



Water WORKS!



WE KEEP LIFE FLOWING™

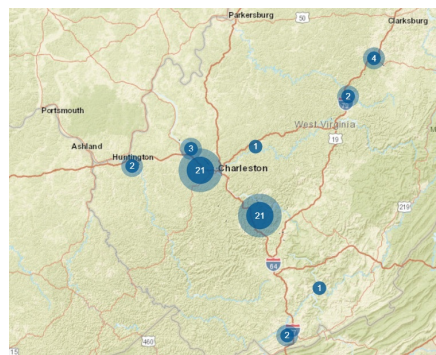
February 2020

INFRASTRUCTURE



ADVANCING OUR EXISTING SYSTEMS, INCREASING SERVICE RELIABILITY FOR OUR CUSTOMERS

Construction is still underway in Lewis and Webster Counties on a major water pipeline connection. This project will interconnect the Weston and Webster Springs operating areas. Our team is installing 145,700 feet of new pipe and adding 38 fire hydrants across the two counties. When completed in 2021, all Webster County customers will receive water service from the Weston Water Treatment Plant. The upgrade will increase flow and provide better water pressure to customers in this part of our service area.



In 2020, West Virginia American Water will put your water bill to work by investing over \$64 million dollars on construction projects and water service expansions. **Keep track of all infrastructure upgrade and new construction projects on [our interactive map](#).**

SOLUTIONS





ENCOURAGING INVESTMENT, PROVIDING SOLUTIONS

It's no secret that public water systems across West Virginia are facing challenges. West Virginia American Water is championing Senate Bill 551, the Water and Wastewater Investment and Infrastructure Act, that will provide extensive investment opportunities and benefits for both customers and communities that are experiencing difficulties with their existing water service. The bill is composed of three different components that address fair value of water systems, combined rate making for water and wastewater systems and local flexibility for municipalities selling their systems. The bill passed the Senate unanimously with a 34-0 vote earlier this month and more recently passed out of the House Committee on Government Organization. [Learn more about the bill...](#)

COMMUNITY



PARTNERING WITH ENVIRONMENTAL ORGANIZATIONS, PROTECTING OUR WATER SOURCES

West Virginia American Water is committed to environmental stewardship and improving the health of our water sources. That's why we're proud to support the efforts of local organizations that share our vision through our 2020

Environmental Grant Program. This annual program offers funding for community-based environmental projects that improve, restore or protect the watersheds in local communities across our service areas.



Additional information and grant applications can be found on the [Environmental Grant Program page](#) of our website. For additional information, please contact Bradley Harris, External Affairs Specialist, at Bradley.Harris@amwater.com or 304-340-2087. Applications must be emailed or postmarked by March 31, 2020. All applicants will be notified of grant decisions by the end of April.



INVESTING IN ORGANIZATIONS, IMPACTING COMMUNITIES

Our team of dedicated employee volunteers are active members of the communities we serve. Through our community outreach efforts in 2019, over 95 percent of our employees participated in 103 community events, and our charitable giving program invested over \$321,000 in 140 organizations throughout our service areas.

Would you like us to participate in your next community event? [Learn how we can partner with an organization in your area on a charitable gift or provide volunteers for your next community event.](#)



Visit our team at these upcoming events:

- **Discover Engineering Day**, Sat., February 22, 10 a.m. to 3 p.m., The Clay Center in Charleston
- **Charleston Job Fair**, Thurs., February

27, 9 a.m. to 2 p.m., University of Charleston in Charleston



MEET JASON

He has served as the Lead Foreperson for 19 years in our Southern Operating Area in Princeton. He loves working for West Virginia American Water because of the growth opportunities within the company and the team he gets to work alongside each day. Jason is married with four children. In his spare time, he serves as a coach and board member for his community little league. One of the things he's most proud of is the annual toy drive that he and his team members host each year that provides the children of Mercer

County with a toy at Christmas time. Thank you for your continued commitment to West Virginia American Water and for keeping life flowing, Jason!

SERVICE



REPAIRING A MAIN BREAK

Water main breaks can happen for a variety of reasons. Most often, breaks occur due to illegal fire hydrant use, excavation work, pressure changes, shifting soils and extreme weather conditions. Check out the video below that explains what happens behind the scenes when a water main break occurs.



If you or someone in your community is experiencing discoloration, low water pressure for an extended period or notice water leaking around a metal cap, out of a fire hydrant or seeping out of the ground, contact our customer service team at 800-685-8660. This is the fastest way to report possible main breaks and other water related emergencies.

SOLUTIONS



EXPANDING SERVICE AND IMPROVING WATER QUALITY FOR NEW COMMUNITIES

West Virginia American Water completed its acquisition of the Town of Glasgow's water system in late January. Prior to the acquisition, our team was instrumental in assisting the town with leak support and providing emergency aid to the distressed public service district. Glasgow's water system historically experienced water loss of approximately 66 percent, one of the highest rates in West Virginia. Read more about our recent acquisition [here](#).



Dozens of water and wastewater systems across the state are continuously in crisis due to lack of adequate investment and proper maintenance. Are you interested in discussing West Virginia American Water doing business in your county or municipality? If so, contact Jake Glance at Jake.Glance@amwater.com.

WE'RE HERE TO HELP



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SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

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