



**Safe Water, Healthy Communities**

[CentralStatesWaterResources.com](http://CentralStatesWaterResources.com)



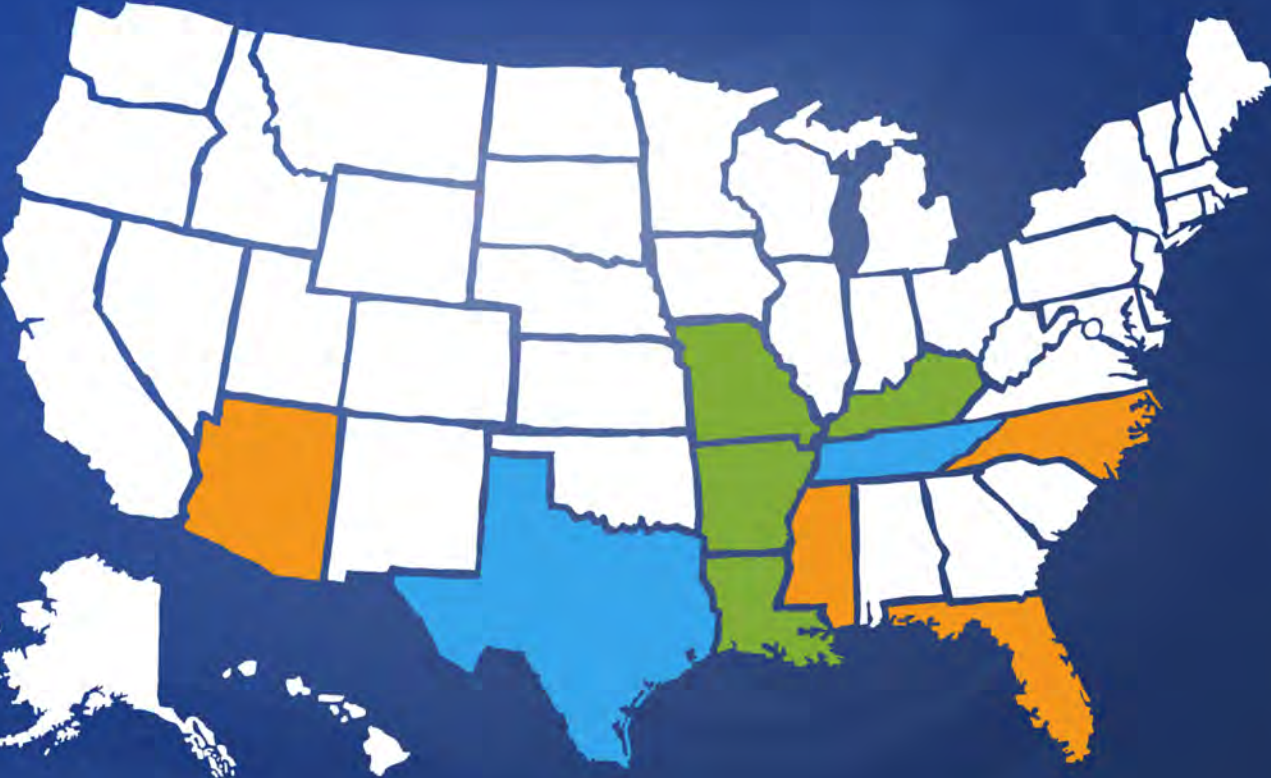
# An Introduction

# America's Water Crisis

- One in every four Americans is exposed to potentially unsafe drinking water or wastewater systems.
- Water systems across the U.S. often lack staff, expertise and funding to address critical water safety, reliability and quality standards.
- Most water systems having been in operation between 50 - 100 years, often leading to unsafe and environmentally damaging conditions including hazardous lead levels and E.coli contamination.



# Our Mission



SAFE WATER, HEALTHY COMMUNITIES

-  **CSWR OWNED SYSTEMS**
-  **FILED ACQUISITION CASES  
CURRENTLY NOT OWNED**
-  **PURCHASE AGREEMENTS SIGNED  
NO ACQUISITION CASES FILED YET**

Bring safe, reliable and environmentally responsible water resources to every community in the U.S.

# Executive Leadership



**Josiah Cox, President**

Experienced and deeply passionate water utility industry executive committed to transforming how water utilities use technology and innovation to ensure every community in the U.S. has access to clean, safe and reliable water resources.



**Marty Moore, Chief Financial Officer**

Operationally focused, longtime corporate finance executive with deep experience in mergers and acquisitions and leading multi-unit, rapid growth, private equity and venture-backed enterprises.



**Russ Mitten, General Counsel**

General Counsel with deep experience representing utilities and telecommunications in diverse regulatory environments.



**Todd Thomas, Senior Vice President**

Experienced water resource management executive and engineer committed to the development and distribution of safe, clean and reliable water resources.



**Stacy Culleton, Director of Customer Experience**

Experienced project management and customer engagement leader.



**Mike Duncan, Vice President**

Business operations and technology innovation and implementation leader.

# Customers First



# Customers First

- Our connection of service isn't just to an account — but to a human being, a family, a home or a business.
- Our promise begins and ends with reliability — Safe and reliable water — 365 days a year.



# Improving Communities



Our investments in water resources are investments in communities overall, ultimately enhancing value, driving outside investment and growth.



# Building Community Infrastructure

- Repairing outdated water and wastewater systems increases the value of each community CSWR serves.
- Water quality has a direct impact on home values, according to the EPA, as the average American uses 176 gallons of water daily.



# Customer Communication

- Effective, consistent and honest conversations are essential.
- Going beyond what is required by regulation, focused on educating and supporting customer interests and needs.
- Direct mail, email, Facebook, Twitter, LinkedIn, 24-hour phone availability, blog.





# CUSTOMER EXPERIENCE

Services that are available to our customers.



WATER SERVICE



24/7 CUSTOMER SERVICE



SEWER SERVICE



WATER CONSERVATION TIPS



ONLINE BILL PAY



ENVIRONMENTAL STEWARDSHIP





# Customers First



## Services

✓  
Safe, clean,  
and reliable  
drinking water

✓  
Reliable  
wastewater  
conveyance  
and treatment

✓  
24/7 customer  
service and  
emergency  
response

✓  
Best in class  
billing and  
payment  
options

## Rate Stability

✓  
Rates set and  
regulated by  
PUCT

# Operational Excellence



## Financial

Funds all system improvements and meets all ongoing financial obligations.



## Personnel

CSWR is responsible for all operations and customer service personnel.



## Regulatory

CSWR meets all TCEQ requirements and makes continual investment in systems.



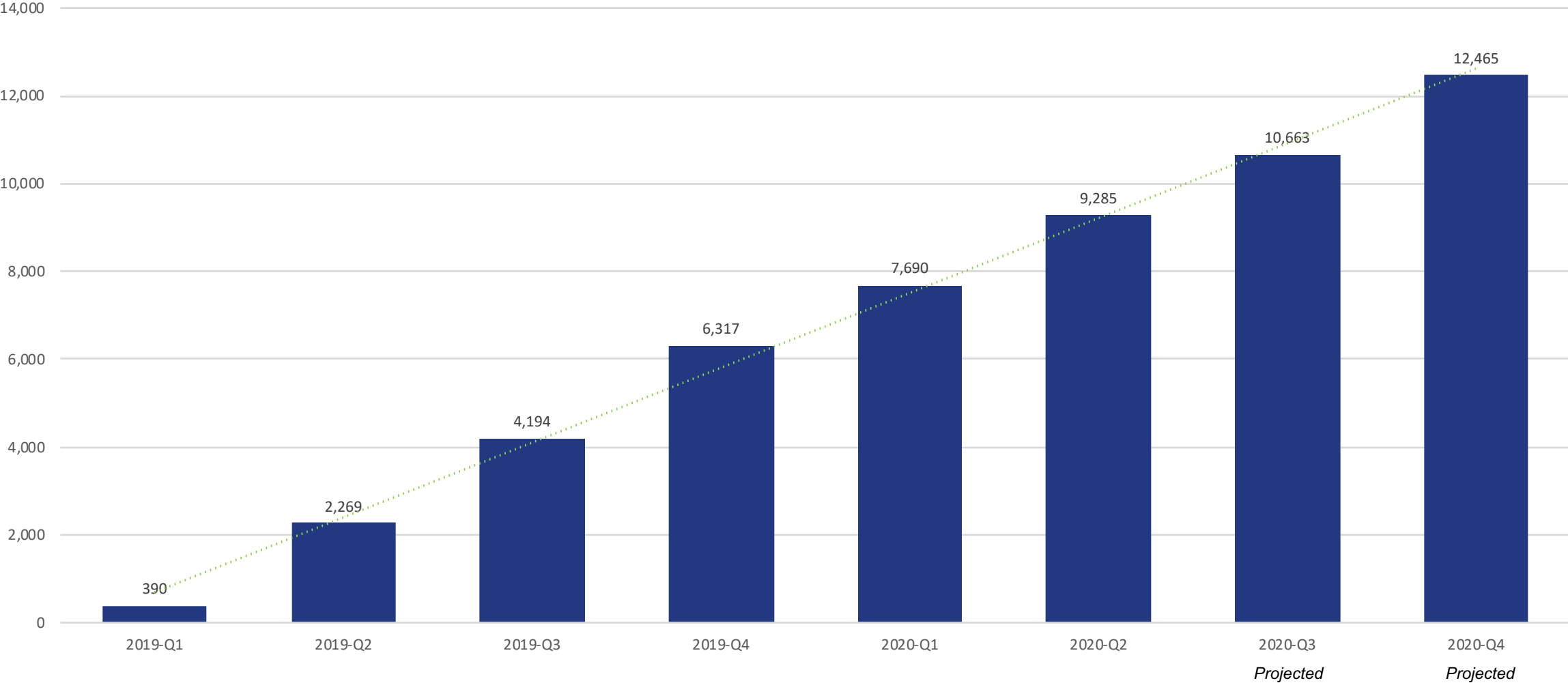
**100** percent

Guarantee of CSWR operations delivering water and wastewater services as committed.



# Growth in Total Connections

2019 – 2020: Owned and Contracted Connections



# The CSWR Way

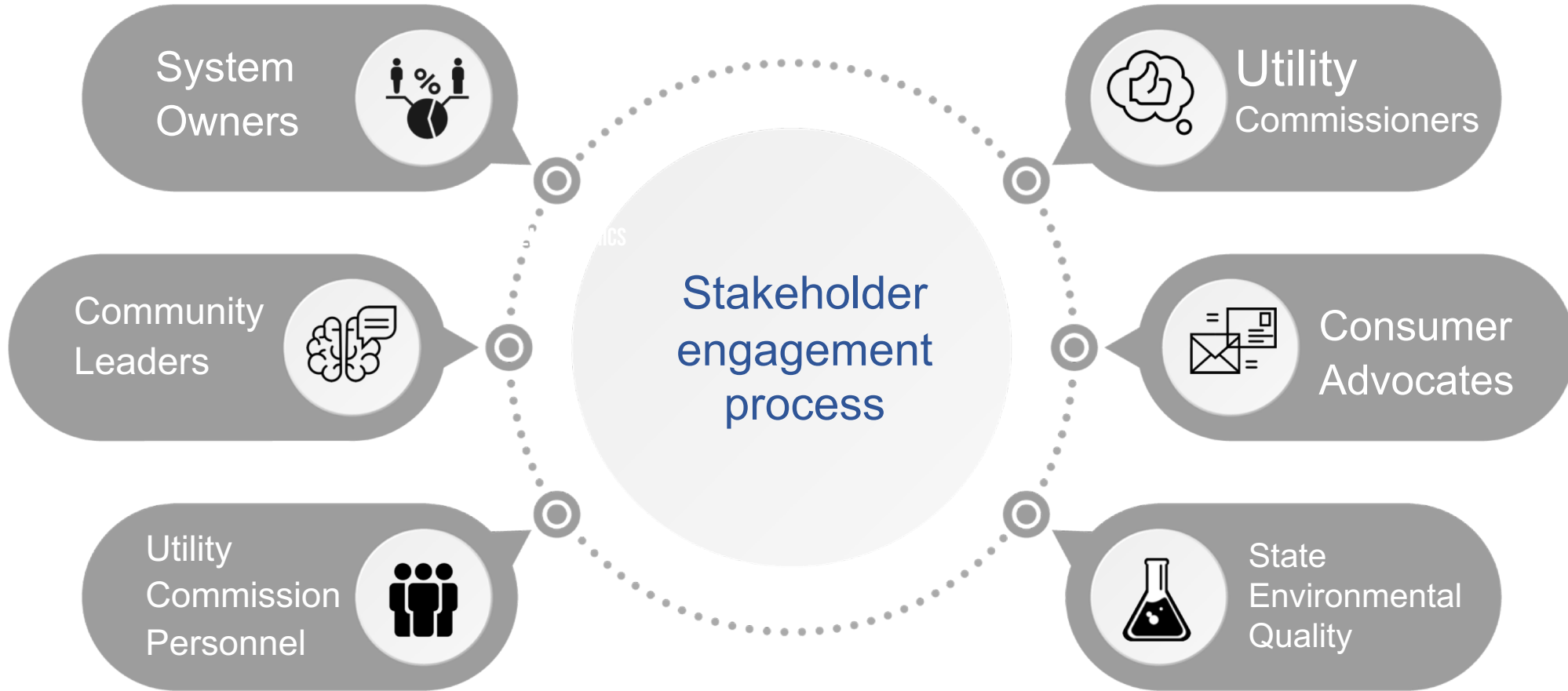


# The CSWR Way

- Target underserved, often-neglected communities in need of reinvestment.
- Acquire water systems that are woefully outdated and dangerous — often unbeknownst to their customers.
- Invest strategically, and then use innovation to create 180-degree transformations in communities' water and wastewater systems — many of which have been in operation for more than a half-century.
- Transition owners out of the business who do not have the technical, managerial and financial capabilities to provide safe, reliable water.
- Use technology such as remote monitoring management keeps CSWR water resources safe and reliable for community members.



# Acquisition Process



# Methodology

1

Create a unique utility operating company branded with specific ties to that state.

2

Negotiate and sign purchase agreements.

3

Begin title process and assessments on collection systems and engineering needs.



Welcome to  
Magnolia Water



# Methodology

4

Once critical mass of utilities and connections is collected, file for acquisition by operating company as a group.

5

Seek the best rate structure for consumers.

6

Enter consent agreements with environmental regulators to upgrade and bring systems into compliance focused on ensuring systems are operating compliantly.



# Methodology

7

Close acquisitions and commence operational and plant improvement efforts – bringing systems back into compliance quickly.

8

Partner with local engineering firms, suppliers, maintenance contractors, and regulatory legal support.

9

Connect local firms into our proprietary maintenance management system to track and manage routine preventative maintenance work and geotagging all equipment



# Investment Partner



[OUR MISSION](#) [ABOUT US](#) [OUR PORTFOLIO](#) [IN THE NEWS](#) [CONTACT US](#)

A background image of a water treatment facility. In the foreground, there is a large, grey industrial pump or valve with a vertical pipe. In the background, there are several rectangular aeration tanks with yellow railings, surrounded by green trees under a blue sky with light clouds.

[SciensWater.com](https://www.SciensWater.com)

# Learn More About CSWR



Watch our video at  
[CentralStatesWaterResources.com/about-us](http://CentralStatesWaterResources.com/about-us)



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