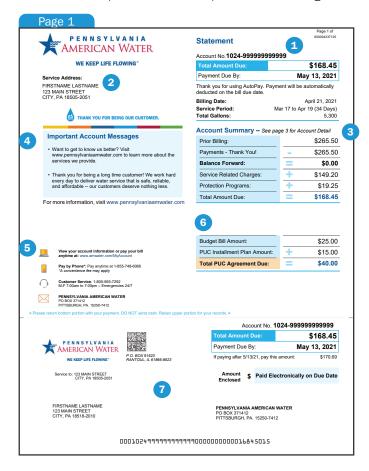


YOUR SAMPLE BILL

Below is a sample bill and descriptions of the charges that appear on customer bills.



TRANSLATION ASSISTANCE

For translation assistance in reading your bill, please contact our Customer Service Center M-F, 7 a.m. to 7 p.m., at 1-800-565-7292.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 1-800-565-7292 de lunes a viernes de 7 a.m. a 7 p.m.

Aquí puede escanear una copia de este documento para consultarlo en español o visite pennsylvaniaamwater.com.



1 Customer Account Information

Your Account Number, Total Amount Due and Payment Due By date.

- Customer Contact Information
 Customer name and address of the property receiving
- service.
- 3 Account Summary

A summary of your account, including the amount of your prior bill, any payments made in the past billing cycle and any remaining balance, as well as service-related charges, taxes and total amount due.

- 4 Important Account-Specific Messages
 Important information related to your account, including rate changes and billing updates.
- **5** Customer Service Contact and Payment Options
- 6 Budget Billing/Installment Plan Information (if applicable)

If you have an installment plan with us or are enrolled in budget billing, this is where you'll find the monthly amount due.

Payment Stub

Detach this paystub and return with your payment. Please write the payment amount in the space provided. Make checks payable to Pennsylvania American Water and always include your account number. Be sure the

address on the front of this paystub is visible through the window on the return envelope.

- 8 General Messages and Education
- 9 Services and Explanations

Helpful information related to ways to pay your bill, your rates, payment arrangements, estimated bills and more.



Meter Reading and Usage Summary

This section reports information about your meter, its number, size, the number of units billed in the billing period and your next scheduled meter reading on/or about date. Sometimes meters cannot be accessed and we estimate water usage based on historical data.

111 Billed Usage History

This graph outlines your water usage during the past year and provides a comparison between the current month's usage and your usage the same month the year prior, if applicable.

- Average Daily Use
- Understanding Your Bill

This section defines terms you may find on your water bill.

ACCOUNT DETAIL

Prior Billing and Payments

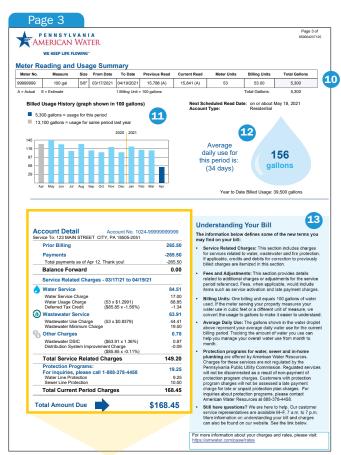
The amount you owed from your previous bill along with any payment you may have made in the past billing cycle. This section will also show any unpaid balances or overpaid credits to go towards your next bill.

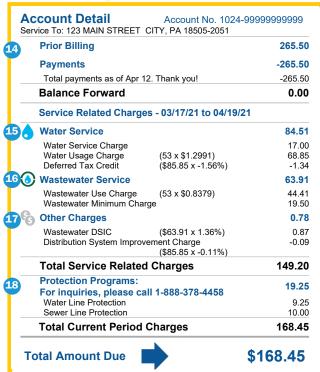
- **Water Service** (if applicable)
 - <u>Water Service Charge:</u> This fixed monthly charge is based on the size of the water meter.
 - Water Usage Charge: This variable is based on the amount of water used during the billing period.
- **Wastewater Service** (if applicable)
 - <u>Wastewater Service Charge:</u> The fixed monthly charge accounts for costs related to providing sewer service to your property.
 - Wastewater Use Charge: This variable charge is based on your water consumption as indicated by your water meter reading.
 - NOTE: Some wastewater customers are billed a flat monthly rate if we don't own the water system and/or we're not able to obtain water usage data.

10 Other Charges

- <u>Distribution System Improvement Charge</u> (DSIC) helps to fund the replacement of aging water distribution system facilities, such as water mains, valves and fire hydrants. Accelerating needed infrastructure improvements benefits customers through enhanced service reliability, water quality and fire protection. The charge is adjusted quarterly and will not exceed 7.5 percent of the water service charge.
- Wastewater DSIC funds the replacement of aging wastewater collection system facilities. The charge is adjusted quarterly and will not exceed 5 percent of the wastewater bill.
- This section also includes charges for optional services, including contributions to the H2O Help to Others program.
- Optional protection programs for water, sewer and in-home plumbing

Each month, we may also include a page that focuses on a topic or service that's useful for you.





MANAGE YOUR ACCOUNT WITH MYWATER

Manage your account online using our customer portal, **MyWater**, at **mywater.amwater.com**. You can view and pay your bill; sign up for emergency alerts and tell us how you'd like to be notified; track your water use history and compare to the neighborhood average; enroll in Paperless Billing and Auto Pay; and more!