

MyWater—Enroll

Managing your account online is easy with MyWater



Enroll in 3 easy steps:

1. Scan the QR code or visit **amwater.com/mywater** to Sign Up. Have your account number handy.
2. Fill out the registration form and submit.
3. A confirmation email will be sent to you from **Customer_Service@amwater.com**. Click on the link provided in the email. If you do not see the email, check your spam/trash folder.

MyWater—Benefits

PAY ANYWHERE

Pay online or find your nearest in-person payment location.

SEE YOUR BILL EARLY

View a PDF of your bill before it comes in the mail.

ENROLL IN AUTO PAY

Have your payment automatically deducted every month.

GO PAPERLESS

One bill in one place. It's more sustainable and more convenient.

SERVICE ALERTS

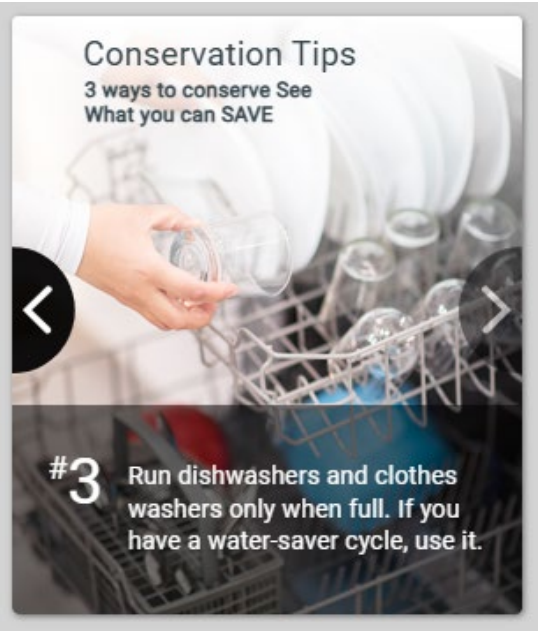
Get real-time emergency alerts to keep you and your family safe.

USAGE HISTORY

Track your water usage over the last three years and compare to neighborhood averages.

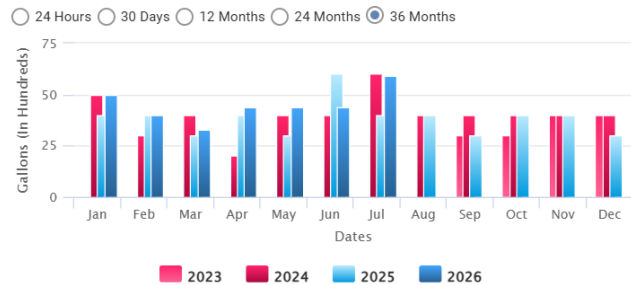
CONSERVATION TIPS

Learn how to save water, time and money throughout the seasons.



Usage Overview

Download



Auto Pay **ENROLLED** ●

[Edit Enrollment](#)

Paperless Billing **ENROLLED** ●

[Unenroll](#)

Budget Billing

[Enroll](#)

Service Request



Move In/Add New Service



Move Out/Turn Off Service



Water Quality Inquiry



Property or Personal Damage

[Report Emergency](#)

Service History

[Premise History](#)

June 15, 2026

ID# 534678131

New Cust, Read,
Leave On

● Field Complete

[View All](#)

Payment Assistance

We have various assistance options available to help you pay your bill:

- Budget Billing
- Installment Plan (Pay over time)
- One Time Extension
- Medical Holds
- Preferred Due Date

[See All Options](#)

How to Find Your Usage

There are two ways to view your water usage.

- Online on Your MyWater Account
- Your Paper Bill

Login to MyWater

Username

Next

[Forgot Username?](#)

[Forgot Password?](#)

Don't have a MyWater Account? [Register Now](#)

or



WE KEEP LIFE FLOWING™

Service Address:
NAME LASTNAME
123 YOUR ST
CITY, VA 22183-9999

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit [www.virginiamwater.com](#) to learn more about the services we provide.
- Having accurate phone numbers and emails for our customers is critical. If we need to reach you in an emergency, updating your information is simple on My Account at [amwater.com/myaccount](#).

Statement

Account No. 1027-999999999999

Total Amount Due: **\$102.13**

Payment Due By: **December 26, 2025**

Billing Date: December 03, 2025
Service Period: Nov 01 to Dec 01 (31 Days)
Total Gallons: 4,000

Account Summary – See page 3 for Account Detail

Prior Billing:	\$57.24
Payments - Thank You!	\$57.24
Balance Forward:	\$0.00
Service Related Charges:	\$90.14
Protection Programs:	\$11.99
Total Amount Due:	\$102.13

For more information, visit [www.virginiamwater.com](#)
Pay your account immediately using your bill anytime at [www.amwater.com/bills](#) or call 1-800-452-4863
Pay by Phone! This option is available 24/7
Customer Service: 1-800-452-4863
M-F 7:30am to 7:00pm - Emergency 24/7
In Person: We have agreements with several authorized payment processors for service areas. See the resources for more information.
VIRGINIA AMERICAN WATER
PITTSBURGH, VA 15230-7880

Please return bottom portion with your payment. DO NOT send cash. Please upload payment for your record.

Account No. 1027-999999999999

Total Amount Due: **\$102.13**

Payment Due By: **December 26, 2025**

If paying after 12/26/25, pay this amount: **\$103.49**

Amount Enclosed \$ Paid Electronically on Due Date

NAME LASTNAME
123 YOUR ST
CITY, VA 22183-9999

VIRGINIA AMERICAN WATER
PO BOX 51780
PITTSBURGH, VA 15250-7880

000102799999999999990000000000472011

Messages from Virginia American Water

• Welcome to American Water! We're proud to serve you and continually look for ways to make doing business with us easy. From round-the-clock emergency service to easy-to-use resources, your satisfaction is our priority. Check out My Account, our online tool where you can view your bill, sign up for paperless billing, track water use and choose how you receive alerts and more. Visit the "Your New Customer" page on our website for more information.

KEEP CONTACT INFORMATION UPDATED

Keep contact information and preferences up to date so we can reach you in an emergency. We'll keep you informed about urgent water service disruptions, as well as planned work in your community. Visit [myWater](#) at [amwater.com/mywater](#) today to make sure your information is updated.

Sample Bill

CUSTOMER SERVICE: 1-800-452-4863
24 HOURS, M-F, 7am-7pm, 4 Days/Week, 24/7
TTY/TDD FOR THE HEARING IMPAIRED: 711
and our toll-free Customer Service number listed above

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 processed to your financial institution or returned to you.
- Estimated Bill:** The amount 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 estimate.
- Dispute:** If you have questions or complaints about your bill, please call us at 1-800-452-4863 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. Touch the helpful links under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill is available online at [www.virginiamwater.com](#). Under Customer Service & Billing, select Your Water and Rate Schedule Rates.
- Correspondence:** Please send written correspondence to PO Box 2778, Camden, NJ 08105. 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.

R2D HELP TO OTHERS PROGRAM - lend a hand to customers in need

☐ I'm adding a one-time contribution of \$_____ with my payment.
☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)
Name
Address
City
State
Zip Code
Phone Number
E-mail Address

Pay your bill in person to find an authorized payment location near you, please visit [www.amwater.com/payment](#)

Wastewater Service

Water Service Charge	10.00
Water Usage Charge	(20 x \$0.00)
Purchased Water Surcharge	(40 x \$0.0713)
Wastewater Service Charge	28.00
Wastewater Usage Charge	(20 x \$0.00)
Protection Programs	(40 x \$0.0085)
Total Service Related Charges	90.14
Protection Programs	11.99
Water/Sewer Protection	11.99
Total Current Period Charges	102.13

Total Amount Due **\$102.13**

Sample Bill



WE KEEP LIFE FLOWING™

Meter Reading and Usage Summary

Month	Service	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
09/01/2025	1-000 gal	9/1	11/01/2025	1400 (J)	800 (J)	600	4	4,000
A = Actual B = Estimated C = Billing total = 100 gallons								

Billed Usage History (graph shown in 100 gallons)

■ 4,000 gallons = usage for this period
□ 4,000 gallons = usage for same period last year

Next Scheduled Read Date: on or about December 31, 2025
Account Type: Residential

Average daily use for this period is: (31 days)

129 gallons

Your 2024 Billed Usage: 42,000 gallons

Account Detail

Account No. 1027-999999999999
Service To: 123 YOUR CITY, VA 22183

Prior Billing	\$7.24
Payments	\$-57.24
Balance Forward	\$-57.24
Service Related Charges - 11/01/25 to 12/01/25	0.00
Water Service	46.41
Water Service Charge	10.00
Water Usage Charge	(20 x \$0.00)
Purchased Water Surcharge	(40 x \$0.0713)
Wastewater Service Charge	28.00
Wastewater Usage Charge	(20 x \$0.00)
Protection Programs	(40 x \$0.0085)
Total Service Related Charges	90.14
Protection Programs	11.99
Water/Sewer Protection	11.99
Total Current Period Charges	102.13

Total Amount Due **\$102.13**

Understanding Your Bill

The below defines terms you may find on your bill:

- Service Related Charges:** This section includes applicable charges for services related to water, wastewater and the protection, if applicable, credits and debits for connecting or disconnecting related charges are included in this section. **Thruwater Service Charge and Wastewater Service Charge** are fixed amounts billed each month based on meter size, whereas **Water and Wastewater Infrastructure Service Charge (WWISC)** is a variable charge that funds the replacement of water distribution system facilities, which benefit customers through enhanced service reliability, water quality and the protection.
- Purchased Water Surcharge:** Virginia American Water purchases treated water from Fairfax Water. Not applicable to residential customers.
- Fee and Adjustment:** This section provides details related to discounts, charges or adjustments for the billing period. **Minimum Bill:** When applicable, your bill will include a minimum bill such as service activation and late payment charges.
- Billing Units:** One billing unit equals 100 gallons of water used.
- Average Daily Use:** The gallons shown in the water graph above represent your average daily use for the current billing period. Tracking your average daily water use can help you manage your overall water use from month to month.

For more information about your charges and rates, please visit [www.virginiamwater.com/bills](#)

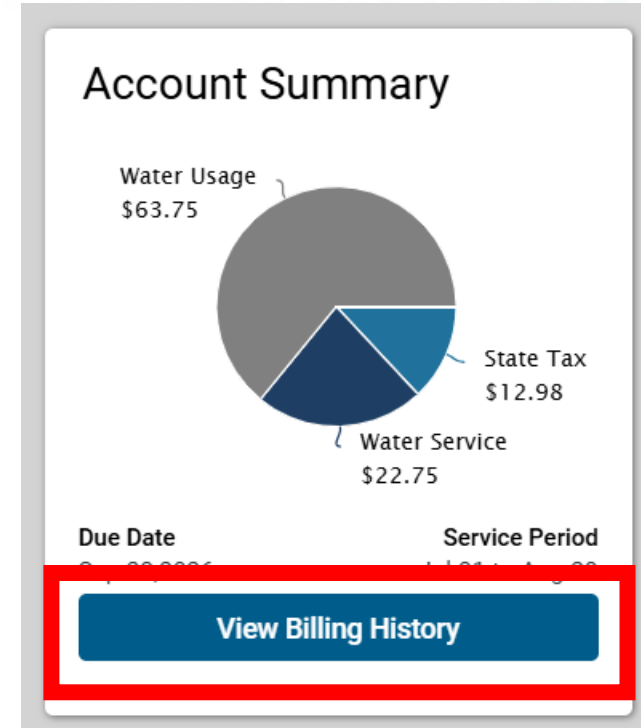
 AMERICAN WATER

3

MyWater—Your Account

Once logged in, scroll to the middle of the page, and you should see your **Account Summary** above Service History.

Click View Billing History to see your bill for the last three years.



MyWater—Your Account

In Billing and Payment History set the type to **“Bill Issued”** and your date period to **“Last 3 Years”** under “More Preset Ranges”

time period.

Date Period: Last 3 Years

Last Year
11 Sept 2025 - 11 Sept

This Month

Last Month

Last 3 Months

Last 6 Months

Last Year

More Preset Ranges

Custom

TRANSACTION TYPE

STATUS

Partially f

Paid

Paid

Paid

Billing And Payment History

Account activity includes charges and payments. If you experience an error, please choose a shorter time period.

Date Period:Last 3 Years

Type:Bill Issued

Cancel

Download

High Usage Review

Send Duplicate Bill

DATE	TRANSACTION TYPE	STATUS	RESTRICTIONS	AMOUNT	BALANCE	Select Bill(s) to download
09/01/26	Bill Issued PDF	Partially Pa...	Invoiced	\$31.00	\$31.00	☐ Select
08/03/26	Bill Issued PDF	Paid		\$39.79	\$25.04	☐ Select
07/01/26	Bill Issued PDF	Paid		\$36.33	\$36.33	☐ Select
06/01/26	Bill Issued PDF	Paid		\$268.55	\$268.55	☐ Select
05/01/26	Bill Issued PDF	Paid		\$290.92	\$308.10	☐ Select
04/01/26	Bill Issued PDF	Paid		\$49.83	\$38.77	☐ Select

AMERICAN WATER

Messages from Virginia American Water

- **Welcome to American Water!** We're proud to serve you and continually look for ways to make doing business with us easy. From round-the-clock emergency service to easy-to-use resources, your satisfaction is our priority. Check out My Account, our online tool where you can view/pay your bill, sign up for paperless billing, track water use and choose how you receive alerts and more. Visit the "For New Customers" page on our website for more information.



KEEP CONTACT INFORMATION UPDATED

Keep contact information and preferences up to date so we can reach you in an emergency. We'll keep you informed about urgent water service disruptions, as well as planned work in your community. Visit [MyWater at water.com/mywater](http://MyWater.atwater.com/mywater) today to make sure your information is updated.



CUSTOMER SERVICE: 1-800-452-6863

HOURS: M-F, 7am-7pm • Emergency: 24/7
TTY/TDD: For the Hearing Impaired: 711
(then listen to Customer Service number listed above)

SERVICES

- **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on MyWater at water.com/mywater. Not registered? Log in and be sure to have your account number handy.
- **Water Quality:** We have an exceptional track record when it comes to providing safe, reliable water service to our customers. For a copy of the annual water quality report for your area, visit virginiawater.com. Under Water Quality, select Water Quality Reports.
- **H2O Help To Others:** This program helps low-income customers who qualify with assisting their water bills. This program is administered by Dollar Energy Fund. For more information, call our Customer Service Center at 1-800-452-6863 or visit us online at virginiawater.com. Under Customer Service & Billing, select Customer Assistance.

Know what's below: If you're installing a mailbox, building a deck, planting trees or laying a patio, be sure to call 8-1-1 in Virginia. Be sure to know what's below and dig with care. Visit virginiawater.com. Under Water Quality, choose 8-1-1 Before You Dig.

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 estimate.
- **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-452-6863 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!
- **Notes:** A detailed listing of charges that make up your bill is available upon request for customers of Customer Service or online at virginiawater.com. Under Customer Service & Billing, select Your Water and Wastewater Rates.
- **Correspondence:** Please send written correspondence to PO Box 21798, 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.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

☐ I'm adding a one time contribution of \$_____ with my payment.

☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

Phone Number _____ ☐ Mobile Number _____

E-mail Address _____

Pay your bill in person! To find an authorized payment location near you, please visit www.amerwater.com/payment.

If you're mailing this bill, be sure to mail a payment, you agree to the full terms and conditions available at www.amerwater.com/terms. After successful payment using this bill, you will receive a bill confirmation e-mail at mywater@water.com. See www.amerwater.com/terms for details.



VIRGINIA
AMERICAN WATER
WE KEEP LIFE FLOWING™

Page 3 of 5
1/10/2017 12:01

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
99999999	1,000 gal	5/8"	11/01/2015	12/01/2015	855 (A)	859 (A)	4	40.00	4,000
A = Actual C = Estimated 1 Billing Unit = 100 gallons								Total Gallons:	4,000

Billed Usage History (graph shown in 100 gallons)

- 4,000 gallons = usage for this period
- 4,000 gallons = usage for same period last year



Month	Usage (Gallons)
Dec 2014	10
Jan 2015	10
Feb 2015	10
Mar 2015	10
Apr 2015	10
May 2015	10
Jun 2015	10
Jul 2015	10
Aug 2015	10
Sep 2015	10
Oct 2015	10
Nov 2015	10
Dec 2015	40

Next Scheduled Read Date: on or about December 31, 2015
Account Type: Residential

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

129
gallons

Your to Date Billed Usage: 62,000 gallons

Account Detail

Account No. 1027-99999999999999

Service To: 123 YOUR ST QTY, VA 22103

Prior Billing	57.24
Payments	-57.24
Total payments as of Nov 25. Thank you!	-57.24
Balance Forward	0.00

Service Related Charges - 11/01/25 to 12/01/25

 Water Service	46.41
Water Service Charge	18.00
Water Usage Charge (20 x \$0.00)	0.00
(20 x \$0.9713)	19.43
Purchased Water Surcharge (40 x \$0.22453)	8.98
 Wastewater Service	43.73
Wastewater Service Charge	25.00
Wastewater Usage Charge (20 x \$0.00)	18.73
(20 x \$0.9305)	
Total Service Related Charges	90.14
Protection Programs:	11.99
For inquiries, please call 1-800-373-4458	
Water/Sewer Protection	11.99
Total Current Period Charges	162.13

Total Amount Due



\$102.13

Understanding Your Bill

The below defines terms you may find on your bill:

- Service Related Charge:** This section includes applicable charges for services related to water, wastewater and fire protection. If applicable, credits and debits for connections to replacement of water distribution system facilities, which benefit customers through enhanced service reliability, water quality and the protection.
- Purchased Water Surcharge:** Virginia American Water purchases treated water from Fairfax Water. Not applicable to nonpotable customers.
- Utility User Tax:** The Utility User Tax is collected on behalf of the City of Alexandria and City of Herndon.
- 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/termination and late payment charges.
- Billing Units:** One billing unit equals 100 gallons of water used.
- 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.

Para obtener asistencia de producción no se incluye en los factores, consulte con los números Centro de Atención al Cliente al 1-800-373-4458 o llame a oficina de 9 a.m. a 5 p.m.

For more information about your charges and rates, please call: 1-800-373-4458 or 1-800-373-4458

Your Paper Bill

10 Meter Reading and Usage Summary

This section reports information about your meter, its number, size, the number of units billed in the billing period and your next scheduled meter reading on/or about date. Sometimes meters cannot be accessed and we estimate water usage based on historical data.

11 Billed Usage History

This graph outlines your water usage during the past year and provides a comparison between the current month's usage and your usage the same month the year prior, if applicable.

12 Average Daily Use

13 Understanding Your Bill

This section defines terms you may find on your bill.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
99999999	1,000 gal	5/8"	11/01/2025	12/01/2025	855 (A)	859 (A)	4	40.00	4,000

A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,000

