

# KEY FACTS



## Questions and Facts

Tennessee American Water, the local water provider in Chattanooga for more than 125 years and the supplier of water for the Town of Signal Mountain for more than 20 years. The facts tell the story.

**Question: Do investor-owned companies only increase rates to reward shareholders?**

- The Facts: As a private utility, our rates are set by the Tennessee Regulatory Authority (TRA) through a public process.
- The State Attorney General's Consumer Advocate Division reviews and participates in all of our filings to provide protection for the customer.

**Question: Did the City of Chattanooga used to own the water system?**

- The Facts: Tennessee American Water has been the provider of water since 1887 in the Chattanooga community.
- Prior to 1887, the water system in Chattanooga was owned by two private businesses.

**Question: Is Tennessee American Water owned by a German company?**

- The Facts: We are a publicly traded company on the New York Stock Exchange (NYSE symbol "AWK").
- We were bought by German company RWE in 2003 and returned to the NYSE when the initial public offering (IPO) for common stock began in 2008.

**Question: What kind of water quality track record does Tennessee American Water have?**

- The Facts: In the 128 years we've served the community, state or federal officials have NEVER issued a water quality violation or a notice of violation (NOV).
- We participate in the voluntary program of the Partnership for Safe Water. We exceed EPA water quality requirements.

**Question: Don't investor-owned utilities like Tennessee American Water cut corners to drive up costs?**

- The Facts: We operate efficiently and effectively while providing customer service with a 92% satisfaction rate.
- Through the American Water family, we have national buying power that gives us tremendous cost-savings when making system improvements.

**Question: Can our community apply for federal grants to fix our water system?**

- The Facts: Federal grant dollars have significantly been reduced for drinking water systems and a community like Signal Mountain is not eligible due to per capita income.
- Tennessee American Water is able to apply for low-rate loans through the State Revolving Fund (SRF) federal program.

**WE CARE ABOUT WATER. IT'S WHAT WE DO.**