


SAY HELLO




to your new cleaner, clearer bill.


Designed by you, for you.

FRONT





LouisvilleWater.com



502.583.6610
To pay by phone,
select option 3

Due Date 02/15/16 **Amount Due** \$172.82

To avoid late charges, mail payments at least seven days prior to due date. See back for additional payment options.

If paid after 02/15/16, a \$6.09 late fee will be applied to your next bill.

Account Summary See back for charge details

Previous Balance	\$230.43
Payments Received	-\$230.43
Account Balance	\$0.00

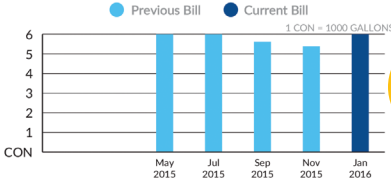
Current Charges

Louisville Water	\$35.47
MSD Charges	\$86.41
Other Charges	\$50.94
Total Amount Due	\$172.82

Account Information


Account Number	1234567890
Account Name	Sample A Sample
Service Address	1234 Main St
Service Period	11/11/15 - 01/14/16
Bill Date	01/25/16

Usage History



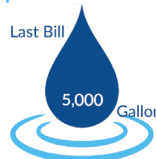
Usage Comparison

This Bill



6,000 Gallons

Last Bill




5,000 Gallons

Message Center

Small Leaks Can Add Up to Big Bills!

Small undetected water leaks in your home can quickly add up! A small leak in your toilet can use up to 1,000 gallons of water a day, and most leaks typically grow in size. We suggest you begin the leak search with your toilet. Other places to look are: Behind your washing machine, indoor & outdoor faucets and sprinkler systems.




Louisville Water Company
550 South Third Street
Louisville, KY 40202-1839


Account Name		Sample A Sample	
Account Number	Bill Date	Amount Due	Due Date
1234567890	01/25/16	\$172.82	02/15/16

If paid after 02/15/16, a \$6.09 late fee will be applied to your next bill.

Amount Enclosed \$ _____



100809-LWC236142-ST.1GRP-000016
SAMPLE, SAMPLE A
1234 MAIN ST
LOUISVILLE KY 40218-1327



LOUISVILLE WATER COMPANY
PO BOX 32460
LOUISVILLE KY 40232-2460

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1 Due Date & Amount Due

Easy-to-find and prominently placed so you'll never miss a payment.

2 Account Summary

Simple and clear snapshot of your current billing status and a breakdown of Louisville Water Company, MSD/wastewater and any other charges.

3 Account Information

Your account details are clearly displayed here.

4 Usage History & Usage Comparison

Easily monitor your water usage. Compare it to past months, see how the change of season alters it and spot a spike in usage.



FRONT (bottom)

Message Center
Small Leaks Can Add Up to Big Bills!

Small undetected water leaks in your home can quickly add up to thousands of dollars. A small leak in your toilet can use up to 1,000 gallons of water a day, and most leaks typically grow in size. We encourage you to begin the leak search with your toilet. Other places to look are: Behind your washing machine, indoor plants, and your faucets and sprinkler systems.

Account Information

Account Number	Bill Date	Amount Due	Due Date
1234567890	01/25/16	\$172.82	02/15/16

If paid after 02/15/16, a \$6.09 late fee will be applied to your next bill.

Amount Enclosed \$ _____

LOUISVILLE WATER COMPANY
 PO BOX 32460
 LOUISVILLE KY 40232-2460

100809-LWC238142-ST.IGRP-000016
 SAMPLE, SAMPLE A
 1234 MAIN ST
 LOUISVILLE KY 40218-1327

5 Message Center
 Check here for important tips, news, information and announcements.

6 Bill Stub
 Return this portion with your payment or simply pay online. You'll also find your amount due, due date and late payment information. This is now located at the bottom of your bill.

BACK

Service Address: 1234 MAIN ST 1 CON = 1,000 gallons

Meter Reading Information

Meter Number	Prior Read Date	Current Read Date	Consumption	6 CONS
12345678	63 Days	01/13/16	1489	6,000 Gallons

January Bill Details

Category	Description	Amount
Louisville Water Charges	Water Domestic Service Charge 50 Days @ \$0.32942	\$16.47
	Water Domestic Service Charge 13 Days @ \$0.34521	\$4.49
	Water Consumption Charge 4.8 @ \$2.41	\$11.57
	Water Consumption Charge 1.2 @ \$2.45	\$2.94
	Louisville Water Charges	\$35.47
MSD Charges	Septic Decree Surcharge 63 Days @ \$0.34619	\$21.81
	Service Charge 63 Days @ \$0.42378	\$26.70
	Volume Charge 6.0 CONS @ \$3.52	\$21.12
	Plumbing/Drainage Charge	\$16.78
MSD Charges	\$86.41	
Other Charges	Water Service Line Coverage Bi-Monthly	\$10.98
	Internal Plumbing/Drainage Bi-Monthly	\$19.98
	Wastewater/Septic Line Coverage Bi-Monthly	\$19.98
Other Charges	\$50.94	

Manage Your Account

- AUTOPAY**: Set it, forget it and never miss a payment. Sign up at LouisvilleWater.com
- eBILL**: Safe, secure, and free - sign up at LouisvilleWater.com
- PAY ONLINE**: Pay your bill using a credit card or, for no additional charge, e-check
- PAY BY PHONE**: 502.583.6610, select option 3
- PAY BY MAIL**: PO BOX 32460, LOUISVILLE, KY 40232-2460
- PAY IN PERSON**: Pay in person at the Louisville or Shepherdsville offices

For more information about your bill, visit LouisvilleWater.com/MyBill

7 Meter Reading
 Find out how much water you used during this billing cycle—your meter number is also located here, should you ever need it. This is also where you will find how we measure water usage (*cons = gallons*).

8 Billing Details
 One of the biggest changes you'll notice is a clear, line-by-line break down of costs for water, wastewater and any other charges. Customer service information is clearly displayed here, as well.

9 Manage Your Account
 Information about signing up for AutoPay, paying online or over the phone, how to go paperless with eBill and more is found here.

Want to know more about your new, cleaner and clearer bill?
 Visit LouisvilleWater.com/MyBill.

