



## IMPORTANT INFORMATION REGARDING YOUR WATER BILL

### WATER BILL DELIVERY, DUE DATE, AND LATE FEES

AMWC has heard your requests, and the following changes are now in effect:

- **You will receive your bill sooner.** You will now receive your bill before the 1st of the month. For example, your October bill, which covers service from mid-September to mid-October, is arriving before November 1.
- **The Due Date is no longer the 1<sup>st</sup> day of each month.** The Due Date will be 28 days from the Bill Date shown on the bill. **Payments received after the Due Date will appear on the next month's bill.**
- **Late Fees will be assessed on the 6<sup>th</sup> day of each month,** or the next business day if the 6th falls on a week-end or holiday. For example, the Due Date shown on the enclosed statement is November 22nd, but you have until December 5th to remit your payment; if payment is not received by the end of the business day on December 5th, a late fee will be assessed.

**Auto Pay Customers:** Please note that the enclosed bill shows two months owing because the due date for last month's bill is November 1. Your payment for the opening balance will be deducted from your account on November 1, and the payment for the current charges will be deducted November 22nd.

We sincerely appreciate your patience during the transition to our new billing system.

### NEW PAYMENT OPTIONS AVAILABLE SOON

AMWC is diligently working to provide E-Bills and Online Bill Pay options for our customers. These services should be in place before the end of the year. Please check our website at [www.amwc.us](http://www.amwc.us) for announcements that they are available. We will also note the availability of these services on our bills.

If you are interested in the E-Bill option, you will need to sign up on our website when the option is available. The Online Bill Pay option will allow you to make check or credit card payments via our website.

We know that many of you have been eagerly awaiting these new services, and we are excited that we will be able to offer them soon.