KENTUCKY AMERICAN WATER

We're proud to be your new water service provider.

Dear Valued Customer,

We are pleased to share that Kentucky American Water completed the acquisition of Water Service Corporation of Kentucky's water system on June 1. As a trusted provider of safe, clean, reliable and affordable water and wastewater service to communities across the state, we look forward to delivering the same high-quality service to you.

We proudly serve customers in 16 counties across the state. Our team of experts works hard to earn our customers' trust and satisfaction. In fact, many of our employees are also Kentucky American Water customers. We're also pleased to welcome employees from Water Service Corporation of Kentucky to the Kentucky American Water team.

There will be no immediate changes to your current water rates. However, all other fees will be applied to your bill in accordance with Kentucky American Water's tariff approved by the Kentucky Public Service Commission. Kentucky American Water filed a request on May 15, 2026, with the PSC for new water rates, but this is a request only. The PSC will make the final decision regarding any change in rates within 10 months of the filing.

We will continue to bill you monthly for service. **Your first bill from Kentucky American Water will arrive in June or July, depending on when your meter is read. This bill may be prorated and will include water service charges from Water Service Corporation of Kentucky's last reading through our first meter reading in June, then follow a monthly billing schedule.** Note: If you had an unpaid balance due to Water Service Corporation of Kentucky, the balance will be transferred to us and will appear on your next bill.

For Middlesboro Customers ONLY: The City of Middlesboro will now bill you separately for wastewater service and trash services. These charges will no longer appear on your water bill.

Once you receive your account number, you can manage your account easily online at amwater.com/mywater—view and pay your bill, enroll in Auto Pay and Paperless Billing, update your contact information and alert preferences, start or stop service, report emergencies or set up budget billing or an installment plan. We offer a variety of payment options, including Auto Pay, online or phone payments (a $1.95 fee may apply), mail and in-person payments at authorized locations.

We believe in investing in our infrastructure. Last year alone, we invested nearly $72 million to improve our water treatment and pipeline systems. Kentucky American Water plans to invest a total of more than $3.3 million in these newly acquired systems during the first five years of ownership to enhance the quality and reliability of water service. Improvements include implementing safety and security enhancements, replacing service lines, and integrating and strengthening the Supervisory Control and Data Acquisition (SCADA) systems that are used to control and monitor the water system. We also plan to replace meters within the first seven months. You may see our partner contractor, AllDrive, in your community performing this work. Meters are located outside, so you don't need to be home.

At Kentucky American Water, we have programs and resources for customers facing financial hardship through our H2O Help to Others Program™. In addition, we offer budget billing, installment plans and more to customers who qualify. Learn more at **kentuckyamwater.com/H2O**.

To stay informed, we encourage you to update your contact information and emergency alert preferences through MyWater. You can also report issues anytime at emergency.amwater.com.

> **Property managers:** If your tenants are not direct customers, please encourage them to sign up for our alerts at AWCodeRed.com or by texting WATER to 24639.

It's a privilege to help keep your life flowing—thank you for welcoming us into the Clinton and Middlesboro communities.

Sincerely,

Robert Burton
President, Kentucky American Water