



AMERICAN WATER

WE KEEP LIFE FLOWING™



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## AMERICAN WATER

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. A member of the S&P 500, the company's market capitalization is valued at \$24 billion and employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 46 states.



### PROVIDING SOLUTIONS

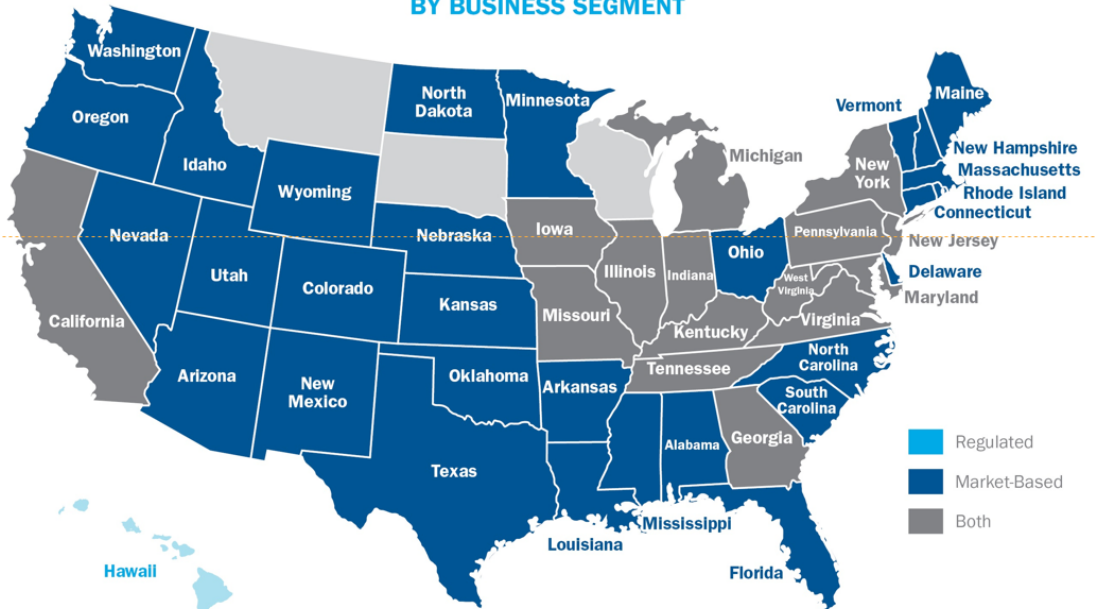
American Water has built its business on the values of safety, trust, environmental leadership, teamwork, and high performance. We work with communities to provide solutions to water and wastewater challenges.

### REGULATED BUSINESS

Our regulated businesses operate in approximately 1,600 communities in 16 U.S. states. Our primary operating assets include approximately:

- 80 surface water treatment plants
- 520 groundwater treatment plants
- 1,100 groundwater wells
- 140 wastewater treatment facilities
- 1,300 treated water storage facilities
- 1,500 pumping stations
- 76 dams and approximately 52,500 miles of mains and collection pipes

### AMERICAN WATER FOOTPRINT BY BUSINESS SEGMENT





**WALTER LYNCH**  
President & Chief  
Executive Officer



**SUSAN HARDWICK**  
Executive Vice  
President & Chief  
Financial Officer



**MICHAEL SGRO**  
Executive Vice  
President General  
Counsel &  
Corporate Secretary



**MELANIE KENNEDY**  
Senior Vice  
President, Human  
Resources

## CUSTOMER SERVICE

American Water works hard in many ways every day to deliver clean water for life that is safe, reliable, and affordable, because our customers deserve nothing less

- American Water has been recognized and named a top performer in the 2018 Water Utility Residential Customer Satisfaction Study and is in the top quartile in overall customer satisfaction within the water utility industry
- On average, American Water customers pay \$0.01 per gallon of water

## INFRASTRUCTURE INVESTMENT

American Water provides reliable, sufficient supply of clean, safe, affordable water that is essential to the life of communities

- The 2017 American Society of Civil Engineers infrastructure rating is a D for drinking water and a D+ for wastewater
- American Water will invest more than \$8.5 billion into our systems over the next five years which will enable us to continue to provide essential services to our regulated water and wastewater customers

## WATER QUALITY

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities

- Testing laboratory in Belleville, Illinois is certified in 15 states and Puerto Rico
- Performs more than 1 million water quality tests per year
- Dedicated team of scientists and researchers committed to finding solutions for water quality challenges and implementing new technologies
- Recognized as an industry leader in water quality and works cooperatively with the EPA so that drinking water standards and new regulations will produce benefits for our customers and the public water suppliers in general
- Water quality record is industry leading and the company has consistently achieved better compliance than federal and state drinking water standards
- American Water has earned awards from the EPA's Partnership for Safe Water as well as over 150 awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies

## COMMUNITY ENGAGEMENT

Giving back to the communities it serves is an American Water core value

- American Water's dedicated employees have provided over 28,000 volunteer hours, participating in local projects and events from park clean-ups to tutoring and mentoring
- The American Water Charitable Foundation was established to make a positive difference in the communities we serve. The Foundation has provided more than \$5 million in funding through grants and matching gifts

## ENVIRONMENTAL STEWARDSHIP

American Water has a deep commitment to protecting the environment

- As of 2017, American Water has reduced greenhouse gas emissions by 31%, with a goal of 40% by 2025
- In 2020, American Water was named one of the most 100 Sustainable Companies by Barron's Magazine for the third consecutive year

## INCLUSION AND DIVERSITY

American Water is dedicated to creating a culture where every employee feels included and diversity is valued at all levels

- Out of American Water's top three executive positions, two are women (CEO and CFO)
- In 2018, 62% of job transfers and promotions were filled by minorities, females, veterans or disabled individuals
- Board of Directors has gender parity with 54.5% of its members being women
- American Water was recently recognized in the Bloomberg 2020 Gender-Equality Index



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