

California American Water Suspends Non-Payment Service Shutoffs *Service to be restored to all customers regardless of ability to pay*

SAN DIEGO (March 19, 2020) – California American Water has suspended the practice of shutting off water service due to non-payment in response to the COVID-19 pandemic. Service will also be restored to all customers whose service was previously discontinued due to nonpayment. This policy will remain in effect as long as the current public health crisis continues.

These decisions were made to ensure clean, safe, reliable water service for all customers during this public health crisis, and to assist those customers who may experience financial hardships during this crisis.

"Our priority is and has always been the well-being of our customers," said California American Water President Rich Svindland. "During this public health crisis, we must ensure everyone, especially the most vulnerable segments of our society, has access to clean, safe and reliable water service. We also hope to provide some relief for those customers who may experience financial hardships as a result of this public health emergency."

California American Water is also taking steps to comply with all Centers for Disease Control guidelines on COVID-19 mitigation. Accordingly, the company is suspending in-person money transactions at all local offices. Customers will still be able to pay their bills online at myaccount.amwater.com or call the customer service line at 1-800-685-8660. They can also pay their bills at any third-party payment center that may be in their area. Customers can continue to make use of payment drop boxes if their local office has one.

In addition to protecting its customers, California American Water is prioritizing the health of its employees. The company has banned all work-related air travel. It has also mandated employees work from home other than certain essential personnel such as those who needed to ensure water and wastewater treatment. In addition, the company will not participate in

sponsored events and public gatherings consistent with CDC guidance. These restrictions will not affect California American Water's financial commitment to the many nonprofits and causes it supports each year.

"These decisions were made in accordance with our commitment to our customers and employees and the recommendations of public health care officials," Svindland said. "We hope these measures will bring some relief to those who may be affected by this crisis and contribute to the curtailment of the pandemic's advance. Our thoughts are with our customers, employees and all those across the globe during this extraordinary time."

COVID-19 and Water Quality:

California American Water's treatment processes are effective in removing harmful pathogens as required by law, including those of the Coronavirus family. Our water meets all federal and state drinking water standards and is safe to use.

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

For additional information about the coronavirus, please visit:

- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

About California American Water: California American Water, a subsidiary of American Water (NYSE: AWK), provides high-quality and reliable water and/or wastewater services to more than 690,000 California residents. Information regarding California American Water's service areas can be found on the company's website www.californiaamwater.com.

Press Release



About American Water: With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,100 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to more than 14 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on Twitter, Facebook and LinkedIn.

Media Contact:

Kevin Tilden
Vice President of External Affairs
California American Water
Office: (619) 446-4762
Cell: (619) 206-8099
kevin.tilden@amwater.com