

American Water's Invoicing Requirements

1.0 INTRODUCTION

- 1.1 The following invoicing requirements are incorporated into any agreement or purchase order by American Water Works Company, Inc. or its subsidiaries (the "Company") that reference invoicing requirements.
- 1.2 The Company's Accounts Payable department is located in Camden, NJ and processes all supplier invoices for payment.
- 1.3 The Company's invoicing requirements are established to provide Suppliers with flexible billing options, guidance, and contact information while maintaining the Company's controls and efficiency.

2.0 TABLE OF CONTENTS

- 2.1 Section 3.0: Overview
- 2.2 Section 4.0: General Invoicing Format Requirements
- 2.3 Section 5.0: General Invoicing Format Guidelines and Preferences
- 2.4 Section 6.0: Invoicing Options
- 2.5 Section 7.0: Contacts
- 2.6 Section 8.0: Supplier Account Statements
- 2.7 Section 9.0: Cautions
- 2.8 Appendix A – Regulated Company Billing List
- 2.9 Appendix B – Market Based Business Company Billing List
- 2.10 Appendix C – Email Invoice Instructions

3.0 OVERVIEW

- 3.1 Invoices sent via paper will NOT be accepted by the Company as a standard billing method.
- 3.2 The **Company is requiring all supplier invoices to be paperless**. The joint benefits of going paperless between the Company and its Suppliers include reducing our carbon footprint, faster invoice receipt and processing, and eliminating paper processing costs and postage expenses.
- 3.3 The Company accepts paperless invoices via:
 - 1. Supplier cloud-based portal hosted by Taulia
 - 2. cXML/EDI
 - 3. Email
 - 4. SFTP interface
 - 5. Legal Tracker cloud-based portal

- 3.4 All invoices must be sent directly to the Accounts Payable department versus to a Company employee. Non-conforming invoices increase the Company's internal processing costs and delay Supplier's payment.
- 3.5 Goods and Services provided without a contract, purchase order, or other form of legal commitment authorized by an official signatory of the Company are subject to non-payment.
- 3.6 Supplier's invoice must minimally reflect the correct Company's subsidiary billing name and either a purchase order (PO) or Company employee's name responsible for ordering Supplier's goods or services.

4.0 GENERAL INVOICING FORMAT REQUIREMENTS

- 4.1 Handwritten invoices are NOT acceptable.
- 4.2 The Invoice MUST contain Supplier's name and "Remit to" address.
- 4.3 The invoice date MUST contain the current calendar date as the billing date.
- 4.4 The Invoice MUST contain the date of shipment, delivery, or service completion.
- 4.5 The Invoice MUST contain the Company's operating or subsidiary name (See Appendix A and B)
- 4.6 The Invoice MUST contain the "Ship to" address.
- 4.7 The Invoice MUST contain a distinct invoice number that uniquely identifies the bill. The number can be alpha numeric and contain a maximum of 16 characters in length. The invoice number is not recommended to be a date or include dashes, blank spaces, or leading zeros.
- 4.8 Invoices issued against purchase orders ("PO") MUST contain Company's PO number. Only one PO number may be billed on each invoice. If you need to bill against multiple PO numbers, you MUST issue separate invoices. If you are unsure if a PO number is required, please contact your Supply Chain representative or aw.procurement@amwater.com.
- 4.9 In the unusual instance where the Company did not issue a PO number, you must provide the American Water employee's email address (e.g., jane.smith@amwater.com) of the person's name responsible for ordering the Supplier's goods or service.
- 4.10 The Invoice MUST contain a concise description of the item for which Company is being billed. EXCEPTION: For confidential or sensitive matters, such as legal services or human resource services, detailed descriptions should only be sent to your Company representative.
- 4.11 The Invoice MUST contain the quantity and unit of measure for which Company is being billed. For example, 29.5 HR (hours), or 38,295 LB (pounds). International standard trade units of measure should be used. The unit price of the item and the extended price (quantity × unit price = extended price) should be included. Units of Measure should be consistent with contracts between Company and Supplier.
- 4.12 The Invoice MUST contain a separate amount statement of taxes, where applicable.
- 4.13 The Invoice MUST contain a separate amount statement of freight and handling charges, where applicable.
- 4.14 Invoices with alterations of any sort are NOT acceptable.



5.0 GENERAL INVOICING FORMAT GUIDELINES and PREFERENCES

- 5.1 Invoice images are preferred to be transmitted as an accessible data pdf document versus a scanned image pdf.
- 5.2 Invoice images should NOT be colored or contain excessive shading and graphics.
- 5.3 The Invoice should contain the part number, where applicable.
- 5.4 The invoice should contain the PO line-item number, where applicable.
- 5.5 The invoice should contain the Company's ERP assigned supplier number.
- 5.6 The invoice should contain the bill of lading number, where applicable.

6.0 INVOICING OPTIONS

6.1 Invoicing Option #1: E-Invoicing via Company's Supplier Portal

- 6.2 Only eligible for companies reflected on Appendix A
- 6.3 The Company's **priority** is to have its suppliers registered within its Supplier Portal, powered by Taulia, and using e-invoicing as its primary method to invoice.
- 6.4 Use of Company's Supplier Portal is free with no cost to Supplier.
- 6.5 Company must first "invite" Supplier to register into the portal. Supplier shall have ten (10) calendar days to accept invitation and register.
- 6.6 The [American Water Supplier Platform](#) is live and once activated, your account access will provide Supplier with 24/7 visibility into invoice and payment status, e-Invoicing capabilities, comprehensive supplier self-services and early payment options – all entirely FREE of charge.
- 6.7 The supplier portal can be found at www.amwater.com/supplierportal
- 6.8 Invoices submitted via the Supplier Portal shall be submitted electronically in the portal using one of the following forms most appropriate for your account.
 - 6.8.1 **E-Form** - Web-form standard template invoices completed by Supplier.
 - 6.8.2 **E-Flip** - A flip of Company's electronic PO into an Invoice by Supplier.
 - 6.8.3 **E-File** - Invoices sent directly from a Supplier's billing system or accounting software known as "Integrated e-Invoicing." E-File transmission protocols can include AS2, sFTP or FTPs. Taulia's standard e-File formats can include (but are not limited to) EDI 810 ANSI X12, EDIFACT/INVOIC, cXML Invoice, UBL Invoice or CSV invoice file formats.

6.8.4 **E-Send** - Submission of metadata PDF (not scanned .tiff PDF) invoices via email and cloud-based data capture with subsequent Vendor verification.

6.9 **Invoicing Option #2: Email Invoice**

6.10 Available as an invoice billing option for all subsidiaries of the Company.

6.11 Each designated email address is automated for invoice delivery only and therefore not monitored for payment inquiries or general questions.

6.11.1 invoice@amwater.com is only for subsidiaries listed in Appendix A.

6.11.2 mbbinvoice@amwater.com is only for subsidiaries listed in Appendix B.

6.12 Only .pdf or .tif document formats are accepted.

6.13 One invoice attachment per email. The single invoice can include multiple pages within its one attachment.

6.14 The attachment's file name cannot exceed 40 characters in length.

6.15 The attachment's file size cannot exceed 14mb.

6.16 Please do not mail a copy of an emailed invoice.

6.17 Please do not carbon copy Accounts Payable's employees or its group customer service inboxes ssc.ap@amwater.com or ssc.mbbap@amwater.com

6.18 **INVOICING OPTION #3: PAPER INVOICING VIA U.S.P.S.**

6.19 Only eligible as a temporary invoice billing option.

6.20 Paper invoices must meet all requirements listed within this document.

7.0 CONTACTS

7.0 To contact Supply Chain about use of the Supplier Portal, to get your PO#, or other generic questions, emails can be directed to aw.procurement@amwater.com. (For Appendix A companies only)

7.1 To contact Accounts Payable about the payment status of an invoice. Regardless of utilizing the Supplier Portal for e-Invoicing or not, all Suppliers can log into the Supplier Portal and perform self-service payment inquiries at portal.taulia.com. (For Appendix A companies only)

7.2 To inquire on payment status utilizing paper invoicing or other payment concerns, emails can be directed to Accounts Payable at ssc.ap@amwater.com. (For Appendix A companies only)



- 7.3 To inquire on payment status utilizing paper invoicing or other payment concerns, emails can be directed to Accounts Payable at ssc.mbbap@amwater.com. (For Appendix B companies only)
- 7.4 Please include invoice number, billing date, due date, and amount of invoice with your inquiries.

8.0 STATEMENTS

- 8.1 Supplier MUST provide Company with a full account statement of open transaction balances every calendar month.
- 8.2 Account statements are preferred to be received via email and in Excel format
 - 8.2.1 For Appendix A Companies, email ssc.ap@amwater.com
 - 8.2.2 For Appendix B Companies, email ssc.mbbap@amwater.com

9.0 CAUTIONS

- 9.1 The Company consists of different legal entities (subsidiary companies) that each have a separate billing name and address for invoices. Invoices billed under the wrong Company name or billing address will be delayed in processing.
- 9.2 **Original invoices should not be sent to the employee who requested the goods or services**, as this will result in delays. You may send copies to operations' employees if requested to do so by the requisitioner. If employee approval is required, the invoice will be routed to authorized employee electronically by the Accounts Payable department.
- 9.3 Payments remitted by Company to Supplier that are not clearly identifiable by the Supplier and cannot be specially applied to a Supplier's invoice or open accounts receivable record must be returned to Company within 14 business days.



APPENDIX -A-

(Only eligible for e-invoicing via the Supplier Portal or E-mail)

The following subsidiaries ARE eligible for electronic invoicing via Company's Supplier Portal or email invoice@amwater.com. Please refer to section 6.9 or Appendix C for email invoice instructions. Please review the Company Contract or Purchase Order for respective subsidiary to bill. All invoices must reflect one of the following billing addresses:

Regulated and Service Company Invoice Billing Addresses

Example Layout American Water Service Co
 AP Dept 1033
 first.last@amwater.com*
 1 Water Street
 Camden, NJ 08102-1658

* Employee's name is required for non-PO invoice.

| Bill to Company Name | Attention | Street Address | City | State | Zip Code |
|---------------------------------|---------------------|----------------|--------|-------|------------|
| American Water Canada Corp | AP Dept 1061 | 1 Water Street | Camden | NJ | 08102-1658 |
| American Water Works Parent Co | AP Dept 1020 | 1 Water Street | Camden | NJ | 08102-1658 |
| American Water Service Co | AP Dept 1033 | 1 Water Street | Camden | NJ | 08102-1658 |
| AWR (Leasing) | AP Dept 1021 | 1 Water Street | Camden | NJ | 08102-1658 |
| Bluefield Valley Water Works Co | AP Dept 1014 | 1 Water Street | Camden | NJ | 08102-1658 |
| California-American Water Co | AP Dept 1015 | 1 Water Street | Camden | NJ | 08102-1658 |
| E'Town Services LLC | AP Dept 1056 | 1 Water Street | Camden | NJ | 08102-1658 |
| Hawaii-American Water Co | AP Dept 1030 | 1 Water Street | Camden | NJ | 08102-1658 |
| Illinois Lake Water Co | AP Dept 1044 | 1 Water Street | Camden | NJ | 08102-1658 |
| Illinois-American Water Co | AP Dept 1025 | 1 Water Street | Camden | NJ | 08102-1658 |
| Indiana-American Water Co | AP Dept 1010 | 1 Water Street | Camden | NJ | 08102-1658 |
| Iowa American Water Co | AP Dept 1011 | 1 Water Street | Camden | NJ | 08102-1658 |
| Kentucky-American Water Co | AP Dept 1012 | 1 Water Street | Camden | NJ | 08102-1658 |
| Laurel Oak Properties, Inc. | AP Dept 1080 | 1 Water Street | Camden | NJ | 08102-1658 |
| Liberty Water Co | AP Dept 1055 | 1 Water Street | Camden | NJ | 08102-1658 |
| Maryland-American Water Co | AP Dept 1013 | 1 Water Street | Camden | NJ | 08102-1658 |
| Missouri-American Water Co | AP Dept 1017 | 1 Water Street | Camden | NJ | 08102-1658 |
| New Jersey-American Water Co | AP Dept 1018 | 1 Water Street | Camden | NJ | 08102-1658 |
| One Water Street LLC | AP Dept 1076 | 1 Water Street | Camden | NJ | 08102-1658 |
| Pennsylvania-American Water Co | AP Dept 1024 | 1 Water Street | Camden | NJ | 08102-1658 |
| Tennessee-American Water Co | AP Dept 1026 | 1 Water Street | Camden | NJ | 08102-1658 |
| Virginia-American Water Co | AP Dept 1027 | 1 Water Street | Camden | NJ | 08102-1658 |
| West Virginia-American Water Co | AP Dept 1028 | 1 Water Street | Camden | NJ | 08102-1658 |



APPENDIX -B-

(Only eligible for Invoicing via USPS Mail or E-mail)

The following subsidiaries are only eligible for Paper invoicing or email mbbinvoice@amwater.com. Please refer to section 6.9 or Appendix C for email invoice instructions. Please reflect the Company Contract or Purchase Order# on the face of the invoice.

Example Layout:

American Water Enterprises, LLC
 AP Dept 3010
 first.last@amwater.com*
 PO Box 3497
 Camden, NJ 08101

* Employee's name is required for non-PO invoices.

| Bill to Company Name and Address | LOB | Examples of Service or Delivery Addresses |
|---|----------------------|---|
| <u>American Water Enterprises, LLC</u> AP Dept 3010 PO Box 3497 Camden, NJ 08101 | AWCP AWEC AWEM | AWCP: Corporate Office Camden, NJ AWEM: Fort Leavenworth Fort Novosel Fort Sill |
| <u>American Water Operations and Maintenance, LLC</u> AP Dept 3030 PO Box 3497 Camden, NJ 08101 | AOMC AOMM | AOMC: 17 th St Camden, NJ AOMM: Fort Belvoir Fort Cavazos Fort Johnson Fort Meade Fort Walker Hill AFB Joint Base San Antonio Picatinny Arsenal Scott AFB Vandenberg SFB Wright-Patterson AFB |
| <u>American Water Services CDM</u> AP Dept 3040 PO Box 3497 Camden, NJ 08101 | ACDM | Duvall, WA |

APPENDIX -B-

| Bill to Company Name and Address | S4 LOB | Examples of Service or Deliver Addresses |
|--|--------|---|
| <u>American Water Acciona Aqua, LLC</u> AP Dept 3050 PO Box 3497 Camden, NJ 08101 | AWAA | Gibsonton, FL |
| <u>American Water Military Services, LLC</u> AP Dept 3060 PO Box 3497 Camden, NJ 08101 | AWMS | Fort Leonard Wood Joint Base Lewis-McChord Naval Station Mayport USMA West Point |
| <u>American Water Federal Services, LLC</u> AP Dept 3070 PO Box 3497 Camden, NJ 08101 | AWFS | |
| <u>American Water Defense Services, LLC</u> AP Dept 3080 PO Box 3497 Camden, NJ 08101 | AWDS | |

APPENDIX -C-

Email Invoice Instructions

Company has two unique email addresses for the subsidiaries reflected in Appendix A and B.

- invoice@amwater.com is for the subsidiaries listed on **Appendix A**
- mbbinvoice@amwater.com is for the subsidiaries listed on **Appendix B**

Ground rules for emailing invoices:

- The designated email addresses are automated and for the exclusive purpose of accepting invoice attachments only.
 - The inbox is not capable of responding to payment inquiries or questions.
- Only .pdf or .tif document formats are accepted.
 - Do not send .xls, .doc, .jpeg or any other file extension types within the email.
- One document attachment per email
 - The single invoice can include multiple pages within its one attachment.
 - The attachment's file name cannot exceed 40 characters in length.
 - The attachment's file size cannot exceed 14mb.
- **PLEASE DO NOT MAIL AN INVOICE COPY TO ACCOUNTS PAYABLE**
 - You can carbon copy American Water operations' employees.
 - Please do not carbon copy Accounts Payable's employees or its customer service addresses:
 - ssc.ap@amwater.com
 - ssc.mbbap@amwater.com