

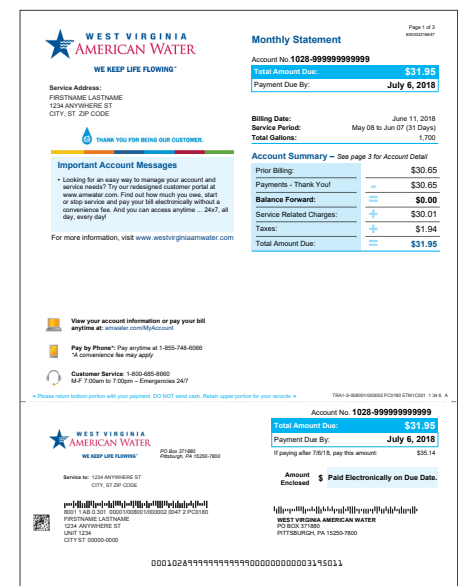


ABOUT YOUR MONTHLY BILL

Our aim is to make doing business with us as easy as possible. The same goes for our billing statement.

We want to make sure you can quickly and easily find the information you care about most on the first page. Then, if you want to dive a little deeper into the details, we include more information on the following pages.

How do we know what our customers care about most? Simple. We asked. We surveyed 1,000 American Water customers to learn what they liked, didn't like and felt was most important. This feedback helped us streamline the water bill, so it's simpler and easier to understand. Here's a quick overview of what you'll find.



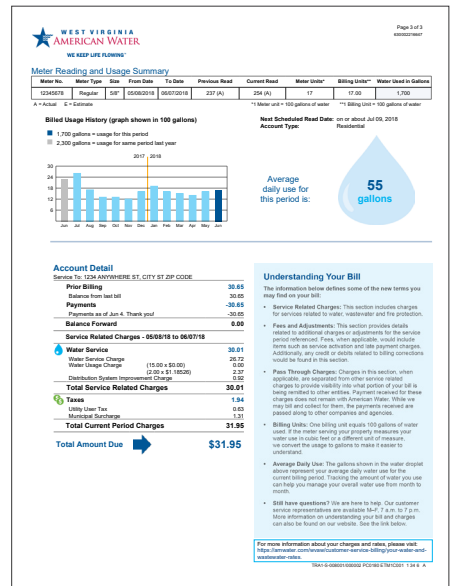
1

Your account number.
Easy to find amount due and due date (plus, what it would cost if it's not paid on time).
Important messages related to your account.
High-level account summary.
How to reach us if you have questions.



2

Important messages and educational information, from tips on how to save water and prevent frozen pipes, to information on the services we offer to make doing business with us easier.
Helpful information related to ways to pay your bill, your rates, payment arrangements, estimated bills and more.



3

Account details and a description of charges.
Meter reading information.
Water usage graph. (This can be a useful tool to see how much water you use throughout the year to help identify ways to save water and money!)



WE'RE PROUD TO BE YOUR NEW SERVICE PROVIDER



Robert Burton
President

Welcome to West Virginia American Water! Your water service is in good hands.

Every day, our team of water experts treats and delivers millions of gallons of high quality water to approximately 587,000 West Virginians in 400+ communities across the Mountain State.

We recognize the trust you place in us to deliver safe drinking water service to your home or business and/or treat the wastewater so that it can be returned safely to the environment. And, it's a responsibility we take seriously. Whether it be meeting or surpassing drinking water standards, protecting our precious water resources, or investing millions in system upgrades, we push ourselves to improve. **We do this because we care about our customers as much as we care about water.**

We are excited to be your new water and/or wastewater service provider. Enclosed is helpful information about our company and the services we offer. And, if you need us, we're here to assist.

Sincerely,

Robert Burton
President



Fix household leaks and **save up to 20 gallons of water a day (and money, too)!** For more wise water use tips, visit westvirginiaamwater.com.



CUSTOMER SERVICE YOUR WAY

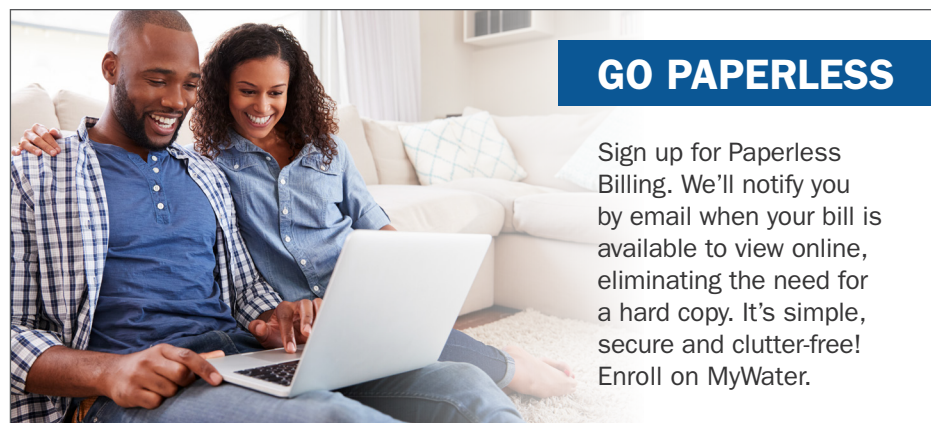
AT YOUR FINGERTIPS — ANYTIME, ANYWHERE

Prefer to handle your business online? **MyWater** might be your answer. Here are just a few of the things you can do anywhere, any time (even in your pajamas).

- View and pay your bill.
- Sign up for our Auto Pay and Paperless Billing programs.
- Activate or deactivate your water service for residential customers.
- Tell us how you want to receive emergency and nonurgent alerts (by phone, text and/or email).*
- Report a water or wastewater emergency.
- Update your contact information.
- View your water use history. (See in which months you use the most water to help determine ways you can save water and money.)

Once you receive your account number with your first bill, register online at amwater.com/mywater.

* Standard text, data and phone rates may apply.



GO PAPERLESS

Sign up for Paperless Billing. We'll notify you by email when your bill is available to view online, eliminating the need for a hard copy. It's simple, secure and clutter-free! Enroll on MyWater.

RIGHTS & RESPONSIBILITIES

High-quality, reliable water service is more than a goal of ours—it's your right as a customer. Learn more about your rights and responsibilities as a customer by requesting the free booklet, "Rights and Responsibilities as a Water Utility Customer" from customer service.

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

EASY PAYMENT OPTIONS

AUTO PAY

Enroll in Auto Pay, and your bill will be paid on time, every time. Each month, payments are automatically deducted from your checking or savings account on the due date. No stamps required.

ONLINE

Visit amwater.com/billpay. There is no transaction fee for bill pay using our online partner, Paymentus. Additionally, you can pay online using your MyWater customer portal at amwater.com/mywater.

BY MAIL

Mail your check to the address provided on your bill. No cash, staples or paper clips, please.

BY PHONE

24/7 at 1-855-748-6066. Please note, there is no transaction fee when using our partner, Paymentus.

IN PERSON

To find an authorized payment location near you, visit us online at westvirginiaamwater.com and click "Billing & Payment Info" under "Customer Service & Billing." Or, give us a call.

THROUGH A THIRD PARTY

If someone handles paying your bills, like a relative or trustee, we can send a copy of your bill and any past-due or shut-off notices to that third party.



IN CASE OF AN EMERGENCY

We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit amwater.com/mywater to choose how you want to be notified and update your contact information.



QUALITY ON TAP

We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. We perform millions of tests each year for about 100 regulated contaminants. Plus, we have access to American Water's Central Laboratory, which conducts sophisticated drinking water testing and analysis. To view a copy of your community's water quality report, visit westvirginiaamwater.com.

CUSTOMER ASSISTANCE

We offer two assistance programs for low-income customers who qualify.

Special Reduced Rate Program

- 20 percent discount on residential water rates.
- Customers must be determined eligible by WVDHHR and be receiving either SSI (Supplemental Security Income), WV WORKS or SNAP (Supplemental Nutrition Assistance Program). SNAP recipients must be 60 years of age or older.

Dollar Energy Fund

- One-time emergency grant of up to \$500 per year.
- Customers must have received a shutoff notice or had their service disconnected, made a sincere effort to pay their outstanding bill, applied for available state and federal programs, and have a household income at or below 150 percent of the federal poverty income guidelines (\$36,456 for a family of four).

We also offer additional customer assistance programs, payment plans and budget billing. Learn more by contacting customer service at 1-800-685-8660 or visit westvirginiaamwater.com. Under Customer Service & Billing, select Low Income Program.



LOCAL TO THE CORE

We're active in our communities. Here are a few of our programs:

- Environmental Grant Program
- Firefighting Support Grants
- Protect Our Watershed Art Contest
- Plant tours, speakers and H2O on the Go



GUARD AGAINST UTILITY IMPOSTERS

Pretending to be a utility worker is a trick some criminals use to gain access to homes. All of our service personnel wear logoed clothing, drive logoed vehicles and have company-issued photo ID badges. Plus, we never collect money or credit card information from customers in the field. If you suspect an imposter is at your door, don't allow him or her in and call us to confirm it's our service person.

QUESTIONS?

If you need us, we're a phone call away.

CUSTOMER SERVICE
1-800-685-8660

Hours: Monday-Friday, 7 a.m. to 7 p.m.
For Emergencies: We're available 24/7.