

PAYING YOUR BILL

Go Paperless!

You can sign up for our eBilling program and help the environment by going paperless. Your eBill will be sent directly to your email inbox and will look exactly like the illustration shown on the inside of this pamphlet. Informational bill inserts will also be included in your email so you can stay up-to-date on important water issues. The eBill also has the added benefit of allowing you to pay the bill directly from your bank account **free of charge**.

Direct Debit

United Water offers a direct debit payment program. This system allows you to pay your bill automatically by having the payment electronically deducted from your checking account. Direct debit is a convenient and reliable method of paying your bill and the **service is free**.

Pay Online

You can pay your bill online through Western Union using your credit, debit or ATM card. Western Union Speedpay accepts Mastercard, Visa, and cards with the STAR, NYCE, or PULSE logo. You can also make a payment using your checking account. There is a **convenience fee** associated with these services.

24-Hour Payment Line

You can make an automated credit, debit, ATM or check by phone payment 24 hours a day through Western Union Speedpay by calling 1-888-608-6690. There is a **convenience fee** associated with this service.

By Mail

You can mail your check or money order to:
United Water
PO Box 371804
Pittsburgh, PA 15250-7804



In keeping with our commitment to the environment, this publication was printed on recycled paper.

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UNDERSTANDING YOUR BILL





WELCOME!

As one of the nation's leading water services providers, the United Water team is proud to have the opportunity to serve you. We are committed to being an integral part of the community and to providing you with top-quality drinking water and the highest level of service.

UNDERSTANDING YOUR BILL

This pamphlet contains important information about your United Water bill and options for paying your bill. Please review the illustration to the right and familiarize yourself with the major features of your bill.

If you have any questions about your bill or your water service, feel free to call us at the phone number listed on your bill or visit us at unitedwater.com.



Contact us

Here's the information you need to call, write or visit us online.

Your usage history

Now you can view your usage for the past year. (Not applicable to all customers.)

UNITED WATER

United Water
123 Main Street, Anytown, CT 12345
Telephone: 555-123-4567
www.unitedwater.com

USAGE HISTORY
Quarterly usage in cubic feet

Next meter reading date: on or about 09/18/2009

Billing Date: 06/30/09
Account Number: 05400123456789

Previous Balance	\$45.75
Payments Through 06/30/09 Thank You	\$46.44CR
Balance Forward	\$0.69CR
Current Charges Due 07/30/2009	\$42.43
TOTAL AMOUNT DUE	\$41.74

*PAY BY 09/03/09 TO AVOID A 1.5% LATE PAYMENT CHARGE

SERVICE TO: GOOD CUSTOMER SERVICE ADDRESS: 15 ANY STREET ANY TOWN CT

Meter Number	Service		Meter Reading		Usage	Unit of Measure	Reading Type
	From	To	Previous	Present			
13863360	03/31/09	06/29/09	245996	247601	1605	ICF	ACTUAL
WATER CHARGES			\$42.43				
TOTAL CURRENT CHARGES			\$42.43				

SEE REVERSE SIDE FOR IMPORTANT ACCOUNT INFORMATION

IMPORTANT MESSAGES

REVENUE CODE: RESIDENTIAL
United Water Connecticut is introducing a new payment option that will make bill payment easier and more convenient for you. E-Pay is a direct debit payment program that allows you to have your water charges automatically deducted from your checking or savings account. This service is free and reliable. To sign up for the E-Pay direct debit payment option please call our Customer Service Center or visit our website at www.unitedwater.com and select United Water Connecticut under "my utility" icon.

Please note that our payment address has changed to PO BOX 371804, Pittsburgh, PA 15250-7804. Always include your full 14-digit account number with your payment and with all correspondence. Save a stamp and go paperless today! Log on to www.unitedwater.com or call Customer Service to find out more information and to enroll in eBilling.

Service charge refers to the monthly/quarterly minimum basic charge for service and will appear on every bill regardless of the amount of water used.

UNITED WATER
123 Main Street
Anytown, CT 12345

SERVICE ADDRESS: 456 MAIN STREET
ANYTOWN, CT 12345

Please check this box if you have made any changes to the information on the reverse side.

PL 1
GOOD CUSTOMER
15 ANY ST
ANY TOWN CT

0540012345678900000004174000000004

Account Number: 05400123456789

Balance Forward \$0.69CR

Current Charges Due 07/30/2009 \$42.43

TOTAL AMOUNT DUE \$41.74

Please make payable to: UNITED WATER CONNECTICUT

Payment Amount Enclosed \$ _____

**UNITED WATER CONNECTICUT
PAYMENT CENTER
PO BOX 371804
PITTSBURGH PA 15250-7804**

Billing information

This is a snapshot of your current charges, payment activity and payment due date.

Detailed charges

View your current billing period activity, including all charges or credits to your account.

Important messages

Please be sure to read this section carefully.

Update your records

If you pay online through your bank or misplace your payment envelope, make sure you use our correct payment address.

On the back

Please see the back of the bill for more information about your service, such as emergency numbers and convenient payment options.