





# What It Means for You. For All of Us.

MyWater will expand the ACSA's use of advanced technology to continually provide you with the highest levels of customer service, both at your home or business and at our offices. As part of MyWater, the ACSA will upgrade all of our water meters with Advanced Metering Infrastructure to safely and securely deliver customer data to the ACSA and provide the following benefits:



**Enhanced  
Customer  
Service**



**Proactive  
Leak  
Alerts**



**Customer  
Cost  
Control**



**Added  
Efficiency &  
Sustainability**

The upgraded meters will allow both you and the ACSA to proactively view usage data in near-real time, enabling you to manage your account more effectively as we service it with greater efficiency. AMI will enable alerts about leaks, high usage, outages and other events, helping you avoid costly repairs and higher bills while we all cut water waste. Here's how it all works:

## How AMI Works



Usage data from your water meter is sent to the ACSA.



The data is relayed across the ACSA's communications network to its offices.

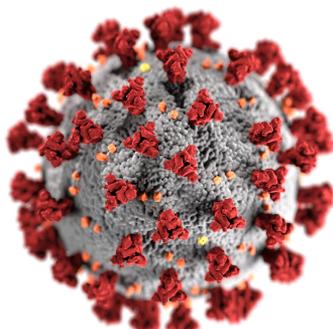


The ACSA reviews the water usage data for customer billing & leak detection.



The ACSA's new Customer Portal & updated bill make the information always available & easy to read.

After reviewing our options and the results of our Customer Survey, the ACSA decided improvement of our billing and payment systems was a top priority. Under MyWater, we will enable you to make payments in a variety of customer-friendly ways without incurring fees: Credit Card, Venmo, PayPal, PayPal Credit, and echeck/ACH. Our new system will also enable you to receive important ACSA information a variety of ways, and exactly the way you want. We'll have more on this in the near future.



Your health and well-being remain the ACSA's highest priorities. COVID-19 has not impacted your water quality and our staff is dedicated to ensuring your services stay safe and reliable.

We will continue to assess our Customer Service policies to make sure they balance the need for us to maintain our operations with the economic realities we ALL face together.