



American Water Invoicing Requirements

1.0 OVERVIEW

- 1.1 The following invoicing requirements are incorporated by reference into any agreement or purchase order between American Water Works Company, Inc. or its subsidiaries (the “Company”) that reference these invoicing requirements. These invoicing requirements also apply to any vendor of the Company that enrolls in E-Invoicing as described in Section 3.0 below.
- 1.2 Invoices sent via E-mail or FAX will NOT be accepted by Company as a standard billing method without prior written approval from the Accounts Payable department.
- 1.3 Invoices sent to Company employees by methods other than described herein will not be accepted and NO payments will be made against such non-conforming invoices.
- 1.4 Goods and Services provided without a contract, purchase order or other form of legal commitment authorized by an authorized signatory of the Company may be subject to non-payment.

2.0 GENERAL INVOICING FORMAT REQUIREMENTS

- 2.1 All invoices sent via carrier should be printed on an 8½-inch by 11-inch (or A4) sheet of plain white paper.
- 2.2 Invoices shall NOT be printed on colored paper or with excessive shading or graphics as they cannot be processed through our automated system.
- 2.3 Handwritten invoices are NOT acceptable.
- 2.4 Invoices with alterations of any sort are NOT acceptable.
- 2.5 The Invoice MUST contain Vendor’s name and “Remit to” address.
- 2.6 Invoices issued against purchase orders (“PO”) MUST contain Company’s PO number and plainly identify the PO number on the invoice. Only one PO number may be billed on each invoice. If you need to bill against multiple PO numbers, you MUST issue separate invoices. If you are unsure if a PO number is required, please contact your Supply Chain representative or aw.procurement@amwater.com
- 2.7 In the unusual instance where Company did not issue a PO number or include a PO number, you must provide the American Water email address (e.g., jane.doe@amwater.com) of the person responsible for ordering the goods or service.



- 2.8 The Invoice **MUST** contain a distinct invoice number that uniquely identifies this invoice. This number should not be a date and must be easily visible on the front of the invoice. It should not include dashes, slashes or leading zeros and must not be colored or shaded.
 - 2.9 The Invoice **MUST** contain the operating Company name and “Ship to” address.
 - 2.10 The Invoice **MUST** contain the date of shipment, delivery or service, or for summary invoices, the invoice date.
 - 2.11 The Invoice **MUST** contain a concise description of the item for which Company is being invoiced. **EXCEPTION:** For confidential or sensitive matters, such as legal services or human resource services, detailed descriptions should be sent to your Company representative.
 - 2.12 The Invoice **MUST** contain the part number, where applicable
 - 2.13 The Invoice **MUST** contain the quantity and unit of measure for which Company is being invoiced. For example, 29.5 HR (hours), or 38,295 LB (pounds). International standard trade units of measure should be used. The unit price of the item and the extended price (quantity × unit price = extended price) should be included. Units of Measure should be consistent with contracts between Company and Vendor.
 - 2.14 The Invoice **MUST** contain a separate statement of taxes, where applicable.
 - 2.15 The Invoice **MUST** contain a separate statement of freight and handling charges, where applicable.
 - 2.16 As needed to facilitate expeditious processing the invoice should also contain the Company’s assigned vendor number
 - 2.17 As needed to facilitate expeditious processing the invoice should also contain the bill of lading number or other reference to allow us to connect the invoice to what was delivered.
 - 2.18 The invoice date **MUST** contain the current calendar date as the billing date.
- 3.0 **INVOICING OPTION #1: E-INVOICING VIA COMPANY’S SUPPLIER PORTAL**
(Only eligible for companies reflected on Appendix A)
- 3.1 The Company’s **priority** is to have its suppliers registered within our Supplier Portal, powered by Taulia, and using e-invoicing as its primary method to invoice.
 - 3.2 Use of Company’s Supplier Portal is free with no cost to Vendor.
 - 3.3 Company must first “invite” Vendor to register into the Supplier Portal. Vendor shall have ten (10) calendar days to register.



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- 3.4 Information and benefits of using the Supplier Portal can be found at supplier.taulia.com/customers/americanwater
- 3.5 The supplier portal can be found at www.amwater.com/supplierportal
- 3.6 Company subsidiaries who participate in the Supplier Portal are delineated in Appendix 'A'. Those not listed in Appendix 'A' must use paper Invoicing Option #2 below and are listed in Appendix 'B'.
- 3.7 Invoices submitted via the Supplier Portal shall be submitted electronically in the portal using one of the following forms most appropriate for you
 - 3.7.1 **E-Form** - Web-form standard template invoices completed by Vendor.
 - 3.7.2 **E-Flip** - A flip of Company's electronic PO into an Invoice by Vendor.
 - 3.7.3 **E-File** - Invoices sent directly from a Vendor's billing system or accounting software known as "Integrated eInvoicing." eFile transmission protocols can include AS2, sFTP or FTPs. Taulia's standard eFile formats can include (but are not limited to) EDI 810 ANSI X12, EDIFACT/INVOIC, cXML Invoice, UBL Invoice or CSV invoice file formats.
 - 3.7.4 **E-Send** - Submission of metadata PDF (not scanned .tiff PDF) invoices via email and cloud-based data capture with subsequent Vendor verification.

4.0 INVOICING OPTION #2: PAPER INVOICING VIA U.S.P.S.

- 4.1 Company subsidiaries who must receive paper invoices are delineated in both Appendix A and Appendix B.
- 4.2 Paper invoices must meet all requirements listed within this document.

5.0 CONTACTS

- 5.1 To Contact Supply Chain about use of the Supplier Portal, to get your PO#, or other generic questions, emails can be directed to aw.procurement@amwater.com. (For Appendix A companies only)
- 5.2 To inquire on payment status utilizing e-invoicing please log into the Supplier Portal at portal.taulia.com. (For Appendix A companies only)
- 5.3 To inquire on payment status utilizing paper invoicing or other payment concerns emails can be directed to Accounts Payable at ssc.ap@amwater.com. (For Appendix A companies only)



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- 5.4 To inquire on payment status utilizing paper invoicing or other payment concerns emails can be directed to Accounts Payable at ssc.mbbap@amwater.com.
(For Appendix B companies only)

- 5.5 Please include invoice number, billing date, due date, and amount of invoice with your inquiries.

6.0 CAUTIONS

- 6.1 The Company consists of a number of different legal entities (subsidiary companies) that each have a separate billing address for receiving paper invoices if you are not using the Supplier Portal. Invoices sent to the wrong billing address will be delayed in processing. **Original invoices should not be sent to the employee who requested the goods or services**, as this will result in delays. You may send copies to employees if requested to do so. If employee approval is required, the invoice will be routed to him or her electronically by our Accounts Payable department.



APPENDIX -A-

(Eligible for e-invoicing via the Supplier Portal)

The following subsidiaries ARE eligible for electronic invoicing via Company’s Supplier Portal. Please review the Contract or Purchase Order for respective party. In the event Vendor is not invited to register for the Supplier Portal Paper Invoices should be sent to the following unique billing addresses:

Regulated and Service Company Invoice Billing Addresses

Example Layout American Water Service Co
AP Dept 1033
1 Water Street
Camden, NJ 08102-1658

Bill To Company Name	Attention Line	Street Address	City	State	Zip Code
American Water Service Co	AP Dept 1033	1 Water Street	Camden	NJ	08102-1658
AWR (Leasing)	AP Dept 1021	1 Water Street	Camden	NJ	08102-1658
Bluefield Valley Water Works Co	AP Dept 1014	1 Water Street	Camden	NJ	08102-1658
California-American Water Co	AP Dept 1015	1 Water Street	Camden	NJ	08102-1658
Hawaii-American Water Co	AP Dept 1030	1 Water Street	Camden	NJ	08102-1658
Illinois Lake Water Co	AP Dept 1044	1 Water Street	Camden	NJ	08102-1658
Illinois-American Water Co	AP Dept 1025	1 Water Street	Camden	NJ	08102-1658
Indiana-American Water Co	AP Dept 1010	1 Water Street	Camden	NJ	08102-1658
Iowa-American Water Co	AP Dept 1011	1 Water Street	Camden	NJ	08102-1658
Kentucky-American Water Co	AP Dept 1012	1 Water Street	Camden	NJ	08102-1658
Laurel Oak Properties, Inc.	AP Dept 1080	1 Water Street	Camden	NJ	08102-1658
Maryland-American Water Co	AP Dept 1013	1 Water Street	Camden	NJ	08102-1658
Michigan-American Water Co	AP Dept 1016	1 Water Street	Camden	NJ	08102-1658
Missouri-American Water Co	AP Dept 1017	1 Water Street	Camden	NJ	08102-1658
New Jersey-American Water Co	AP Dept 1018	1 Water Street	Camden	NJ	08102-1658
New York American Water Co	AP Dept 1038	1 Water Street	Camden	NJ	08102-1658
Pennsylvania-American Water Co	AP Dept 1024	1 Water Street	Camden	NJ	08102-1658
Tennessee-American Water Co	AP Dept 1026	1 Water Street	Camden	NJ	08102-1658
Virginia-American Water Co	AP Dept 1027	1 Water Street	Camden	NJ	08102-1658
West Virginia-American Water Co	AP Dept 1028	1 Water Street	Camden	NJ	08102-1658
American Water Works Parent Co	AP Dept 1020	1 Water Street	Camden	NJ	08102-1658



APPENDIX -B-

(Only eligible for Paper Invoicing or E-mail)

The following subsidiaries are only eligible for Paper invoicing or email when preapproved. US postal mail is our preferred method of invoice receipt. Please reflect the Contract owner or Purchase Order# on the face of the invoice.

Example Layout:

American Water Enterprises, Inc.

Attn: Jan Doe

PO Box 3497

Camden, NJ 08101

Please Note the Unique Subsidiary Names and PO Boxes	
<u>American Water Enterprises, LLC.</u> PO Box 3497 Camden, NJ 08101	Please arrange with AP for approval prior to emailing invoices. E-mail to : ssc.mbbap@amwater.com
<u>E'Town Corporation</u> PO Box 3497 Camden, NJ 08101	<u>E'Town Services</u> PO Box 3497 Camden, NJ 08101
<u>Edison Water Company</u> PO Box 3497 Camden, NJ 08101	<u>Liberty Water Company</u> PO Box 3497 Camden, NJ 08101
<u>E'town Properties</u> PO Box 3497 Camden, NJ 08101	<u>One Water Street LLC</u> PO Box 3497 Camden, NJ 08101