

Coming August 1st! Look!

IMPORTANT NOTICE FOR VALUED CUSTOMERS

At **Greater Cincinnati Water Works**, we remain committed to providing customers within our regional communities a **plentiful supply of the highest quality water** and **excellent services**. One step towards accomplishing this goal is the upgrade of our customer care and billing system, which will include a new **easy-to-read bill** and **simple 10-digit account number**. We are also committed to providing you with the most up-to-date products and services and will continue to offer the extraordinary customer service on which you depend.

Check it out! A sample of your new bill

We encourage you to check out our new self-service website on August 1st at **mygcww.org** and enroll in **e-billing**. This billing option is secure, helps the environment, and reduces your paper record-keeping. Enrollment will be simple, fast, and convenient!



**GREATER CINCINNATI
WATER WORKS**

Page 1 of 2
www.mygcww.org
513.591.7700
4747 Spring Grove Avenue Cincinnati Ohio 45232
Access Code: 000000000

Current Activity for Statement August 01, 2016

Water Charges	\$33.97
Sewer Charges	\$123.80
Stormwater Charge	\$12.29
Current Charges	\$169.06

Find bill details on the back side of your statement

Customer Name: JOHN SMITH
Account Number: 1234567890
Service Address: 123 ANY AVE
Previous Bill: \$0.00
Payments Received: \$0.00
Current Charges: \$169.06

AMOUNT DUE: \$169.06
Due Date: August 22, 2016

Water Usage History 1 CCF = 748 Gallons



AUTOPAY SET IT AND FORGET IT! Never miss a payment. Sign up on mygcww.org today!

eBILL SAFE, SECURE, AND FREE! Sign up on mygcww.org today!

PAY ONLINE Pay your bill online using your credit/debit card or, for no additional fee, an e-check.

Did you know? ... your account number is shorter now!

VISIT US @:  **Customer Care PORTAL**

Access your CONSUMPTION | PROFILE | BILLS AND LETTERS | PAYMENTS | AND MUCH MORE!



**GREATER CINCINNATI
WATER WORKS**
4747 Spring Grove Avenue Cincinnati Ohio 45232

000000-00000-000
JOHN SMITH
123 ANY AVENUE
ANY TOWN USA 00000-0000

Please return this portion with your payment.

Amount Due	Due Date	Account Number
\$169.06	8-22-2016	1234567890

Customer Name: JOHN SMITH
Service Address: 123 ANY AVE

Amount Enclosed: \$

Please make check payable to: GCWW

GREATER CINCINNATI WATER WORKS
P.O. Box 5487
Carol Stream, IL 60197-5487

000000000006422220001690602

Front Page



**GREATER CINCINNATI
WATER WORKS**

Page 2 of 2
www.mygcww.org
513.591.7700
4747 Spring Grove Avenue Cincinnati Ohio 45232

Current Statement Detail

Water Charges	\$18.45
Water Base Charge	\$15.52
Water Usage (6.550000 ccf)	
Sewer Charges	\$123.80
Sewer Base Charge	\$0.00
Sewer Usage (6.550000 ccf)	
Stormwater Charge	\$12.29
Current Charges	\$169.06

DID YOU KNOW? Water and sewer charges include two components: Base charges consist of water service & availability to the property, while usage charges cover volume of water used.

LEAKS OR BREAKS? If your usage is higher than expected, you may have a leak. Check the red arrow on your meter; if it is moving when you are not using water then you have a leak.

MOVING? Fill out our new, easy-to-use online form at www.mygcww.org.

QUESTIONS ABOUT YOUR BILL? Need answers about account charges or your bill? Visit us online at www.mygcww.org for info.

AUTOPAY Set it and forget it! Never miss a payment! Sign up on mygcww.org today!

PAY ONLINE Pay your bill online using your credit/debit card or, for no additional fee, an e-check.

PAY BY MAIL P.O. Box 5487 Chicago Illinois 60197-5487 office payment processing center

eBILL Safe, Secure, and Free - Sign up on mygcww.org today!

PAY BY PHONE (513) 591-7700

PAY IN PERSON Pay in person at the GCWW lobby, City Treasurer's Office, or City of Mason Municipal Center.

Service From April 26, 2016 to July 31, 2016 (Days of Service: 96)

Meter Number	Current Reading	Previous Reading	Current Usage	Reading Type	Unit of Measure	Meter Size
00000000	14985	14280	655	Actual	CUFT	5/8

Stormwater Details

PREMISES	BOOK/PLAT/PARCEL	ARN	IDF	ERU
123 ANY AVENUE				1

Back Page

Greater Cincinnati Water Works
Customer Service: (513) 591-7700
Monday through Friday, 7:30am - 5:30pm

www.mygcww.org

Highlights & Benefits of Your New Bill



Front Page

JOHN SMITH
1234567890
123 ANY AVE

- New, Ten-Digit Account Number
- Easy-to-Locate Account Information

Current Activity for Statement August 01, 2016

Water Charges	\$33.97
Sewer Charges	\$123.80
Stormwater Charge	\$11.29
Current Charges	\$169.06

- Current Bill Activity



- Important Messages
- Easy-to-Read Account Sections



Back Page

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PAY BY PHONE (513) 591-7700

P.O. Box 5487 Chicago, Illinois 60197-5487

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- Payment Options and Office Locations

Service From April 26, 2016 to July 31, 2016 (Days of Service: 96)

Meter Number	Current Reading	Previous Reading	Current Usage
00000000	14935	14280	655

Stormwater Details

PREMISES	BOOK/PLAT/PARCEL
123 ANY AVENUE	

- Current Bill Detail
- Detailed Meter Readings