



P.O. Box 99  
Greenwood, IN 46142  
[www.indianaamwater.com](http://www.indianaamwater.com)

June 28, 2012

Dear New Customer:

As you may already be aware, Indiana American Water recently completed its purchase of the New Whiteland water system, and is now the provider of high quality water service to your community. As the new water service provider for New Whiteland, effective June 27, 2012, Indiana American Water would like to welcome you to our family of customers.

Indiana American Water's team of professionals is committed to providing the exceptional quality and service you deserve. From customer service representatives and meter readers to plant operators, our employees recognize the important role they play in meeting your daily needs. Our employees are easily recognizable in your neighborhood as they all wear uniforms and carry company identification.

Indiana American Water is an industry leader with more than 126 years of service in Indiana, and is part of a nationwide team of professionals committed to your satisfaction. We not only provide the highest quality water service possible, but we're also committed to being an active participant in the communities we serve.

You should be receiving your first bill from Indiana American Water in late July or early August. You will also be receiving your final bill from the Town of New Whiteland in early July for your usage prior to the acquisition. Payment for this final bill should be returned to the Town of New Whiteland.

Starting immediately after acquisition, Indiana American Water will begin changing out the existing customer meters with new water meters. The first bill sent by Indiana American Water will include both usage measured in gallons from the existing meters and cubic feet from the new meters. After the meter changeout, your usage will be recorded in cubic feet and will be shown in both hundred cubic feet and gallons used on your bill.

Indiana American Water offers a wide variety of convenient payment options, including the ability to sign up online for automatic payments. My H2O Online also allows you to view your bill, track usage, change account information and turn your water service on or off. To sign up, visit [www.amwater.com/myH2O](http://www.amwater.com/myH2O) after you receive your first bill from Indiana American Water, or contact us at 1-800-492-8373.

You may also pay your bill for a small handling fee at Marsh Supermarkets at 880 South U.S. 31 and 2904 S. State Road 135 in Greenwood or the Main Street Market at 1171 N. Main Street in Franklin from 8 a.m. to 8 p.m. Customers may also mail their payments using the return envelope included with each bill. You can learn more about these

payment options by calling our customer service center at 800-492-8373 or by visiting us online at [www.indianaamwater.com](http://www.indianaamwater.com).

With the acquisition, the New Whiteland water system will join Indiana American Water's other systems as a regulated utility under the jurisdiction of the Indiana Utility Regulatory Commission (IURC). The IURC is a fact-finding body that hears evidence in cases filed before it and makes decisions based on the evidence presented in those cases. An advocate of neither the public nor the utilities, the IURC is required by state statute to make decisions that balance the interests of all parties to ensure the utilities provide adequate and reliable service at reasonable prices. To learn more about the IURC, visit them online at [www.in.gov/iurc](http://www.in.gov/iurc) or call during regular business hours at 800-851-4268.

The typical residential customer using 4,800 gallons of water per month in the Johnson County District pays \$39.04. For customers that don't live within 1,000 feet of a fire hydrant and are not subject to the fire protection surcharge, the typical bill is \$34.92. For more information, visit [www.indianaamwater.com](http://www.indianaamwater.com) and click on the "rates information" link under the customer service tab.

Your account information has been entered into our system so you will not need to take any action for your service to continue. If you have any service requests or questions about your service or our company, please call our customer service center, available 24/7, at 1-800-492-8373. We appreciate your business and look forward to serving you.

Sincerely,

A handwritten signature in cursive script that reads "Troy Bryant". The signature is written in black ink and is positioned above the typed name and title.

Troy Bryant  
Superintendent, Johnson County District