



Executive Summary

OVER A CENTURY OF SERVICE TO TENNESSEE RESIDENTS AND A TRACK RECORD OF EXCELLENCE

Who We Are

Tennessee American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in Tennessee, providing water service to nearly 400,000 people.

Tennessee American Water is an American-owned company where our employees live and work in the communities served across the state.

Safety

Safety is both a core value and a key strategy. Safety responsibilities are embedded throughout the company in every operating district, workplace and project. The focus on safety also extends to contractors who must meet safety qualification criteria before performing work for the company. **We are committed to zero accidents and injuries.**

Employees

A team of more than 100 employees works every day to ensure quality water and customer service.

Tennessee American Water offers comprehensive and competitive benefits as well as options to assist employees in building and preserving

funds for retirement. Benefits are designed to address individual and dependent needs with a focus on achieving overall health and wellness.

Diversity and Inclusion

Tennessee American Water's greatest assets are our employees, suppliers, and contractors. In 2016, 100% of Tennessee American Water's job requisitions had a diverse candidate pool, which resulted in 42% minority, female or veteran new hires. We also focus on working with certified diverse suppliers whenever we can, resulting in \$6.2 million in diverse spend since 2013.

Customer Focus

At Tennessee American Water, customers are at the center of everything we do.

- Customer service representatives are available to help customers with water service, billing, reporting emergencies and other questions.
- Customers can use our self-service website, My Account, to view and pay their bill, manage their account, start and stop service, and much more.
- Each quarter, an independent surveying company measures

the level of satisfaction among customers. Ninety percent of customers reported they were satisfied with their service contract.





Water Quality

American Water performs 21 times better than the industry average when it comes to meeting EPA drinking water requirements.

Customers can view their annual water quality reports online at www.tennesseeamwater.com.

Our team of water quality experts and plant operators monitor water quality around the clock to ensure water meets stringent drinking water guidelines. Water is tested at every stage of the treatment process and throughout the distribution system to ensure the highest-quality product is delivered to our customers.

Infrastructure Investment

Tennessee American Water **invests approximately \$16 million** annually in system improvements and infrastructure. We have invested over \$180 million in our drinking water system since 2000.

Cost of Water Service & Regulatory Oversight

Tennessee American Water is regulated by the Tennessee Public Utility Commission (TPUC). While municipalities are able to increase

water and sanitary sewer rates without regulatory oversight and approval, investor-owned utilities like Tennessee American Water must go through a review process with the TPUC that includes thousands of pages of evidence, testimony and public input.

Community Solutions

Tennessee American Water partners with communities across the state to solve their water and wastewater challenges.

Recent acquisitions of water systems have resulted in much needed infrastructure investments in communities, ensuring residents have access to safe drinking water.

Community Partnership

Through community giving, in-kind donations, partnerships and employee volunteerism, Tennessee American Water plays an active role in the diverse communities we serve.

