



TENNESSEE
AMERICAN WATER



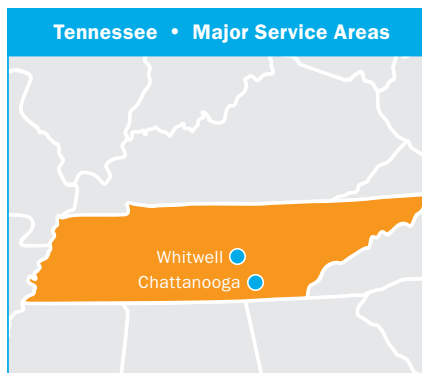
FACTS AT A GLANCE

At Tennessee American Water we:

- **Deliver \$16 million** in infrastructure improvements across our communities annually.
- **Process 9.4 billion gallons** of high-quality surface and ground water yearly to nearly 400,000 people.
- **Own and operate 36 storage tanks,** 80,000 connections, over 5,500 fire hydrants and 1,400 miles of pipeline.
- **Are dedicated to serving our customers** in Tennessee and Northwest Georgia.
- **Help city and local governments succeed** with our ongoing local, state and property taxes.
- **Support the local economy** by hiring locally and contracting with local businesses.

More Than a Century of Service in Tennessee

For over 130 years, Tennessee American Water has owned and operated water systems that today serve nearly 400,000 customers. Tennessee American Water is a subsidiary of American Water, the largest and most geographically diverse publicly traded water and wastewater utility company in the U.S.



Since 1887, the Chattanooga water system has been part of the American Water Works family, an American-owned business. Because of our parent company, we are able to bring cost savings to our customers through national buying power and access to a nationally recognized laboratory.

Tennessee American Water also has more than 100 employees who live, work, and take an active role in the communities we serve.

We provide reliable, clean and affordable water to the following communities:

- Chattanooga, TN (Hamilton County)
- East Ridge, TN (Hamilton County)
- Elder Mountain, TN (Hamilton County)
- Lookout Mountain, TN (Hamilton County)
- Red Bank, TN (Hamilton County)
- Signal Mountain, TN (Hamilton County)
- Suck Creek, TN (Marion County)
- Whitwell, TN (Marion County)
- Catoosa County, GA
- Fort Oglethorpe, GA
- Lookout Mountain, GA (Walker County)
- Rossville, GA (Walker County)





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Providing Quality Water and Service

- **The Tennessee River** is the water source in Hamilton County, and the **Sequatchie River** is the source in Marion County.
- **Our water is filtered** as part of the treatment process.
- **We have earned the Directors Award** from the Partnership for Safe Water more than 15 years in a row and continue to exceed Tennessee Department of Environment & Conservation and EPA standards.
- **Tennessee American Water invests \$16 million** annually in water system improvements.

Service, Quality and Community

Tennessee American Water and other members of America's private water companies have met the water needs of American communities for over 200 years and currently provide service to 73 million Americans.

Without a doubt, these companies are accountable to their customers, their regulators and the communities they serve.

They are an important option for providing clean, safe drinking water for local communities facing resource constraints.

Every day, all day, our customers expect reliable service and a quality product at an affordable price. We deliver.

Customer Service

Customers are at the center of all that we do. To showcase our commitment to customer service, we:

- Are always available to help customers with water service, billing, reporting emergencies, and more.
- Have a self-service option on our website called My Account where customers can view and pay their bill, start or stop service, and more.
- Use an independent survey company to measure customer satisfaction regularly. 90% of customers report feeling satisfied with their service.

Regulated Rates

We are regulated by the Tennessee Public Utility Commission, which sets our rates through a process that is transparent and public. Rates are based on cost of service, and residents pay less than a penny a gallon for water service.

Community Partnerships & Environmental Stewardship

As your neighbors, we work in partnership with more than 40 diverse organizations to help promote education, watershed protection, workforce development and economic development. Many of our partnerships have an environmental focus, like water conservation, drug take-back, and clean waterways, where our employees often participate in local initiatives like city clean-up days.

