August 21st, 2023

Mail merge – Name Line 1

Mail merge – Name Line 2

Mail merge – Address Line 1

Mail merge – Address Line 2

Mail merge - City, State, Zip Code

Dear American Water Works, Inc. Supplier,

According to our records you have conducted business with one of our subsidiaries listed in Appendix B of our enclosed Invoicing Requirements and we have important invoice changes to share with you.

All the Appendix B subsidiaries are implementing a new ERP on **September 5th, 2023.**  The ERP cutover will impact how you submit invoices for payment after that date. Please do not make any billing changes prior to September 5th, 2023.

* This communication is not intended for and **excludes**:
  + Suppliers invoicing via Taulia, Legal Tracker, Yoh, Engie, or Tangoe. Please do not make any billing changes if you utilize one of these invoicing options.
  + Suppliers invoicing AW subsidiaries in Appendix A. Please do not make any billing changes to accounts that bill one of these operating companies.

**Highlights of NEW invoice billing changes for Appendix B operating companies:**

1. We now have 7 unique company billing names and addresses for our subsidiary market-based lines of business. Please update your billing records accordingly.
2. All invoices are required to reflect either a purchase order number or employee’s name. Please do not submit invoices without the required information.
3. If your invoices already reflect a purchase order number, please contact your American Water business partner (requisitioner) after September 5th, 2023 for a new 10 digit PO#.
   1. Please begin billing under your new PO# for goods delivered or services performed after the date of this letter (08/21/2023).
   2. All goods delivered or services performed prior to the date of this letter (08/21/2023) can be billed under your original PO#.
4. We created a new email address [mbbinvoice@amwater.com](mailto:mbbinvoice@amwater.com) for the exclusive use of supplier invoice submission. Please see Appendix C for more details and instructions. Please convert your invoice submissions to email after September 5th and discontinue mailing paper invoices.

**Again, this communication is for our Appendix B companies only.**

Please contact [ssc.mbbap@amwater.com](mailto:ssc.mbbap@amwater.com) if you have any questions.

Thank you,

Accounts Payable Department

American Water Works, Inc. and its Subsidiaries