



KENTUCKY
AMERICAN WATER

WE KEEP LIFE FLOWING®



PROVIDING SAFE,
CLEAN, RELIABLE AND
AFFORDABLE WATER
AND WASTEWATER
SERVICES FOR MORE
THAN A CENTURY.

Kentucky American Water is the largest regulated water and wastewater company in the state, serving more than 525,000 people.



QUESTIONS?

To learn more about Kentucky American Water's water and/ or wastewater solutions, please visit: www.kentuckyamwater.com

SELLING YOUR WATER AND/OR WASTEWATER SYSTEM

How your community can benefit

BENEFITS TO THE SELLER

Address Municipal Financial Challenges

Proceeds from the sale can be utilized to reduce or pay off outstanding municipal debt, freeing up needed funds in the municipal budget. Excess proceeds can be utilized for things such as:

- Infrastructure or other capital improvements
- Economic development
- Recreation/parks

Plus, a sale puts previously untaxed property back on tax rolls.

Elimination of Risk

The requirement to meet increasingly stringent water and wastewater regulations and consistent investment into aging, mostly underground infrastructure is shifted to an experienced utility service provider.

BENEFITS TO EMPLOYEES

- Opportunities for existing employees to grow their careers via local, regional, and national development opportunities
- Competitive pay and benefits package
- Relentless focus on the safety of our employees
- Ongoing training opportunities, including annual employee safety training

BENEFITS TO RESIDENTS

We are regulated by the Kentucky Public Service Commission. Kentucky American Water must obtain commission approval for any rate changes. Our rate setting process is transparent and allows multiple opportunities for customer input.

Invested in our facilities. Our team of experts regularly monitor, maintain and upgrade our facilities to continue to operate efficiently and meet regulatory standards. **In 2024 alone, we invested more than \$83 million in water and wastewater infrastructure improvements.**

High-quality water service.

Kentucky American Water must meet stringent guidelines of federal, state and local agencies when it comes to water quality and wastewater, including the U.S. Environmental Protection Agency, and the Kentucky Division of Water.

We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. Each year, our team of experts performs **over a million tests** nationwide, monitoring for more than **100 contaminants**. Our team also has access to American Water's Central Laboratory which conducts sophisticated drinking water testing and analysis.

SOLUTIONS. ONE MORE WAY WE KEEP LIFE FLOWING.

Customer Service. Customers have access to our self-service portal **MyWater** to view and pay their bill online, track water use history, sign up for paperless billing and more. Our customer service representatives are available M-F, 7 a.m. – 7 p.m. for routine matters, and 24/7 for emergencies. We also have an emergency notification system to notify customers of potential issues in the system, such as boil water advisories, via phone, text and/or email.

Customer Assistance Programs

Kentucky American Water understands that sometimes customers face circumstances that stretch their financial resources, and we are here to assist. Our customer service representatives will work with customers to find available programs for assistance.

Kentucky American Water offers a customer assistance program, budget billing, and installment plans.

Convenient Payment and Billing Options.

Customers can choose to pay by mail, online, phone, in person or automatically through Auto Pay. Plus, we bill monthly making it easier for customers to budget their household expenses, and also potentially identify internal plumbing leaks and correct them in a timely manner. We also offer Paperless Billing.

BENEFITS TO BUSINESS

Examples of ways businesses can benefit:

- Revenue based refunds for off-site main extensions
- Dedicated major account manager to address industry needs
- Comprehensive plans for water systems to support economic growth and anticipate future water needs
- Economic growth and jobs through infrastructure improvements

BENEFITS TO THE COMMUNITY

We play an active role in the communities we serve. Our programs include:

- **American Water Charitable Grant Program:** Provides grants for community-based projects within American Water's Service area as well as matching gifts for employee donations to qualifying nonprofits.
- **Firefighting Support Grants:** Grants assist volunteer and professional fire departments in our service areas.
- **Sponsorships:** We support events and programs such as science fairs, community festivals and chamber initiatives.
- **Community involvement:** Our employees volunteer throughout the year for a variety of community events and programs.

Learn more at kentuckyamwater.com under **News & Community**, select **Community Giving**.

ADDRESSING INFRASTRUCTURE NEEDS

Many municipal utilities are facing significant infrastructure needs and increasing compliance regulations. At the same time, their budgets are being stretched and local priorities are competing for resources. The U.S. Environmental Protection Agency (EPA) estimates that more than \$1.3 trillion is needed over the next 20 years to fund the improvements necessary to provide safe drinking water and reliable wastewater services to our nation's homes and businesses. Municipal utilities across the country are being left without access to the funding and expertise necessary to operate and adequately maintain their drinking water and wastewater utilities.

THE PROBLEM MUNICIPALITIES FACE



WE CAN HELP

We can help provide solutions to communities facing challenges providing safe, reliable and affordable water and wastewater service to their residents. Contact us to discuss solutions that make sense for your community.