
FREQUENTLY ASKED QUESTIONS

YOUR NEW ACCOUNT NUMBER



1. Why is my account number changing?

United Water is replacing the computer system that we use to store your information and calculate your bills. This upgrade will ensure that we can continue to offer you premier service and improve your experience as a United Water customer.

2. When will my account number change?

Your account number will change on or after October 7, 2011. Any United Water bills or payment reminder notices created and sent to you after this date will show your new account number.

3. How will I know that my account number has changed?

When your account number changes, you will see the following message on the bill envelope: "Your United Water Account Number has changed. Please read the important message on your bill for more information." Your new account number will also be shown on your bill.

4. Do I need to use my new account number to pay my bill?

Your account number is the unique identifier for you as a United Water customer. We strongly recommend that you update all of your records with your new account number as soon as possible.

However, don't worry if you forget! United Water has stored your old account number. This means that all the services you currently use can be accessed using either number. You should not experience any disruption at all because of this change.

5. What if I pay my bill by Direct Debit?

Direct Debit authorizes United Water to automatically deduct your billed charges from your bank account. If you are enrolled in Direct Debit, your payments will still be processed the same way they were before your account number changed. **You don't need to take any action.** United Water has everything covered.

6. What if I pay my bill online?

You can still pay your bill online at www.unitedwater.com. We do recommend that you update your records and start using your new account number as soon as possible. However, if you accidentally use your old account number, your payment will still be processed without delay.

7. Will I still receive my eBill?

eBilling customers receive their bill electronically instead of through the mail. If you are enrolled in this service, your bill will still be delivered directly into your email inbox. All messages regarding the change in account number will be included in your emails and shown on the attached United Water bill.

8. Will it take longer to process my payment if I use my old account number?

No. We will still promptly process payments with your old account number. However, we do encourage you to update your records with your new account number as soon as possible. Please use this new number when communicating with United Water and when paying your bill.

9. Is my bill going to change?

You may notice some very slight changes in the way your water charges are presented on your bill. Otherwise, the format will remain the same.

10. What if I pay my bill through my own bank's online banking service?

You can continue to use this service. We recommend that you update your online banking records with your new United Water account number as soon as possible. **While updating your records, please check that you are also using the correct payment address for United Water. This is shown in the bottom right hand corner of your bill (the bill stub portion).** Using the wrong payment address may result in delays in your payment being received and processed.

11. Is there anything else I should know?

The introduction of the new system will bring many changes for United Water. The employees who use the system have been through extensive training and we have engaged additional temporary staff to support operations through the end of the year. We have done everything possible to ensure that service levels to our customers are not impacted while we go through this transition. We would, however, still appreciate your patience during the next few months as our team gets used to the new system.

12. What if I still have questions?

If you still have questions, please reach out to our Customer Service team. You can contact them in several ways. Full details are shown on the back of your United Water bill and also on the 'Contact Us' page of our website.

From August 8, 2011 we will add a new page to our website specifically focused on account number changes. It will also provide updates regarding progress related to the system transition. Please continue to visit us at www.unitedwater.com for more information as we move forward with this important project throughout the year.