



# Lowell Presentation

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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







## 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



## Committed to Our Customers

- **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 high-water 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





**We look forward to  
partnering with you!**

Justin Schneider, Community Affairs Director