



Natalie E. Tennant

Secretary of State
State of West Virginia

January 13, 2014

Mr. Jeff McIntyre
President
West Virginia American Water
1600 Pennsylvania Avenue
Charleston, WV 25302

Dear Mr. McIntyre,

It has come to my attention that West Virginia American Water will offer a 1,000-gallon credit to residential customers impacted by the chemical spill of Jan. 9, 2014.

As a West Virginia American Water customer, I appreciate these efforts toward recovery. However, as Secretary of State, I am very concerned about the businesses that have likewise been impacted by this chemical spill.

As you know, hundreds of businesses in the nine-county area have been closed and are suffering financial losses as a result.

I would urge West Virginia American Water to also offer these impacted businesses a credit comparable to that offered to residential customers as the water transmission system is flushed and comes back on line.

Please know that I and my office are prepared to assist not only West Virginia American Water but every business in West Virginia as recovery from this disaster continues. Thank you for your time and attention to this very important matter.

Sincerely,

A handwritten signature in blue ink that reads "Natalie E. Tennant".

Natalie E. Tennant
West Virginia Secretary of State