



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570



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.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com

Statement

Account No. [REDACTED]

Total Amount Due:	\$30.88
Payment Due By:	January 27, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date:	January 11, 2022
Service Period:	Dec 08 to Jan 10 (34 Days)
Total Gallons:	2,244

Account Summary – See page 3 for Account Detail

Prior Billing:		\$40.66
Payments - Thank You!	-	\$40.66
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$29.14
Taxes:	+	\$1.74
Total Amount Due:	=	\$30.88



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



KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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



WE KEEP LIFE FLOWING™



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Account No. [REDACTED]

Total Amount Due:	\$30.88
Payment Due By:	January 27, 2022

If paying after 1/27/22, pay this amount: \$32.42

Amount Enclosed \$ **Paid Electronically on Due Date**

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Messages from Kentucky American Water

- Frozen pipes can leave you without water in the worst of weather. And can cost a lot to repair. Follow these steps to preserve both your budget and your peace of mind.

When temperatures stay below freezing:

- If pipes run through cabinets or vanities, open the doors to let warmer room temperatures flow in.
- Keep water moving through the pipes by allowing a small trickle of water to run.

If your pipes freeze:

- Shut off the water immediately.
- Thaw pipes with warm air, with a hair dryer or space heater.
- Once pipes are thawed, slowly turn the water back on and check pipes and joints for any cracks.



ENJOY THIS WINTER

Prepare your pipes for winter to prevent them from freezing. Check out our helpful tips online at kentuckyamwater.com.



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 _____

(____) _____
Phone Number Mobile 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	Total Gallons
084682008N	100 CF	5/8"	12/08/2021	01/10/2022	668 (A)	671 (A)	3	22.44	2,244

A = Actual E = Estimate

1 CF = 7.48 gallons

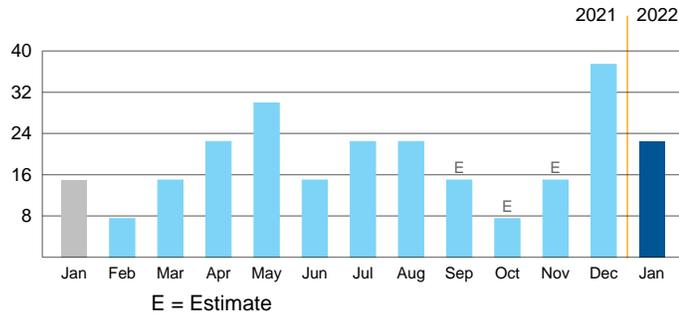
1 Billing Unit = 100 gallons

Total Gallons: 2,244

Billed Usage History (graph shown in 100 gallons)

2,244 gallons = usage for this period

1,496 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about February 07, 2022
Account Type: Residential

Average daily use for this period is: (34 days)



Year to Date Billed Usage: 2,244 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 40.66

Payments -40.66

Total payments as of Dec 24. Thank you! -40.66

Balance Forward 0.00

Service Related Charges - 12/08/21 to 01/10/22

Water Service 27.92

Water Service Charge 15.00

Water Usage Charge (22.44 x \$0.5757) 12.92

Other Charges 1.22

QIP Surcharge Water (\$27.92 x 2.04%) 0.57

KRA Withdrawal Fee (22.44 x \$0.029) 0.65

Total Service Related Charges 29.14

Taxes 1.74

Franchise Taxes (\$29.14 x 3.000%) 0.87

School District Tax (\$29.14 x 3.000%) 0.87

Total Current Period Charges 30.88

Total Amount Due



\$30.88

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>

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY22.pdf>



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

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- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com

Statement

Account No [REDACTED]

Total Amount Due:	\$745.62
Payment Due By:	February 6, 2023

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date:	January 19, 2023
Service Period:	Dec 13 to Jan 11 (30 Days)
Total Gallons:	109,208

Account Summary – See page 3 for Account Detail

Prior Billing:		\$31.63
Payments - Thank You!	-	\$31.63
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$703.42
Taxes:	+	\$42.20
Total Amount Due:	=	\$745.62

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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

Account No [REDACTED]

Total Amount Due:	\$745.62
Payment Due By:	February 6, 2023

If paying after 2/6/23, pay this amount: \$782.90



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Amount Enclosed \$ Paid Electronically on Due Date

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



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- Shut off the water immediately.
- Thaw pipes with warm air, with a hair dryer or space heater.
- Once pipes are thawed, slowly turn the water back on and check pipes and joints for any cracks.

SIMPLIFY LIFE.

Enroll in
Paperless Billing
and **Auto Pay** at
myaccount.amwater.com



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)

LOCAL OFFICE: 2300 Richmond Road in Lexington



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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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.

SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. 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 Customer Assistance Program.

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

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	Total Gallons
084682008N	100 CF	5/8"	12/13/2022	01/11/2023	699 (A)	845 (A)	146	1,092.08	109,208

A = Actual E = Estimate

1 CF = 7.48 gallons

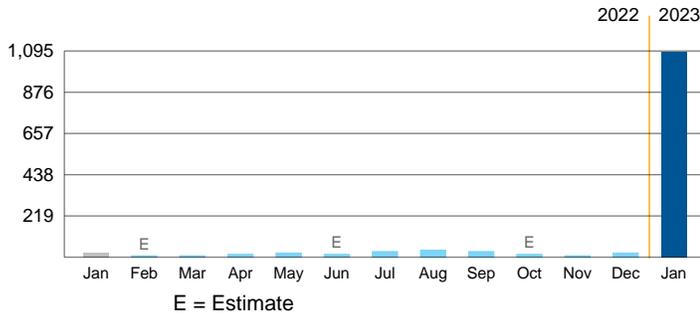
1 Billing Unit = 100 gallons

Total Gallons:

109,208

Billed Usage History (graph shown in 100 gallons)

- 109,208 gallons = usage for this period
- 2,244 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about February 07, 2023
Account Type: Residential

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

**3,640
gallons**

Year to Date Billed Usage: 109,208 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing **31.63**

Payments **-31.63**

Total payments as of Dec 30. Thank you! -31.63

Balance Forward **0.00**

Service Related Charges - 12/13/22 to 01/11/23

Water Service **643.71**

Water Service Charge 15.00

Water Usage Charge (1,092.08 x \$0.5757) 628.71

Other Charges **59.71**

QIP Surcharge Water (\$643.71 x 4.61%) 29.68

KRA Withdrawal Fee (1,092.08 x \$0.0275) 30.03

Total Service Related Charges **703.42**

Taxes **42.20**

Franchise Taxes (\$703.42 x 3.000%) 21.10

School District Tax (\$703.42 x 3.000%) 21.10

Total Current Period Charges **745.62**

Total Amount Due



\$745.62

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- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

THANK YOU FOR BEING OUR CUSTOMER

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For more information, visit www.kentuckyamwater.com

Statement

Account No. [REDACTED]	
Total Amount Due:	\$782.18
Payment Due By:	February 27, 2023

Billing Date: February 10, 2023
Service Period: Jan 12 to Feb 07 (27 Days)
Total Gallons: 7,480

Account Summary – See page 3 for Account Detail

Prior Billing:		\$745.62
Payments - Thank You!	-	\$30.00
Balance Forward:	=	\$715.62
Service Related Charges:	+	\$62.80
Taxes:	+	\$3.76
Total Amount Due:	=	\$782.18

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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

Account No. [REDACTED]

Total Amount Due:	\$782.18
Payment Due By:	February 27, 2023



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Amount Enclosed \$

[Empty box for amount enclosed]

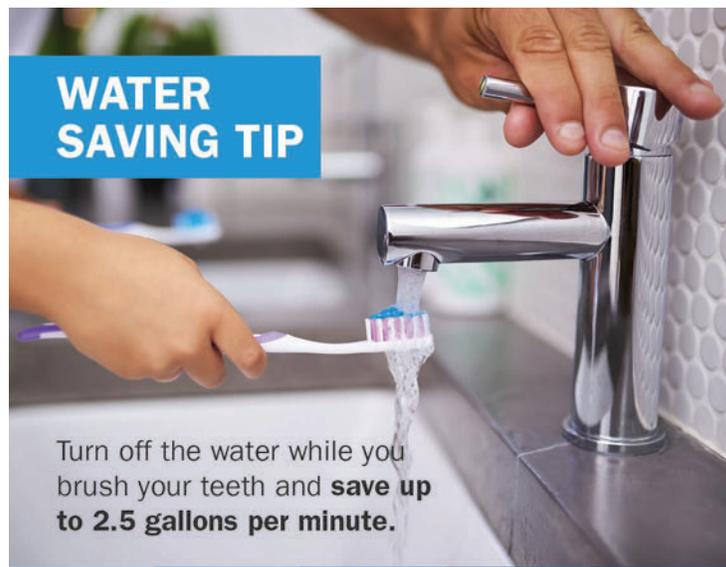
MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



Messages from Kentucky American Water

- Cloudy or "milky-looking" water is caused by dissolved oxygen and poses no health risk. Dissolved oxygen in water is most evident during winter months when the water temperature is the coldest. Cold water absorbs more air out of the atmosphere than warm water. When cold water enters the internal plumbing system of a structure, it warms up to room temperature. This warmer water cannot hold as much dissolved air, but because the water is under pressure within the plumbing system's pipes, the excess dissolved air cannot escape until the water flows from the faucet. The result is cloudy water when the faucet is initially turned on. If cloudy water does not clear up within a few minutes, please call us at 1-800-678-6301 or contact us online using the Water Quality Inquiry option via your MyWater account.



CUSTOMER SERVICE

1-800-678-6301



HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

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SERVICES

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- 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

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084682008N	100 CF	5/8"	01/12/2023	02/07/2023	845 (A)	855 (A)	10	74.80	7,480

A = Actual E = Estimate

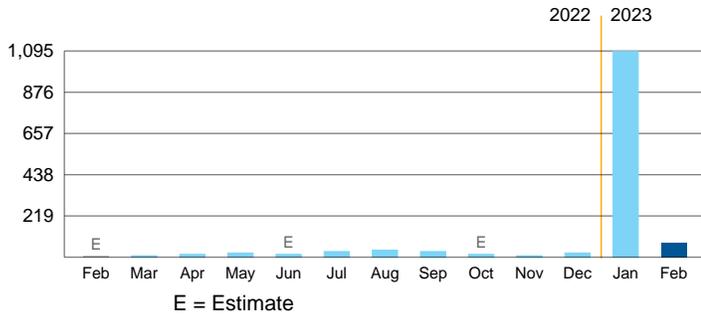
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 7,480

Billed Usage History (graph shown in 100 gallons)

- 7,480 gallons = usage for this period
- 748 gallons = usage for same period last year



Next Scheduled Read Date: on or about March 07, 2023
Account Type: Residential

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



Year to Date Billed Usage: 116,688 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 745.62

Payments -30.00

Total payments as of Feb 6. Thank you! -30.00

Balance Forward 715.62

Service Related Charges - 01/12/23 to 02/07/23

Water Service 58.06

Water Service Charge 15.00
Water Usage Charge (74.8 x \$0.5757) 43.06

Other Charges 4.74

QIP Surcharge Water (\$58.06 x 4.61%) 2.68
KRA Withdrawal Fee (74.8 x \$0.0275) 2.06

Total Service Related Charges 62.80

Taxes 3.76

Franchise Taxes (\$62.80 x 3.000%) 1.88
School District Tax (\$62.80 x 3.000%) 1.88

Total Current Period Charges 66.56

Total Amount Due



\$782.18

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For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>

- 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.



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

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.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com

Statement

Account No	[REDACTED]
Total Amount Due:	\$782.18
Payment Due By:	February 27, 2023

Billing Date: February 10, 2023
 Service Period: Jan 12 to Feb 07 (27 Days)
 Total Gallons: 7,480

Account Summary – See page 3 for Account Detail

Prior Billing:		\$745.62
Payments - Thank You!	-	\$30.00
Balance Forward:	=	\$715.62
Service Related Charges:	+	\$62.80
Taxes:	+	\$3.76
Total Amount Due:	=	\$782.18

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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

Account No [REDACTED]

Total Amount Due:	\$782.18
Payment Due By:	February 27, 2023



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Amount Enclosed \$

[Blank box for amount enclosed]

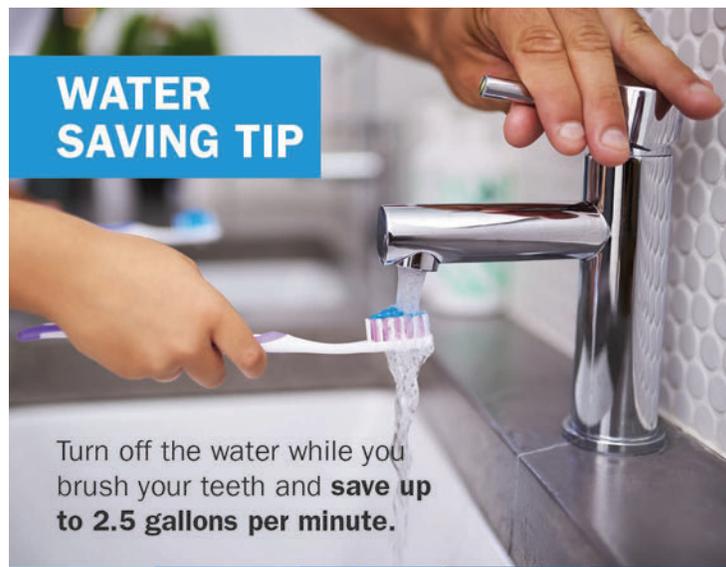
MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



Messages from Kentucky American Water

- Cloudy or "milky-looking" water is caused by dissolved oxygen and poses no health risk. Dissolved oxygen in water is most evident during winter months when the water temperature is the coldest. Cold water absorbs more air out of the atmosphere than warm water. When cold water enters the internal plumbing system of a structure, it warms up to room temperature. This warmer water cannot hold as much dissolved air, but because the water is under pressure within the plumbing system's pipes, the excess dissolved air cannot escape until the water flows from the faucet. The result is cloudy water when the faucet is initially turned on. If cloudy water does not clear up within a few minutes, please call us at 1-800-678-6301 or contact us online using the Water Quality Inquiry option via your MyWater account.



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)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

 **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. 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 Customer Assistance 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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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	Total Gallons
084682008N	100 CF	5/8"	01/12/2023	02/07/2023	845 (A)	855 (A)	10	74.80	7,480

A = Actual E = Estimate

1 CF = 7.48 gallons

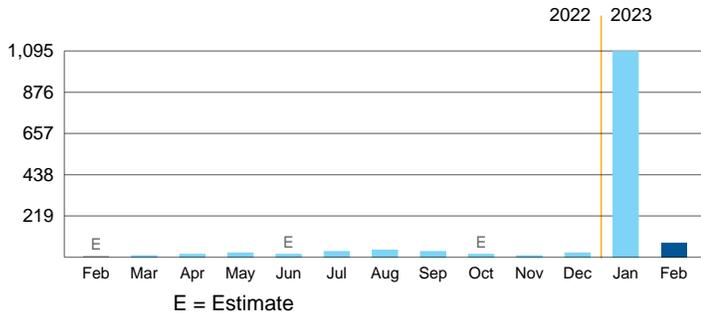
1 Billing Unit = 100 gallons

Total Gallons: 7,480

Billed Usage History (graph shown in 100 gallons)

7,480 gallons = usage for this period

748 gallons = usage for same period last year



Next Scheduled Read Date: on or about March 07, 2023
Account Type: Residential

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

277
gallons

Year to Date Billed Usage: 116,688 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 745.62

Payments -30.00

Total payments as of Feb 6. Thank you! -30.00

Balance Forward 715.62

Service Related Charges - 01/12/23 to 02/07/23

Water Service 58.06

Water Service Charge 15.00

Water Usage Charge (74.8 x \$0.5757) 43.06

Other Charges 4.74

QIP Surcharge Water (\$58.06 x 4.61%) 2.68

KRA Withdrawal Fee (74.8 x \$0.0275) 2.06

Total Service Related Charges 62.80

Taxes 3.76

Franchise Taxes (\$62.80 x 3.000%) 1.88

School District Tax (\$62.80 x 3.000%) 1.88

Total Current Period Charges 66.56

Total Amount Due



\$782.18

Understanding Your Bill

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- 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.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>

- 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.



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570



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.
- Your charges contain a change in pricing that was effective on 01/25/22. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckiamwater.com

Statement

Account No [REDACTED]

Total Amount Due:	\$21.13
Payment Due By:	February 28, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: February 10, 2022
Service Period: Jan 11 to Feb 07 (28 Days)
Total Gallons: 748

Account Summary – See page 3 for Account Detail

Prior Billing:		\$30.88
Payments - Thank You!	-	\$30.88
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$19.93
Taxes:	+	\$1.20
Total Amount Due:	=	\$21.13



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



KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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

Account No [REDACTED]

Total Amount Due:	\$21.13
Payment Due By:	February 28, 2022

If paying after 2/28/22, pay this amount: \$22.19



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Amount Enclosed \$ **Paid Electronically on Due Date**

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



Messages from Kentucky American Water

- Frozen pipes can leave you without water in the worst of weather. And can cost a lot to repair. Follow these steps to preserve both your budget and your peace of mind.

When temperatures stay below freezing:

- If pipes run through cabinets or vanities, open the doors to let warmer room temperatures flow in.
- Keep water moving through the pipes by allowing a small trickle of water to run.

If your pipes freeze:

- Shut off the water immediately.
- Thaw pipes with warm air, with a hair dryer or space heater.
- Once pipes are thawed, slowly turn the water back on and check pipes and joints for any cracks.



ENJOY THIS WINTER

Prepare your pipes for winter to prevent them from freezing. Check out our helpful tips online at kentuckyamwater.com.





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	Total Gallons
084682008N	100 CF	5/8"	01/11/2022	02/07/2022	671 (A)	672 (E)	1	7.48	748

A = Actual E = Estimate

1 CF = 7.48 gallons

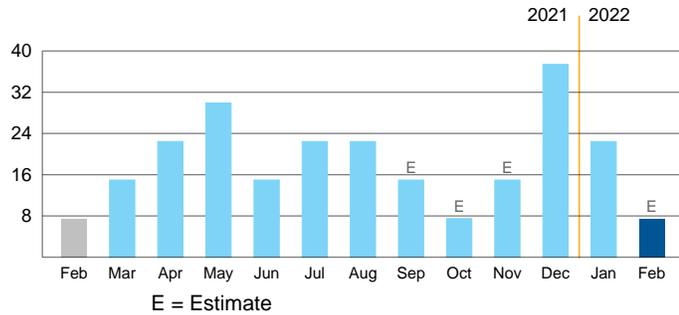
1 Billing Unit = 100 gallons

Total Gallons: 748

Billed Usage History (graph shown in 100 gallons)

748 gallons = usage for this period

748 gallons = usage for same period last year



Next Scheduled Read Date: on or about March 07, 2022

Account Type: Residential

Average daily use for this period is: (28 days)

27 gallons

Year to Date Billed Usage: 2,992 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 30.88

Payments -30.88

Total payments as of Jan 27. Thank you! -30.88

Balance Forward 0.00

Service Related Charges - 01/11/22 to 02/07/22

Water Service 19.30

Water Service Charge 7.50

01/11/22 to 01/24/22 7.50

01/25/22 to 02/07/22 7.50

Water Usage Charge 2.15

01/11/22 to 01/24/22 (3.74 x \$0.5757) 2.15

01/25/22 to 02/07/22 (3.74 x \$0.5757) 2.15

Other Charges 0.63

QIP Surcharge Water 0.20

01/11/22 to 01/24/22 (\$9.65 x 2.04%) 0.20

01/25/22 to 02/07/22 (\$9.65 x 2.14%) 0.21

KRA Withdrawal Fee (7.48 x \$0.029) 0.22

Total Service Related Charges 19.93

Taxes 1.20

Franchise Taxes (\$19.93 x 3.000%) 0.60

School District Tax (\$19.93 x 3.000%) 0.60

Total Current Period Charges 21.13

Total Amount Due  **\$21.13**

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>

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WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

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.
- Your charges contain a change in pricing that was effective on 03/02/23. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckyamwater.com

Statement

Account No. [REDACTED]	
Total Amount Due:	\$818.77
Payment Due By:	March 24, 2023

Billing Date: March 08, 2023
Service Period: Feb 08 to Mar 05 (26 Days)
Total Gallons: 400

Account Summary – See page 3 for Account Detail

Prior Billing:	\$782.18
Payments:	= \$0.00
Balance Forward:	= \$782.18
Service Related Charges:	+ \$34.53
Taxes:	+ \$2.06
Total Amount Due:	= \$818.77

View your account information or pay your bill anytime at: www.amwater.com/MyAccount

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*A convenience fee may apply

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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

Account No. [REDACTED]

Total Amount Due:	\$818.77
Payment Due By:	March 24, 2023



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Amount Enclosed \$

[Empty box for amount enclosed]

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



Messages from Kentucky American Water

- For information on leak detection, download our Leak Detection Kit (PDF) by visiting us online. Under Water & Wastewater Information, select Detecting Leaks.

DO IT YOURSELF

A TIP TO FIX LEAKS

If your toilet keeps draining and refilling, the plunger ball or flapper valve may need to be replaced.



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)

LOCAL OFFICE: 2300 Richmond Road in Lexington

EXPLANATION OF OTHER TERMS



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Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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.

SERVICES



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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.



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H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

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- 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	Total Gallons
084682008N	100 gal	5/8"	02/08/2023	03/05/2023	855 (A)	859 (A)	4	4.00	400

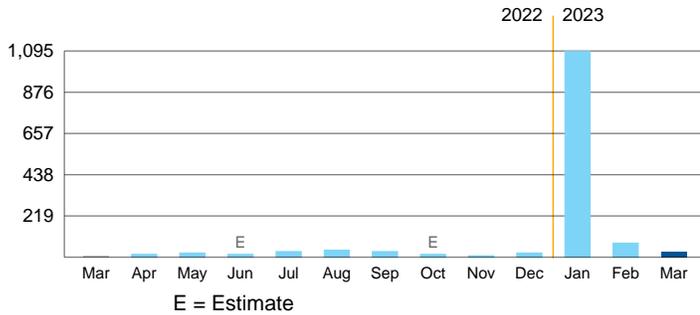
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 400

Billed Usage History (graph shown in 100 gallons)

- 400 gallons = usage for this period
- 748 gallons = usage for same period last year



Next Scheduled Read Date: on or about April 06, 2023
Account Type: Residential

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

15
gallons

Year to Date Billed Usage: 119,680 gallons

Account Detail

Account XXXXXXXXXX

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing **782.18**

Payments **0.00**

Balance Forward **782.18**

Service Related Charges - 02/08/23 to 03/05/23

Water Service **32.23**

Water Service Charge		
02/08/23 to 03/01/23		12.69
03/02/23 to 03/05/23		2.31
Water Usage Charge		
02/08/23 to 03/01/23	(25.32 x \$0.5757)	14.58
03/02/23 to 03/05/23	(4.6 x \$0.5757)	2.65

Other Charges **2.30**

QIP Surcharge Water		
02/08/23 to 03/01/23	(\$27.27 x 4.61%)	1.26
03/02/23 to 03/05/23	(\$4.96 x 4.49%)	0.22
KRA Withdrawal Fee	(29.92 x \$0.0275)	0.82

Total Service Related Charges **34.53**

Taxes **2.06**

Franchise Taxes (\$34.53 x 3.000%)	1.03
School District Tax (\$34.53 x 3.000%)	1.03

Total Current Period Charges **36.59**

Total Amount Due ➔ \$818.77

Understanding Your Bill

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Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit:
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<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570



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.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com

Statement

Account No [REDACTED]

Total Amount Due:	\$21.14
Payment Due By:	March 28, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date:	March 10, 2022
Service Period:	Feb 08 to Mar 08 (29 Days)
Total Gallons:	748

Account Summary – See page 3 for Account Detail

Prior Billing:		\$21.13
Payments - Thank You!	-	\$21.13
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$19.94
Taxes:	+	\$1.20
Total Amount Due:	=	\$21.14

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Account No [REDACTED]

Total Amount Due:	\$21.14
Payment Due By:	March 28, 2022

If paying after 3/28/22, pay this amount: \$22.20

Amount Enclosed \$ **Paid Electronically on Due Date**

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Messages from Kentucky American Water

- Household leaks can waste nearly 1 trillion gallons of water annually nationwide. Even the smallest leak in your water system can be difficult to detect but can waste water and money quickly. The faster you can identify the source of a leak, the faster it can be fixed. If you suspect you might have a leak, our helpful and easy-to-follow leak detection kit can help you find it. Please visit our website at kentuckyamwater.com to download our free leak detection kit.

Congratulations to the 37th annual Kentucky American Water Science Fair participants and winners!

For a list of winners, visit the statewide news section at kentuckyamwater.com or our social media channels.



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)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. 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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.

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- 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

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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	Total Gallons
084682008N	100 CF	5/8"	02/08/2022	03/08/2022	672 (E)	673 (A)	1	7.48	748

A = Actual E = Estimate

1 CF = 7.48 gallons

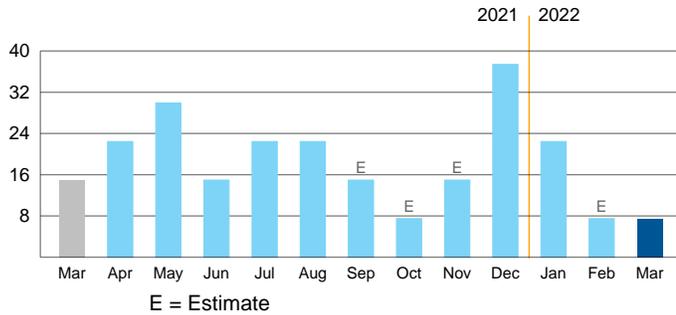
1 Billing Unit = 100 gallons

Total Gallons: 748

Billed Usage History (graph shown in 100 gallons)

748 gallons = usage for this period

1,496 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about April 07, 2022
Account Type: Residential

Average daily use for this period is: (29 days)

26
gallons

Year to Date Billed Usage: 3,740 gallons

Account Detail

Account XXXXXXXXXX

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 21.13

Payments -21.13

Total payments as of Feb 28. Thank you! -21.13

Balance Forward 0.00

Service Related Charges - 02/08/22 to 03/08/22

Water Service 19.31

Water Service Charge 15.00
Water Usage Charge (7.48 x \$0.5757) 4.31

Other Charges 0.63

QIP Surcharge Water (\$19.31 x 2.14%) 0.41
KRA Withdrawal Fee (7.48 x \$0.029) 0.22

Total Service Related Charges 19.94

Taxes 1.20

Franchise Taxes (\$19.94 x 3.000%) 0.60
School District Tax (\$19.94 x 3.000%) 0.60

Total Current Period Charges 21.14

Total Amount Due



\$21.14

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- **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>

Additional Messages from Kentucky American Water

- Frozen pipes can leave you without water in the worst of weather. And can cost a lot to repair. Follow these steps to preserve both your budget and your peace of mind.

When temperatures stay below freezing:

- If pipes run through cabinets or vanities, open the doors to let warmer room temperatures flow in.
- Keep water moving through the pipes by allowing a small trickle of water to run.

If your pipes freeze:

- Shut off the water immediately.
- Thaw pipes with warm air, with a hair dryer or space heater.
- Once pipes are thawed, slowly turn the water back on and check pipes and joints for any cracks.

Bill Inserts and Important Notices

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<https://amwater.com/files/OAKY32.pdf>



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570



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.
- Your charges contain a change in pricing that was effective on 03/31/22. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckiamwater.com

Statement

Account No [REDACTED]

Total Amount Due:	\$26.01
Payment Due By:	April 28, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date:	April 12, 2022
Service Period:	Mar 09 to Apr 08 (31 Days)
Total Gallons:	1,496

Account Summary – See page 3 for Account Detail

Prior Billing:		\$21.14
Payments - Thank You!	-	\$21.14
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$24.55
Taxes:	+	\$1.46
Total Amount Due:	=	\$26.01



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M-F 7:00am to 7:00pm – Emergencies 24/7



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CAROL STREAM, IL 60197-6029

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RANTOUL, IL 61866-8623

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MORGAN TAYLOR
4464 STUART HALL BLVD 5102
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Account No [REDACTED]

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Amount Enclosed \$ **Paid Electronically on Due Date**

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DO IT YOURSELF

A TIP TO FIX LEAKS

If your toilet keeps draining and refilling, the plunger ball or flapper valve may need to be replaced.



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1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

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Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____ Mobile Number

Phone Number

E-mail Address _____

Other ways to pay your bill



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Online



In Person

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Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
084682008N	100 CF	5/8"	03/09/2022	04/08/2022	673 (A)	675 (A)	2	14.96	1,496

A = Actual E = Estimate

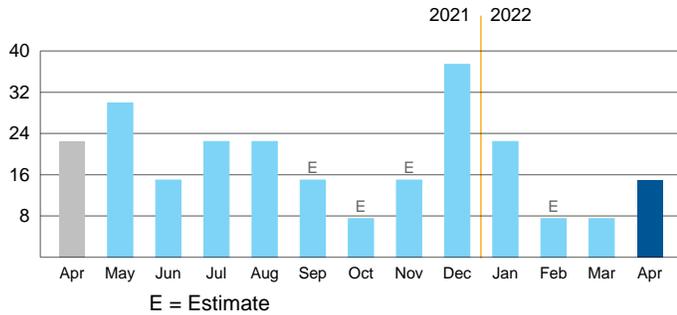
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 1,496

Billed Usage History (graph shown in 100 gallons)

- 1,496 gallons = usage for this period
- 2,244 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about May 06, 2022
Account Type: Residential

Average daily use for this period is: (31 days)



Year to Date Billed Usage: 5,236 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 21.14

Payments -21.14

Total payments as of Mar 28. Thank you! -21.14

Balance Forward 0.00

Service Related Charges - 03/09/22 to 04/08/22

Water Service 23.61

Water Service Charge 15.00
Water Usage Charge (14.96 x \$0.5757) 8.61

Other Charges 0.94

QIP Surcharge Water (\$23.61 x 2.14%) 0.51
KRA Withdrawal Fee 03/09/22 to 03/30/22 (10.62 x \$0.029) 0.31
03/31/22 to 04/08/22 (4.34 x \$0.0275) 0.12

Total Service Related Charges 24.55

Taxes 1.46

Franchise Taxes (\$24.55 x 3.000%) 0.73
School District Tax (\$24.55 x 3.000%) 0.73

Total Current Period Charges 26.01

Total Amount Due  **\$26.01**

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WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

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Statement

Account No [REDACTED]

Total Amount Due:	\$26.01
Payment Due By:	April 28, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date:	April 12, 2022
Service Period:	Mar 09 to Apr 08 (31 Days)
Total Gallons:	1,496

Account Summary – See page 3 for Account Detail

Prior Billing:		\$21.14
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Balance Forward:	=	\$0.00
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Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ Mobile Number

Phone Number

E-mail Address _____

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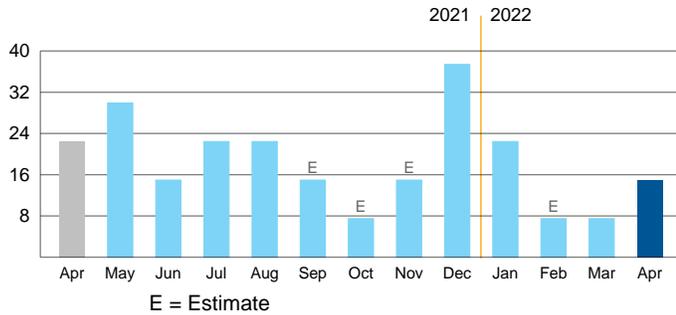
1 Billing Unit = 100 gallons

Total Gallons: 1,496

Billed Usage History (graph shown in 100 gallons)

1,496 gallons = usage for this period

2,244 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about May 06, 2022
Account Type: Residential

Average daily use for this period is: (31 days)

48
gallons

Year to Date Billed Usage: 5,236 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 21.14

Payments -21.14

Total payments as of Mar 28. Thank you! -21.14

Balance Forward 0.00

Service Related Charges - 03/09/22 to 04/08/22

Water Service 23.61

Water Service Charge 15.00

Water Usage Charge (14.96 x \$0.5757) 8.61

Other Charges 0.94

QIP Surcharge Water (\$23.61 x 2.14%) 0.51

KRA Withdrawal Fee 0.31

03/09/22 to 03/30/22 (10.62 x \$0.029) 0.31

03/31/22 to 04/08/22 (4.34 x \$0.0275) 0.12

Total Service Related Charges 24.55

Taxes 1.46

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Total Current Period Charges 26.01

Total Amount Due  **\$26.01**

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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.
- Your charges contain a change in pricing that was effective on 03/31/23. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckyamwater.com

Statement

Account No	[REDACTED]
Total Amount Due:	\$857.40
Payment Due By:	April 28, 2023

Billing Date: April 12, 2023
Service Period: Mar 06 to Apr 05 (31 Days)
Total Gallons: 3,300

Account Summary – See page 3 for Account Detail

Prior Billing:	\$818.77
Payments:	- \$0.00
Balance Forward:	= \$818.77
Service Related Charges:	+ \$36.43
Taxes:	+ \$2.20
Total Amount Due:	= \$857.40

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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

Account No [REDACTED]

Total Amount Due:	\$857.40
Payment Due By:	April 28, 2023



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Amount Enclosed \$

[Empty box for amount enclosed]

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



Messages from Kentucky American Water

- For information on leak detection, download our Leak Detection Kit (PDF) by visiting us online. Under Water & Wastewater Information, select Detecting Leaks. For information on hidden leak adjustments, go to Customer Service & Billing and select Hidden Leak Adjustment.

STAY ALERT WHEN WE'RE AT WORK

Each year, we invest millions in our infrastructure. That means we're on the road quite a bit.

Please keep yourself and our crews safe by slowing down, giving yourself some space, and staying alert when you see us at work.



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)

LOCAL OFFICE: 2300 Richmond Road in Lexington



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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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.

SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. 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 Customer Assistance Program.

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

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	Total Gallons
64854550	100 gal	5/8"	03/06/2023	04/05/2023	0 (A)	33 (A)	33	33.00	3,300

A = Actual E = Estimate

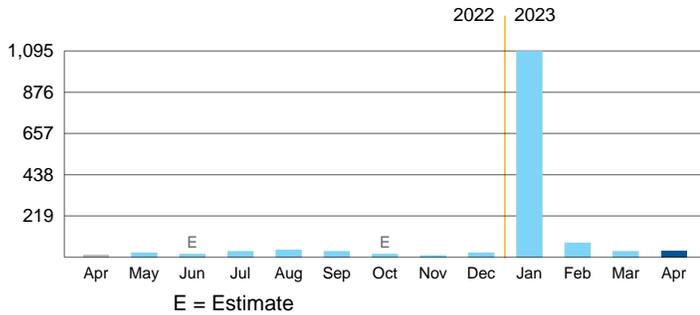
1 Billing Unit = 100 gallons

Total Gallons: 3,300

Billed Usage History (graph shown in 100 gallons)

3,300 gallons = usage for this period

1,496 gallons = usage for same period last year



Next Scheduled Read Date: on or about May 05, 2023
Account Type: Residential

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

**106
gallons**

Year to Date Billed Usage: 122,980 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 818.77

Payments 0.00

Balance Forward 818.77

Service Related Charges - 03/06/23 to 04/05/23

Water Service 34.00

Water Service Charge 15.00

Water Usage Charge (33 x \$0.5757) 19.00

Other Charges 2.43

QIP Surcharge Water (\$34.00 x 4.49%) 1.53

KRA Withdrawal Fee 0.73

03/06/23 to 03/30/23 (26.62 x \$0.0275) 0.73

03/31/23 to 04/05/23 (6.38 x \$0.0265) 0.17

Total Service Related Charges 36.43

Taxes 2.20

Franchise Taxes (\$36.43 x 3.000%) 1.10

School District Tax (\$36.43 x 3.000%) 1.10

Total Current Period Charges 38.63

Total Amount Due



\$857.40

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 (or wastewater) service. 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.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY43.pdf>



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

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.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com

Statement

Account No. [REDACTED]	
Total Amount Due:	\$902.65
Payment Due By:	May 30, 2023

Billing Date: May 11, 2023
Service Period: Apr 06 to May 04 (29 Days)
Total Gallons: 4,300

Account Summary – See page 3 for Account Detail

Prior Billing:		\$857.40
Payments:	-	\$0.00
Balance Forward:	=	\$857.40
Service Related Charges:	+	\$42.69
Taxes:	+	\$2.56
Total Amount Due:	=	\$902.65

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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

Account No. [REDACTED]

Total Amount Due:	\$902.65
Payment Due By:	May 30, 2023



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Amount Enclosed \$

[Empty box for amount enclosed]

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2022 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 or www.amwater.com/ccr/owenton.pdf to view your 2022 annual water quality report or to request a paper copy call 800-678-6301.

Water quality you can trust.

Results to prove it.

View your community's water quality report online at kentuckyamwater.com >
Water Quality >
Water Quality Reports.



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)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

 **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. 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 Customer Assistance 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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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	Total Gallons
64854550	100 gal	5/8"	04/06/2023	05/04/2023	33 (A)	76 (A)	43	43.00	4,300

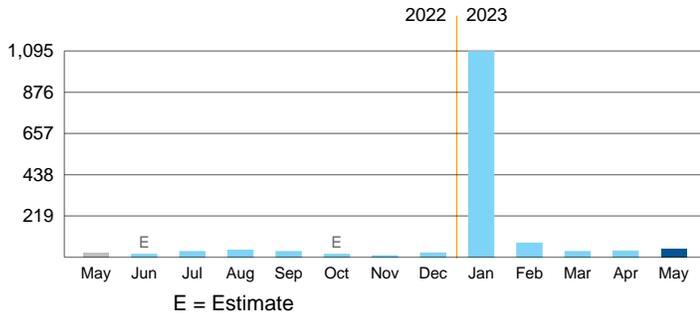
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,300

Billed Usage History (graph shown in 100 gallons)

- 4,300 gallons = usage for this period
- 2,244 gallons = usage for same period last year



Next Scheduled Read Date: on or about June 07, 2023
Account Type: Residential

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

**148
gallons**

Year to Date Billed Usage: 127,280 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 857.40

Payments 0.00

Balance Forward 857.40

Service Related Charges - 04/06/23 to 05/04/23

Water Service 39.76

Water Service Charge 15.00
Water Usage Charge (43 x \$0.5757) 24.76

Other Charges 2.93

QIP Surcharge Water (\$39.76 x 4.49%) 1.79
KRA Withdrawal Fee (43 x \$0.0265) 1.14

Total Service Related Charges 42.69

Taxes 2.56

Franchise Taxes (\$42.69 x 3.000%) 1.28
School District Tax (\$42.69 x 3.000%) 1.28

Total Current Period Charges 45.25

Total Amount Due  \$902.65

Understanding Your Bill

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- 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.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY51.pdf>



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570



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.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com

Statement

Account No. [REDACTED]

Total Amount Due:	\$30.90
Payment Due By:	May 31, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date:	May 12, 2022
Service Period:	Apr 09 to May 10 (32 Days)
Total Gallons:	2,244

Account Summary – See page 3 for Account Detail

Prior Billing:		\$26.01
Payments - Thank You!	-	\$26.01
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$29.14
Taxes:	+	\$1.76
Total Amount Due:	=	\$30.90



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



KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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



WE KEEP LIFE FLOWING™



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Account No. [REDACTED]

Total Amount Due:	\$30.90
Payment Due By:	May 31, 2022

If paying after 5/31/22, pay this amount: \$32.45

Amount Enclosed \$ **Paid Electronically on Due Date**

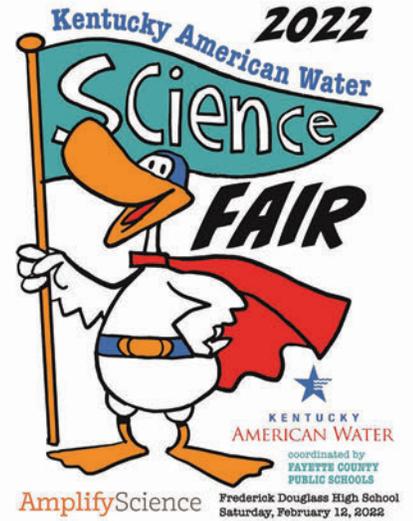
KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Messages from Kentucky American Water

- ***IMPORTANT WATER QUALITY MESSAGE: 2021 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 to view your 2021 annual water quality report or to request a paper copy call 800-678-6301.

Congratulations to the 37th annual Kentucky American Water Science Fair participants and winners!

For a list of winners, visit the statewide news section at kentuckiamwater.com or our social media channels.





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)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

-  **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. 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 kentuckiamwater.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 kentuckiamwater.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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckiamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
-  **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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 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 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	Total Gallons
084682008N	100 CF	5/8"	04/09/2022	05/10/2022	675 (A)	678 (A)	3	22.44	2,244

A = Actual E = Estimate

1 CF = 7.48 gallons

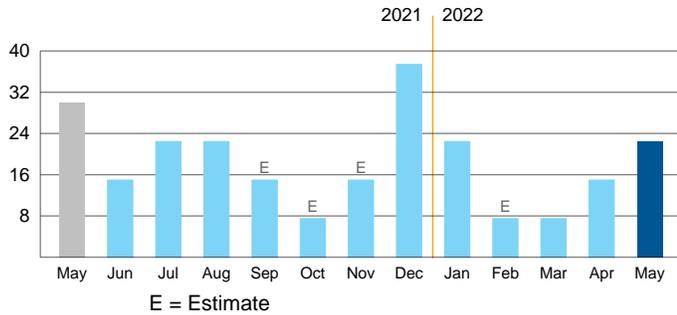
1 Billing Unit = 100 gallons

Total Gallons: 2,244

Billed Usage History (graph shown in 100 gallons)

2,244 gallons = usage for this period

2,992 gallons = usage for same period last year



Next Scheduled Read Date: on or about June 07, 2022
Account Type: Residential

Average daily use for this period is: (32 days)



Year to Date Billed Usage: 7,480 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 26.01

Payments -26.01

Total payments as of Apr 28. Thank you! -26.01

Balance Forward 0.00

Service Related Charges - 04/09/22 to 05/10/22

Water Service 27.92

Water Service Charge 15.00

Water Usage Charge (22.44 x \$0.5757) 12.92

Other Charges 1.22

QIP Surcharge Water (\$27.92 x 2.14%) 0.60

KRA Withdrawal Fee (22.44 x \$0.0275) 0.62

Total Service Related Charges 29.14

Taxes 1.76

Franchise Taxes (\$29.14 x 3.000%) 0.88

School District Tax (\$29.14 x 3.000%) 0.88

Total Current Period Charges 30.90

Total Amount Due



\$30.90

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>

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570



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.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com

Statement

Account No [REDACTED]

Total Amount Due:	\$25.99
Payment Due By:	June 27, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date:	June 10, 2022
Service Period:	May 11 to Jun 07 (28 Days)
Total Gallons:	1,496

Account Summary – See page 3 for Account Detail

Prior Billing:		\$30.90
Payments - Thank You!	-	\$30.90
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$24.53
Taxes:	+	\$1.46
Total Amount Due:	=	\$25.99

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Account No [REDACTED]

Total Amount Due:	\$25.99
Payment Due By:	June 27, 2022

If paying after 6/27/22, pay this amount: \$27.29

Amount Enclosed \$ **Paid Electronically on Due Date**

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2021 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 or www.amwater.com/ccr/owenton.pdf to view your 2021 annual water quality report or to request a paper copy call 800-678-6301.





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)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

-  **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. 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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
-  **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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

 <p>Auto Pay</p> <p>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!</p>	 <p>Online</p> <p>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).</p>	 <p>In Person</p> <p>We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.</p>
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Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
084682008N	100 CF	5/8"	05/11/2022	06/07/2022	678 (A)	680 (E)	2	14.96	1,496

A = Actual E = Estimate

1 CF = 7.48 gallons

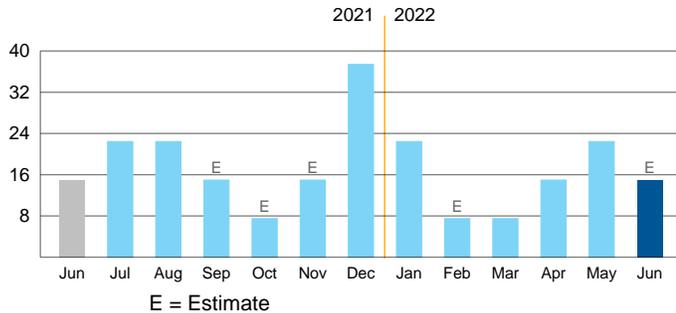
1 Billing Unit = 100 gallons

Total Gallons: 1,496

Billed Usage History (graph shown in 100 gallons)

1,496 gallons = usage for this period

1,496 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about July 08, 2022

Account Type: Residential

Average daily use for this period is: (28 days)

53
gallons

Year to Date Billed Usage: 8,976 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 30.90

Payments -30.90

Total payments as of May 31. Thank you! -30.90

Balance Forward 0.00

Service Related Charges - 05/11/22 to 06/07/22

Water Service 23.61

Water Service Charge 15.00

Water Usage Charge (14.96 x \$0.5757) 8.61

Other Charges 0.92

QIP Surcharge Water (\$23.61 x 2.14%) 0.51

KRA Withdrawal Fee (14.96 x \$0.0275) 0.41

Total Service Related Charges 24.53

Taxes 1.46

Franchise Taxes (\$24.53 x 3.000%) 0.73

School District Tax (\$24.53 x 3.000%) 0.73

Total Current Period Charges 25.99

Total Amount Due



\$25.99

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>

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

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.
- Your charges contain a change in pricing that was effective on 07/01/22. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckiamwater.com

Statement

Account No. [REDACTED]	
Total Amount Due:	\$35.95
Payment Due By:	July 28, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: July 12, 2022
Service Period: Jun 08 to Jul 08 (31 Days)
Total Gallons: 2,992

Account Summary – See page 3 for Account Detail

Prior Billing:		\$25.99
Payments - Thank You!	-	\$25.99
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$33.93
Taxes:	+	\$2.02
Total Amount Due:	=	\$35.95

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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Account No. [REDACTED]

Total Amount Due:	\$35.95
Payment Due By:	July 28, 2022

If paying after 7/28/22, pay this amount: \$37.75



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Amount Enclosed \$ **Paid Electronically on Due Date**

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



Messages from Kentucky American Water

Summer is here and warmer weather means more water use outdoors. Follow these wise water use tips to save time and money this summer:

- Water your lawn only when it needs it. Generally, lawns only need an inch or so of water per week during the summer months.
- Make the most of your watering by watering in the early morning or evening hours. As much as 30 percent of water can be lost to evaporation by watering during midday.
- Use a broom instead of a hose to clean your sidewalk, driveway, or patio.
- Set your lawn mower one notch higher to make your lawn more drought tolerant. Taller grass needs less water.
- Mulch garden beds to help retain moisture. Wash cars using a bucket of soapy water rather than leaving a hose running.
- Plant appropriately for your local climate. Check with local nurseries for non-invasive, drought-tolerant plants.

WISE WATER TIP

Water your lawn only when it needs it.
Generally lawns only need an inch or so of water per week during summer months.

For more Wise Water Tips, go to www.kentuckyamwater.com and under **Water Information**, select **Wise Water Use**.

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)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
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- 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

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- 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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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
<p>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!</p>	<p>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).</p>	<p>We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.</p>

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
084682008N	100 CF	5/8"	06/08/2022	07/08/2022	680 (E)	684 (A)	4	29.92	2,992

A = Actual E = Estimate

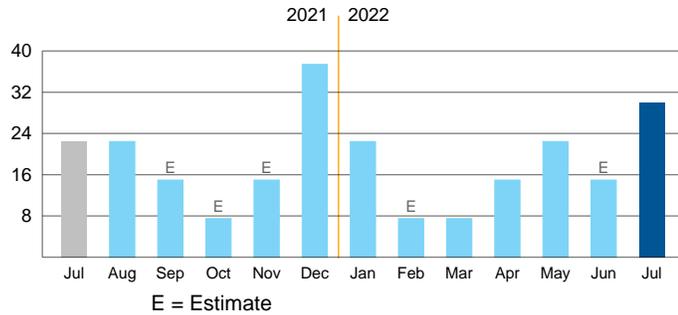
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 2,992

Billed Usage History (graph shown in 100 gallons)

- 2,992 gallons = usage for this period
- 2,244 gallons = usage for same period last year



Next Scheduled Read Date: on or about August 05, 2022
Account Type: Residential

Average daily use for this period is: (31 days)



Year to Date Billed Usage: 11,968 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 25.99

Payments -25.99

Total payments as of Jun 27. Thank you! -25.99

Balance Forward 0.00

Service Related Charges - 06/08/22 to 07/08/22

Water Service 32.22

Water Service Charge		
06/08/22 to 06/30/22		11.13
07/01/22 to 07/08/22		3.87
Water Usage Charge		
06/08/22 to 06/30/22	(22.2 x \$0.5757)	12.78
07/01/22 to 07/08/22	(7.72 x \$0.5757)	4.44

Other Charges 1.71

QIP Surcharge Water		
06/08/22 to 06/30/22	(\$23.91 x 2.14%)	0.51
07/01/22 to 07/08/22	(\$8.31 x 4.61%)	0.38
KRA Withdrawal Fee	(29.92 x \$0.0275)	0.82

Total Service Related Charges 33.93

Taxes 2.02

Franchise Taxes (\$33.93 x 3.000%)	1.01
School District Tax (\$33.93 x 3.000%)	1.01

Total Current Period Charges 35.95

Total Amount Due  **\$35.95**

Understanding Your Bill

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- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.
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- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

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Additional Messages from Kentucky American Water

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY72.pdf>



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

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.
- Your charges contain a change in pricing that was effective on 07/01/22. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckiamwater.com

Statement

Account No	[REDACTED]
Total Amount Due:	\$35.95
Payment Due By:	July 28, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date:	July 12, 2022
Service Period:	Jun 08 to Jul 08 (31 Days)
Total Gallons:	2,992

Account Summary – See page 3 for Account Detail

Prior Billing:		\$25.99
Payments - Thank You!	-	\$25.99
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$33.93
Taxes:	+	\$2.02
Total Amount Due:	=	\$35.95

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Account No [REDACTED]

Total Amount Due:	\$35.95
Payment Due By:	July 28, 2022

If paying after 7/28/22, pay this amount: \$37.75



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Amount Enclosed \$ **Paid Electronically on Due Date**

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

KENTUCKY AMERICAN WATER
PO BOX 6029
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Messages from Kentucky American Water

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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)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

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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	Total Gallons
084682008N	100 CF	5/8"	06/08/2022	07/08/2022	680 (E)	684 (A)	4	29.92	2,992

A = Actual E = Estimate

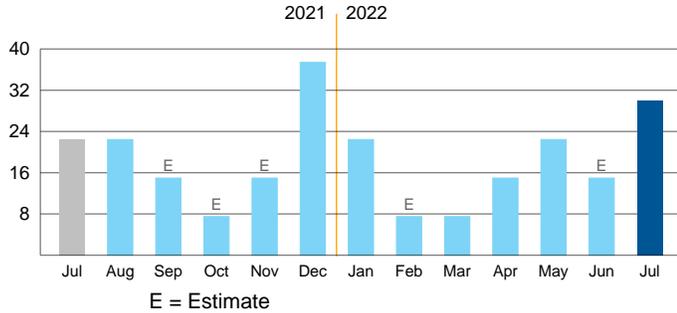
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 2,992

Billed Usage History (graph shown in 100 gallons)

- 2,992 gallons = usage for this period
- 2,244 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about August 05, 2022
Account Type: Residential

Average daily use for this period is: (31 days)

97
gallons

Year to Date Billed Usage: 11,968 gallons

Account Detail

Account [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 25.99

Payments -25.99

Total payments as of Jun 27. Thank you! -25.99

Balance Forward 0.00

Service Related Charges - 06/08/22 to 07/08/22

Water Service 32.22

Water Service Charge
06/08/22 to 06/30/22 11.13
07/01/22 to 07/08/22 3.87
Water Usage Charge
06/08/22 to 06/30/22 (22.2 x \$0.5757) 12.78
07/01/22 to 07/08/22 (7.72 x \$0.5757) 4.44

Other Charges 1.71

QIP Surcharge Water
06/08/22 to 06/30/22 (\$23.91 x 2.14%) 0.51
07/01/22 to 07/08/22 (\$8.31 x 4.61%) 0.38
KRA Withdrawal Fee (29.92 x \$0.0275) 0.82

Total Service Related Charges 33.93

Taxes 2.02

Franchise Taxes (\$33.93 x 3.000%) 1.01
School District Tax (\$33.93 x 3.000%) 1.01

Total Current Period Charges 35.95

Total Amount Due



\$35.95

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 (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
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For more information about your charges and rates, please visit: <https://amwater.com/kyaw/rates>

Additional Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2021 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 or www.amwater.com/ccr/owenton.pdf to view your 2021 annual water quality report or to request a paper copy call 800-678-6301.

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY72.pdf>



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

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.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com

Statement

Account No. [REDACTED]

Total Amount Due:	\$41.60
Payment Due By:	August 29, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date:	August 11, 2022
Service Period:	Jul 09 to Aug 10 (33 Days)
Total Gallons:	3,740

Account Summary – See page 3 for Account Detail

Prior Billing:		\$35.95
Payments - Thank You!	-	\$35.95
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$39.24
Taxes:	+	\$2.36
Total Amount Due:	=	\$41.60

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Account [REDACTED]

Total Amount Due:	\$41.60
Payment Due By:	August 29, 2022

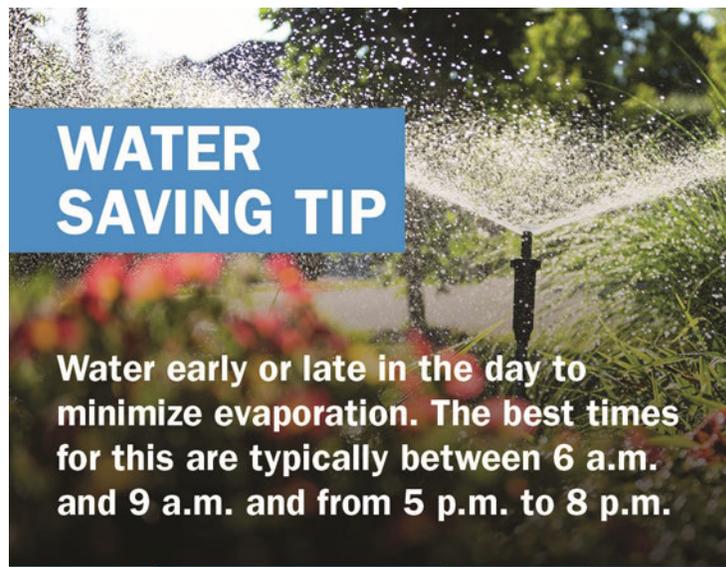
If paying after 8/29/22, pay this amount: \$43.68

Amount Enclosed \$ **Paid Electronically on Due Date**

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Messages from Kentucky American Water

- Follow these wise water use tips to save time and money this summer:
 - Water your lawn only when it needs it. Generally, lawns only need an inch or so of water per week during the summer months.
 - Make the most of your watering by watering in the early morning or evening hours. As much as 30 percent of water can be lost to evaporation by watering during midday.
 - Use a broom instead of a hose to clean your sidewalk, driveway, or patio.
 - Set your lawn mower one notch higher to make your lawn more drought tolerant. Taller grass needs less water.
 - Mulch garden beds to help retain moisture.
 - Wash cars using a bucket of soapy water rather than leaving a hose running.
 - Plant appropriately for your local climate. Check with local nurseries for non-invasive, drought-tolerant plants.
- ***IMPORTANT WATER QUALITY MESSAGE: 2021 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water.



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)

LOCAL OFFICE: 2300 Richmond Road in Lexington



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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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.

SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. 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.

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

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	Total Gallons
084682008N	100 CF	5/8"	07/09/2022	08/10/2022	684 (A)	689 (A)	5	37.40	3,740

A = Actual E = Estimate

1 CF = 7.48 gallons

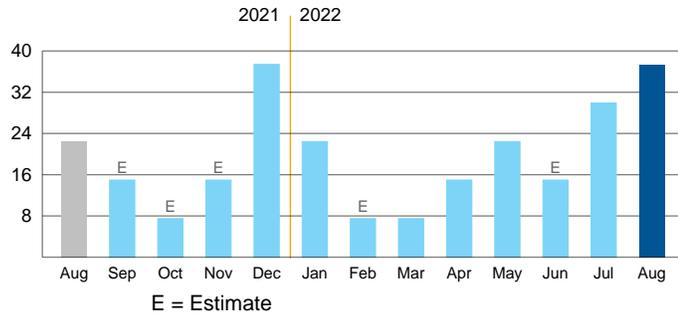
1 Billing Unit = 100 gallons

Total Gallons: 3,740

Billed Usage History (graph shown in 100 gallons)

3,740 gallons = usage for this period

2,244 gallons = usage for same period last year



Next Scheduled Read Date: on or about September 08, 2022
Account Type: Residential

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

113
gallons

Year to Date Billed Usage: 15,708 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 35.95

Payments -35.95

Total payments as of Jul 28. Thank you! -35.95

Balance Forward 0.00

Service Related Charges - 07/09/22 to 08/10/22

Water Service 36.53

Water Service Charge 15.00

Water Usage Charge (37.4 x \$0.5757) 21.53

Other Charges 2.71

QIP Surcharge Water (\$36.53 x 4.61%) 1.68

KRA Withdrawal Fee (37.4 x \$0.0275) 1.03

Total Service Related Charges 39.24

Taxes 2.36

Franchise Taxes (\$39.24 x 3.000%) 1.18

School District Tax (\$39.24 x 3.000%) 1.18

Total Current Period Charges 41.60

Total Amount Due



\$41.60

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 (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
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- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit: <https://amwater.com/kyaw/rates>

Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2021 annual water quality report or to request a paper copy call 800-678-6301.



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

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.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com

Statement

Account No [REDACTED]

Total Amount Due:	\$36.59
Payment Due By:	September 28, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: September 12, 2022
Service Period: Aug 11 to Sep 08 (29 Days)
Total Gallons: 2,992

Account Summary – See page 3 for Account Detail

Prior Billing:		\$41.60
Payments - Thank You!	-	\$41.60
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$34.53
Taxes:	+	\$2.06
Total Amount Due:	=	\$36.59

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Account No [REDACTED]

Total Amount Due:	\$36.59
Payment Due By:	September 28, 2022

If paying after 9/28/22, pay this amount: \$38.42

Amount Enclosed \$ **Paid Electronically on Due Date**

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2021 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 or www.amwater.com/ccr/owenton.pdf to view your 2021 annual water quality report or to request a paper copy call 800-678-6301.

Having trouble paying your water bill?
¿Tiene problemas para pagar su factura de agua?

Maybe we can help
Quizás podemos ayudar.



H₂O Help to Others Program

KENTUCKY AMERICAN WATER

Go to kentuckyamwater.com, select “**Customer Assistance Program**” under **Customer Service & Billing**.

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)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

-  **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. 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 Customer Assistance 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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
-  **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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	Total Gallons
084682008N	100 CF	5/8"	08/11/2022	09/08/2022	689 (A)	693 (A)	4	29.92	2,992

A = Actual E = Estimate

1 CF = 7.48 gallons

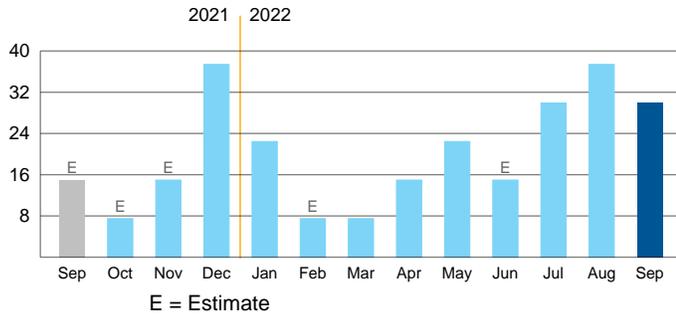
1 Billing Unit = 100 gallons

Total Gallons: 2,992

Billed Usage History (graph shown in 100 gallons)

2,992 gallons = usage for this period

1,496 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about October 07, 2022
Account Type: Residential

Average daily use for this period is: (29 days)

103
gallons

Year to Date Billed Usage: 18,700 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 41.60

Payments -41.60

Total payments as of Aug 29. Thank you! -41.60

Balance Forward 0.00

Service Related Charges - 08/11/22 to 09/08/22

Water Service 32.22

Water Service Charge 15.00

Water Usage Charge (29.92 x \$0.5757) 17.22

Other Charges 2.31

QIP Surcharge Water (\$32.22 x 4.61%) 1.49

KRA Withdrawal Fee (29.92 x \$0.0275) 0.82

Total Service Related Charges 34.53

Taxes 2.06

Franchise Taxes (\$34.53 x 3.000%) 1.03

School District Tax (\$34.53 x 3.000%) 1.03

Total Current Period Charges 36.59

Total Amount Due



\$36.59

Understanding Your Bill

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- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit: <https://amwater.com/kyaw/rates>

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

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For more information, visit www.kentuckyamwater.com

Statement

Account No. [REDACTED]	
Total Amount Due:	\$26.61
Payment Due By:	October 31, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: October 13, 2022
Service Period: Sep 09 to Oct 07 (29 Days)
Total Gallons: 1,496

Account Summary – See page 3 for Account Detail

Prior Billing:		\$36.59
Payments - Thank You!	-	\$36.59
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$25.11
Taxes:	+	\$1.50
Total Amount Due:	=	\$26.61

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*A convenience fee may apply

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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

Account No. [REDACTED]

Total Amount Due:	\$26.61
Payment Due By:	October 31, 2022

If paying after 10/31/22, pay this amount: \$27.94



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Amount Enclosed \$ **Paid Electronically on Due Date**

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



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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)

LOCAL OFFICE: 2300 Richmond Road in Lexington



EXPLANATION OF OTHER TERMS



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H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

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- 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

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Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
084682008N	100 CF	5/8"	09/09/2022	10/07/2022	693 (A)	695 (E)	2	14.96	1,496

A = Actual E = Estimate

1 CF = 7.48 gallons

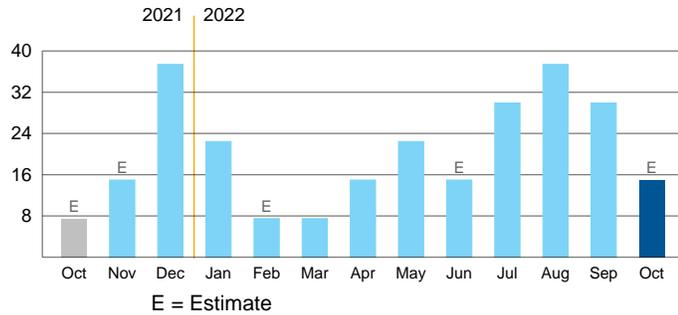
1 Billing Unit = 100 gallons

Total Gallons: 1,496

Billed Usage History (graph shown in 100 gallons)

1,496 gallons = usage for this period

748 gallons = usage for same period last year



Next Scheduled Read Date: on or about November 07, 2022
Account Type: Residential

Average daily use for this period is: (29 days)



Year to Date Billed Usage: 20,196 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 36.59

Payments -36.59

Total payments as of Sep 28. Thank you! -36.59

Balance Forward 0.00

Service Related Charges - 09/09/22 to 10/07/22

Water Service 23.61

Water Service Charge 15.00

Water Usage Charge (14.96 x \$0.5757) 8.61

Other Charges 1.50

QIP Surcharge Water (\$23.61 x 4.61%) 1.09

KRA Withdrawal Fee (14.96 x \$0.0275) 0.41

Total Service Related Charges 25.11

Taxes 1.50

Franchise Taxes (\$25.11 x 3.000%) 0.75

School District Tax (\$25.11 x 3.000%) 0.75

Total Current Period Charges 26.61

Total Amount Due



\$26.61

Understanding Your Bill

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- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
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- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit: <https://amwater.com/kyaw/rates>

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WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

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.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com

Statement

Account No. [REDACTED]

Total Amount Due:	\$21.65
Payment Due By:	November 30, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: November 14, 2022
Service Period: Oct 08 to Nov 09 (33 Days)
Total Gallons: 748

Account Summary – See page 3 for Account Detail

Prior Billing:		\$26.61
Payments - Thank You!	-	\$26.61
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$20.41
Taxes:	+	\$1.24
Total Amount Due:	=	\$21.65

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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

Account No. [REDACTED]

Total Amount Due:	\$21.65
Payment Due By:	November 30, 2022

If paying after 11/30/22, pay this amount: \$22.73



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Amount Enclosed \$ **Paid Electronically on Due Date**

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2021 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 or www.amwater.com/ccr/owenton.pdf to view your 2021 annual water quality report or to request a paper copy call 800-678-6301.



PREPARE YOUR HOME FOR COLD WEATHER

Prepare your pipes and prevent them from freezing.

For cold weather tips, go to www.kentuckyamwater.com.


KENTUCKY
AMERICAN WATER



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)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

-  **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. 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 Customer Assistance 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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
-  **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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	Total Gallons
084682008N	100 CF	5/8"	10/08/2022	11/09/2022	695 (E)	696 (A)	1	7.48	748

A = Actual E = Estimate

1 CF = 7.48 gallons

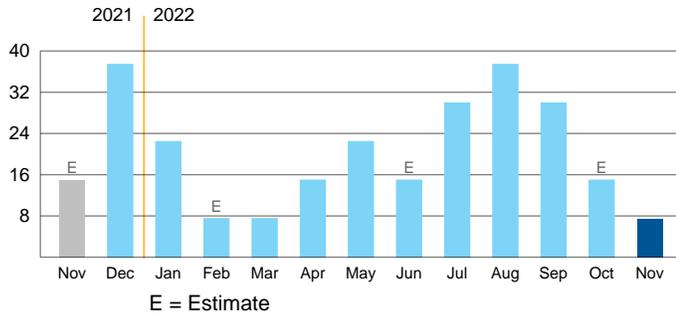
1 Billing Unit = 100 gallons

Total Gallons: 748

Billed Usage History (graph shown in 100 gallons)

748 gallons = usage for this period

1,496 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about December 07, 2022
Account Type: Residential

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

23
gallons

Year to Date Billed Usage: 20,944 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 26.61

Payments -26.61

Total payments as of Oct 31. Thank you! -26.61

Balance Forward 0.00

Service Related Charges - 10/08/22 to 11/09/22

Water Service 19.31

Water Service Charge 15.00

Water Usage Charge (7.48 x \$0.5757) 4.31

Other Charges 1.10

QIP Surcharge Water (\$19.31 x 4.61%) 0.89

KRA Withdrawal Fee (7.48 x \$0.0275) 0.21

Total Service Related Charges 20.41

Taxes 1.24

Franchise Taxes (\$20.41 x 3.000%) 0.62

School District Tax (\$20.41 x 3.000%) 0.62

Total Current Period Charges 21.65

Total Amount Due



\$21.65

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 (or wastewater) service. 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.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit: <https://amwater.com/kyaw/rates>

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WE KEEP LIFE FLOWING™

Service Address:

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

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.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com

Statement

Account No [REDACTED]

Total Amount Due:	\$31.63
Payment Due By:	December 30, 2022

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: December 14, 2022
Service Period: Nov 10 to Dec 12 (33 Days)
Total Gallons: 2,244

Account Summary – See page 3 for Account Detail

Prior Billing:		\$21.65
Payments - Thank You!	-	\$21.65
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$29.83
Taxes:	+	\$1.80
Total Amount Due:	=	\$31.63

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

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

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



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

Account No [REDACTED]

Total Amount Due:	\$31.63
Payment Due By:	December 30, 2022

If paying after 12/30/22, pay this amount: \$33.21

Amount Enclosed \$ **Paid Electronically on Due Date**

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Messages from Kentucky American Water

- Effective January 1, 2023, the requirements for residential accounts to be exempt from Kentucky sales tax will change. Kentucky American Water is contacting affected water and sewer customers by electronic and/or regular mail about actions these customers must take to avoid sales tax being charged starting January 1, 2023. Learn more at www.kentuckyamwater.com under Customer Service & Billing.

PREPARE YOUR HOME FOR COLD WEATHER

Prepare your pipes and prevent them from freezing.

For cold weather tips, go to www.kentuckyamwater.com.

 KENTUCKY
AMERICAN WATER



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)

LOCAL OFFICE: 2300 Richmond Road in Lexington



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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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.

SERVICES

 **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. 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 Customer Assistance Program.

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	Total Gallons
084682008N	100 CF	5/8"	11/10/2022	12/12/2022	696 (A)	699 (A)	3	22.44	2,244

A = Actual E = Estimate

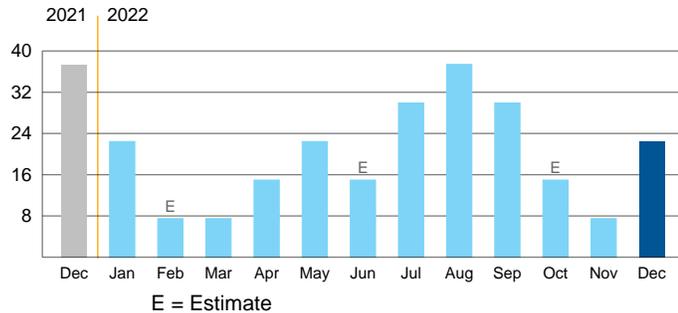
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 2,244

Billed Usage History (graph shown in 100 gallons)

- 2,244 gallons = usage for this period
- 3,740 gallons = usage for same period last year



Next Scheduled Read Date: on or about January 09, 2023
Account Type: Residential

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



Year to Date Billed Usage: 23,188 gallons

Account Detail

Account No. [REDACTED]

Service To: 4464 STUART HALL BLVD 5102 LEXINGTON, KY 40509-4570

Prior Billing 21.65

Payments -21.65

Total payments as of Nov 30. Thank you! -21.65

Balance Forward 0.00

Service Related Charges - 11/10/22 to 12/12/22

Water Service 27.92

Water Service Charge 15.00

Water Usage Charge (22.44 x \$0.5757) 12.92

Other Charges 1.91

QIP Surcharge Water (\$27.92 x 4.61%) 1.29

KRA Withdrawal Fee (22.44 x \$0.0275) 0.62

Total Service Related Charges 29.83

Taxes 1.80

Franchise Taxes (\$29.83 x 3.000%) 0.90

School District Tax (\$29.83 x 3.000%) 0.90

Total Current Period Charges 31.63

Total Amount Due



\$31.63

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

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- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>

<This page is intentionally left blank and reserved for future messages>

01/17/2023

Morgan Taylor
4464 Stuart Hall Blvd
5102
Lexington, KY 40509-4570

For Service To:
Account Number: [REDACTED]
Service Address: 4464 Stuart Hall Blvd 5102
Lexington, KY 40509-4570

Dear Customer Taylor:

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

One of our responsibilities as your water service provider is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. When we obtained your most recent meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use, including short-term visitors, seasonal usage, or potential leaks. We suggest that you check your property for possible leaks or problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

We offer a Leak Detection Kit and other useful information for identifying high water use on our website, www.amwater.com. Many leaks are not noticeable but can contribute to unexpected water use. If you cannot determine the reason for your higher water use, please call our customer service center between the hours of 7am and 7pm at the number below.

Sincerely,

Kentucky American Water Customer Service

02/04/2023

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

For Service To:

Account Number: [REDACTED]

Service Address: 4464 Stuart Hall Blvd 5102
Lexington, KY 40509-4570

Dear Customer Taylor:

Thank you for your request to investigate your higher than expected water bill. Your feedback is important to us and we appreciate your bringing this issue to our attention.

After reviewing your account and billing history information, we issued a field service order to verify the meter reading used to calculate the bill in question. We verified a meter reading of 852 as of 02/03/2023.

The results of the field investigation align with the original meter reading. The usage was accurately reflected, and your water bill is correct.

We understand the inconvenience that can occur when you receive a higher than expected bill. If you have additional questions or would like to discuss a possible payment arrangement for your account, please contact our customer service center.

Also, many leaks are not noticeable but can still contribute to unexpected water use. Our website, www.amwater.com, includes water saving ideas and a downloadable leak detection kit to help you check for leaks.

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

Sincerely,

Kentucky American Water Customer Service

02/22/2023

MORGAN TAYLOR
4464 STUART HALL BLVD 5102
LEXINGTON, KY 40509-4570

For Service To:

Account Number: [REDACTED]

Service Address: 4464 Stuart Hall Blvd 5102
Lexington, KY 40509-4570

Dear Morgan Taylor,

Recently, we experienced a system delay that prevented us from sending your bill in a timely manner. We apologize.

We have identified and resolved this error. We have placed a lock on your account to prevent any adverse actions over the next 30 days such as collection activity or late fees. In addition, if needed, you can request a payment plan via your online account 24/7 at www.amwater.com/MyAccount. If you do not have access to your online account, you could also request a payment plan by calling our Customer Service Center (1.800.422.2782), Monday through Friday, 7:00 a.m. to 7:00 p.m.

Providing reliable, quality water and wastewater service is a top priority. This commitment includes timely and accurate billing. We apologize for any inconvenience this may have caused. These are isolated events and once identified, we work to resolve them quickly. We also take steps to reduce the possibility of it happening in the future. Thank you for your understanding.

Esto es un aviso importante sobre su servicio de agua / alcantarilla. Para la ayuda de la traducción, por favor llamas a Kentucky American Water al numero 1-800-678-6301.

Sincerely,

Kentucky American Water Customer Service

03/10/2023

Morgan Taylor
4464 Stuart Hall Blvd 5102
Lexington, KY 40509-4570

For Service To:
Account Number: [REDACTED]
Service Address: 4464 Stuart Hall Blvd 5102
Lexington, KY 40509-4570

Dear Morgan Taylor,

On March 08, 2023, your water meter was tested at a low, intermediate and a full flow of water.

The testing indicated that your meter was registering 100.0 percent at the full flow, 100.5 percent at the intermediate flow, and 100.0 % at the low flow. According to regulations set by the Kentucky Public Service Commission, a meter is considered operating in a satisfactory manner if it records water use between 98.5% and 101.5% of actual usage. Therefore, the meter was registering your water usage accurately.

if you have difficulties accessing your account online through MyWater Customer Care is available Monday through Friday from 7:00 a.m. to 7:00 p.m.. If you would like to discuss a possible payment arrangement for your account or have other questions, please contact Customer Care.

We appreciate your business and the opportunity to continue serving you.

Esto es un aviso importante sobre su servicio de agua / alcantarilla. Para la ayuda de la traduccion, por favor llamas a Kentucky American Water al numero 1-800-678-6301.

Sincerely,

Kentucky American Water Customer Service

CUSTOMER NAME: Morgan Taylor ACCT # [REDACTED]

SERVICE ADDRESS: 4464 Stuart Hall Blvd 5102 PREMISE# _____

METER SIZE: 5/8" NUMBER: 84682008 DATE: 3/8/23

FIRST TEST READINGS

<u>Volume / Test</u>	<u>GPM</u>	<u>Adj. Read</u>	<u>Final Read</u>	<u>Test %</u>	<u>Required Accuracy</u>
<u>1 CF / LOW</u>	<u>1/4</u>	<u>859.7015</u>	<u>859.7115</u>	<u>100</u>	<u>95%-101%</u>
<u>1 CF / MED</u>	<u>2</u>	<u>859.7115</u>	<u>859.72155</u>	<u>100.5</u>	<u>98.5%-101.5%</u>
<u>10 CF / HIGH</u>	<u>15</u>	<u>859.72155</u>	<u>859.8216</u>	<u>100</u>	<u>98.5%-101.5%</u>

IF ANY OF THE TESTS ABOVE ARE NOT WITHIN THE REQUIRED ACCURACY LIMITS THEN FURTHER TESTING IS REQUIRED BELOW

SECOND TEST READINGS

<u>Flow % of Capacity / Volume / Test</u>	<u>GPM</u>	<u>Adj. Read</u>	<u>Final Read</u>	<u>Test %</u>	<u>% Accuracy</u>
<u>25% / 1 CF / LOW</u>	_____	_____	_____	_____	<u>95%-101%</u>
<u>50% / 1 CF / MED</u>	_____	_____	_____	_____	<u>98.5%-101.5%</u>
<u>75% / 10 CF / HIGH</u>	_____	_____	_____	_____	<u>98.5%-101.5%</u>

First Test Series % Average: 100.1 Second Test Series % Average: _____

Less Standard: 100% Equal % of Error: _____ Fast: _____ Slow: _____

Before Test Reading: 0859.70 After Test Reading: 0859.82

Customer Witness? Yes: _____ No: X

IF % OF ERROR IS GREATER THAN 2%, COMPLETE APPROPRIATE SECTION BELOW.

Length of time error is known to have existed: _____

FAST METER basis for refund: _____ Amount of refund: _____

SLOW METER basis for additional Bill: _____ Amount of additional Bill: _____

Comments: No data log meter has old model MIU. Meter passed bench test.

Copy To: _____ Disputes: Tiffant Whitfield Meter Tech: E. Mosby