



## Focus on Customers

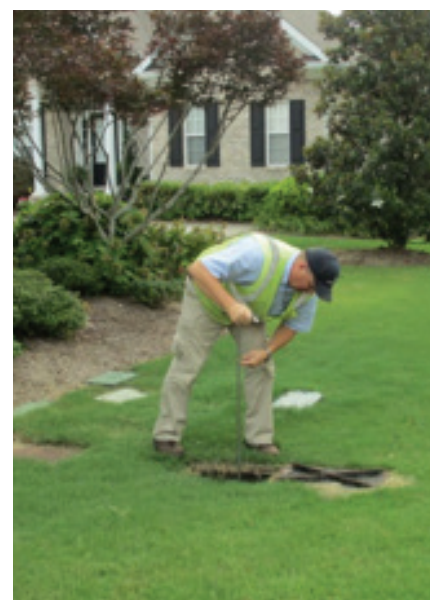
### Local Employees, Local Solutions

Tennessee American Water's years of experience and knowledge of a community's infrastructure are strengths, whether you're in a small community like Whitwell or a larger community like Chattanooga. Local employees handle customer service activities including meter reading, water main breaks, and water service activations and disconnections. Account information is available to all our customers by calling the company's Customer Service Center at 1-866-736-6420. Our website provides valuable information like searchable water quality reports.

### AT TENNESSEE AMERICAN WATER, WE LISTEN TO OUR CUSTOMERS

At Tennessee American Water, customers are at the center of everything, and we take great pride in being a leader of water/wastewater services in a community.

American Water and Tennessee American Water continuously survey customers to ensure their needs are met. A third-party company (ORC International) is used for American Water's customer research. Annually, around **90% of Tennessee American Water customers across the state report overall satisfaction** with the level of service provided.



Customers can expect local employees to provide customer service activities like repairing main breaks or reading meters.



## Rights & Responsibilities

Our customers have the right to know how to get the best service from their water/wastewater utility.

All new customers receive a welcome brochure that highlights their rights and responsibilities. It is also available on the company's website.

## Fire Service

A reliable, maintained community water system is essential to a community's fire service and public safety. Tennessee American Water works closely with local fire departments and districts on hydrant maintenance and proper water pressure to ensure community safety.

## Customer Communications

Tennessee American Water communicates with our customers through a variety of means – news media, bill inserts, direct mail, phone calls, and social media – depending on the subject and scope. A new communication tool, CodeRED, contacts customers via phone,

email, or text with emergency alerts and non-urgent notifications when direct notification by door hangers is not possible.

## A Good Neighbor

Tennessee American Water employees live and work in the communities we serve. Employees also volunteer on a daily basis, whether it's participating in charity events, serving on the boards of local organizations, donating to company-sponsored giving events, or using individual talents and skills in the community.

## Customer Assistance: Project Water Help

Project Water Help is a customer assistance program created by Tennessee American Water and administered by the United Way of Greater Chattanooga. The program helps provide supplemental funding to customers who would otherwise have trouble paying their bills. Project Water Help is supported by customers who make voluntary contributions through their monthly water bill. United Way 2-1-1 makes referrals based on need to the Salvation Army, Chattanooga Human Services or Hamilton County Human Services.



We coordinate with officials on street closures and any potential disruption to traffic and water service.



We regularly maintain and replace fire hydrants by coordinating with fire officials on identified needs.



Employees volunteer in different community activities such as teaching students about tap water.