

Language: **English**

## Protecting Your Privacy

We believe your personal information is just that, personal, and we take seriously the responsibility of protecting the information you share with us. Here are the things we do every day to respect and protect your privacy, without you having to take any action:

- We let you know how we collect and use your personal information
- We store your personal information securely
- We give you clear, prior notice regarding how your information will be used

Learn how **American Water Resources** protects your data:



[American Water Resources Privacy Policy](#)

Learn how **Pivotal Home Solutions** protects your data:



[Pivotal Home Solutions Privacy Policy](#)

Learn more about your rights and select which privacy request you want to submit

As a customer of American Water, you have the right to know the categories and specific pieces of personal information we hold about you and how we use them. To request this information, please submit a Right to Access request by clicking below.

[Right to Access](#)

As a customer of American Water, you have the right to have us delete certain personal information that's neither critical for us to deliver your services nor provides you with a personalized experience. To make this request, please submit a Right to Delete request by clicking below.

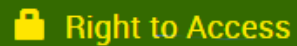
[Right to Delete](#)

As a customer of American Water, you have the right to ask us to not sell or share your personal information to third-parties for purposes of cross contextual advertising as well as the ability to opt-out of targeted advertising and profiling. To make this request, please submit a Right to Opt-out request.

[Right to Opt-Out](#)

(1) Selecting the “Right to Access” option because a customer of American Water has the right to know the categories and specific pieces of personal information are held and used by the Company:

As a customer of American Water, you have the right to know the categories and specific pieces of personal information we hold about you and how we use them. To request this information, please submit a Right to Access request by clicking below.

 Right to Access

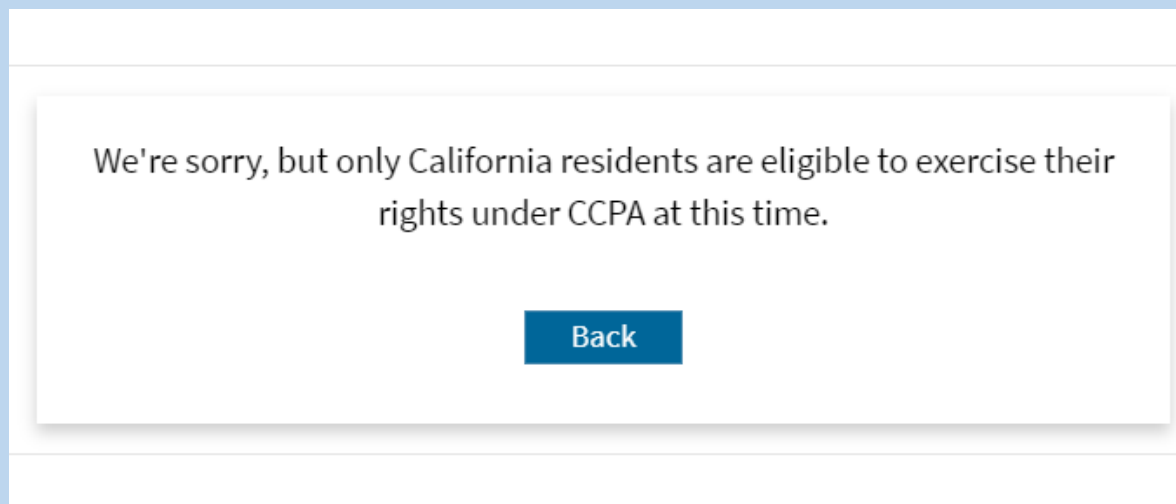
(2) A non-resident of California would select “No”, then “Next”:

Are you a California Resident?

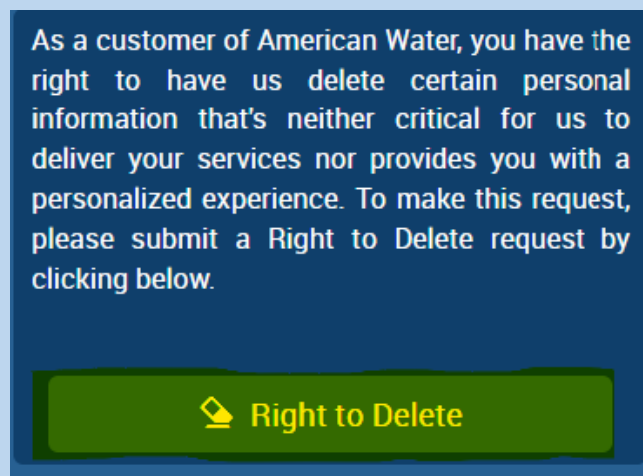
No

**Cancel:** Clicking on Cancel button requires re-submission of form.      **Next:** Click on Next button to submit the form.

(3) Resulting in the message below stating that only California residents are eligible to exercise their rights under CCPA at this time. However, the original website does not specifically mention only California residents have a right to privacy or access to personal data. Given the language used on this site, customers of American Water would assume they have a right to access information regarding their personal data.



(4) Moving on the “Right to Delete” option. Customers of American Water have the right to have certain non-critical personal information deleted by submitting a request:



(5) Again, a non-resident of California would select “No”, then “Next”:

Are you a California Resident?

No ▼

Next

Cancel

**Cancel:** Clicking on Cancel button requires re-submission of form.      **Next:** Click on Next button to submit the form.


**(6) Again, the end result is sorely disappointing as only California residents are eligible for this service under CCPA, which the website fails to mention:**

We're sorry, but only California residents are eligible to exercise their rights under CCPA at this time.

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(7) Finally, we will try the “Right to Opt-Out” option since American Water customers have the right to request that the Company does not sell or share personal information to third-parties:

As a customer of American Water, you have the right to ask us to not sell or share your personal information to third-parties for purposes of cross contextual advertising as well as the ability to opt-out of targeted advertising and profiling. To make this request, please submit a Right to Opt-out request.

 Right to Opt-Out

(8) Again, a non-resident of California would select “No”, then “Next”:

Are you a California Resident?

No ▼

Next

Cancel

**Cancel:** Clicking on Cancel button requires re-submission of form.      **Next:** Click on Next button to submit the form.

**(9) Once again, a disappointing result for non-California residents as the privacy website leads American Water customers outside the State of California to believe they have rights regarding their personal data.**

We're sorry, but only California residents are eligible to exercise their rights under CCPA at this time.

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