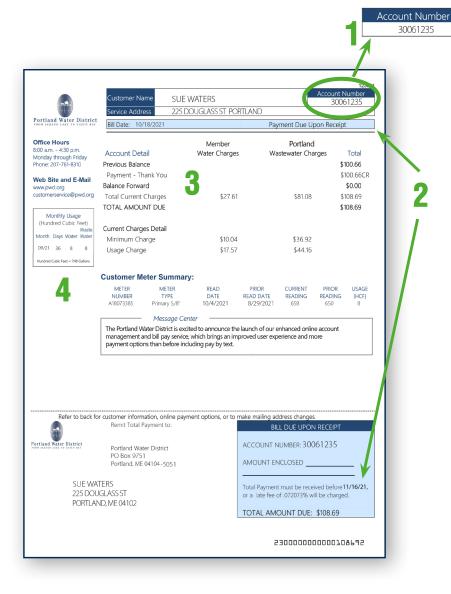
New Bill

We are excited to announce the launch of our enhanced online account management and bill pay service, which brings an improved user experience and more payment options. As part of the enhancement, the bill has been redesigned and is now even easier to read!







We asked, you spoke, we listened.

The new bill is very similar to the previous bill with a cleaner, neater look. We've maintained popular features like the usage table and message center and added a few improvements noted here.

- 1. New Account Number. With the new billing system, every customer has a new account number. Please note your new number. You'll need it to create an online account and for faster customer support.
- 2. Bill Due Date. We clarified the bill due date. Payment is due upon receipt. Payment must be received before this date to avoid late fees.
- **3. Account Detail.** This section details your previous balance, payments, adjustments, and current charges with more detailed descriptions of miscellaneous fees.

4. Your 13-Month Consumption Summary.

This feature lets you compare your current usage to the previous 12-months' usage. It also shows how many days are included in the billing period. Previous usage will not be converted to the new bill, but future usage will begin to accrue in the table.

Payment Address. Our payment address has recently changed. Checks should be made payable to the Portland Water District and sent to PO Box 9751, Portland ME 04104-5051.