INDIANA AMERICAN WATER

We're proud to be your new water and/or wastewater service provider.

Dear Valued Customer,

We are pleased to share that Indiana American Water completed the acquisition of Community Utilities of Indiana's water and wastewater systems on June 1. As a trusted provider of safe, clean, reliable and affordable water and wastewater service to communities across the state, we look forward to delivering the same high-quality service to you.

We proudly serve customers in more than 75 Indiana communities, including several in Lake and Porter Counties. Our team of experts works hard to earn our customers' trust and satisfaction. In fact, many of our employees are also Indiana American Water customers. We're also proud to welcome employees from Community Utilities to the Indiana American Water team.

There will be no immediate changes to your current water and/or wastewater rates. However, all other fees will be applied to your bill in accordance with Indiana American Water's tariff approved by the Indiana Utility Regulatory Commission.

We will continue to bill you monthly for service. **Your first bill from Indiana American Water will arrive in June or July, depending on when your meter is read. This bill may be prorated and will include water and/or wastewater service charges from Community Utilities' last reading through our first meter reading in June, then follow a monthly billing schedule.** Note: If you had an unpaid balance due to Community Utilities, the balance will be transferred to us and will appear on your next bill.

Once you receive your account number, you can manage your account easily online at amwater.com/mywater—view and pay your bill, enroll in Auto Pay and Paperless Billing, update your contact information and alert preferences, start or stop service, report emergencies or set up budget billing or an installment plan. We offer a variety of payment options, including Auto Pay, online or phone payments (a $1.95 fee may apply), mail and in-person payments at authorized locations.

We believe in investing in our infrastructure. Last year alone, we invested over $246 million annually to improve our water and wastewater treatment and pipeline systems, and plan to invest over $200 million annually over the next five years. Locally, Indiana American Water plans to make system upgrades that will help improve the quality and reliability of service, including updating water and wastewater treatment systems, replacing aging mains, and using newer technology and data to help guide decisions.

At Indiana American Water, we have programs and resources for customers facing financial hardship. We offer budget billing and payment plans for customers who qualify. Learn more at **indianaamwater.com/H2O**.

To stay informed, we encourage you to update your contact information and emergency alert preferences through MyWater. You can also report issues anytime at emergency.amwater.com.

> **Property managers:** If your tenants are not direct customers, please encourage them to sign up for our alerts at AWCodeRed.com or by texting WATER to 24639.

It's a privilege to help keep your life flowing—thank you for welcoming us into your community.

Sincerely,

Barry L. Suits

Barry Suits
President, Indiana American Water