GREATER CINCINNATI WATER WORKS

*A Service of The City of Cincinnati*

# GCWW Has a New 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 recent upgrade of our customer care and billing system, which includes 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 at **mygcww.org** and enroll in **e-billing.** This billing option is secure, helps the environment, and reduces your paper record-keeping. Enrollment is simple, fast, and convenient!

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www.mygcww.org
513.591.7700
4747 Spring Grove Avenue Cincinnati Ohio 45232
**Access Code:** 0000000000

**Current Activity for Statement December 01, 2016**

| | |
|---|---|
| Water Charges | $33.97 |
| Sewer Charges | $123.80 |
| Stormwater Charge | $11.29 |
| **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** | **December 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 @: my GCWW.org 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 | 12-22-2016 | 1234567890 |

Customer Name: JOHN SMITH
Service Address: 123 ANY AVE

Amount Enclosed: $

Please make check payable to: GCWW

GREATER CINCINNATI WATER WORKS
PO Box 5487
Carol Stream, IL 60197-5487

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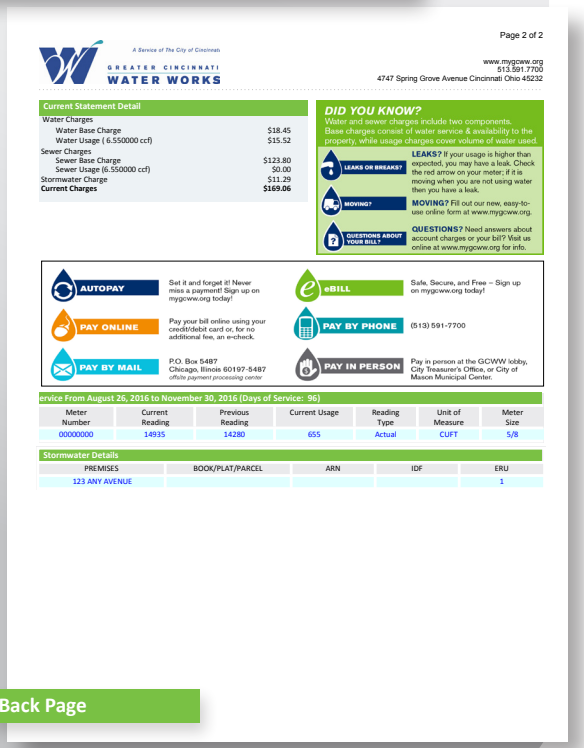
Front Page



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

**Current Statement Detail**

| | |
|---|---|
| Water Charges | |
| Water Base Charge | $18.45 |
| Water Usage ( 6.550000 ccf) | $15.52 |
| Sewer Charges | |
| Sewer Base Charge | $123.80 |
| Sewer Usage (6.550000 ccf) | $0.00 |
| Stormwater Charge | $11.29 |
| **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?** — **LEAKS?** 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?** — **MOVING?** Fill out our new, easy-to-use online form at www.mygcww.org.

**QUESTIONS ABOUT YOUR BILL?** — **QUESTIONS?** 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!

**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.

**PAY BY PHONE** — (513) 591-7700

**PAY BY MAIL** — P.O. Box 5487 Chicago, Illinois 60197-5487 *offsite payment processing center*

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

**ervice From August 26, 2016 to November 30, 2016 (Days of Service: 96)**

| Meter Number | Current Reading | Previous Reading | Current Usage | Reading Type | Unit of Measure | Meter Size |
|---|---|---|---|---|---|---|
| 00000000 | 14935 | 14280 | 655 | Actual | CUFT | 5/8 |

**Stormwater Details**

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

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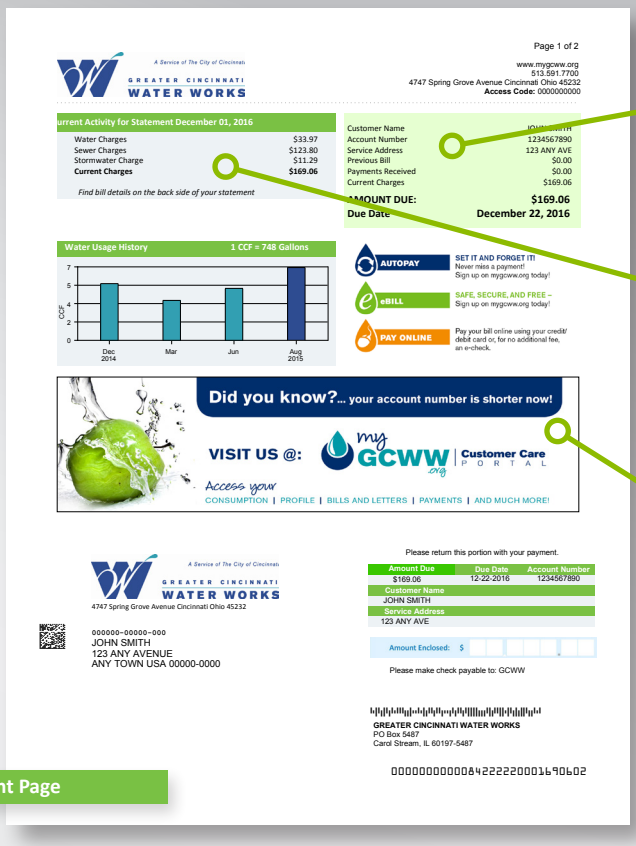
Greater Cincinnati Water Works
Customer Service: (513) 591-7700
Monday through Friday, 7:30am - 5:30pm

**www.mygcww.org**

# Highlights & Benefits of Your New Bill

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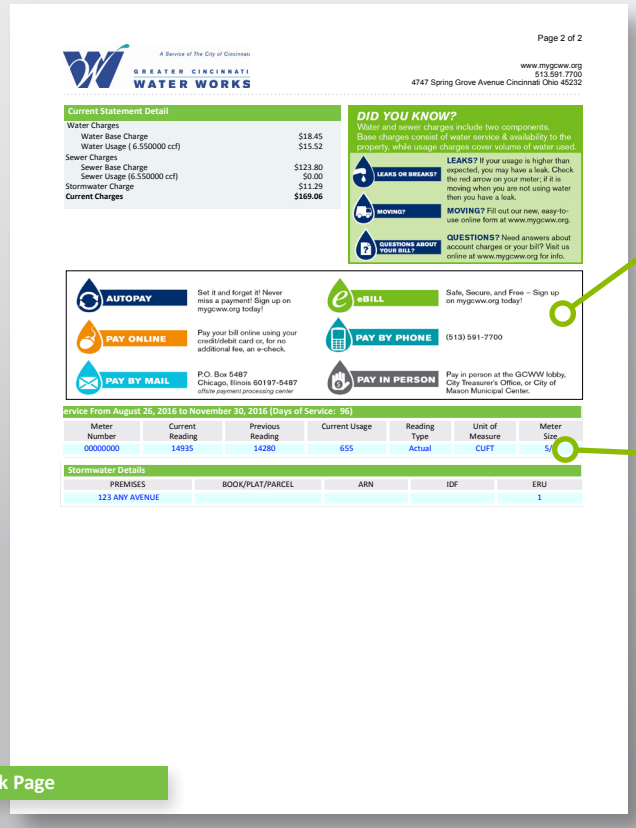


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JOHN SMITH
**1234567890**
123 ANY AVE

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

**Current Activity for Statement December 01, 2016**

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|---|---|
| Water Charges | $33.97 |
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| **Current Charges** | **$169.06** |

- Current Bill Activity

- Important Messages
- Easy-to-Read Account Sections

- Payment Options and Office Locations

**Service From August 26, 2016 to November 30, 2016 (Days of Service: 96)**

| Meter Number | Current Reading | Previous Reading | Current Us |
|---|---|---|---|
| 00000000 | 14935 | 14280 | 655 |

**Stormwater Details**

| PREMISES | BOOK/PLAT/PARCEL | |
|---|---|---|
| 123 ANY AVENUE | | |

- Current Bill Detail
- Detailed Meter Readings

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