

PRESS RELEASE



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Kentucky American Water Owenton Office Remains Closed Due to Water Damage

Customers can make payments via drop box or between 9 and 10 a.m. at office building

Lexington, Ky., (June 16, 2017) – Kentucky American Water’s payment office on Main Street in Owenton remains closed due to a groundwater issue that started last month and has continued, causing damage to the structure that the company leases from the City of Owenton.

Customers who prefer to make their water bill payments in person may do so at any time via the drop box that remains in front of the Kentucky American Water office building on Main Street, or by stopping by the office between 9 a.m. and 10 a.m., Monday through Friday, until a more permanent solution for in-person payments is established. The company is working as quickly as possible to establish another in-person payment option.

“We apologize for any inconvenience this has caused for our customers,” said Nathan Clark, superintendent for Kentucky American Water’s Northern District operations, based in Owenton. “We initially believed the damage could be fixed in a timely fashion, allowing us to re-open the office fairly quickly, but upon further inspection we have determined that is not the case. We appreciate our customers’ patience and understanding during this unusual time, and again, we apologize for the inconvenience.”

The processes for paying water bills online, by mail or by phone remain the same, as does the toll-free customer service number to call for water service questions and emergencies: 1-800-678-6301.

About Kentucky American Water

Kentucky American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately half a

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million people. The company earned Best Place to Work in Kentucky honors in 2014, 2015, 2016 and 2017. For more information, visit www.kentuckyamwater.com.

About American Water

Founded in 1886, American Water is the largest publicly traded U.S. water and wastewater utility company. Marking its 130th anniversary this year, the company employs more than 6,700 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. More information can be found at www.amwater.com.

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