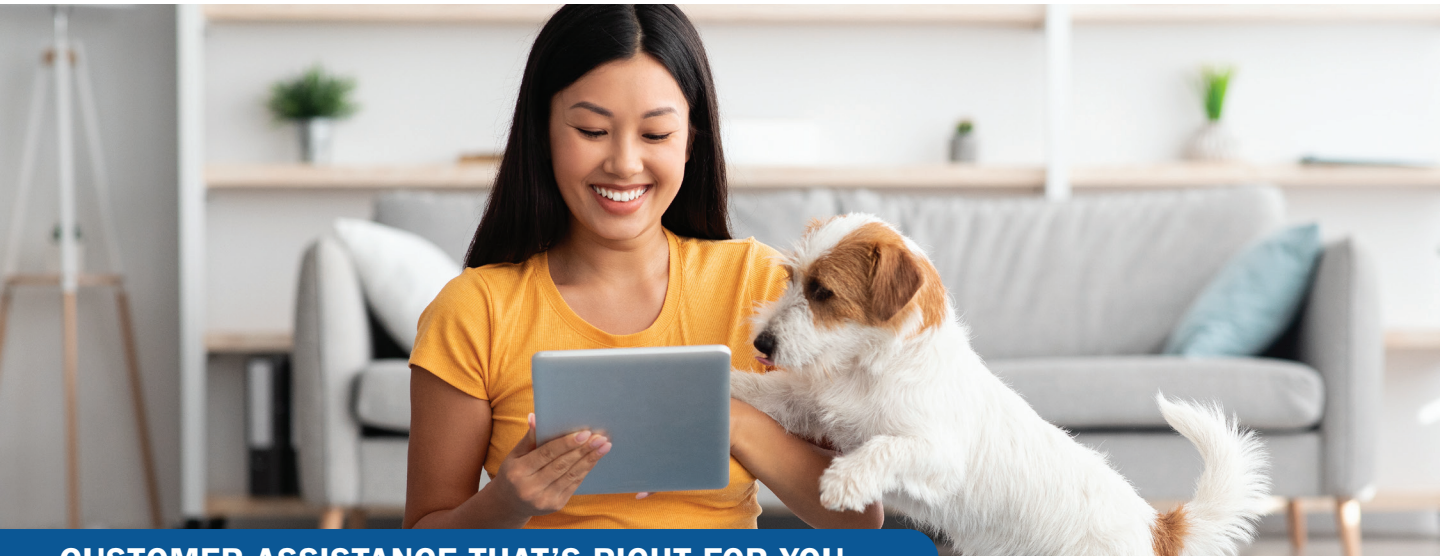


CUSTOMER ASSISTANCE PROGRAMS



CUSTOMER ASSISTANCE THAT'S RIGHT FOR YOU

Sometimes customers face circumstances that stretch their financial resources. Tennessee American Water is here to assist. We offer a variety of programs to help you pay your bill.

For information about our customer assistance programs, please visit: tennesseeamwater.com > **Customer Service & Billing > Customer Assistance Programs.**



PROJECT WATER HELP

Project Water Help is an emergency assistance program created by Tennessee American Water to help provide supplemental funding to qualifying Tennessee American Water customers. Customers who are unable to pay their water bill can contact United Way's Help Line. The United Way of Greater Chattanooga serves Tennessee American Water customers who reside in Hamilton, Sequatchie and Marion Counties in Tennessee and in northwest Georgia.

- Call 211 if your area code is 423
- Call 423-265-8000 if you have an out-of-state area code
- Call 866-921-3035 if you live in Georgia



BILL PAYMENT ARRANGEMENT PLAN

If you cannot pay your bill by the due date, please contact our customer service center immediately, before the due date. Our customer service representatives are available at **866-736-6420**. They will work with you on a plan to pay the balance of your bill over time.



BUDGET BILLING

Sometimes having a predictable water bill helps with financial planning. Budget billing is a free service available to eligible residential customers. The program makes managing your cash flow easier by providing predictable monthly payments.

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING