

WE KEEP LIFE FLOWING™

Lowell Presentation

Justin Schneider, Community Affairs Director
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About Indiana American Water

- Serving Hoosiers For More Than 134
 Years: Began operating in Indiana in 1886
- Largest Investor-Owned Water Utility in Indiana: Providing high-quality and reliable water and wastewater services to more than 1.3 million people
- Subsidiary of American Water: Company employs more than 7,000 dedicated professionals providing service to more than 15 million people in 46 states
- Local Water & Wastewater Company With a National Footprint: Our employees live in the areas we serve and their families are customers too







STRATEGIES

INCIDENTS **AND INJURIES LIVE HEALTHY**

INCLUSIVE AND DIVERSE WORKFORCE **REACHING THEIR** HIGHEST POTENTIAL

CUSTOMERS EXCELLENT CUSTOMER EXPERIENCE /

STRENGTHENING COMMUNITIES

INDUSTRY LEADERS IN CRITICAL INFRASTRUCTURE INVESTMENT AND CUSTOMER GROWTH

OPERATIONAL ELECTIONAL









Committed to Water Quality

- Solely Focused on Water & Sewer: Not distracted by other utility types
- Industry Leader in Water Quality & Environmental Compliance: Perform significantly better than our peers—no NOVs in more than six years in Indiana
- Evaluate & Implement Best Practices, System Improvements and Investment: Indiana American Water will evaluate needs and water quality through operation and use experience to determine and address water quality needs/issues in Lowell





Committed to Infrastructure Investment

- Ready Access to Capital: Our favorable credit ratings lead to reduced customer bills through lower interest expense
- Regular Investment in Our Infrastructure: Indiana American Water annually invests more than \$100 million to address aging infrastructure, reduce/eliminate leaks, meet evolving water quality regulations, improve cyber/physical security, and enhance service reliability
- Support Economic Development Goals & Objectives: We partner to support the economic development efforts of the communities we serve





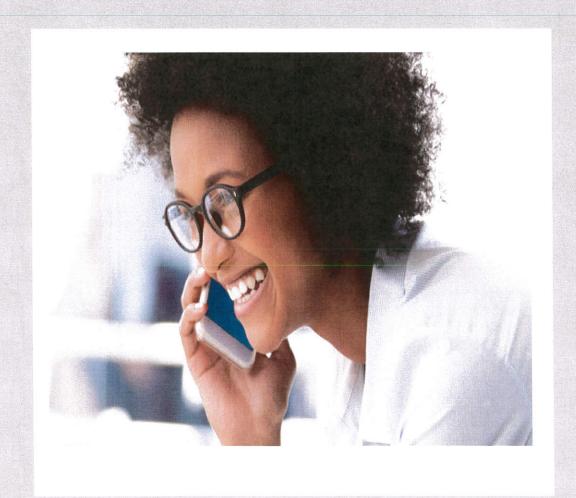
Committed to Our Employees

- Management & Leadership
 Opportunities: Employees have
 opportunities for professional
 development and advancement
- Competitive Wages & Benefits
- Employees on Site in Lowell: Just as Lowell currently does, Indiana American will have employees on site





- Dedicated to Continuous Improvement of the Customer Experience: Upgraded our customer self-service portal in 2019 to make it easier for customers to pay their bills online, 24/7, from anywhere in the world
- Customers Alerts & Notices: Customers choose how they are notified about highwater usage, planned work in their communities, emergency repairs, easy-to-read bills, and convenient payment options and plans
- Award-Winning, Industry-Leading Customer Service: We consistently rank among the best performing water utilities in the nation and have won several awards for our excellent customer service







Committed to Reasonable Rates

- Rates Set Through Rate Cases: Includes a thorough examination of all components of the company's operations, investments and expenses
- Stakeholders Have a Voice in the Ratemaking Process: Process involves a variety of stakeholders: consumer advocates, state government, local governments, trade associations, business groups and individual customers
- Rates Are Regulated by IURC: Rates do not change unless approved by the IURC—an advocate of neither the public nor the utilities
- Commission Makes Decisions in the Public Interest: Ensure utilities provide safe and reliable service at just & reasonable rates





Committed to Our Communities

- Doing Well by Doing Good: Our team is committed to being a good neighbor & good stewards of the environment
- We Encourage Volunteerism and Charitable Giving: Our employees volunteered more than 1,200 hours last year and the company and its employees donated more than \$430,000 to charitable and service organizations
- American Water Charitable Foundation:
 Matches employee donations annually up to \$1,000/employee and has invested more than \$5.5 million across the nation in programs and organizations



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We look forward to partnering with you!

Justin Schneider, Community Affairs Director