



Water WORKS!



January 2020

COMMUNITY



GIVING BACK TO OUR COMMUNITIES, SUPPORTING OUR CUSTOMERS

Giving is at the heart of West Virginia American Water and our employees every day of the year. Throughout the month of December, 146 of our employees across the state participated in dozens of toy giveaways, bell ringing, canned food drives, and other community service activities that supported thousands of our customers and their families. Many of them donated their own time and money to make these projects possible. Through these efforts, our team:

- Purchased and delivered over 2,500 toys to students at 12 elementary schools in Mercer County
- Collected over \$2,000 through bell ringing for the Salvation Army in Kanawha and Cabell Counties
- Provided new shoes to all 191 students at Roanoke Elementary in Lewis County
- Provided 21 bikes and trikes for the Lewis Center Kids Christmas Celebration in Fayette County
- Donated over \$1,000 in non-perishable food items for the Kanawha Valley Food Bank
- Delivered 115 stockings to NICU families at five hospitals in Kanawha and Cabell Counties
- Donated and delivered 31 bottle filling stations to elementary schools in Cabell, Fayette, Jackson, Kanawha, Lewis, Lincoln, Mercer, Putnam and Raleigh Counties

As we kick off our charitable giving for 2020, learn how we can [partner with your organization](#) or provide [volunteers](#) for your next community event.

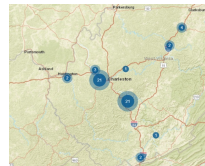


INFRASTRUCTURE



INVESTING IN INFRASTRUCTURE, INCREASING SERVICE RELIABILITY

In late December, our 2020 infrastructure replacement program, referred to as Distribution System Improvement Charge (DSIC), was approved by the West Virginia Public Service Commission. This mechanism allows for more timely cost recovery of certain infrastructure investments deemed just, reasonable and in the public interest. DSIC allows our team to accelerate infrastructure replacement and increase service reliability.



[Learn more about how DSIC benefits customers and businesses in West Virginia.](#)

UPGRADING OUR INFRASTRUCTURE

Construction is still underway for the Cyrus Creek Road water line project in Salt Rock. This project will replace 4,500 feet of 8-inch PVC pipe with 12-inch pipe PVC along the main road. The upgrade will increase flow and provide better water pressure to customers in this area of Cabell County.



Our 2020 infrastructure upgrades are already in motion. [Monitor new construction in your neighborhood and learn more about our scheduled projects this year.](#)

We Keep Life Flowing



MEET KELLY

She's served customers in the Kanawha Valley for over 27 years as a Field Service Representative. She loves her job because she gets to meet and help people in the community. She's an avid West Virginia American Water employee volunteer and enjoys participating in community events. When she's not working, Kelly enjoys spending time with her grandchildren and relaxing by the pool. We appreciate your support in keeping life flowing, Kelly!

SERVICE



PREPARE YOUR PIPES

Frozen pipes, which may lead to broken pipes, can cost homeowners up to \$18,000 on average -- not to mention the mess it creates and water it wastes! It's important to be proactive and learn all your home's freezing points and eliminate sources of cold air near water lines. If you haven't done so already, make sure your pipes are prepared for another winter season as the temperatures continue to get colder.

Check out these tips and tricks on how you can protect your pipes during cold, winter temperatures!



SOLUTIONS



STANDING READY TO PROVIDE SOLUTIONS ACROSS THE STATE AND NATION

Across the state and country, thousands of public water and wastewater systems are struggling operationally and financially. In fact, 44 percent of all water infrastructure in the United States is near the end of its life or failing. Members of our state and corporate leadership are on the front lines working with counties and municipalities to ensure people have access to the clean, reliable drinking water they deserve.



Our president, Rob Burton, recently weighed in on the challenges facing West Virginia water and wastewater service and ways we can work together on viable solutions.

Our CEO, Susan Story, recently addressed these same issues on Fox Business. She discussed several of the most critical water issues in the country.

Whether its through leak support, acquisition of materials and supplies, repairs or assistance with other infrastructure challenges, our team at West Virginia American Water is ready to step in and help your county or municipality.

Learn more about the services and solutions our company can provide to the water or wastewater system that serves your community by contacting Jake Glance at jake.glance@amwater.com.



WE'RE HERE TO HELP

Megan Hannah
External & Government Affairs Manager
West Virginia American Water
1600 Pennsylvania Avenue, Charleston, WV 25302
M: 304-380-8455
megan.hannah@amwater.com



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

See what's happening on our social sites



To unsubscribe from future editions of our external affairs Water WORKS, unsubscribe below.