



TENNESSEE
AMERICAN WATER

December 19, 2013

Dear New Customer:

On behalf of all the employees at Tennessee American Water, welcome! As the water service provider for your systems formerly operated as the City of Whitwell, our mission is to provide you reliable, quality water service in the most efficient and effective way possible. We have proudly served communities throughout the Tennessee Valley and North Georgia area for more than 125 years. And we look forward to serving our customers in Whitwell.

Because water is such an integral part of our lives, Tennessee American Water takes great pride in taking care of it.

- We comply with strict U.S. Environmental Protection Agency (EPA) regulations on drinking water standards.
- We provide an annual water quality report with results that show our drinking water meets and often exceeds federal and state drinking water standards.
- We regularly upgrade our water systems to ensure system reliability and to meet new federal and state water quality standards.

Most of all, we are dedicated to our customers and work to meet your residential and commercial needs by making prudent investments to ensure system reliability. Please join us at either of the Town Hall events to meet your local Tennessee American Water team and to learn more about us.

Monday, January 13, 2014 at 6 p.m.

Whitwell Middle School
1 Butterfly Lane
Whitwell, TN 37397

Tuesday, January 14, 2014 at 6 p.m.

Sulphur Springs Methodist Church
329 Sulphur Spring Rd
Whitwell, TN 37397

Until a full transition takes place later in 2014, the only visible changes to your Tennessee American Water bill at this time are:

- The name Tennessee American Water listed at the top of the bill as your provider.
- A new mailing address for bills paid by postal mail:
Tennessee American Water
P.O. Box 190
Whitwell, TN 37397
- A new Customer Account Number for service provided by Tennessee American Water.



Your first water bill from Tennessee American Water will be issued in January 2014. You will continue to receive water bills generated from the local City of Whitwell office. You may continue to pay your water bill by cash or check using any of the following methods (except as noted):

- Walk-in at local office
- Postal mail
- Drop Box at local office
- Pay-by-Phone (credit card payments only)

Unfortunately, the on-line payment option will not be offered at this time. For billing questions and inquiries, please contact (423) 658-5151. For service inquiries or questions, you can call Tennessee American Water at (423) 658-5615.

At a later date, your account information will be transferred to the Tennessee American Water Customer Service Center. Once this transfer takes place, you will have access to your account 24/7 and payment options will include on-line payment and credit card payment. We appreciate your patience as we continue to work toward the integration of your water system, and you will be notified prior to this change.

Our local team of dedicated professionals is committed to providing exceptional water and customer service. Our employees are easily recognizable as they wear uniforms and carry company identification.

We are a proud community partner, dedicated to making your customer experience a pleasant one. We look forward to serving your community.

Sincerely,



A handwritten signature in blue ink that reads "Deron Allen".

Deron Allen
President, Tennessee American Water



A handwritten signature in blue ink that reads "Michael J. Griffith".

Michael Griffith
Supervisor, Tennessee American Water