

Kentucky American Water Announces Partnership with Community Action Council

Agency will serve as new administrator for company's H2O Help to Others Program®

Kentucky American Water is pleased to announce a new partnership with Community Action Council for Lexington-Fayette, Bourbon, Harrison and Nicholas Counties, Inc. The agency is now administrator of the company's H2O - Help to Others Program®, which provides financial assistance for income-eligible, residential water and wastewater customers in need.

Community Action Council previously administered the H2O program from 2000 to 2014. Through the new partnership, the organization will help serve customers in Fayette County as well as throughout Kentucky American Water's 14-county service area through collaboration with Community Action Council's sister agencies.

"We're delighted to welcome Community Action Council as our partner in providing assistance to customers who are struggling financially and need help paying for their water or wastewater services," said Kathryn Nash, president of Kentucky American Water. "Community Action Council's experience with and passion for serving Kentuckians in need make them a great fit for our H2O Help to Others Program®."

"Community Action Council is delighted to renew its partnership with Kentucky American Water. We are the ideal partner for the H2O Help to Others Program® because, in addition to providing financial assistance for water and wastewater services, we take the opportunity to engage with families and households, identifying and addressing any additional needs that will further support their stability," said Sharon Price, executive director of Community Action Council.

In addition to the H2O Help to Others Program®, Kentucky American Water offers the following customer assistance programs that can also help keep life flowing for those in need:

- **Installment Plans:** In some cases, the company is able to offer customers an installment plan to extend the time customers have to pay a past due balance. This is a free service that assists eligible customers in spreading the costs of the past due balances over time.
- **Payment Arrangements:** If customers are unable to pay their bill by the due date, they can visit MyWater to review payment plan options or contact Kentucky American Water's customer service team before the due date to work with them to determine payment arrangements that may be available.
- **Budget Billing:** A free service that is available to eligible residential customers. The program makes managing your cash flow easier by providing predictable monthly payments and avoiding seasonal spikes that may be difficult to pay when not planned for in advance.
- **Preferred Due Date:** Eligible customers can request to adjust their due date.

For more information about these programs, including eligibility guidelines and contact information, please visit <https://www.amwater.com/kyaw/Customer-Service-Billing/Customer-Assistance-Program/>.

About American Water

American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

For more information, visit amwater.com and join American Water on LinkedIn, Facebook, X and Instagram.

About Kentucky American Water

Kentucky American Water, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water and wastewater services to approximately 560,000 people.

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