PIEDMONT WATER COMPANY

2026 Community Meeting

Customer service · Capital investment · Grinder pumps

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Chief Operating Officer

Serving Central and Northeast Georgia · 800-248-7689, 24 hours a day, 365 days a year

TODAY'S AGENDA

Three things we owe you

About 35 minutes of material, then open Q&A. Every number on these slides comes from our own books and operating records.

1

Customer service progress

What we heard, what we changed, and what is still in process — staffing, training, billing tools, escalation and our new Customer Care Center.

2

Capital investment update

Where your dollars are going: treatment, supply, storage, sewer capacity and metering — project by project.

3

Grinder pumps: how and why

How low-pressure sewer works, why it was used here, and exactly who is responsible for what.

Piedmont Water at a glance

A Georgia-owned utility operating water and wastewater systems across Central and Northeast Georgia.

40,000+
customers served

14
Georgia counties

4
operating divisions

24/7
operations coverage

What we operate

- Water treatment plant, wells and storage
- Water reclamation facilities and collection systems
- Gravity sewer, and low-pressure sewer with E-1 grinder pump service
- EPD-certified in-house microbiology lab for water quality testing
- Dedicated customer service and field response teams

Regulated for safety — every day

Water quality is governed by the U.S. EPA and enforced in Georgia by the Environmental Protection Division. We sample, test and report on a fixed schedule, and every exceedance is reported to EPD and to you — by law and by our own policy.

Ask us for any test result. We will send it.

1

AGENDA ITEM ONE

Customer service progress

- What we heard from you and what changed as a result
- Where we invested: people, coverage, tools and training
- What is live today, what is piloting, and what is still being built

Where we invested in service

Five changes made in the last twelve months, each one aimed at something customers told us was not working.

Customer Care Center at our office

Come see your system. A scale cutaway model on site walks you through how water gets to your tap and how sewer leaves your house — the same walkthrough our own crews get.

OPEN

CSR training, Quality Assurance and escalation

Written escalation paths, call quality review, and refreshed representative guides so answers are consistent between reps.

LIVE

Smart meter / AMI program

Accurate reads, and alerts that catch a continuous flow in days rather than at the next bill.

EXPANDING

Customer education page and video series

Plain-language answers on billing, grinder pumps, water quality and outages — posted once so you do not have to call to get them.

IN BUILD

Post-interaction satisfaction scoring

Every closed service interaction can be scored by the customer, so service quality is measured rather than assumed.

IN BUILD

Six years of getting better at this

Our own call records, 2020 through 2026. We are not asking you to take the last slide on faith.

Calls answered inside our target

2020 → 2026

69% → **89.7%**

Our goal is 90%. In 2020 roughly a third of callers waited longer than we said they would.

Average wait to reach a person

2020 → 2026

1m 38s → **25 sec**

Half of all calls are now answered in 9 seconds or less.

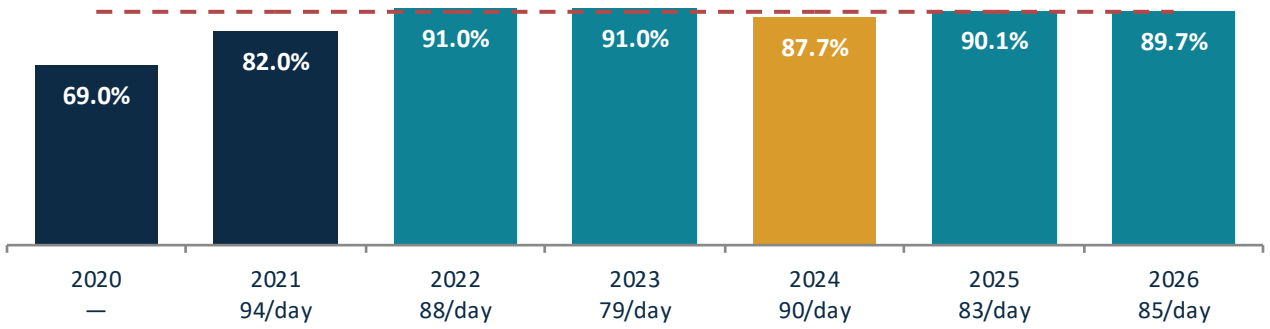
Customer survey rating

2025 → 2026

4.84 → **4.94**

Out of 5. We did not survey customers at all before 2025 — now every interaction can be scored.

Share of calls answered inside our service target



Dashed line is our 90% goal. Service level measured the same way every year since 2020. Second line under each year is inbound calls per business day; 2026 is projected, and 2020 volume is not available.

Better service, bigger system

15,006 water connections and about 300 added a year. We handled more calls per business day in 2026 than in 2025 — and still answered them faster. Improving while growing is the hard version.

The dip, and what caused it

2024 was a step backward — we lost two experienced representatives and spent the year rebuilding. Eight of that year's below-goal months had a seat open or someone still in training. In 2026 that number is zero, and we are at 89.7% against a 90% goal.

What you should expect from us

These are commitments, not aspirations. If we miss one, we want to hear about it.

1

Reach a person, any hour

One number, answered 24 hours a day, 365 days a year. Not a business-hours line with a voicemail box after five.

2

Get an emergency response

Main breaks, no-water calls and sewer backups are dispatched around the clock.

3

Understand your bill

Any line on your bill explained by a representative, and the usage history behind it on request.

4

Escalate and get an answer

If the first answer does not resolve it, there is an escalation path to a supervisor.

How to reach us

CALL — anything, any hour

800-248-7689

24 hours a day, 365 days a year

EMAIL — billing and non-urgent

customerservice@piedmontwater.com

Answered during business hours

One number.
Emergency or not, day or night — there is no second number to look up.

2

AGENDA ITEM TWO

Capital investment update

- The scale of the current capital program and what it buys
- Water supply, treatment and quality projects
- Wastewater capacity and collection projects

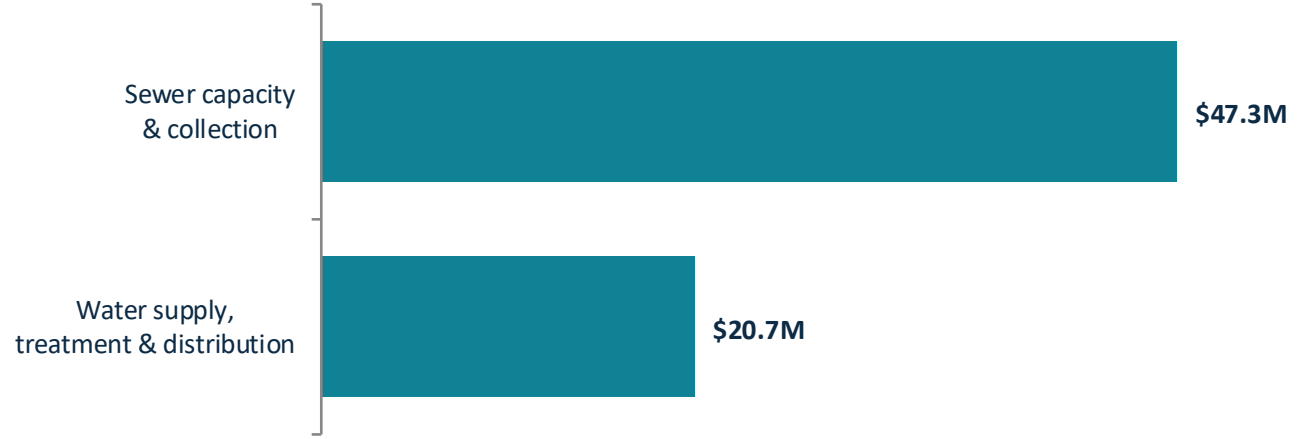
The capital program in context

Water and sewer systems are capital businesses. Most of what your rate pays for is buried, and all of it eventually wears out.

$68M

capital program underway

Across water supply, treatment, sewer capacity and collection. About $29 million of it lands in 2026.



Lifetime project budget. Source: PWC Capital Program Review, close period August 2026.

Growth pays its own way

New development funds its share through tap fees, system development charges and direct contributions. Third parties are funding $2.7M of this year's program — about 10% of it.

Replacement does not

Pipe, pumps and plant that have reached end of life are funded by rates and long-term debt. There is no other source.

We borrow to spread the cost

Spreading the cost of long-lived plant over years of service is what keeps a single year's construction from landing on a single year's bill.

Water supply, treatment and quality

Three projects protecting the quality, pressure and volume of what comes out of your tap.

Well #6 treatment — Great Waters

An ion exchange treatment system was installed and placed in service in August 2026 to address a gross alpha exceedance at this entry point. Treatment is operating and results are reported to EPD.

IN SERVICE

Surface water permit expansion — Reynolds

Application to expand the permitted withdrawal from 2.0 to 3.0 million gallons per day. Peak-day demand has grown to the edge of the current permit; this closes the gap.

IN PERMITTING

Tech Park to Oconee Crossing — the Harmony Road corridor main

In service. The new main along the Harmony Road corridor carries Tech Park water into the Oconee Crossing service area, improving water quality, pressure and available volume on peak demand days. System pressures are dialed in across the corridor.

IN SERVICE

Expanding the Reynolds water plant

From 2 million gallons a day to 3. The application is with Georgia EPD and we are waiting on a decision.

MGD = million gallons per day. The water is permitted — the plant is the constraint.

WHAT IT COSTS

Plant expansion, 2.0 → 3.0 MGD
$2.35M

Raw water electrical upgrade
$1.88M

What you can do about it

Peak demand is an irrigation story, not a drinking-water story. Watering two or three days a week instead of daily, and before sunrise instead of mid-afternoon, moves the peak more than anything we can build.

Why now

Summer is what drives this. Winter demand sits comfortably inside the plant's capacity, but irrigation season brings peak days close to what the plant can treat — and the service area keeps growing.

What it buys you

Headroom on the days you actually notice: pressure and volume through a hot July afternoon when every irrigation system in the area is running at once. Capacity you never think about is capacity working correctly.

Where it stands

Engineering and demand modeling are done, projected out to 2076. The application sits with Georgia EPD. We cannot treat past our plant permit, so until EPD acts, we manage demand — which is why conservation in the summer months matters.

Wastewater capacity and collection

Sewer capacity is the constraint on almost everything else. These are the projects that relieve it.

$22.5M

Carey Station sewer plant expansion

Expanding treatment capacity at the facility serving the Lake Oconee area. Water reuse reduces the volume discharged and stretches available supply.

$13.5M

Richland Creek Sewer Expansion

52,000 linear feet of force main extending sewer service and relieving capacity constraints. Targeted for completion by June 30, 2027.

$4.1M

Reynolds sewer plant equalization lift station

Equalization storage and pumping at the Reynolds sewer plant, with the splitter and line work out to the boat ramp. It absorbs peak flows so the plant treats at a steady rate instead of chasing surges.

1 Richland Connector Sewer

Additional committed capacity, in partnership with Greene County, extending service in the connector corridor.

2 Lift station monitoring

A smart lift station monitoring pilot, developed with the UGA College of Engineering, to catch a failing station before it backs up.

3 SCADA and controls renewal

Ongoing upgrades to the supervisory control systems that monitor plants, pumps and storage remotely and around the clock.

3

AGENDA ITEM THREE

Grinder pumps: how and why

- How a low-pressure sewer system actually works
- Why this technology was used in these communities
- Who owns, maintains and pays for each part of the system

Four things worth knowing

The questions we get asked most often about the unit in your yard.

Why it has to grind

A gravity sewer relies on a large pipe and a continuous downhill slope. A low pressure system uses a small pipe instead, so solids have to be reduced before they enter it. That is the entire job of the grinder — and it is why what you put down the drain matters.

Why it runs so rarely

A typical household pump runs only a few minutes a day, in short cycles you may never hear. If yours seems to run constantly, something is wrong — usually a leaking toilet or fixture, a stuck float, or storm water finding its way into the basin.

No power, no pump — and no alarm

The pump and its panel run on your household electricity. In an outage or on a tripped breaker there is no pumping, and no power to sound the alarm either. Assume the pump is down and keep water use to a minimum until power is back.

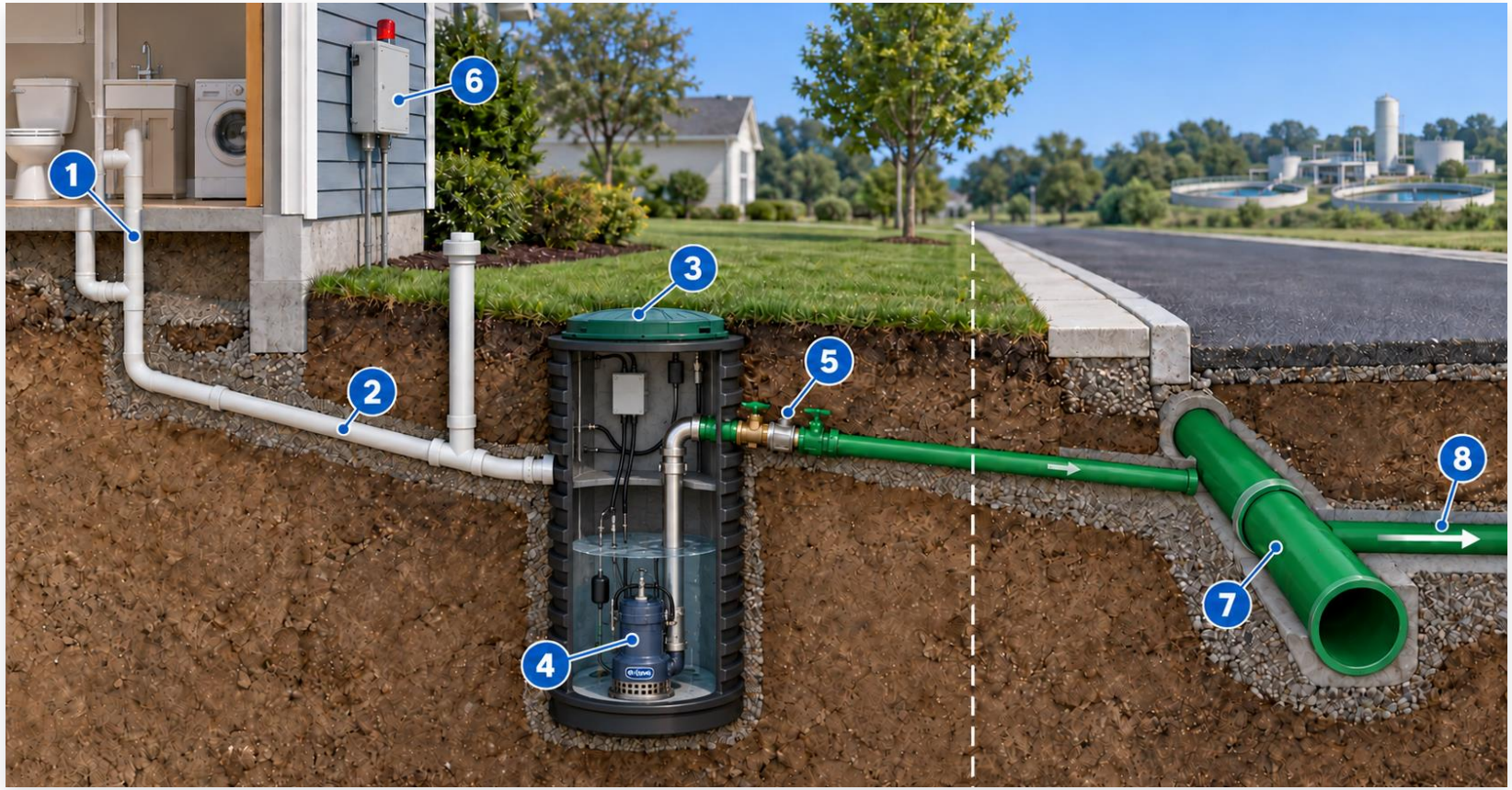
Why the alarm matters

The basin holds a reserve above the normal start level, so an alarm means the power is on and the pump is not keeping up. You usually have hours, not minutes — but not days. Stop using water and call us, any hour, any day.

Watch where the control panel sits on the diagram on the next page: on the house, on your power. That one detail explains most of the responsibility table that follows.

How a grinder pump works

From your drain to the treatment plant. The dashed white line is the property line.



Cutaway view — residential low-pressure sewer connection.

1. **Household drains**
   Toilet, sink and laundry flow by gravity
2. **Building lateral**
   Gravity line from the house to the basin
3. **Basin and access lid**
   Sealed tank set at grade in your yard
4. **Grinder pump and floats**
   Starts at a set level, grinds solids
5. **Check valve and shutoff**
   Holds flow moving in one direction
6. **Control panel and alarm**
   Light and horn mounted on the house
7. **Pressure main in the street**
   Small shared line under the road
8. **On to the plant**
   Collection system, then treatment

Why this system, and not a gravity sewer

It was an engineering decision made at development, driven by terrain — and in most of these communities it was the only workable option.

Gravity sewer

- Large-diameter pipe laid on a continuous downhill slope
- Deep trenching — often 8 to 20 feet, deeper as the run gets longer
- Requires a consistent fall across the whole service area
- No equipment at the house; lift stations only at low points
- Around a lake, the slope simply is not there — the terrain rolls

Low-pressure sewer

- Small-diameter pressure line that can follow the contour of the ground
- Shallow trenching — far less rock excavation and tree loss
- Works uphill, around coves, and across lots that gravity cannot serve
- Typically one pump per home, serving that home
- Lets scattered lakefront lots be served without a plant on every ridge

The honest version

A grinder pump asks something of you that a gravity sewer does not: a piece of equipment on your property, an alarm to respond to, care about what goes down the drain, and — outside the warranty parameters — the cost of keeping it running. In exchange, your lot got sewer service that gravity could not have delivered at any reasonable cost. Both of those things are true at once.

Who is responsible for what

We install it and back it with a five-year limited warranty. Outside the warranty parameters, ongoing costs sit with the homeowner.

COMPONENT OR SITUATION	WHAT PIEDMONT DOES	WHAT THE HOMEOWNER DOES
Installing the grinder pump system	Installs the unit and makes the connection	—
Five-year limited warranty from installation	Covers items within the warranty terms	Reports problems promptly
Emergency response for grinder pump issues	Answers and responds, any hour	Calls 800-248-7689
Repair or replacement outside the warranty parameters	Available to do the work	Owns the cost
Electrical circuit, breaker and power to the panel	Can help diagnose	Maintains and restores power
Household plumbing up to the tank	—	Maintains
Damage from improper items flushed into the system	Available to do the work	Prevented by careful use
Damage from landscaping, vehicles or excavation on the unit	Available to do the work	Prevented by protecting the unit
The pressure main in the street	Maintains	—

The five-year warranty is a limited warranty and certain conditions can void coverage. This table reflects our standard service policy — ask us and we will send the full warranty terms and the applicable community agreement.

Protecting your pump — and your bill

Nearly every avoidable grinder pump failure we respond to traces back to one of these.

Never put these down the drain

- Wipes of any kind — including any labeled "flushable"
- Grease, cooking oil or fat poured down a sink
- Paper towels, rags, feminine products, dental floss
- Cat litter, coffee grounds, eggshells
- Paint, solvents, fuel or pool chemicals
- Anything from a garbage disposal in volume

When the alarm sounds

1. Stop using water — no laundry, no dishwasher, no long showers. The basin holds a reserve, and the less you add the longer it lasts.
2. Call 800-248-7689. Grinder pump calls are answered any hour, and this is what the number is for.
3. Do not open the tank or reset anything inside it. Wait for us.
4. No alarm but drains slow or backing up? Check the pump breaker. In a power outage, assume the pump is down — there is no alarm without power — and go easy on water until it is back.

Why this is a money question, not a manners question

Outside the warranty parameters, the cost of a grinder pump repair is the homeowner's — a truck, a crew and a part. Everything on this slide is cheaper than the call. Careful use is the least expensive maintenance there is — and so is keeping the unit clear year-round: no parking on it, no plantings over it, no fence or deck across the lid.

Rates get their own session

Late January 2027. One meeting on rates alone — what you pay, what it costs us to deliver it, and what actually moves a rate. Here is the short version.

Most of your bill exists before you turn on the tap

62%
Base capacity — the plant, pipe and people needed all year

23%
Peak capacity — built only to meet the summer irrigation peak

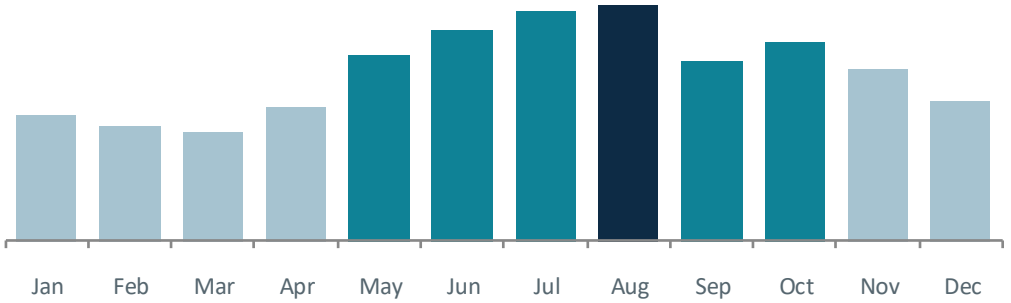
8%
The water itself — power and chemicals, per gallon

7%
Reading meters, billing and customer service

Water service, 2025 test year. Illustrative — not a rate proposal.

92 cents of every dollar is there whether the tap is on or off.

And the system is built for peak irrigation, not average



744 million gallons billed in 2025. Peak irrigation runs twice winter — and the plant, wells and storage all have to be sized for it.

Billed usage across all PWC water systems, 2025. October–December estimated.

Watch your email for the invitation.

We will email the date, time and location with a sign-up link as soon as they are set. Make sure we have your current email — call 800-248-7689 any hour.

LATE JANUARY 2027

QUESTIONS

The floor is yours

If we cannot answer something today, we will write it down, research it, and respond in writing. Leave your name and account number on the sheet at the door and you will hear back from us.

1 Before you leave

Take the grinder pump one-pager and the contact card at the door.

2 Check your account

Confirm the phone number and email we have on file so outage notices reach you.

3 The rates meeting

Late January 2027, rates only. Watch your email — we will send a sign-up link.

800-248-7689 · 24 hours a day, 365 days a year · customerservice@piedmontwater.com

Thank you for your time this evening.