American Water’s Invoicing Requirements

### INTRODUCTION

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

### TABLE OF CONTENTS

* 1. Section 3.0: Overview
  2. Section 4.0: General Invoicing Format Requirements
  3. Section 5.0: General Invoicing Format Guidelines and Preferences
  4. Section 6.0: Invoicing Options
  5. Section 7.0: Contacts
  6. Section 8.0: Supplier Account Statements
  7. Section 9.0: Cautions
  8. Appendix A – Regulated Company Billing List
  9. Appendix B – Market Based Business Company Billing List
  10. Appendix C – Email Invoice Instructions

### OVERVIEW

* 1. Invoices sent via paper will NOT be accepted by the Company as a standard billing method.
  2. The **Company is requiring all supplier invoices to be paperless**. The joint benefits of going paperless between the Company and its Suppliers include reducing our carbon footprint, faster invoice receipt and processing, and eliminating paper processing costs and postage expenses.
  3. The Company accepts paperless invoices via:
     1. Supplier cloud-based portal hosted by Taulia
     2. cXML/EDI
     3. Email
     4. SFTP interface
     5. Legal Tracker cloud-based portal
  4. All invoices must be sent directly to the Accounts Payable department versus to a Company employee. Non-conforming invoices increase the Company’s internal processing costs and delay Supplier’s payment.
  5. Goods and Services provided without a contract, purchase order, or other form of legal commitment authorized by an official signatory of the Company are subject to non-payment.
  6. Supplier’s invoice must minimally reflect the correct Company’s subsidiary billing name and either a purchase order (PO) or Company employee’s name responsible for ordering Supplier’s goods or services.

### GENERAL INVOICING FORMAT REQUIREMENTS

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



### GENERAL INVOICING FORMAT GUIDELINES and PREFERENCES

* 1. Invoice images are preferred to be transmitted as an accessible data pdf document versus a scanned image pdf.
  2. Invoice images should NOT be colored or contain excessive shading and graphics.
  3. The Invoice should contain the part number, where applicable.
  4. The invoice should contain the PO line-item number, where applicable.
  5. The invoice should contain the Company’s ERP assigned supplier number.
  6. The invoice should contain the bill of lading number, where applicable.

### INVOICING OPTIONS

* 1. **Invoicing Option #1: E-Invoicing via Company’s Supplier Portal**
  2. Only eligible for companies reflected on Appendix A
  3. The Company’s **priority** is to have its suppliers registered within its Supplier Portal, powered by Taulia, and using e-invoicing as its primary method to invoice.
  4. Use of Company’s Supplier Portal is free with no cost to Supplier.
  5. Company must first “invite” Supplier to register into the portal. Supplier shall have ten (10) calendar days to accept invitation and register.
  6. The [American Water Supplier Platform](https://www.amwater.com/corp/Partners-Suppliers/Suppliers/invoicing-payment-enablement) is live and once activated, your account access will provide Supplier with 24/7 visibility into invoice and payment status, e-Invoicing capabilities, comprehensive supplier self-services and early payment options – all entirely FREE of charge.
  7. The supplier portal can be found at [www.amwater.com/supplierportal](http://www.amwater.com/supplierportal)
  8. Invoices submitted via the Supplier Portal shall be submitted electronically in the portal using one of the following forms most appropriate for your account.
     1. **E-Form** - Web-form standard template invoices completed by Supplier.
     2. **E-Flip** - A flip of Company’s electronic PO into an Invoice by Supplier.
     3. **E-File** - Invoices sent directly from a Supplier’s billing system or accounting software known as “Integrated e-Invoicing.” E-File transmission protocols can include AS2, sFTP or FTPs. Taulia’s standard e-File formats can include (but are not limited to) EDI 810 ANSI X12, EDIFACT/INVOIC, cXML Invoice, UBL Invoice or CSV invoice file formats.
     4. **E-Send** - Submission of metadata PDF (not scanned .tiff PDF) invoices via email and cloud-based data capture with subsequent Vendor verification.
  9. **Invoicing Option #2: Email Invoice**
  10. Available as an invoice billing option for all subsidiaries of the Company.
  11. Each designated email address is automated for invoice delivery only and therefore not monitored for payment inquiries or general questions.
      1. [invoice@amwater.com](mailto:invoice@amwater.com) is only for subsidiaries listed in Appendix A.
      2. [mbbinvoice@amwater.com](mailto:mbbinvoice@amwater.com) is only for subsidiaries listed in Appendix B.
  12. Only .pdf or .tif document formats are accepted.
  13. One invoice attachment per email. The single invoice can include multiple pages within its one attachment.
  14. The attachment’s file name cannot exceed 40 characters in length.
  15. The attachment’s file size cannot exceed 14mb.
  16. Please do not mail a copy of an emailed invoice.
  17. Please do not carbon copy Accounts Payable’s employees or its group customer service inboxes [ssc.ap@amwater.com](mailto:ssc.ap@amwater.com) or [ssc.mbbap@amwater.com](mailto:ssc.mbbap@amwater.com)
  18. **INVOICING OPTION #3: PAPER INVOICING VIA U.S.P.S.**
  19. Only eligible as a temporary invoice billing option.
  20. Paper invoices must meet all requirements listed within this document.

1. **CONTACTS**
   1. To contact Supply Chain about use of the Supplier Portal, to get your PO#, or other generic questions, emails can be directed to [aw.procurement@amwater.com.](mailto:aw.procurement@amwater.com) (For Appendix A companies only)
   2. To contact Accounts Payable about the payment status of an invoice. Regardless of utilizing the Supplier Portal for e-Invoicing or not, all Supplier s can log into the Supplier Portal and perform self-service payment inquiries at portal.taulia.com. (For Appendix A companies only)
   3. To inquire on payment status utilizing paper invoicing or other payment concerns, emails can be directed to Accounts Payable at [ssc.ap@amwater.com.](mailto:ssc.ap@amwater.com) (For Appendix A companies only)
   4. To inquire on payment status utilizing paper invoicing or other payment concerns, emails can be directed to Accounts Payable at [ssc.mbbap@amwater.com.](mailto:ssc.mbbap@amwater.com) (For Appendix B companies only)
   5. Please include invoice number, billing date, due date, and amount of invoice with your inquiries.

### 8.0 STATEMENTS

* 1. Supplier MUST provide Company with a full account statement of open transaction balances every calendar month.
  2. Account statements are preferred to be received via email and in Excel format
     1. For Appendix A Companies, email [ssc.ap@amwater.com](mailto:ssc.ap@amwater.com)
     2. For Appendix B Companies, email [ssc.mbbap@amwater.com](mailto:ssc.mbbap@amwater.com)

### CAUTIONS

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

# **APPENDIX -A-**

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

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

### Regulated and Service Company Invoice Billing Addresses

Example Layout American Water Service Co

AP Dept 1033

first.last@amwater.com\*

1 Water Street

Camden, NJ 08102-1658 \* Employee’s name is required for non-PO invoice.

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

# **APPENDIX -B-**

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

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

Example Layout:

American Water Enterprises, LLC

AP Dept 3010

first.last@amwater.com**\***

PO Box 3497

Camden, NJ 08101 **\*** Employee’s name is required for non-PO invoices.

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

**APPENDIX -B-**

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

**APPENDIX -C-**

**Email Invoice Instructions**

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

* [invoice@amwater.com](mailto:invoice@amwater.com) is for the subsidiaries listed on **Appendix A**
* [mbbinvoice@amwater.com](mailto:mbbinvoice@amwater.com) is for the subsidiaries listed on **Appendix B**

**Ground rules** for emailing invoices:

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