.96
• Reason: Under Estimated Meter Reading	
Cancelled Bill	
• Cancelled Bill Period 04/20/2018 - 05/18/2018	-416.21
• Reason: Under Estimated Meter Reading	
Total Amount Cancelled	-487.38
Rebill (12/20/2017 - 01/23/2018)	
Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 154.00)	92.69
Other Charges	
• KRA Withdrawal Fee (\$0.01600000 x 154.00)	2.46
• Total Rebilled Charges (12/20/2017 - 01/23/2018)	107.64

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Important 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.
- We noticed that you have been paying your bill through other means other than mail for the past six months. We think that's great, and starting this month, we'll stop including that pesky return envelope with your bill since it's not needed. One less piece of paper to throw away. One small step we can take to help each other and the environment we live in. One way we keep life flowing. And, if you ever want us to include it again, just call us.
- Local Office: 2300 Richmond Road (Lexington).

Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
10002586450

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- 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..

(continued from previous page)

BILLING SUMMARY

For Service To: 5875 PARIS PIKE

For Account [REDACTED]

Rebill (01/24/2018 - 02/20/2018)

Water Service

- Water Service Charge 12.49
- Water Usage Charge (\$0.60190000 x 124.00) 74.64

Other Charges

- KRA Withdrawal Fee (\$0.01600000 x 124.00) 1.98
- Total Rebilled Charges (01/24/2018 - 02/20/2018) 89.11

Rebill (02/21/2018 - 03/20/2018)

Water Service

- Water Service Charge 12.49
- Water Usage Charge (\$0.60190000 x 124.00) 74.64

Other Charges

- KRA Withdrawal Fee (\$0.01600000 x 124.00) 1.98
- Total Rebilled Charges (02/21/2018 - 03/20/2018) 89.11

Rebill (03/21/2018 - 04/19/2018)

Water Service

- Water Service Charge 12.49
- Water Usage Charge (\$0.60190000 x 132.00) 79.45

Other Charges

- KRA Withdrawal Fee 0.70
- 03/21/18 to 03/30/18 (\$0.01600000 x 44.00) 0.70
- 03/31/18 to 04/19/18 (\$0.01770000 x 88.00) 1.56
- Total Rebilled Charges (03/21/2018 - 04/19/2018) 94.20

Rebill (04/20/2018 - 05/18/2018)

Water Service

- Water Service Charge 12.49
- Water Usage Charge (\$0.60190000 x 129.00) 77.65

Other Charges

- KRA Withdrawal Fee (\$0.01770000 x 129.00) 2.28
- Total Rebilled Charges (04/20/2018 - 05/18/2018) 92.42

Taxes

- School District Tax (\$472.48 x 3.000%) 14.17
- Total Taxes 14.17

TOTAL CURRENT CHARGES 486.65

TOTAL AMOUNT DUE



\$395.48



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number

Due Date

July 11, 2018

Total Due

\$452.38

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

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



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BILLING PERIOD AND METER READINGS

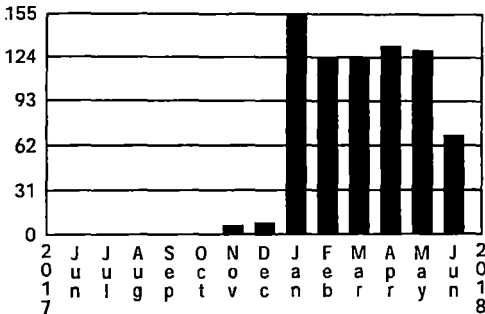
- Billing date: June 25, 2018
- Due Date: July 11, 2018
- Billing period: May 19 to Jun 20 (33 Days)
- Next reading on or about: Jul 20, 2018
- Customer Type: Residential

Meter No.	
Size of meter	5/8"
Current Read	746 (Estimated)
Previous Read	677 (Actual)
Total water used this billing period	69 units (6,900 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 69.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance

• Balance from last bill 395.48

Total Prior Balance 395.48

Current Water Service

- Water Service Charge 12.49
- Water Usage Charge (\$0.60190000 x 69.00) 41.53
- Total Water Service Related Charges 54.02

Other Charges

- KRA Withdrawal Fee (\$0.01770000 x 69.00) 1.22
- Total Other Charges 1.22

Taxes

- School District Tax (\$55.24 x 3.000%) 1.66
- Total Taxes 1.66

TOTAL CURRENT CHARGES 56.90

TOTAL AMOUNT DUE



\$452.38

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important 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).
- **THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.**

Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
610002637433

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- 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..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number

Due Date

Total Due

August 10, 2018

\$497.69

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

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



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

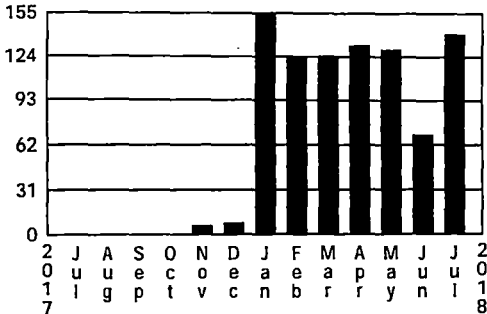
- Billing date: July 25, 2018
- Due Date: August 10, 2018
- Billing period: Jun 21 to Jul 20 (30 Days)
- Next reading on or about: Aug 20, 2018
- Customer Type: Residential

Meter No.	
Size of meter	5/8"
Current Read	886 (Estimated)
Previous Read	746 (Estimated)
Total water used this billing period	140 units (14,000 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 140.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance	
• Balance from last bill	452.38
• Payments as of Jul9. Thank you!	-56.90
Total Prior Balance - DUE IMMEDIATELY	395.48

Current Water Service

• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 140.00)	84.27
• Total Water Service Related Charges	96.76

Other Charges

• KRA Withdrawal Fee (\$0.01770000 x 140.00)	2.48
• Total Other Charges	2.48

Taxes

• School District Tax (\$99.24 x 3.000%)	2.97
• Total Taxes	2.97

TOTAL CURRENT CHARGES 102.21

TOTAL AMOUNT DUE \$497.69

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Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
661252553393

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

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Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

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- Please send written correspondence to Customer Service at PO

MORE IMPORTANT MESSAGES FROM KENTUCKY AMERICAN WATER

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- ***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 2016 annual water quality report or to request a paper copy call 800-678-6301.

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- 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..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number

Due Date

September 12, 2018

Total Due

\$544.38

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

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



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

- Billing date: August 27, 2018
- Due Date: September 12, 2018
- Billing period: Jul 21 to Aug 20 (31 Days)
- Next reading on or about: Sep 20, 2018
- Customer Type: Residential

Meter No.	
Size of meter	5/8"
Current Read	928 (Actual)
Previous Read	886 (Estimated)
Total water used this billing period	42.00 (4,200 gallons)

Meter Changed: 08/16/2018

Meter No.	26930415
Size of meter	5/8"
Current Read	11 (Estimated)
Previous Read	0 (Actual)
Total water used this billing period	11.00 (1,100 gallons)
Total water used this billing period	53.00 (5,300 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 53.00 CGL
- Same billing period 2017: 0.00 CGL

BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance
• Balance from last bill 497.69
Total Prior Balance - DUE IMMEDIATELY 497.69

Cancelled Bill
• Cancelled Bill Period 07/21/2018 - 08/20/2018 -580.85
• Reason: Invalid Meter Read
Total Amount Cancelled -580.85

Rebill (07/21/2018 - 08/20/2018)

Water Service
• Water Service Charge 10.48
• Water Service Charge 2.01
• Water Usage Charge (\$0.60190000 x 53.00) 31.90

Other Charges
• KRA Withdrawal Fee (\$0.01770000 x 53.00) 0.94

Taxes
• School District Tax (\$45.33 x 3.000%) 1.36
• Total Rebilled Charges (07/21/2018 - 08/20/2018) 46.69

TOTAL CURRENT CHARGES 46.69

TOTAL AMOUNT DUE → \$544.38

Important messages from Kentucky American Water

- 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.
- ***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 2016 annual water quality report or to request a paper copy call 800-678-6301.
- Local Office: 2300 Richmond Road (Lexington).
- THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.

Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
100002662929

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- 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..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number

Due Date

Total Due

October 11, 2018

\$586.63

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

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



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

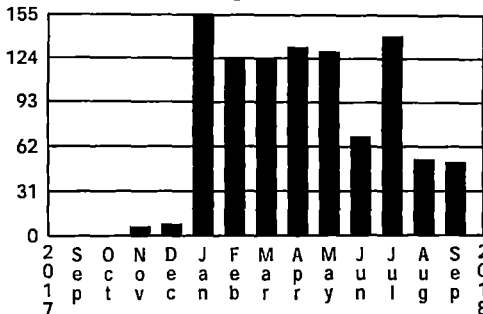
- Billing date: September 25, 2018
- Due Date: October 11, 2018
- Billing period: Aug 21 to Sep 22 (33 Days)
- Next reading on or about: Oct 18, 2018
- Customer Type: Residential

Meter No.	
Size of meter	5/8"
Current Read	62 (Actual)
Previous Read	11 (Estimated)
Total water used this billing period	51 units (5,100 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 51.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance

• Balance from last bill	544.38
Total Prior Balance - DUE IMMEDIATELY	544.38

Current Water Service

• Water Service Charge	12.49
• Water Usage Charge	
• 08/21/18 to 08/31/18 (\$0.60190000 x 19.13)	11.51
• 09/01/18 to 09/22/18 (\$0.50590000 x 31.87)	16.12
• Total Water Service Related Charges	40.12

Other Charges

• KRA Withdrawal Fee (\$0.01770000 x 51.00)	0.90
• Total Other Charges	0.90

Taxes

• School District Tax (\$41.02 x 3.000%)	1.23
• Total Taxes	1.23

TOTAL CURRENT CHARGES 42.25

TOTAL AMOUNT DUE \$586.63

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

- 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.
- Reduction in Rates: Effective Sept, 1, 2018, the Kentucky Public Service Commission has approved new rates for the majority of our water and sanitary sewer customers that reflect the federal corporate income tax reduction that took effect earlier this year. As a result of these tax cuts, your water and sewer rates have been reduced. This change is reflected in your bill, (This change does NOT apply to Millersburg sewer customers and former Eastern Rockcastle Water Association water customers, Your rates remain the same.)
- ***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 2016 annual water quality report or to request a paper copy call 800-678-6301.
- Local Office: 2300 Richmond Road (Lexington).

Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
658752656716

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

H2O HELP TO OTHERS PROGRAM

Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

MORE IMPORTANT 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 2016 annual water quality report or to request a paper copy call 800-678-6301.

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- 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..



KENTUCKY

AMERICAN WATER

WE KEEP LIFE FLOWING™

Service Address:

WILL BOLLINGER
5875 PARIS PIKE
GEORGETOWN, KY 40324-8716



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.
The Due Date shown on your bill applies to current charges only. However, \$544.38 is past due and could result in termination of service if not paid immediately. To see if other payment options are available, please contact us.

For more information, visit www.kentuckyamwater.com

Monthly Statement

Account No.

Total Amount Due: \$583.68

Payment Due By: November 8, 2018

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: October 23, 2018

Service Period: Sep 23 to Oct 21 (29 Days)

Total Gallons: 4,900

Account Summary - See page 3 for Account Detail

Table with 2 columns: Description and Amount. Rows include Prior Billing (\$586.63), Payments - Thank You! (\$42.25), Balance Forward - Past Due* (\$544.38), Service Related Charges (\$38.15), Taxes (\$1.15), and Total Amount Due (\$583.68).



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.

Account No.

Total Amount Due: \$583.68

Payment Due By: November 8, 2018



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 5875 PARIS PIKE
GEORGETOWN, KY 40324-8716

Amount Enclosed \$



WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

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

Messages from Kentucky American Water

- 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.
- Have you recently changed your primary phone number? Let us know, so that we can reach you in the event of a water emergency. It's easy to update your phone number and email address online using My Account at www.amwater.com/myaccount. First time logging in? Be sure to have your account number handy.
- *****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/





FALL INTO PAPERLESS

Enroll in Paperless Billing and Auto Pay.
It's simple, secure and clutter-free.






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, Alton, 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)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay

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!



Online

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)



In Person

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



Meter Reading and Usage Summary

Meter No.	Register Type	Size	From Date	To Date	Previous Read	Current Read	Meter Units*	Billing Units**	Water Used in Gallons
██████████	Single	5/8"	09/23/2018	10/21/2018	62 (A)	111 (A)	49	49.00	4,900

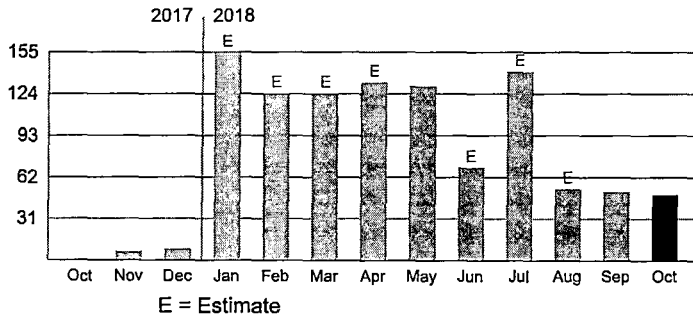
A = Actual E = Estimate

*1 Meter unit = 100 gallons of water

**1 Billing Unit = 100 gallons of water

Billed Usage History (graph shown in 100 gallons)

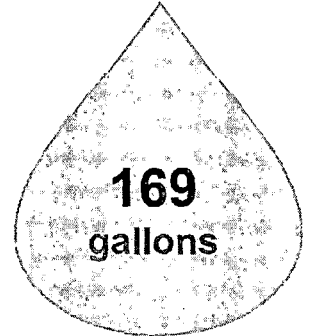
- 4,900 gallons = usage for this period
- ▨ 0 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about Nov 19, 2018
Account Type: Residential

Average daily use for this period is:



Account Detail

Service To: 5875 PARIS PIKE GEORGETOWN, KY 40324-8716

Prior Billing	586.63
Balance from last bill	586.63
Payments	42.25
Payments as of Oct 3. Thank you!	-42.25
Balance Forward - Past Due*	544.38
Service Related Charges - 09/23/18 to 10/21/18	
Water Service	37.28
Water Service Charge	12.49
Water Usage Charge (49.00 x \$0.5059)	24.79
Other Charges	0.87
KRA Withdrawal Fee (49.00 x \$0.0177)	0.87
Total Service Related Charges	38.15
Taxes	1.15
School District Tax (\$38.15 x 3.000%)	1.15
Total Current Period Charges	39.30

Total Amount Due **\$583.68**

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/kyaw/rates>



KENTUCKY

AMERICAN WATER

WE KEEP LIFE FLOWING™

Service Address:

WILL BOLLINGER
5875 PARIS PIKE
GEORGETOWN, KY 40324-8716



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit www.kentuckiamwater.com to learn more about the services we provide.
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.

For more information, visit www.kentuckiamwater.com

Monthly Statement

Account No.

Total Amount Due: \$587.44

Payment Due By: December 13, 2018

Billing Date:

November 27, 2018

Service Period:

Oct 22 to Nov 21 (31 Days)

Total Gallons:

5,600

Account Summary - See page 3 for Account Detail

Table with 2 columns: Description and Amount. Rows include Prior Billing (\$583.68), Payments - Thank You! (\$39.30), Balance Forward (\$544.38), Service Related Charges (\$41.81), Taxes (\$1.25), and Total Amount Due (\$587.44).



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: 1-800-678-6301 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.

Account No.

Total Amount Due: \$587.44

Payment Due By: December 13, 2018



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 5875 PARIS PIKE
GEORGETOWN, KY 40324-8716

Amount Enclosed \$



WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

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

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
██████████	100 gal	5/8"	10/22/2018	11/21/2018	111 (A)	167 (A)	56	56.00	5,600

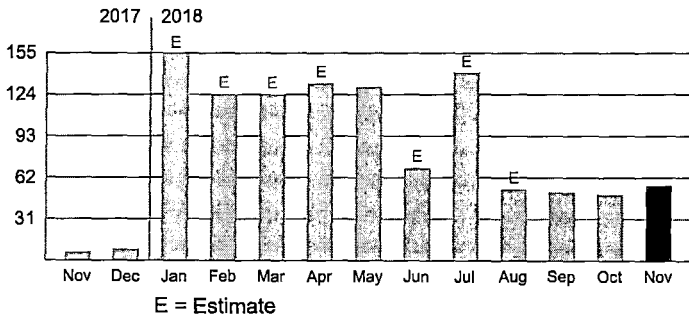
A = Actual E = Estimate

1 Billing Unit = 100 gallons of water

Total Gallons: 5,600

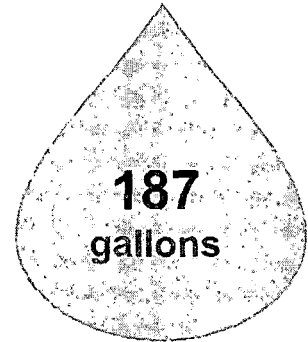
Billed Usage History (graph shown in 100 gallons)

- 5,600 gallons = usage for this period
- 600 gallons = usage for same period last year



Next Scheduled Read Date: on or about December 19, 2018
Account Type: Residential

Average daily use for this period is:



Account Detail

Account No. ██████████

Service To: 5875 PARIS PIKE GEORGETOWN, KY 40324-8716

Prior Billing	583.68
Payments	-39.30
Payments as of Nov 1. Thank you!	-39.30
Balance Forward	544.38
Service Related Charges - 10/22/18 to 11/21/18	
Water Service	40.82
Water Service Charge	12.49
Water Usage Charge (56.00 x \$0.5059)	28.33
Other Charges	0.99
KRA Withdrawal Fee (56.00 x \$0.0177)	0.99
Total Service Related Charges	41.81
Taxes	1.25
School District Tax (\$41.81 x 3.000%)	1.25
Total Current Period Charges	43.06

Total Amount Due **\$587.44**

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/kyaw/rates>



WE KEEP LIFE FLOWING™

Service Address:

WILL BOLLINGER
5875 PARIS PIKE
GEORGETOWN, KY 40324-8716



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- 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.

For more information, visit www.kentuckyamwater.com

Monthly Statement

Account No. [REDACTED]

Total Amount Due: **\$584.93**

Payment Due By: **January 9, 2019**

Billing Date: December 24, 2018

Service Period: Nov 22 to Dec 21 (30 Days)

Total Gallons: 4,900

Account Summary – See page 3 for Account Detail

Prior Billing:		\$587.44
Payments - Thank You!	=	\$41.81
Balance Forward:	=	\$545.63
Service Related Charges:	+	\$38.15
Taxes:	+	\$1.15
Total Amount Due:	=	\$584.93



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: 1-800-678-6301
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. ▼



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 5875 PARIS PIKE
GEORGETOWN, KY 40324-8716

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

Account No. [REDACTED]

Total Amount Due: **\$584.93**

Payment Due By: **January 9, 2019**

Amount Enclosed

\$



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



WE KEEP LIFE FLOWING™

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
	100 gal	5/8"	11/22/2018	12/21/2018	167 (A)	216 (A)	49	49.00	4,900

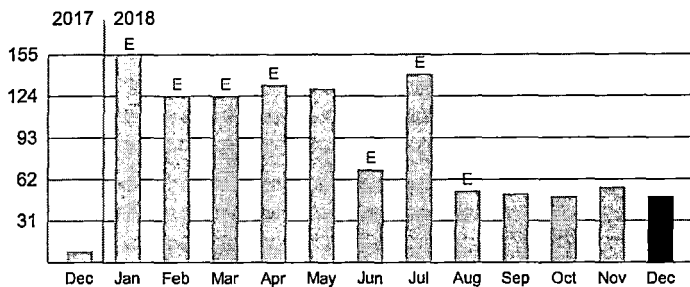
A = Actual E = Estimate

1 Billing Unit = 100 gallons of water

Total Gallons: 4,900

Billed Usage History (graph shown in 100 gallons)

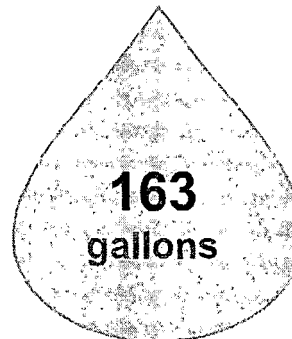
- 4,900 gallons = usage for this period
- 800 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about January 22, 2019
Account Type: Residential

Average daily use for this period is:



Account Detail

Account No. [REDACTED]

Service To: 5875 PARIS PIKE GEORGETOWN, KY 40324-8716

Prior Billing	587.44
Payments	-41.81
Payments as of Dec 11. Thank you!	-41.81
Balance Forward	545.63
Service Related Charges - 11/22/18 to 12/21/18	
Water Service	37.28
Water Service Charge	12.49
Water Usage Charge (49.00 x \$0.5059)	24.79
Other Charges	0.87
KRA Withdrawal Fee (49.00 x \$0.0177)	0.87
Total Service Related Charges	38.15
Taxes	1.15
School District Tax (\$38.15 x 3.000%)	1.15
Total Current Period Charges	39.30

Total Amount Due ➔ **\$584.93**

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/kyaw/rates>



WE KEEP LIFE FLOWING™

Service Address:
WILL BOLLINGER
5875 PARIS PIKE
GEORGETOWN, KY 40324-8716



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- 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.

For more information, visit www.kentuckyamwater.com

Monthly Statement

Account No. [REDACTED]	
Total Amount Due:	\$585.47
Payment Due By:	February 11, 2019

Billing Date: January 25, 2019
 Service Period: Dec 22 to Jan 23 (33 Days)
 Total Gallons: 5,000

Account Summary – See page 3 for Account Detail

Prior Billing:		\$584.93
Payments - Thank You!	=	\$39.30
Balance Forward:	=	\$545.63
Service Related Charges:	+	\$38.68
Taxes:	+	\$1.16
Total Amount Due:	=	\$585.47



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: 1-800-678-6301
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. ▼



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

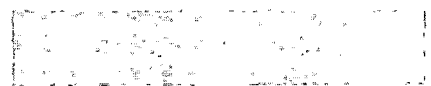
Service to: 5875 PARIS PIKE
GEORGETOWN, KY 40324-8716

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

Account No. [REDACTED]

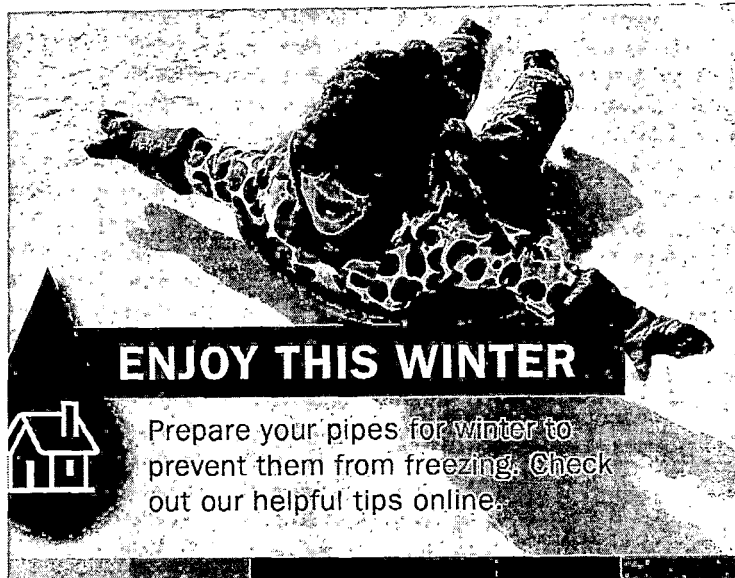
Total Amount Due:	\$585.47
Payment Due By:	February 11, 2019

Amount Enclosed \$




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







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, Alton, 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)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ Mobile Number

Phone Number _____

E-mail 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 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 and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Water Used in Gallons
[REDACTED]	100 gal	5/8"	12/22/2018	01/23/2019	216 (A)	266 (A)	50	50.00	5,000

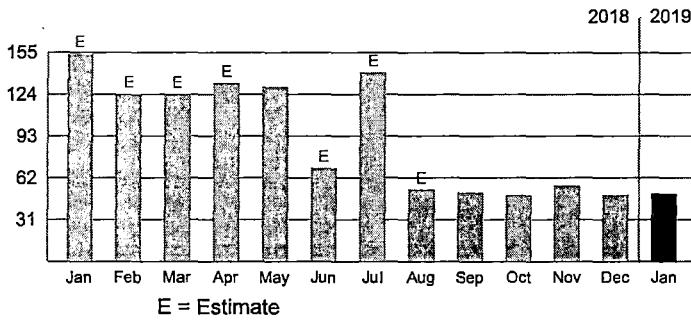
A = Actual E = Estimate

1 Billing Unit = 100 gallons of water

Total Gallons: 5,000

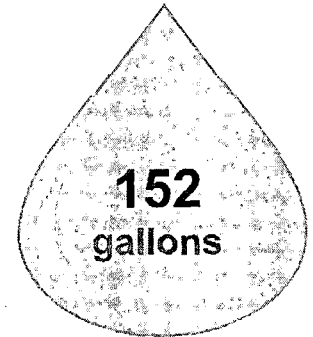
Billed Usage History (graph shown in 100 gallons)

- 5,000 gallons = usage for this period
- 15,400 gallons = usage for same period last year



Next Scheduled Read Date: on or about February 20, 2019
Account Type: Residential

Average daily use for this period is: (33 days)



Account Detail

Account No. [REDACTED]

Service To: 5875 PARIS PIKE GEORGETOWN, KY 40324-8716

Prior Billing	584.93
Payments	-39.30
Payments as of Jan 25. Thank you!	-39.30
Balance Forward	545.63
Service Related Charges - 12/22/18 to 01/23/19	
Water Service	37.79
Water Service Charge	12.49
Water Usage Charge (50 x \$0.5059)	25.30
Other Charges	0.89
KRA Withdrawal Fee (50 x \$0.0177)	0.89
Total Service Related Charges	38.68
Taxes	1.16
School District Tax (\$38.68 x 3.000%)	1.16
Total Current Period Charges	39.84

Total Amount Due



\$585.47

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