



WE KEEP LIFE FLOWING™

Service Address:

MARTIN HENSLEY
900 W POWERS ST
MUNCIE, IN 47305-2267

PP 100.00
12/1/22

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- The Fire Protection Charge is for the installation and maintenance of fire hydrants...
Want more convenience and less clutter? Try paperless billing.

For more information, visit www.indianaamwater.com



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: 1-800-492-8373 M-F 7:00am to 7:00pm - Emergencies 24/7



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

Statement

Account No. 1010-220032095748

Table with 2 columns: Description, Amount. Total Amount Due: \$31.61, Payment Due By: December 6, 2022

Table with 2 columns: Description, Date/Amount. Billing Date: November 18, 2022, Service Period: Oct 15 to Nov 15 (32 Days), Total Gallons: 1,200

Account Summary - See page 3 for Account Detail

Table with 3 columns: Description, Sign, Amount. Rows include Prior Billing (\$85.90), Payments - Thank You! (\$85.90), Balance Forward (\$0.00), Service Related Charges (\$29.86), Taxes (\$1.75), Total Amount Due (\$31.61)

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



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Service Address:

MARTIN HENSLEY  
906 W POWERS ST  
MUNCIE, IN 47305-2267



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

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- The Usage Graph on Page 3 does not contain any information because the meter serving your property has not registered any water usage. If water is being used at the property, please notify us so we can check your meter or remote reading device for possible problems.

For more information, visit [www.indianaamwater.com](http://www.indianaamwater.com)

Statement

Account No. 1010-220034764729

Total Amount Due:	<b>\$-48.05</b>
Payment Due By:	<b>November 8, 2021</b>

A credit balance exists on the account. No payment is required at this time.

Billing Date:	October 19, 2021
Service Period:	Sep 18 to Oct 18 (31 Days)
Total Gallons:	0

Account Summary – See page 3 for Account Detail

Prior Billing:	<b>-\$71.23</b>
Payments:	<b>\$0.00</b>
Balance Forward:	<b>-\$71.23</b>
Service Related Charges:	<b>\$21.99</b>
Taxes:	<b>\$1.19</b>
Total Amount Due:	<b>-\$48.05</b>



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*\*A convenience fee may apply*



Customer Service: 1-800-492-8373  
M-F 7:00am to 7:00pm – Emergencies 24/7



INDIANA AMERICAN WATER  
PO BOX 6029  
CAROL STREAM, IL 60197-8029

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 017986/037566 VC0C91 ETM1C00005 1 (VC0C910010179880102100)



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

Service to: 906 W POWERS ST  
MUNCIE, IN 47305-2267

Account No. 1010-220034764729

Total Amount Due:	<b>\$-48.05</b>
Payment Due By:	<b>November 8, 2021</b>

Amount Enclosed \$ **Payment Not Required**



017986 1 AV 0.423 17986/017986/037566 57 02 VC0C91 007  
 MARTIN HENSLEY  
 900 W POWERS ST  
 MUNCIE IN 47305-2267

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

000101022003476472900000000000004805017



WE KEEP LIFE FLOWING™

Service Address:

MARTIN HENSLEY  
900 W POWERS ST  
MUNCIE, IN 47305-2267



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Statement

Account No. **1010-220032095748**

Total Amount Due:	<b>\$-6.06</b>
Payment Due By:	<b>August 9, 2021</b>

A credit balance exists on the account. No payment is required at this time.

Billing Date:	July 20, 2021
Service Period:	Jun 17 to Jul 16 (30 Days)
Total Gallons:	3,800

Account Summary – See page 3 for Account Detail

Prior Billing:		\$49.53
Payments - Thank You!	-	\$100.00
<b>Balance Forward:</b>	<b>=</b>	<b>-\$50.47</b>
Service Related Charges:	+	\$41.83
Taxes:	+	\$2.58
<b>Total Amount Due:</b>	<b>=</b>	<b>-\$6.06</b>

View your account information or pay your bill anytime at: [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount)

Pay by Phone\*: Pay anytime at 1-855-748-6066  
\*A convenience fee may apply

Customer Service: 1-800-492-8373  
M-F 7:00am to 7:00pm – Emergencies 24/7

INDIANA 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. 009092/018377 VC007Z ETM1C00003 1 (VC007Z0010090930102100)

Account No. **1010-220032095748**

Total Amount Due:	<b>\$-6.06</b>
Payment Due By:	<b>August 9, 2021</b>



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

Service to: 900 W POWERS ST  
MUNCIE, IN 47305-2267

Amount Enclosed \$ **Payment Not Required**



009092 1 AV 0.395 09092/009092/018377 31 02 VC007Z 004  
MARTIN HENSLEY  
900 W POWERS ST  
MUNCIE IN 47305-2267

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

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**Service Address:**  
MARTIN HENSLEY  
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## Statement

Account No. **1010-220032095748**

Total Amount Due:	<b>\$7.28</b>
Payment Due By:	<b>December 6, 2021</b>

**Billing Date:** November 18, 2021  
**Service Period:** Oct 19 to Nov 16 (29 Days)  
**Total Gallons:** 1,700

### Account Summary – See page 3 for Account Detail

Prior Billing:	-	\$25.40
Payments:	-	\$0.00
<b>Balance Forward:</b>	=	<b>-\$25.40</b>
Service Related Charges:	+	\$30.86
Taxes:	+	\$1.82
<b>Total Amount Due:</b>	=	<b>\$7.28</b>

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*\*A convenience fee may apply*

**Customer Service:** 1-800-492-8373  
M-F 7:00am to 7:00pm – Emergencies 24/7

**INDIANA 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. ▼ 012916/026030 VC0GC8 ETM1C00004 1 (VC0GC80010129160102100)

Account No. **1010-220032095748**

Total Amount Due:	<b>\$7.28</b>
Payment Due By:	<b>December 6, 2021</b>

If paying after 12/6/21, pay this amount: **\$8.42**



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

Service to: 900 W POWERS ST  
MUNCIE, IN 47305-2267

Amount Enclosed \$



012916 1 AV 0.423 12916/012916/026030 42 02 VC0GC8 004  
 MARTIN HENSLEY  
 900 W POWERS ST  
 MUNCIE IN 47305-2267



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

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Service Address:

MARTIN HENSLEY  
906 W POWERS ST  
MUNCIE, IN 47305-2267



THANK YOU FOR BEING OUR CUSTOMER.

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For more information, visit [www.indianaamwater.com](http://www.indianaamwater.com)

Statement

Account No. 1010-220034764729

Total Amount Due:	<b>-\$24.87</b>
Payment Due By:	<b>December 6, 2021</b>

A credit balance exists on the account. No payment is required at this time.

Billing Date:	November 18, 2021
Service Period:	Oct 19 to Nov 17 (30 Days)
Total Gallons:	0

Account Summary – See page 3 for Account Detail

Prior Billing:	-\$48.05
Payments:	\$0.00
<b>Balance Forward:</b>	<b>-\$48.05</b>
Service Related Charges:	\$21.99
Taxes:	\$1.19
<b>Total Amount Due:</b>	<b>-\$24.87</b>



View your account information or pay your bill anytime at: [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount)



Pay by Phone\*: Pay anytime at 1-855-748-6066  
*\*A convenience fee may apply*



Customer Service: 1-800-492-8373  
M-F 7:00am to 7:00pm – Emergencies 24/7



INDIANA 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. 008039/016237 VC0GC8 ETM1C00003 1 (VC0GC80010080390102100)

Account No. 1010-220034764729

Total Amount Due:	<b>-\$24.87</b>
Payment Due By:	<b>December 6, 2021</b>



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

Service to: 906 W POWERS ST  
MUNCIE, IN 47305-2267

Amount Enclosed \$ Payment Not Required



008039 1 AV 0.423 08039/008039/016237 27 02 VC0GC8 003  
MARTIN HENSLEY  
900 W POWERS ST  
MUNCIE IN 47305-2267

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

00010102200347647290000000000002487016



WE KEEP LIFE FLOWING™

Service Address:

MARTIN HENSLEY  
900 W POWERS ST  
MUNCIE, IN 47305-2267



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- The Fire Protection Charge is for the installation and maintenance of fire hydrants attached to the company's water mains, and for Infrastructure upgrades needed to ensure proper fire flows.
- The Due Date shown on your bill applies to current charges only. **However, \$13.46 is past due and is due immediately.** To see if other payment options are available, please contact us.

For more information, visit [www.indianaamwater.com](http://www.indianaamwater.com)

Statement

Account No. 1010-220032095748

Total Amount Due:	<b>\$49.53</b>
Payment Due By:	<b>July 6, 2021</b>

A portion of your account balance is past due. Please see account messages for more information.

Billing Date:	June 18, 2021
Service Period:	May 15 to Jun 16 (33 Days)
Total Gallons:	2,200

Account Summary – See page 3 for Account Detail

Prior Billing:		\$13.46
Payments:	-	\$0.00
<b>Balance Forward - Past Due</b>	<b>=</b>	<b>\$13.46</b>
Fees and Adjustments:	+	\$0.60
Service Related Charges:	+	\$33.47
Taxes:	+	\$2.00
Total Amount Due:	<b>=</b>	<b>\$49.53</b>

View your account information or pay your bill anytime at: [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount)

Pay by Phone\*: Pay anytime at 1-855-748-6066  
\*A convenience fee may apply

Customer Service: 1-800-492-8373  
M-F 7:00am to 7:00pm – Emergencies 24/7

INDIANA 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. G12852/038846 ACZPE4 ETM1C00005-1 (ACZPE40010128520103100)

Account No. 1010-220032095748

Total Amount Due:	<b>\$49.53</b>
Payment Due By:	<b>July 6, 2021</b>

If paying after 7/6/21, pay this amount: \$50.76



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

Service to: 900 W POWERS ST  
MUNCIE, IN 47305-2267

Amount Enclosed \$



012852 1 AV 0.395 12852/012852/038846 50 03 ACZPE4 005  
MARTIN HENSLEY  
900 W POWERS ST  
MUNCIE IN 47305-2267



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

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WE KEEP LIFE FLOWING™

## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
64411272	100 gal	5/8"	05/15/2021	06/16/2021	274 (A)	296 (A)	22	22.00	2,200

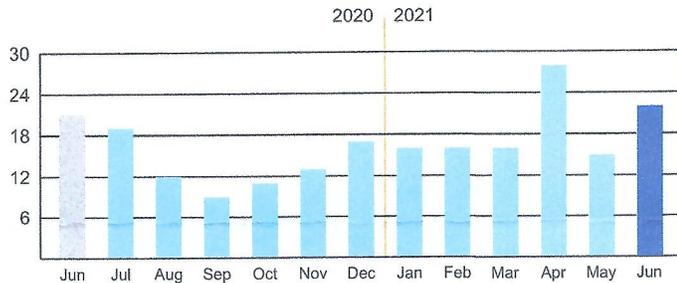
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 2,200

### Billed Usage History (graph shown in 100 gallons)

- 2,200 gallons = usage for this period
- 2,100 gallons = usage for same period last year


**Next Scheduled Read Date:** on or about July 16, 2021  
**Account Type:** Residential

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



Year to Date Billed Usage: 11,300 gallons

### Account Detail

Account No. 1010-220032095748

Service To: 900 W POWERS ST MUNCIE, IN 47305-2267

**Prior Billing 13.46**
**Payments 0.00**
**Balance Forward - Past Due 13.46**
**Fees and Adjustments 0.60**

Water Late Payment Charge 0.60

**Service Related Charges - 05/15/21 to 06/16/21**
**Water Service 26.95**

Water Service Charge 15.47

Water Usage Charge (22 x \$0.52203) 11.48

**Fire Service 4.92**

Public Fire Protection Charge 4.92

(1 x \$4.92)

**Other Charges 1.60**

Distribution System Improvement Charge 1.60

(1 x \$1.60)

**Total Service Related Charges 33.47**
**Taxes 2.00**

State Sales Tax 2.00

**Total Current Period Charges 36.07**
**Total Amount Due → \$49.53**


### 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/inaw/rates>

Messages from Indiana American Water

- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** In 2021, Indiana American Water Muncie Operations detected 012 contaminants in the drinking water and none of them were above the EPA accepted level for drinking water. Please go to [www.amwater.com/ccr/Muncie.pdf](http://www.amwater.com/ccr/Muncie.pdf) to view your 2021 annual water quality report and learn more about your drinking water. This report contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2021 Annual Water Quality Report mailed to your home, a translation of the water quality report, or to speak with someone about the report please call 800-492-8373.



**Water quality you can trust.**

**Results to prove it.**

View your community's water quality report online at [Indianaamwater.com](http://Indianaamwater.com). Under **Water Quality**, select **Water Quality Reports**.

**CUSTOMER SERVICE**  
**1-800-492-8373**

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 MyWater at [amwater.com/mywater](http://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 [www.indianaamwater.com](http://www.indianaamwater.com). Under Water Quality, select Water Quality Reports.

**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 1-800-492-8373 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 [www.indianaamwater.com](http://www.indianaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.
-  **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.

**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](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://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.

## Messages from Indiana American Water

- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** In 2020, Indiana American Water Muncie Operations detected 018 contaminants in the drinking water and none of them were above the EPA accepted level for drinking water. Please go to [www.amwater.com/ccr/Muncie.pdf](http://www.amwater.com/ccr/Muncie.pdf) to view your 2020 annual water quality report and learn more about your drinking water. This report contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2020 Annual Water Quality Report mailed to your home, a translation of the water quality report, or to speak with someone about the report please call 800-492-8373.

**What's the best way to reach you**

**IN CASE OF AN EMERGENCY**



We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit **My Account** at [www.amwater.com/myaccount](http://www.amwater.com/myaccount) to choose how you want to be notified and enter your contact information.

### CUSTOMER SERVICE

1-800-492-8373

HOURS: M-F, 7am-7pm • Emergencies: 24/7  
TTY/TDD FOR THE HEARING IMPAIRED:  
711 (and then reference Customer Service number listed above)



### 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 [www.indianaamwater.com](http://www.indianaamwater.com). Under Water Quality, select Water Quality Reports.

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**Disputes:** If you have questions or complaints about your bill, please call us at 1-800-492-8373 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 [www.indianaamwater.com](http://www.indianaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.

**Correspondence:** Please send written correspondence to PO Box 578, Aiton, 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.

### Address Change(s)

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

(\_\_\_\_) \_\_\_\_\_  
Phone Number

\_\_\_\_\_  
E-mail Address

Mobile Number

### Other ways to pay your bill



**Auto Pay**



**Online**



**In Person**

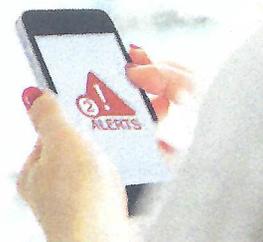
Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://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.

What's the best way to reach you

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HOURS: M-F, 7am-7pm • Emergencies: 24/7  
TTY/TDD FOR THE HEARING IMPAIRED:  
711 (and then reference Customer Service  
number listed above)



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

## Messages from Indiana American Water

- 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.

**What's the best way to reach you**

**IN CASE OF AN EMERGENCY**



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### CUSTOMER SERVICE

1-800-492-8373



HOURS: M-F, 7am-7pm • Emergencies: 24/7  
TTY/TDD FOR THE HEARING IMPAIRED:  
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### SERVICES

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**WE NOW ACCEPT AMERICAN EXPRESS**



NOTE: Our payment partner, Paymentus, charges \$1.95 per transaction for credit card payments. **Avoid the transaction fee:** There is no charge to pay by e-check through MyWater at [mywater.amwater.com](http://mywater.amwater.com).

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Messages from Indiana American Water

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**Water quality you can trust.**

**Results to prove it.**

View your community's water quality report online at [indianaamwater.com](http://indianaamwater.com). Under **Water Quality**, select **Water Quality Reports**.

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**Disputes:** If you have questions or complaints about your bill, please call us at 1-800-492-8373 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 [www.indianaamwater.com](http://www.indianaamwater.com). Under Customer Service & Billing, select Your Water and Wastewater Rates.



**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.

### 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](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply).

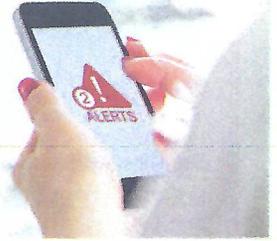
We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Messages from Indiana American Water

- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** In 2021, Indiana American Water Muncie Operations detected 012 contaminants in the drinking water and none of them were above the EPA accepted level for drinking water. Please go to [www.amwater.com/ccr/Muncie.pdf](http://www.amwater.com/ccr/Muncie.pdf) to view your 2021 annual water quality report and learn more about your drinking water. This report contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2021 Annual Water Quality Report mailed to your home, a translation of the water quality report, or to speak with someone about the report please call 800-492-8373.

What's the best way to reach you

IN CASE OF AN EMERGENCY



We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit **My Account** at [www.amwater.com/myaccount](http://www.amwater.com/myaccount) to choose how you want to be notified and enter your contact information.



**CUSTOMER SERVICE**  
**1-800-492-8373**  
 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 MyWater at [amwater.com/mywater](http://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 [www.indianaamwater.com](http://www.indianaamwater.com). Under Water Quality, select Water Quality Reports.

EXPLANATION OF OTHER TERMS

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State \_\_\_\_\_ Zip Code \_\_\_\_\_

( ) \_\_\_\_\_  Mobile Number

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