



AMERICAN WATER

WE KEEP LIFE FLOWING®



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SERVING CUSTOMERS FOR MORE THAN A CENTURY

With a history dating back to 1886, American Water is the largest regulated and most geographically diverse U.S. water and wastewater utility company. A member of the S&P 500, the company's market capitalization is valued at approximately \$30 billion and employs more than 6,500 dedicated professionals who provide water and wastewater services to an estimated 14 million people.

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.

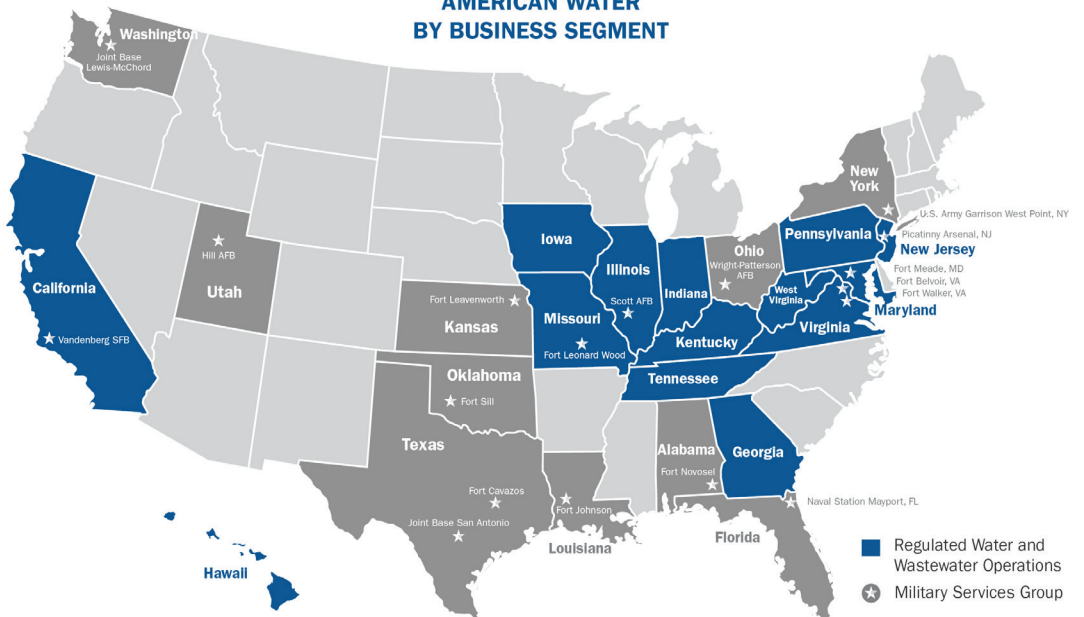
ABOUT OUR BUSINESS

- **Regulated Business:** We manage more than 500 individual water and wastewater systems across the country in approximately 1,700 communities in 14 U.S. states. We treat and deliver more than one billion gallons of water daily.
- **Military Services Group:** We have 50-year contracts with the Department of Defense for the ownership, operation and maintenance of water and wastewater systems on military bases. Including Naval Station Mayport, Jacksonville, Fla., the Military Services Group will own, operate and maintain water and wastewater assets at 18 military installations.

AWK
LISTED
NYSE®



AMERICAN WATER BY BUSINESS SEGMENT





SUSAN HARDWICK
Chief Executive Officer



JOHN GRIFFITH
President



CHERYL NORTON
Executive Vice President and
Chief Operating Officer



DAVID BOWLER
Executive Vice President and
Chief Financial Officer

CUSTOMER EXPERIENCE

We aim to make it easier for customers to do business with us — from multiple payment options, paperless billing, online account management and voice activated customer service system — our customers can choose what works best for them.

We continue to expand our array of person-to-person and self-service options with our mobile-friendly website that is easier to use, more visually engaging and simpler for customers to find the information they need. The company also hosts a self-service portal, MyWater, where customers can manage their account(s), pay their bills and much more without leaving their homes.

INFRASTRUCTURE INVESTMENT

In 2021, the American Society of Civil Engineers rated America’s water and wastewater systems with a “C-” and “D+,” respectively. At American Water, we work hard to deliver safe, clean, reliable and affordable water and wastewater service to our customers, because customers deserve nothing less. One of the ways we do this is by investing in our systems. American Water plans to invest \$34 – \$38 billion into our systems over the next 10 years which will enable us to continue to provide vital 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.
- Laboratory 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 165 awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.

COMMUNITY ENGAGEMENT

American Water has long believed in the importance of being a good neighbor and good steward of the environment. We believe in supporting and enhancing the communities where we live, work, and operate. We also assist our employees in giving back to organizations they care about.

Since 2012, the American Water Charitable Foundation has donated to worthy causes and organizations in communities served by American Water. Since its inception, the Foundation has provided \$15.5 million in funding through grants and matching gifts. Through our Employee Volunteer and Matching Gift and Rewards Programs, Employee Crisis Fund, Disaster Relief Program, and the Keep Communities Flowing Grant Program, the Foundation is making a difference every day in communities served by American Water.

ENVIRONMENTAL STEWARDSHIP

- By 2035, American Water commits to meet customer needs while saving 15% in water delivered per customer compared to a 2015 baseline.
- By 2030, increase our water system resiliency to respond to more extreme events by increasing URI weighted average by 10% from 2020 baseline.

INCLUSION, DIVERSITY & EQUITY

Through our Inclusion, Diversity & Equity strategy, we empower employees, suppliers, and strategic partners to contribute and participate in an inclusive culture.

- **44%:** Diversity across our workforce.
- **24.1%:** American Water workforce who identifies as female.
- **48%:** Percent of diverse promotions and transfers within the company.
- **\$670M:** Diverse supplier spend in 2023 representing 22.2% of our total Supply Chain spend.
- **20:** Awards received for our ID&E work.