

**ATTENTION  
HOMER GLEN  
CUSTOMERS:**

Did you know that the average customer can save over \$500 on their water and wastewater bill if they are gone for the winter?

**QUESTIONS?**

We can be reached at our Customer Service Center:  
1-800-422-2782

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.



**CALLING ALL  
SNOWBIRDS**

**WE'RE HERE TO HELP YOU SAVE MONEY ON  
YOUR BILL THIS WINTER!**

Before you fly south for the winter this year, remember to **close your account to avoid fixed charges** while you are away. Did you know that the average customer can see over a \$500 savings on their water and wastewater bill if they are away from home for six months? See below for detailed information about savings for specific meter sizes.

Meter Size	Fixed Charges <sup>1</sup>	Nov – Apr (six months)	Annual Savings <sup>2</sup>
5/8"	\$89.58	x6	\$537.48
3/4"	\$104.22	x6	\$625.32
1"	\$123.44	x6	\$740.64

<sup>1</sup> Fixed Charges include monthly facility charge, wastewater treatment charge, fire protection charge and associated tax.

<sup>2</sup> Excludes reactivation fee and cost associated with actual summer usage above Winter Averaging.

**THINGS TO KEEP IN MIND**

- **RESTORING SERVICE:** Don't forget to call our Customer Service Center to restore service when you return.<sup>3</sup> Or sign up for My Account at [www.amwater.com](http://www.amwater.com) to restore service yourself.
- **REACTIVATION FEE:** A \$10 reactivation fee will be charged each time you restore service.
- **WINTER AVERAGING:** Residential customers in Homer Glen receive winter averaging. Therefore, Summer Period (May – October) wastewater charges are based on average Winter Period (November – April) water usage if less than Summer Period water usage.

If you close your account, Winter Period average water usage will not be established and Summer Period wastewater charges will be determined by your actual monthly water usage or 6,000 gallons of usage per month, whichever is less. (This equates to a maximum wastewater charge of \$25.55/month from May through October.)

<sup>3</sup> The customer must be present to restore service unless liability is waived.