



[Consumer Privacy Notice](#) | [Employee/Applicant/Independent Contractor Privacy Notice](#)

Consumer Privacy Notice - Effective Date: January 1, 2023

Overview ×

American Water Works Company, Inc. and its affiliates (collectively, “American Water,” “we,” “us” or “our”) are serious about protecting your privacy. We understand your concerns with regarding how information about you is used and shared. We appreciate your trust that we will do so carefully and sensibly. This policy (“Privacy Policy”) describes the type of information we collect about you, how we collect it, how we use it, with whom we may share it and what choices you have regarding this information. This Privacy Policy is incorporated into and is part of the [Terms of Use](#) of the American Water web sites (including, www.amwater.com, or any replacement site, collectively, the “Site”). We encourage you to become familiar with the terms and conditions of both this Privacy Policy and the Terms of Use. By accessing and using the Site, you agree that you have read and understand this Privacy Policy and you accept and consent to American Water’s privacy practices (and any uses and disclosures of information about you) that are described in this Privacy Policy.

What Information Do We Collect? ×

We may collect certain identifying information from or about you in connection with your use of or submissions to the Site (collectively, the “Collected Information”). For example, if you request information through the Site, you may submit to us your name and contact information, such as your email address, mailing address, or telephone number. If you access your account or pay your bill through the Site, you may also provide information such as your account number, credit card information and bank account information. In addition to the types of information we may collect, American Water may retain the content of and metadata regarding any correspondence between you and American Water or our representatives, regardless of the mode of communication by which such correspondence was made. This information helps us improve the Site, its functionality and the online media, content, materials, opportunities and services that we feature or describe on the Site and to more effectively and efficiently respond to both current and future inquiries. As with many other websites, the servers used to operate the Site may collect certain data pertaining to you and the equipment and communications method you use to access the internet and the Site. For security reasons and to confirm the integrity of our data, American Water may combine components of this data with other sources of information which may identify you. Unless otherwise described in this Privacy Policy or our [Terms of Use](#), such identifying information will be used solely for our internal business purposes. In addition, the information we collect may reveal such things as the Internet protocol (“IP”) address assigned to your computer, specific pages that you accessed on the Site or immediately prior to visiting the Site and the length of time you spent at the Site. The purposes for which this information is collected and used include facilitating Site operation and system administration, generating aggregate, non-identifiable statistical information, monitoring and analyzing Site

traffic and usage patterns and improving the content and content delivery with regard to the Site, its functionality and the online media, content, materials, opportunities and services that we describe or make available on the Site.

Although, like many other websites, our Site may at any time, in our discretion, use "cookies" to help us recognize visitors when they return to the Site or as they navigate through the different portions of the Site. We do not currently use cookies or other tracking mechanisms to collect personal or individually identifiable information.

While some aspects of the Site may provide information that is intended for children, we do not knowingly or intentionally collect personal or identifying information from children. We strongly recommend that children get their parent or guardian's consent before providing any personal information. If you are under the age of 18, please use our Site only under adult supervision and with the involvement of a parent or guardian.

How Do We Use the Information That We Collect?



In addition to the uses mentioned or described above, in the Data Summary Chart or otherwise described in our Terms of Use, we use the information that you submit to accomplish the purpose for which it was submitted. For example, if you submit your credit card information to make a payment on your account, we will use that information to make that payment. We may also use the information that we collect from or about you to analyze and improve the functionality content, features, materials and opportunities that we make available on the Site, to notify you of changes made to the Site or new opportunities made available on or through the Site, to evaluate your needs and customize the Site content delivered to you according to those needs, to send you promotional materials and for other legitimate and lawful business purposes. If you contact us for support or assistance, we may use information that you provide or that we collect about you or your system for purposes such as verifying whether your system meets the minimum requirements needed to use the Site and the various services we offer.

With Whom Do We Share Information that We Collect?



In addition to the uses mentioned or described above, in the Data Summary Chart or otherwise described in the Terms of Use, in the course of conducting our business, American Water may, as appropriate, transfer Collected Information, whether solicited or unsolicited, to our offices across our national footprint, catalog and add such Collected Information to our databases, transmit such Collected Information to our affiliates and contractors and, to the extent necessary to accomplish the purpose for which information was submitted, to other third parties (e.g., to the relevant financial institutions in making payments). We may from time to time utilize a number of trusted business partners in delivering the online media, content, materials and opportunities available on or through the Site to you. We may share information about you with these business partners to the extent necessary for purposes of communicating with you or fulfilling your requests for our products or services, or your subscriptions to such media, content and materials, or to market products and services, or to improve our products and services. We may also produce reports on Site traffic or usage patterns and share these reports with our business partners and others. The information contained in these reports is anonymous and does not allow identification of any specific individual. Other than as expressly provided in this Privacy Policy, any Collected Information we obtain about you will be reported outside our organization only in aggregated formats and will not be distributed in a manner that will identify or be attributable to any particular or specific individual or company. American Water may disclose information about you if we become subject to a subpoena or court order or if we are otherwise legally required to disclose such information. We may also use and disclose information about you to establish or exercise our legal rights, to enforce the Terms of Use, to assert and defend against legal claims or to investigate, prevent or take other action regarding actual or suspected illegal or fraudulent activities or potential threats to the physical safety or well-being of any person. As American Water continues to grow and develop its business, it is possible that its corporate structure might change or that it might merge or otherwise combine with another company. In any such transaction, customer information should be expected to be one of the transferred business assets.

American Water collects information, adds the collected information to databases (presumably central service company databases), then may share information with business partners for purposes of communication, which could include marketing products and services.

Can You Choose the Information that You Provide to Us?



When corresponding with American Water or our representatives, making a request for information or otherwise interacting with us through the Site, you choose what information to provide, what questions to pose and

comments to make, whether you wish to receive further information and by what method of communication such information should be delivered. Please take care to share only such information as is needed or that you believe is appropriate.

How Do We Protect Information Collected About You?

American Water takes commercially reasonable measures to secure and protect information transmitted via or stored on the Site and transmitted to and from the Site. Nevertheless, no security system is impenetrable. We cannot and do not guarantee that information that users of the Site may happen to transmit or otherwise supply, or that any communications or any electronic commerce conducted on or through the Site, is or will be totally secure. You agree to immediately notify us of any breach of Site security, this Privacy Policy or the [Terms of Use](#) of which you become aware.

Linked Sites

For your convenience, some hyperlinks may be posted on the Site that link to other websites not under our control. We are not responsible for, and this Privacy Policy does not apply to, the privacy practices of those sites or of any companies that we do not own or control. We encourage you to seek out and read the privacy policy of each website that you visit. In addition, should you happen to initiate a transaction on a website that our Site links to, even if you reached that site through our Site, the information that you submit to complete that transaction becomes subject to the privacy practices of the operator of that linked website. You should read that website's privacy policies to understand how personal information that is collected about you is used and protected.

Changes to Privacy Policy

From time to time, we may change our privacy practices, and this Privacy Policy, because of changes in relevant and applicable legal or regulatory requirements, our business practices, or in our attempts to better serve your needs and those of our other customers. Notice of such changes to our privacy practices will be given in the manner described in the [Terms of Use](#) and a revised Privacy Policy will be posted on the Site.

Who Can You Contact for More Information?

If you have any questions or suggestions about the Site, American Water or our products, services, privacy practices, or your privacy rights, please contact us at the address, telephone number or email provided below.

American Water Works Company, Inc.
 Attn: Enterprise Security
 1 Water St
 Camden, NJ 08102
 Telephone: 1-844-297-5952
 E-mail: Privacy@amwater.com

Acknowledgement

BY ACCESSING OR USING THE SITE, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTAND AND CONSENT TO THE PRIVACY PRACTICES AND TO THE USES AND DISCLOSURES OF INFORMATION THAT WE COLLECT ABOUT YOU AS DESCRIBED IN THIS PRIVACY POLICY AND YOU AGREE TO BE BOUND BY THE [TERMS OF USE](#) REFERENCED ABOVE.

California and Virginia Privacy Notice

AMERICAN WATER CALIFORNIA PRIVACY NOTICE

Effective Date: January 1, 2023

This California Privacy Notice ("**Notice**") applies to "Consumers" as defined by the California Consumer Privacy Act ("**CCPA**") and the California Privacy Rights Act ("**CPRA**") (collectively, "**California Privacy Laws**") as a supplement to American Water's and its affiliates' (collectively, "American Water", "we", "us" or "ours") Privacy

Policy, Terms of Use and other applicable notices. In the event of a conflict between any other American Water policy, statement or notice and this Notice, this Notice will prevail as to California Consumers and their rights under the California Privacy Laws. Please see also any policies or notice of general applicability posted or referenced on our Site. This Notice covers the collection, use, disclosure, sale and sharing of California Consumers' "Personal Information" ("**PI**") and "Sensitive Personal Information" ("**SPI**") as defined by California

Privacy Laws, except to the extent such PI/SPI is exempt from the notice obligations of the California Privacy Laws. This Notice also covers rights California Consumers have under the California Privacy Laws, as well other notices to Californians required by other laws. Publicly available information is not treated as PI/SPI under the California Privacy Laws, so this notice is not intended to apply to that data and your Consumer privacy rights do not apply to that data. To aid in readability, in some places we have abbreviated or summarized California Privacy Laws terms or language, but a full copy of the California Privacy Laws is available [here](#) for your review, and in some places in this Notice we cite and/or link to specific California Privacy Laws sections for your reference. Terms defined in the California Privacy Laws that are used in this Notice shall have the same meaning as in the California Privacy Laws.

CALIFORNIA PRIVACY RIGHTS

The California Privacy Laws are newer laws and there remain differing interpretations of them. Accordingly, American Water may, from time-to-time, update information in our notices regarding our data practices and modify the methods or means for you to make requests and how we respond to such requests, and/or supplement our response(s) to your requests, as we continue to develop our compliance program to reflect the evolution of the law and our understanding of how it relates to our data practices.

We provide our customers the privacy rights described in this section. You have the right to exercise these rights via an authorized agent who meets the agency requirements of the California Privacy Laws and related regulations. To access or delete specific pieces of PI/SPI we will need to verify your identity to the degree of certainty required by law. You must use the [Third Party Authorization form](#) available on our website to authorize third parties to make an access or deletion request on your behalf.

Some PI/SPI we maintain about Consumers is not sufficiently associated with enough PI/SPI about the Consumer for us to be able to verify that it is a particular Consumer's PI/SPI when a Consumer request that requires verification pursuant to the California Privacy Law's verification standards is made (e.g., clickstream data tied only to a pseudonymous browser ID). As required by the California Privacy Laws, we do not include that PI/SPI in response to those requests. If we cannot comply with a request, we will explain the reasons in our response. You are not required to create an account with us to make a Verifiable Consumer Request, but you may use your account to do so. We will use PI/SPI provided in a Verifiable Consumer Request only to verify your identity or authority to make the request and to track and document request responses, unless you also gave it to us for another purpose.

We will make commercially reasonable efforts to identify Consumer PI/SPI that we collect, process, store, disclose and otherwise use and to respond to your California Consumer privacy rights requests. In some cases, particularly with voluminous and/or typically irrelevant data, we may suggest that you receive the most recent or a summary of your PI/SPI and give you the opportunity to elect whether you want the rest or not. We reserve the right to direct you to where you may access and copy responsive PI/SPI yourself. We will typically not charge a fee to fully respond to your requests; provided that we may charge a reasonable fee, or refuse to act upon a request, if your request is excessive, repetitive, unfounded or overly burdensome. If we determine that the request warrants a fee, or that we may refuse it, we will give you notice explaining that decision. You will be provided a cost estimate and the opportunity to accept such fees before we will charge you for responding to your request.

Consistent with the California Privacy Laws and our interest in the security of your PI/SPI, we will not deliver to you your social security number, driver's license number or other government-issued identification number, financial account number, an account password, or security questions or answers in response to a California Privacy Laws request. However, you may be able to access some of this information yourself through your account if you have an active account with us.

Your California Consumer privacy rights are as follows:

A. Information Rights:

You have the right to send us a request, no more than twice in a twelve-month period, for any of the following for the period that is twelve months prior to the request date:

- The categories of PI we have collected about you.
- The categories of SPI we have collected about you.
- The categories of sources from which we collected your PI/SPI.
- The business or commercial purposes for our collecting or selling your PI/SPI.
- The categories of third parties to whom we have shared your PI/SPI.
- The specific pieces of PI/SPI we have collected about you.
- A list of the categories of PI/SPI disclosed for a business purpose in the prior 12 months, or that no disclosure occurred.
- A list of the categories of PI/SPI sold about you in the prior 12 months, or that no sale occurred.
- If we sold or shared your PI/SPI, we will explain:
 - The categories of your PI/SPI we have sold or shared, as defined by California Privacy Laws.
 - The categories of third parties to which we sold or shared PI/SPI, by categories of PI/SPI sold or shared for each third party.

To make a request, please use the link at the bottom of this page. You may also call us Toll Free at 1-844-297-2222.

5952. For your specific pieces of information, as required by the California Privacy Laws, we will apply the heightened verification standards set forth in the California Privacy Laws. Please note that PI/SPI is retained by us for various time periods, so we may not be able to fully respond to what might be relevant going back 12 months prior to the request.

B. Obtaining Copies of PI:

You have the right to make or obtain a transportable copy, no more than twice in a twelve-month period, of your PI that we have collected and are maintaining. To make a request, please use the link at the bottom of this page. You may also call us at Toll Free at 1-844-297-5952 if you are a California American Water customer. Please note that PI is retained by us for various time periods, so we may not be able to fully respond to what might be relevant going back 12 months prior to the request.

C. Do Not Sell or Share My Personal Information:

You have the right to request we not sell your PI or share your PI for cross-context behavioral advertising. We do not sell PI or share your PI for cross-context behavioral advertising as those terms are currently defined by the California Privacy Laws, but as a courtesy we are providing you the option to register your opt-out preferences here: [Customer Privacy](#) in the event we should do so in the future. To exercise your Do Not Sell or Share rights, please use the link at the bottom of this page. You may also call us at Toll Free at 1-844-297-5952 if you are a California American Water customer. Data practices of third-party cookies and tracking devices associated with our websites and mobile apps may constitute a "sale" or "sharing" of your PI as defined by the California Privacy Laws. You can exercise control over browser-based cookies by adjusting the settings on your browser. In addition, third party tools enable you to search for and opt-out of some of these devices, such as the Ghostery browser plug-in available at <https://www.ghostery.com/>. We do not represent that these third-party tools, programs or statements are complete or accurate. If you are 16 years of age or older, you have the right to direct us to not sell your PI. We do not knowingly sell or share the PI of Consumers we know are under the age of 16, unless we receive an opt-in from the Consumer who is at least 13 years of age but under 16 years of age, or from the parent or guardian of a Consumer younger than 13 years of age. Consumers who opt-in to PI sales or sharing may opt-out at any time. If you think we may have unknowingly collected PI for sale or sharing of yourself or of your child under the age of 13, or if you are at least 13 years of age but under 16 years of age, exercising the opt-out will stop our selling or sharing of the PI.

Hyperlink provided by Mr. Watkins is found under the California Consumer Privacy Rights section. The link is not provided within the overall Consumer Privacy Notice to indicate it applies to MAWC customers.

D. Delete:

Except to the extent we have a basis for retention under the California Privacy Laws, you may request that we delete your PI that we have collected directly from you and are maintaining. Our retention rights include, without limitation, to complete transactions and service you have requested or that are reasonably anticipated, for security purposes, for legitimate internal business purposes, including maintaining business records, to comply with law, to exercise or defend legal claims, and to cooperate with law enforcement. Note also that we are not required to delete your PI that we did not collect directly from you. To make a request, please use the link at the bottom of this page. You may also call us at Toll Free at 1-844-297-5952 if you are a California American Water customer.

E. Non-Discrimination and Financial Incentive Programs:

We do not discriminate against customers for exercising their rights under the California Privacy Laws. We do not provide customers with financial incentive programs; however, should our practices change, we will not discriminate against you in a manner prohibited by the California Privacy Laws because you exercise your California Privacy Laws rights. However, we may charge a different price or rate, or offer a different level or quality of goods or services, to the extent that doing so is reasonably related to the value of the applicable data. In addition, we may offer you financial incentives for the collection, sale and retention and use of your PI/SPI as permitted by the California Privacy Laws that can, without limitation, result in reasonably different prices, rates, or quality levels. The material aspects of any financial incentive will be explained and described in its program terms. Please note that participating in incentive programs is entirely optional, you will have to affirmatively opt-in to the program and you can opt-out of each program (i.e., terminate participation and forgo the ongoing incentives) prospectively by following the instructions in the applicable program description and terms. We may add or change incentive programs and/or their terms by posting notice on our website.

F. Our and Other's Rights:

Notwithstanding anything to the contrary, we may collect, use and disclose your PI/SPI as required or permitted by applicable law and this may override your California Privacy Laws rights. In addition, we need not honor any of your requests to the extent that doing so would infringe upon our or any other person or party's rights or conflict with applicable law.

G. Correction:

You have the right to ask us to correct any inaccurate personal information. The easiest way to correct your personal information is through your MyWater account, which can be accessed at <https://login.amwater.com/>. If you do not have a MyWater account, you can sign up for one at <https://login.amwater.com/register>, or you can contact American Water at 1-866-269-2837. You may also make a request using the link at the bottom of this page.

H. Limiting Use and Disclosure of Sensitive Personal Information

You have the right to ask us to limit the use and disclosure of your SPI except when it is necessary for the

You have the right to ask us to limit the use and disclosure of your SP, except when it is necessary for the business to provide services. To make this request, please submit a Right to Limit Use and Disclosure request by using the link at the bottom of this page.

ADDITIONAL CALIFORNIA NOTICES.

In addition to California Privacy Laws rights, certain Californians are entitled to certain other notices, including:

A. Third Party Marketing and Your California Privacy Rights:

California's "Shine the Light" law permits California residents to request certain information regarding our disclosure of PI to third parties for their own direct marketing purposes. **Separate from your California Privacy Laws "Do Not Sell" rights you have the following additional rights regarding disclosure of your information to third parties for their own direct marketing purposes:** We may from time to time elect to share certain "personal information" (as defined by California's "Shine the Light" law) about you with third parties for those third parties' direct marketing purposes. California Civil Code § 1798.83 permits California residents who have supplied personal information, as defined in the statute, to us to, under certain circumstances, request and obtain certain information regarding our disclosure, if any, of personal information to third parties for their direct marketing purposes. If this applies, you may obtain the categories of personal information shared and the names and addresses of all third parties that received personal information for their direct marketing purposes during the immediately prior calendar year (e.g., requests made in 2019 will receive information about 2018 sharing activities). To make such a request, please provide sufficient information for us to determine if this applies to you, attest to the fact that you are a California resident and provide a current California address for our response. You may make this request by contacting us at Privacy@amwater.com, or in writing at: 1 Water Street, Camden, NJ 08102 (Attention: Legal Counsel). Any such request must include "California Privacy Rights Request" in the first line of the description and include your name, street address, city, state, and ZIP code. Please note that we are only required to respond to one request per Consumer each year, and we are not required to respond to requests made by means other than through the e-mail address or mailing address provided in this Policy. **As these rights and your California Privacy Laws rights are not the same and exist under different laws, you must exercise your rights under each law separately.**

B. Tracking and Targeting:

When you visit our online services, we and third parties may use tracking technologies to collect usage information based on your device for a variety of purposes, including serving you advertising, based on your having visited our services or your activities across time and third-party locations. Some browsers may enable you to turn on or off a so-called "Do Not Track" signal. Because there is no industry consensus on what these signals should mean and how they should operate, we do not look for or respond to "Do Not Track" signals.

C. California Minors:

Although our online service(s) are intended for an audience over the age of 18, any California residents under the age of eighteen (18) who have registered to use our online services, and who posted content or information on the service, can request removal by contacting us Privacy@amwater.com detailing where the content or information is posted and attesting that you posted it. We will then make reasonably good faith efforts to remove the post from prospective public view or anonymize it, so the minor cannot be individually identified to the extent required by applicable law. This removal process cannot ensure complete or comprehensive removal. For instance, third parties may have republished or archived content by search engines and others that we do not control.

AMERICAN WATER VIRGINIA PRIVACY NOTICE

Effective Date: January 1, 2023

This Virginia Privacy Notice ("**Notice**") applies to "Consumers" as defined by the Virginia Consumer Data Protection Act (the "Virginia Privacy Law") as a supplement to American Water's and its affiliates' (collectively, "American Water", "we", "us" or "ours") Privacy Policy, Terms of Use and other applicable notices. In the event of a conflict between any other American water policy, statement or notice and this Notice, this Notice will prevail as to Virginia Consumers and their rights under the Virginia Privacy Law. Please see also any policies or notice of general applicability posted or referenced on our Site. This Notice covers the collection, use, disclosure and sale of Virginia Consumers' "Personal Data" ("**PD**") as defined by Virginia Privacy Law, except to the extent such PD is exempt from the notice obligations of the Virginia Privacy Law. Publicly available information is not treated as PD under the Virginia Privacy Law, so this notice is not intended to apply to that data and your Consumer privacy rights do not apply to that data. To aid in readability, in some places we have abbreviated or summarized the Virginia Privacy Law terms or language, but a full copy of the Virginia Privacy Law is available [here](#) for your review, and in some places in this Notice we cite and/or link to specific Virginia Privacy Laws sections for your

reference. Terms defined in the Virginia Privacy Law that are used in this Notice shall have the same meaning as in the Virginia Privacy Law.

VIRGINIA PRIVACY RIGHTS

The Virginia Privacy Law is a newer law and there remain differing interpretations of it. Accordingly, American

The Virginia Privacy Law is a newer law and there remain differing interpretations of it. Accordingly, American Water may, from time-to-time, update information in our notices regarding our data practices and modify the methods or means for you to make requests and how we respond to such requests, and/or supplement our response(s) to your requests, as we continue to develop our compliance program to reflect the evolution of the law and our understanding of how it relates to our data practices. We provide our customers the privacy rights described in this section. To access, correct or delete specific pieces of personal information we will need to verify your identity to the degree of certainty required by law. Some PD we maintain about Consumers is not sufficiently associated with enough PD about the Consumer for us to be able to verify that it is a particular Consumer's PD when a Consumer request that requires verification pursuant to the Virginia Privacy Law's verification standards is made (e.g., clickstream data tied only to a pseudonymous browser ID). As required by the Virginia Privacy Law, we do not include that PD in response to those requests. If we cannot comply with a request, we will explain the reasons in our response. You are not required to create an account with us to make a consumer request, but you may use your account to do so. We will use PD provided in a consumer request only to verify your identity or authority to make the request and to track and document request responses, unless you also gave it to us for another purpose. We will make commercially reasonable efforts to identify Consumer PD that we collect, process, store, disclose and otherwise use and to respond to your Virginia Consumer privacy rights requests. In some cases, particularly with voluminous and/or typically irrelevant data, we may suggest that you receive the most recent or a summary of your PD and give you the opportunity to elect whether you want the rest or not. We reserve the right to direct you to where you may access and copy responsive PD yourself. We will typically not charge a fee to fully respond to your requests; provided that we may charge a reasonable fee, or refuse to act upon a request, if your request is excessive, repetitive or unfounded. If we determine that the request warrants a fee, or that we may refuse it, we will give you notice explaining why we made that decision. You will be provided a cost estimate and the opportunity to accept such fees before we will charge you for responding to your request.

Your Virginia Consumer privacy rights are as follows:

A. Information Rights:

You have the right to send us a request for any of the following:

- The categories of PD we have collected about you.
- The business or commercial purposes for processing your PD.
- The categories of PD shared with third parties.
- The categories of third parties to whom we have shared your PD.
- Whether or not PD is sold about you.
- Whether or not PD about you is processed for targeted advertising.
- Whether or not PD about you is processed for profiling.

To make a request, please use the link at the bottom of this page. You may also call us Toll Free at 1-844-297-5952 if you are a Virginia American Water customer. Please note that PD is retained by us for various time periods, so we may not be able to fully respond to what might be relevant going back 12 months prior to the request.

B. Obtaining Copies of PD:

To make a request of your PD that we have collected, please use the link at the bottom of this page. You may also call us at Toll Free at 1-844-297-5952 if you are a Virginia American Water customer. Please note that PD is retained by us for various time periods, so we may not be able to fully respond to what might be relevant going back 12 months prior to the request.

C. Do Not Sell My Personal Data, Do Not Process My Personal Data for Targeted Advertising or Do Not Process My Personal Data for Profiling:

You have the right to request we not sell your PD or process your PD for targeted advertising or profiling. We do not sell PD or process PD for profiling as those terms are currently defined in the Virginia Privacy Law. We do process PD for targeted advertising as that term is currently defined by the Virginia Privacy Law. You may register your opt-out preferences here: [Customer Privacy](#). To exercise your do not sell, do not process for targeted advertising or do not process for profiling rights, please use the link at the bottom of this page. You may also call us at Toll Free at 1-844-297-5952 if you are a Virginia American Water customer.

D. Delete:

Except to the extent we have a basis for retention under the Virginia Privacy Law, you may request that we delete your PD that we have collected directly from you or about you and are maintaining. Our retention rights include, without limitation, to complete transactions and service you have requested, for security purposes, to comply with law, to exercise or defend legal claims, and to cooperate with law enforcement. To make a request, please

use the link at the bottom of this page. You may also call us at Toll Free at 1-844-297-5952 if you are a Virginia American Water customer.

E. Our and Other's Rights:

Notwithstanding anything to the contrary, we may collect, use and disclose your PD as required or permitted by applicable law and this may override your Virginia Privacy Law rights. In addition, we need not honor any of your

Hyperlink provided by Mr. Watkins is also found under the Virginia Consumer Privacy Rights section. The link is not provided within the overall Consumer Privacy Notice to indicate it applies to MAWC customers.

applicable law and this may override your Virginia Privacy Law rights. In addition, we need not honor any of your requests to the extent that doing so would infringe upon our or any other person or party's rights or conflict with applicable law.

F. Correction:

You have the right to ask us to correct any inaccurate PD. The easiest way to correct your PD is through your MyWater account, which can be accessed at <https://login.amwater.com/>. If you do not have a MyWater account, you can sign up for one at <https://login.amwater.com/register>, or you can contact American Water at 1-866-269-2837. You may also make a request using the link at the bottom of this page.

G. Right to Appeal

As a customer of American Water, you have the right to appeal a decision made on a previous privacy request. The easiest way to correct your personal information is through the link at the bottom of this page or you can contact American Water at 1-866-269-2837.

AMERICAN WATER COLLECTION OF PERSONAL INFORMATION/PERSONAL DATA

A. PI We Collect

American Water and its affiliates may collect, retain, use and disclose PI/PD about California and Virginia Consumers. Such PI includes **Identifiers**¹, **Personal Records**², **Personal Characteristics or Traits**³, **Customer Account Details / Commercial Information**⁴, **Internet Usage Information**⁵, **Geolocation Data**⁶, **Sensory Data**⁷ and **Inferences from PI Collected**⁸. As permitted by applicable law, we do not treat de-identified data or aggregate consumer information as PI/PD and we reserve the right to convert, or permit others to convert, your PI/PD into de-identified data or aggregate consumer information. We have no obligation to re-identify such information or keep it longer than we need to respond to your requests. This helps us practice data minimization, which we consider to be a privacy best practice consistent with our mission to respect our customers.

B. Sources of PI/PD

We may collect your PI/PD directly from you or from service providers, vendors and suppliers, our affiliates or other individuals and businesses, as well as public sources of data such as government databases. For more specifics tied to each category of PI/PD, see the Data Summary Chart.

C. Business or Commercial Purposes for PI/PD Collection, Disclosure and Sharing of PI/PD

Other than for the uses mentioned or described above, in the Data Summary Chart or otherwise described in our Terms of Use, generally, we collect, retain, use and disclose your PI/PD to provide you services and as otherwise related to the operation of our business. For more specific detail on our collection of PI/PD, and the purposes; therefore, see the Data Summary Chart.

As more fully detailed in the Data Summary Chart, we may collect, use and disclose the PI/PD we collect for one or more of the following business purposes, pursuant to and in compliance with the corresponding CPRA and VCDPA sections:

CPRA:

- **Processing Interactions and Transactions** (§1798.140(e)(4));
- **Managing Interactions and Transactions** (§1798.140(e)(1));
- **Performing Services** (§1798.140(e)(5));
- **Research and Development** (§1798.140(e)(7));
- **Quality Assurance** (§1798.140(e)(8));
- **Security** (§1798.140(e)(2)); and
- **Debugging** (§1798.140(e)(3)).

VCDPA:

- **Processing Interactions and Transactions** (§59.1-571);
- **Research and Development** (§59.1-578(B)); and
- **Security** (§59.1-574(A)(3)).

We may share PI/PD with our service providers, other vendors (including those that facilitate interest-based and other advertising and marketing), affiliates, and/or third parties. We may also collect, use and disclose your PI/PD as required or permitted by applicable law.

¹As defined in CPRA §1798.140(v)(1)(A)

²As defined in CPRA §1798.140(v)(1)(B)

³As defined in CPRA §1798.140(v)(1)(C)

⁴As defined in CPRA §1798.140(v)(1)(D)

⁵As defined in CPRA §1798.140(v)(1)(F)

⁶As defined in CPRA §1798.140(v)(1)(G)

⁷As defined in CPRA §1798.140(v)(1)(H)

⁸As defined in CPRA §1798.140(v)(1)(I)

⁶As defined in CPRA §1798.140(v)(1)(G)

⁷As defined in CPRA §1798.140(v)(1)(H)

⁸As defined in CPRA §1798.140(v)(1)(K)

¹⁻⁸As defined in VCDPA §59.1-571

Subject to the restrictions and obligations set forth in the California Privacy Laws and the Virginia Privacy Law, our vendors may also use your PI/PD for some or all of the above-listed business purposes. Also, our vendors may themselves engage service providers or subcontractors to enable them to perform services for us, which sub-processing is, for purposes of certainty, an additional business purpose for which we are providing you notice.

Notwithstanding anything to the contrary in our other privacy notices, we typically restrict use of your PI/PD that is governed by the California Privacy Laws or Virginia Privacy Law consumer rights provisions and is shared with our vendors for business purposes and for the reasons set forth in the Data Summary Chart, or we treat such disclosures as sales of your PI/PD, as defined by the California Privacy Laws or Virginia Privacy Law, subject to your Do Not Sell rights. For more information on how to exercise your rights, please use the link at the bottom of this page. You may also call us at Toll Free at 1-844-297-5952 if you are a California American Water customer or a Virginia American Water customer.

If we share your PI/PD at your direction, that is not a sale. Also, disclosures amongst the entities that constitute American Water as defined above are not a sale.

For Password/Login Issues, Account Issues, Billing/Payment questions, or other Water Service Questions, call Customer Support at 1-866-AMWATER (1-866-269-2837) or click this link for Customer Service

The Privacy website below is for Consumers to make Data Privacy requests in accordance with the California and Virginia Privacy Laws.

The Privacy website is **NOT** for customer service requests.

To make an Access Request, Deletion Request, Correction Request, Do Not Sell Request, Do Not Share Request, Do Not Process for Targeted Advertising Request, Do Not Process for Profiling Request or Limit Use or Disclosure Request under our Privacy Policy, please visit the [Privacy](#) website.

Data Summary Chart



Data Summary Chart-Summary of data we collect, the sources, purpose, parties with whom we may share and the period that we retain the data

Data Category	Examples of PI/PD	Examples of SPI in California	Examples of SPD in Virginia	Data Sources	Business or Commercial Purposes for Data Collection, Disclosure and Sharing	Category of third parties with which the data is shared, if shared.	How long the data is retained
Identifiers	This may include, but is not limited to a real name, alias, date of birth, age, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, or other similar identifiers.			On our Site, calls to our Call Centers, interactions with Field Service Representatives, interactions with independent contractors servicing your claim, enrollment forms via direct mail, mergers and acquisitions	This information is used for general business purposes, including creating, maintaining, customizing and securing your account with us. It is also used for providing customer service, improving our products and services and marketing.	Service Providers, city utility partners and a third-party contractor for service line protection	Life of the contract + 7 years
	This may include information such as: physical characteristics or description, signature, telephone number, education,	Drivers license, state		On our Site, calls to our Call Centers, Surveys, interactions with Field	This information is used for general business purposes, including creating, maintaining	Service Providers, city	

Personal Records	employment, employment history, insurance policy number, bank account number, credit card number, debit card number, or any other financial information medical information, or health insurance information.	identification, bank account number, credit card number, debit card number, health information.	Health information.	Service Representatives, interactions with independent contractors servicing your claim, enrollment forms via direct mail, mergers and acquisitions	customizing and securing your account with us. It is also used for providing customer service, improving our products and services and marketing	utility partners and a third-party contractor for service line protection	Life of the Account + 7 ye
Personal Characteristics or Traits	This may include, but is not limited to sex, marital status, religion, veteran status, familial status, race, disability, gender identity, and creed.	Race, ethnic origin, religious or philosophical beliefs.	Race, ethnic origin, religious beliefs.	Calls to our Call Centers, surveys, interactions with independent contractors servicing your claim	This information is used for general business purposes, including creating, maintaining, customizing and securing your account with us. It is also used for providing customer service	Service Providers	Life of the Account + 7 ye
Customer Account Details / Commercial Information	This may include but is not limited to records of personal property, products or services purchased, obtained, or considered, other purchasing or consuming histories or tendencies or income information.			On our Site, calls to our Call Centers	This information is used for general business purposes, including creating, maintaining, customizing and securing your account with us. It is also used for providing customer service and marketing	Service Providers	Life of the Account + 7 ye
Internet Usage Information	This may include, but is not limited to browsing history, search history, and information regarding your interaction with an Internet Web site, application, or advertisement.			On our Site	This information is used for internet browsing analytics	Internet service providers	Life of the Account + 7 ye
Geolocation Data	This may include but is not limited to precise physical location or movements and travel patterns.	Precise physical location	Precise physical location	Meter installations	This information is used for general business purposes, including locating your water meter to provide service	Service Providers	Life of the Account + 7 ye
Sensory Data	This may include but is not limited to audio recordings of customer care calls, electronic, visual, thermal, olfactory, or similar information.			Calls to our Call Centers, interactions with independent contractors servicing a customer claim	This information is used for general business purposes, including creating, maintaining, customizing and securing your account with us. It is also used for providing customer service	Service Providers	Life of the Account + 7 ye
Inferences from PI Collected	This may include but is not limited to creating a profile about a Consumer reflecting the Consumer's preferences, characteristics, psychological trends, preferences, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.			On our Site, Meter consumption data	This information will be used for internet browsing analytics in order to provide a better web and customer experience. It is also used to provide customer water meter alerts in near real time	Service Providers	Life of the Account + 7 ye

Employee/Applicant/Independent Contractor Privacy Notice - Effective Date: January 1, 2023

Overview



American Water Works Company, Inc. and its affiliates (collectively, "American Water," "we," "us" or "our") are serious about protecting your privacy. We understand your concerns regarding how information about you is used and shared. We appreciate your trust that we will do so carefully and sensibly. This policy ("Privacy Policy") describes the type of information we collect about you, how we collect it, how we use it, with whom we may share it and what choices you have regarding this information. This Privacy Policy is incorporated into and is part of the [Terms of Use](#) of the American Water websites (including, www.amwater.com, or any replacement site, collectively, the "Site"). We encourage you to become familiar with the terms and conditions of both this Privacy Policy and the Terms of Use. By accessing and using the Site, you agree that you have read and understand this Privacy Policy and you accept and consent to American Water's privacy practices (including any uses and disclosures of information about you) that are described in this Privacy Policy.

What Information Do We Collect?



We may collect certain identifying information from or about you in connection with your use of this Site, any American Water device and your employment with American Water (collectively, the "Collected Information"). For example, if you request information through the Site, you may submit to us your name and contact information, such as your email address, mailing address, or telephone number. If you inquire about or apply for a job with American Water through the Site, you may provide us with information on your educational background or employment history. In addition to the types of information we may collect, American Water may retain the content of and metadata regarding any correspondence between you and American Water or our representatives, regardless of the mode of communication by which such correspondence was made. This information helps us improve the Site, its functionality and the online media, content, materials, opportunities and services that we feature or describe on the Site and to more effectively and efficiently respond to both current and future inquiries. As with many other websites, the servers used to operate the Site may collect certain data pertaining to you and the equipment and communications method you use to access the internet and the Site. For security reasons and to confirm the integrity of our data, American Water may combine components of this data with other sources of information which may identify you. Unless otherwise described in this Privacy Policy or our [Terms of Use](#), such identifying information will be used solely for our internal business purposes. In addition, the information we collect may reveal such things as the Internet Protocol ("IP") address assigned to your computer, specific pages that you accessed on the Site or immediately prior to visiting the Site and the length of time you spent at the Site. The purposes for which this information is collected and used include facilitating Site operation and system administration, generating aggregate, non-identifiable statistical information, monitoring and analyzing Site traffic and usage patterns and improving the content and content delivery with regard to the Site, its functionality and the online media, content, materials, opportunities and services that we describe or make available on the Site.

Although, like many other websites, our Site may at any time, in our discretion, use "cookies" to help us recognize visitors when they return to the Site or as they navigate through the different portions of the Site. We do not currently use cookies or other tracking mechanisms to collect personal or individually identifiable information.

While some aspects of the Site may provide information that is intended for children, we do not knowingly or intentionally collect personal or identifying information from children. We strongly recommend that children get their parent or guardian's consent before providing any personal information. If you are under the age of 18, please use our Site only under adult supervision and with the involvement of a parent or guardian.

How Do We Use the Information that We Collect?



In addition to the uses mentioned or described above or otherwise described in our [Terms of Use](#), we use the information that you submit to accomplish the purpose for which it was submitted. For example, if you submit your employment history to apply for a job, we will use that information in the recruiting process. We may also use the information that we collect from or about you to analyze and improve the functionality, content, features, materials and opportunities that we make available on the Site, to notify you of changes made to or new

opportunities made available on or through the Site, to evaluate your needs and customize the content delivered to you according to those needs, to send you promotional materials and for other legitimate and lawful business purposes. If you contact us for support or assistance, we may use information that you provide or that we collect about you or your system for purposes such as verifying whether your system meets the minimum requirements needed to use the Site and the various services we offer.

With Whom Do We Share Information that We Collect?



In addition to the uses mentioned or described above, or otherwise described in the [Terms of Use](#), in the course of conducting our business and your employment with American Water, American Water may, as appropriate, transfer Collected Information, whether solicited or unsolicited, to our offices across our national footprint, catalog and add such Collected Information to our databases, transmit such Collected Information to our affiliates and contractors and, to the extent necessary to accomplish the purpose for which information was submitted, to other third parties. We may from time to time utilize a number of trusted business partners in delivering the online media, content, materials and opportunities available on or through the Site to you. We may share information about you with these business partners to the extent necessary for purposes of communicating with you or fulfilling your requests for our products or services, or your subscriptions to such media, content and materials, or to market products and services, or to improve our products and services. We may also produce reports on Site traffic or usage patterns and share these reports with our business partners and others. The information contained in these reports is anonymous and does not allow identification of any specific individual. Other than as expressly provided in this Privacy Policy, any Collected Information we obtain about you will be reported outside our organization only in aggregated formats and will not be distributed in a manner that will identify or be attributable to any particular or specific individual or company. American Water may disclose information about you if we become subject to a subpoena or court order or if we are otherwise legally required to disclose such information. We may also use and disclose information about you to establish or exercise our legal rights, to enforce the [Terms of Use](#), to assert and defend against legal claims or to investigate, prevent or take other action regarding actual or suspected illegal or fraudulent activities or potential threats to the physical safety or well-being of any person. As American Water continues to grow and develop its business, it is possible that its corporate structure might change or that it might merge or otherwise combine with another company. In any such transaction, employee and applicant information should be expected to be included in the transferred business assets.

Can You Choose the Information that You Provide to Us?



When corresponding with American Water or our representatives, making a request for information or otherwise interacting with us through the Site, you choose what information to provide, what questions to pose and comments to make, whether you wish to receive further information and by what method of communication such information should be delivered. Please take care to share only such information as is needed or that you believe is appropriate.

How Do We Protect Information Collected About You?



American Water takes commercially reasonable measures to secure and protect information transmitted via or stored on the Site and transmitted to and from the Site. Nevertheless, no security system is impenetrable. We cannot and do not guarantee that information that users of the Site may happen to transmit or otherwise supply, or that any communications or any electronic commerce conducted on or through the Site, is or will be totally secure. You agree to immediately notify us of any breach of Site security, this Privacy Policy or the [Terms of Use](#) of which you become aware.

Linked Sites



For your convenience, some hyperlinks may be posted on the Site that link to other websites not under our control. We are not responsible for, and this Privacy Policy does not apply to, the privacy practices of those sites or of any companies that we do not own or control. We encourage you to seek out and read the privacy policy of each website that you visit. In addition, should you happen to initiate a transaction on a website that our Site links to, even if you reached that site through our Site, the information that you submit to complete that transaction becomes subject to the privacy practices of the operator of that linked website. You should read that website's privacy policies to understand how personal information that is collected about you is used and protected.

[Changes to Privacy Policy](#)

From time to time, we may change our privacy practices, and this Privacy Policy, because of changes in relevant and applicable legal or regulatory requirements, our business practices, or in our attempts to better serve your needs and those of our other employees. Notice of such changes to our privacy practices will be given in the manner described in the [Terms of Use](#) and a revised Privacy Policy will be posted on the Site.

Who Can You Contact for More Information?

If you have any questions or suggestions about the Site, American Water or our products, services, privacy practices, or your privacy rights, please contact us at the address, telephone number or email provided below.

American Water Works Company, Inc.
 Attn: Enterprise Security
 1 Water St
 Camden, NJ 08102
 Telephone: 1-844-297-5952
 E-mail: Privacy@amwater.com

Acknowledgement

BY ACCESSING OR USING THE SITE, ANY AMERICAN WATER DEVICE AND YOUR EMPLOYMENT WITH AMERICAN WATER YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTAND AND CONSENT TO THE PRIVACY PRACTICES AND TO THE USES AND DISCLOSURES OF INFORMATION THAT WE COLLECT ABOUT YOU AS DESCRIBED IN THIS PRIVACY POLICY AND YOU AGREE TO BE BOUND BY THE [TERMS OF USE](#) REFERENCED ABOVE.

California Privacy Notice

AMERICAN WATER CALIFORNIA PRIVACY NOTICE **Effective Date:** January 1, 2023

This California Privacy Notice ("**Notice**") applies to "Consumers" as defined by the California Consumer Privacy Act ("**CCPA**") and the California Privacy Rights Act ("**CPRA**") (collectively, "**California Privacy Laws**") as a supplement to American Water's and its affiliates' (collectively, "American Water", "we", "us" or "ours") Privacy Policy, Terms of Use and other applicable notices. In the event of a conflict between any other American Water policy, statement or notice and this Notice, this Notice will prevail as to California Consumers and their rights under the California Privacy Laws. Please see also any policies or notice of general applicability posted or referenced on our Site. This Notice covers the collection, use, disclosure, sale and sharing of California Consumers' "Personal Information" ("**PI**") and "Sensitive Personal Information" ("**SPI**") as defined by California Privacy Laws, except to the extent such PI/SPI is exempt from the notice obligations of the California Privacy Laws. This Notice also covers rights California Consumers have under the California Privacy Laws, as well other notices to Californians required by other laws. Publicly available information is not treated as PI/SPI under the California Privacy Laws, so this notice is not intended to apply to that data and your Consumer privacy rights do not apply to that data. To aid in readability, in some places we have abbreviated or summarized California Privacy Laws terms or language, but a full copy of the California Privacy Laws is available [here](#) for your review, and in some places in this Notice we cite and/or link to specific California Privacy Laws sections for your reference. Terms defined in the California Privacy Laws that are used in this Notice shall have the same meaning as in the California Privacy Laws.

CALIFORNIA PRIVACY RIGHTS

The California Privacy Laws are newer laws and there remain differing interpretations of them. Accordingly, American Water may, from time-to-time, update information in our notices regarding our data practices and modify the methods or means for you to make requests and how we respond to such requests, and/or supplement our response(s) to your requests, as we continue to develop our compliance program to reflect the evolution of the law and our understanding of how it relates to our data practices. We provide Consumers the privacy rights described in this section. You have the right to exercise these rights via an authorized agent who meets the agency requirements of the California Privacy Laws and related regulations. To access or delete specific pieces of PI/SPI we will need to verify your identity to the degree of certainty required by law. You must use the [Third Party Authorization form](#) available on our website to authorize third parties to make an access or deletion request on your behalf. Some PI/SPI we maintain about Consumers is not sufficiently associated with enough PI/SPI about the Consumer for us to be able to verify that it is a particular Consumer's PI/SPI when a

Consumer request that requires verification pursuant to the California Privacy Law's verification standards is made (e.g., clickstream data tied only to a pseudonymous browser ID). As required by the California Privacy Laws, we do not include that PI/SPI in response to those requests. If we cannot comply with a request, we will explain the reasons in our response. We will use PI/SPI provided in a Verifiable Consumer Request only to verify your identity or authority to make the request and to track and document request responses, unless you also gave it to us for another purpose. We will make commercially reasonable efforts to identify Consumer PI/SPI that we collect, process, store, disclose and otherwise use and to respond to your California Consumer privacy rights requests. In some cases, particularly with voluminous and/or typically irrelevant data, we may suggest that you receive the most recent or a summary of your PI/SPI and give you the opportunity to elect whether you want the rest or not. We reserve the right to direct you to where you may access and copy responsive PI/SPI yourself. We will typically not charge a fee to fully respond to your requests; provided, however, that we may charge a reasonable fee, or refuse to act upon a request, if your request is excessive, repetitive, unfounded or overly burdensome. If we determine that the request warrants a fee, or that we may refuse it, we will give you notice explaining that decision. You will be provided a cost estimate and the opportunity to accept such fees before we will charge you for responding to your request. Consistent with the California Privacy Laws and our interest in the security of your PI/SPI, we will not deliver to you your social security number, driver's license number or other government-issued identification number, financial account number, an account password, or security questions or answers in response to a California Privacy Laws request. However, you may be able to access some of this information yourself through your account if you have an active account with us.

Your California Consumer privacy rights are as follows:

A. Information Rights:

You have the right to send us a request, no more than twice in a twelve-month period, for any of the following for the period that is twelve months prior to the request date:

- The categories of PI we have collected about you.
- The categories of SPI we have collected about you.
- The categories of sources from which we collected your PI/SPI.
- The business or commercial purposes for our collecting or selling your PI/SPI.
- The categories of third parties to whom we have shared your PI/SPI.
- The specific pieces of PI/SPI we have collected about you.
- A list of the categories of PI/SPI disclosed for a business purpose in the prior 12 months, or that no disclosure occurred.
- A list of the categories of PI/SPI sold about you in the prior 12 months, or that no sale occurred.
- If we sold or shared your PI/SPI, we will explain:
 - The categories of your PI/SPI we have sold or shared, as defined by California Privacy Laws.
 - The categories of third parties to which we sold or shared PI/SPI, by categories of PI/SPI sold or shared for each third party.

To make a request, please use the link at the bottom of this page. You may also call us Toll Free at 1-844-297-5952. For your specific pieces of information, as required by the California Privacy Laws, we will apply the heightened verification standards set forth in the California Privacy Laws. Please note that PI/SPI is retained by us for various time periods, so we may not be able to fully respond to what might be relevant going back 12 months prior to the request.

B. Obtaining Copies of PI:

You have the right to make or obtain a transportable copy, no more than twice in a twelve-month period, of your PI that we have collected and are maintaining. To make a request, please use the link at the bottom of this page. You may also call us at Toll Free at 1-844-297-5952. Please note that PI is retained by us for various time periods, so we may not be able to fully respond to what might be relevant going back 12 months prior to the request.

C. Do Not Sell or Share My Personal Information:

You have the right to request we not sell your PI or share your PI for cross-context behavioral advertising. We do not sell PI or share your PI for cross-context behavioral advertising as those terms are currently defined by the California Privacy Laws, but as a courtesy we are providing you the option to register your opt-out preferences here: [Privacy](#) in the event we should do so in the future. To exercise your Do Not Sell or Share rights, please use the link at the bottom of this page. You may also call us at Toll Free at 1-844-297-5952. Data practices of third-party cookies and tracking devices associated with our websites and mobile apps may constitute a "sale" or "sharing" of your PI as defined by the California Privacy Laws. You can exercise control over browser-based cookies by adjusting the settings on your browser. In addition, third party tools enable you to search for and opt-out of some of these devices, such as the Ghostery browser plug-in available at <https://www.ghostery.com/>. We

do not represent that these third-party tools, programs or statements are complete or accurate. If you are 16 years of age or older, you have the right to direct us to not sell your PI. We do not knowingly sell or share the PI of Consumers we know are under the age of 16, unless we receive an opt-in from the Consumer who is at least 13 years of age but under 16 years of age, or from the parent or guardian of a Consumer younger than 13 years of age. Consumers who opt-in to PI sales or sharing may opt-out at any time. If you think we may have

unknowingly collected PI for sale or sharing of yourself or of your child under the age of 13, or if you are at least 13 years of age but under 16 years of age, exercising the opt-out will stop our selling or sharing of the PI.

D. Delete:

Except to the extent we have a basis for retention under the California Privacy Laws, you may request that we delete your PI that we have collected directly from you and are maintaining. Our retention rights include, without limitation, to complete transactions and service you have requested or that are reasonably anticipated, for security purposes, for legitimate internal business purposes, including maintaining business records, to comply with law, to exercise or defend legal claims, and to cooperate with law enforcement. Note also that we are not required to delete your PI that we did not collect directly from you. To make a request, please use the link at the bottom of this page. You may also call us at Toll Free at 1-844-297-5952.

E. Non-Discrimination:

We do not discriminate against Consumers for exercising their rights under the California Privacy Laws.

F. Our and Other's Rights:

Notwithstanding anything to the contrary, we may collect, use and disclose your PI/SPI as required or permitted by applicable law and this may override your California Privacy Laws rights. In addition, we need not honor any of your requests to the extent that doing so would infringe upon our or any other person or party's rights or conflict with applicable law.

G. Correction:

You have the right to ask us to correct any inaccurate personal information. You can contact American Water at 1-866-269-2837. You may also make a request using the link at the bottom of this page.

H. Limiting Use and Disclosure of Sensitive Personal Information

You have the right to ask us to limit the use and disclosure of your SPI except when it is necessary for the business to provide services. To make this request, please submit a Right to Limit Use and Disclosure request by using the link at the bottom of this page.

ADDITIONAL CALIFORNIA NOTICES.

In addition to California Privacy Laws rights, certain Californians are entitled to certain other notices, including:

A. Tracking and Targeting:

When you visit our online services, we and third parties may use tracking technologies to collect usage information based on your device for a variety of purposes, including serving you advertising, based on your having visited our services or your activities across time and third-party locations. Some browsers may enable you to turn on or off a so-called "Do Not Track" signal. Because there is no industry consensus on what these signals should mean and how they should operate, we do not look for or respond to "Do Not Track" signals.

B. California Minors:

Although our online service(s) are intended for an audience over the age of 18, any California residents under the age of eighteen (18 who have registered to use our online services, and who posted content or information on the service, can request removal by contacting us Privacy@amwater.com detailing where the content or information is posted and attesting that you posted it. We will then make reasonably good faith efforts to remove the post from prospective public view or anonymize it, so the minor cannot be individually identified to the extent required by applicable law. This removal process cannot ensure complete or comprehensive removal. For instance, third parties may have republished or archived content by search engines and others that we do not control.

AMERICAN WATER COLLECTION OF PERSONAL INFORMATION

A. PI We Collect

American Water and its affiliates may collect, retain, use and disclose PI about California Consumers. Such PI includes **Identifiers**¹, **Personal Records**², **Personal Characteristics or Traits**³, **Customer Account Details / Commercial Information**⁴, **Internet Usage Information**⁵, **Geolocation Data**⁶ and **Sensory Data**⁷. As permitted by applicable law, we do not treat de-identified data or aggregate consumer information as PI and we reserve the right to convert, or permit others to convert, your PI into de-identified data or aggregate consumer information. We have no obligation to re-identify such information or keep it longer than we need to respond to your requests. This helps us practice data minimization, which we consider to be a privacy best practice consistent with our mission to respect our Consumers.

B. Sources of PI

We may collect your PI directly from you or from service providers, vendors and suppliers, our affiliates or other individuals and businesses, as well as public sources of data such as government databases. For more specifics tied to each category of PI, see the Data Summary Chart.

C. Business or Commercial Purposes for PI Collection, Disclosure and Sharing of PI

Generally, we collect, retain, use and disclose your PI to provide you services and as otherwise related to the operation of our business and your employment. For more specific detail on our collection of PI and the

operation of our business and your employment. For more specific detail on our collection of PI, and the purposes; therefore, see the Data Summary Chart.

As more fully detailed in the Data Summary Chart, we may collect, use and disclose the PI we collect for one or more of the following business purposes, pursuant to and in compliance with the corresponding CPRA sections:

- **Processing Interactions and Transactions** (§1798.140(e)(4));
- **Managing Interactions and Transactions** (§1798.140(e)(1));
- **Performing Services** (§1798.140(e)(5));
- **Research and Development** (§1798.140(e)(7));
- **Quality Assurance** (§1798.140(e)(8));



We may share PI with our service providers, other vendors (including those that facilitate interest-based and other advertising and marketing), affiliates, and/or third parties. We may also collect, use and disclose your PI as required or permitted by applicable law.

¹As defined in CPRA §1798.140(v)(1)(A)

²As defined in CPRA §1798.140(v)(1)(B)

³As defined in CPRA §1798.140(v)(1)(C)

⁴As defined in CPRA §1798.140(v)(1)(D)

⁵As defined in CPRA §1798.140(v)(1)(F)

⁶As defined in CPRA §1798.140(v)(1)(G)

⁷As defined in CPRA §1798.140(v)(1)(H)

Subject to the restrictions and obligations set forth in the California Privacy Laws, our vendors may also use your PI for some or all of the above-listed business purposes. Also, our vendors may themselves engage service providers or subcontractors to enable them to perform services for us, which sub-processing is, for purposes of certainty, an additional business purpose for which we are providing you notice.

Notwithstanding anything to the contrary in our other privacy notices, we typically restrict use of your PI that is governed by the California Privacy Laws Consumer rights provisions and is shared with our vendors for business purposes, or we treat such disclosures as sales of your PI, as defined by the California Privacy Laws, subject to your Do Not Sell rights. For more information on how to exercise your rights, please use the link at the bottom of this page. You may also call us at Toll Free at 1-844-297-5952.

If we share your PI at your direction, that is not a sale. Also, disclosures amongst the entities that constitute American Water as defined above are not a sale.

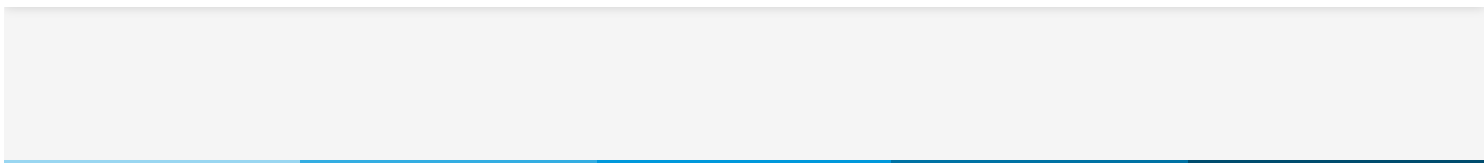
The Privacy website below is for Consumers to make Data Privacy requests in accordance with the California Privacy Laws. To make an Access Request, Deletion Request, Correction Request, Do Not Sell Request, Do Not Share Request or Limit Use or Disclosure Request under our Privacy Policy, please visit the [Privacy](#) website.

Data Summary Chart



Data Category	Examples of PI	Examples of SPI	Data Sources	Business or Commercial Purposes for Data Collection, Disclosure and Sharing	Category of third parties with which the data is shared, data if shared.	How long we retain the data
Identifiers	This may include, but is not limited to a real name, alias, date of birth, age, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, or other similar identifiers.		Our human capital management system, and identity management software.	This information is used for general business purposes, including talent acquisition and human capital management.	Service Providers, including, without limitation, benefits administrators.	Termination of employment + 7 years (except Benefit files are retained until expiration of benefits + 7 years a pension files are retain permanently)
Personal	This may include information such as: physical characteristics or description, signature, telephone number,	Social security number, driver's license, state identification card,	Our human capital	This information is used for general business purposes,	Service Providers, including, without	Termination of employment + 7 years (except Benefit files are retained until expiration of benefits + 7 years a pension files are retain permanently)

Records	education, employment, employment history, insurance policy number, bank account details, medical information, or health insurance information.	bank account number and routing number, medical information.	management system.	including talent acquisition and human capital management	limitation, benefits administrators.	of benefits + 7 years, pension files are retained permanently and payroll files are retained for 7 years)
Personal Characteristics or Traits	This may include, but is not limited to sex, marital status, veteran status, familial status, race, disability, gender identity, and creed.	Race, ethnic origin, union membership, religious, philosophical beliefs and sexual orientation.	Our human capital management system.	This information is used for general business purposes, including human capital management	Service Providers, including without limitation, benefits administrators.	Termination of employment + 7 years (except Benefit files are retained until expiration of benefits + 7 years a pension files are retained permanently)
Internet Usage Information	This may include, but is not limited to browsing history, search history, and information regarding your interaction with an Internet Web site, application, or advertisement.	The contents of email and text messages.	AW internet connected device, AW managed device and cybersecurity-related applications.	This information is used for general business purposes.	Service Providers	1 Year
Geolocation Data	This may include but is not limited to precise physical location or movements and travel patterns.	This may include but is not limited to precise physical location.	AW internet connected device, AW-managed devices, facility access controls, security cameras and AW-owned vehicles	This information is used for general business purposes	Service Providers	Service Providers
Sensory Data	This may include, but is not limited to: Teams recordings, audio and video meeting recordings.		Attendance in meetings	This information is used for general business purposes	Service Providers	1 Year (unless there is specific need to archive for a longer period)



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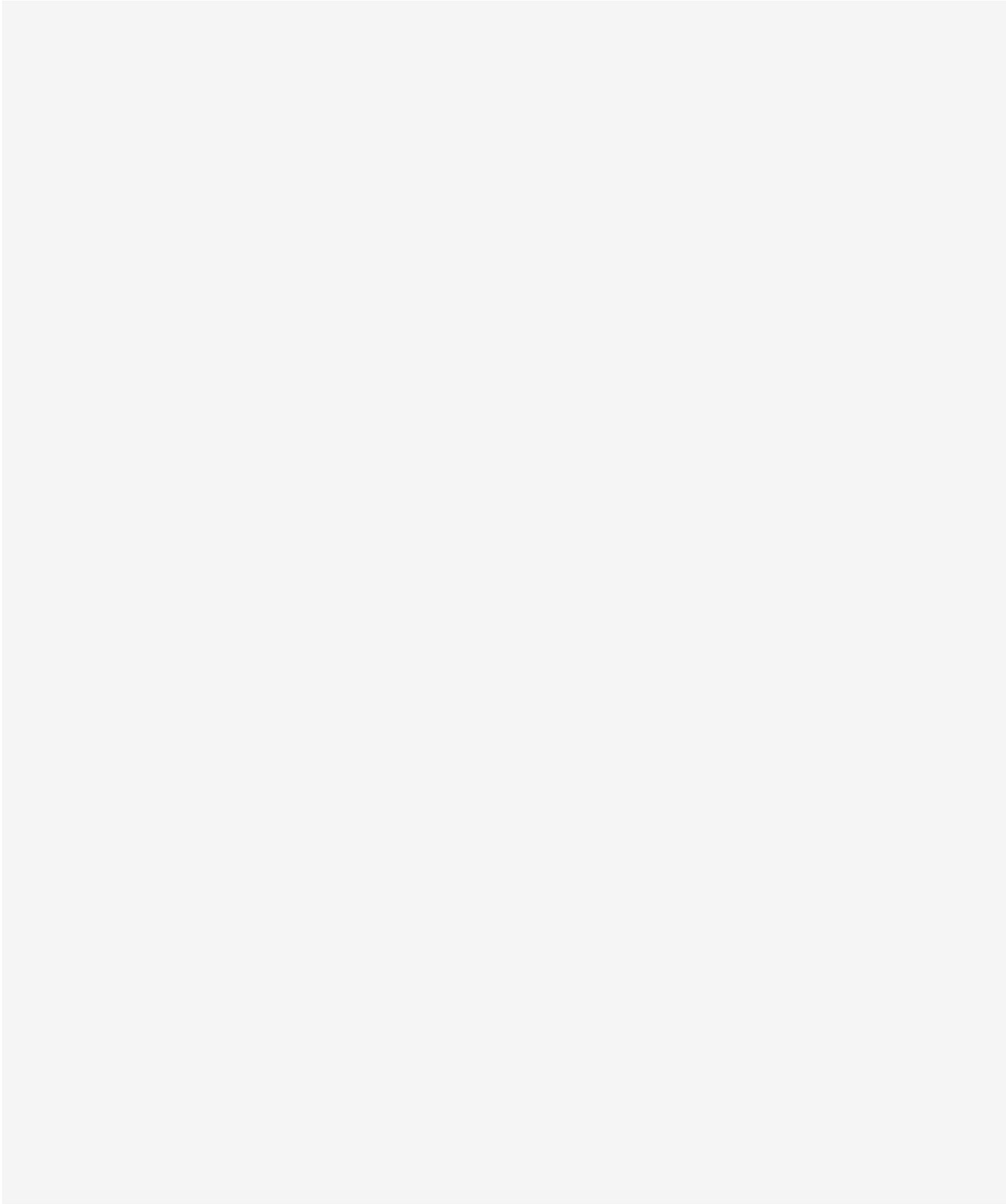
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