

We are American Water – Leadership, Quality, Value for 130 years

American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. Marking its 130th anniversary this year, the company employs more than 6,700 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. More information can be found by visiting <http://www.amwater.com/>.

Providing Service to Generations of Customers

The company was founded in 1886 as American Water Works & Guarantee in Pennsylvania. Today, American Water is listed on the New York Stock Exchange under the ticker symbol “AWK”. The company is also the only water utility member of the Dow Jones Utility Average.

Delivering Customer Value across Business Segments

American Water provides services to customers through two business segments: our regulated businesses segment, which represented approximately 86.8 percent of our consolidated operating revenue in 2015, and our market-based businesses. We serve residential homes and businesses through our regulated subsidiaries, as well as perform contract operations for military bases and municipalities that own their utility systems. The company develops and implements solutions to meet the country’s many water challenges. The focus of our growth activities is on expanding our regulated footprint, and targeting selected market-based opportunities that from a risk and capabilities perspective are a good fit with the regulated business.

Creating Shareholder Value through Experienced Leadership

American Water has an experienced leadership team. Our three most senior executives, President and Chief Executive Officer Susan N. Story, Senior Vice President and Chief Financial Officer Linda Sullivan, and President and Chief Operating Officer of Regulated Operations Walter Lynch, together have an average of 26 years of experience in the utilities industry, and our state presidents have an average of 28 years of utility industry experience.

Dedicating Resources to Ensure the Highest Standards for Our Communities

We are committed to excellence in every area that our business touches our community. We are experts in water quality, testing, compliance and treatment. Our water-testing laboratories and other facilities perform more than one million water quality tests per year. We have achieved greater than 99 percent compliance for meeting state and federal drinking water and wastewater standards for the past several years. American Water participates in the Partnership for Safe Water, the U.S. EPA’s voluntary program to meet more stringent goals for reducing microbes. We maintain a comprehensive environmental policy including responsible business practices, compliance with environmental laws and regulations, effective use of natural resources, and stewardship of biodiversity. However, our responsibility to the customers and communities we serve goes beyond providing safe and reliable water and wastewater service. We produce a biannual Corporate Responsibility Report, which measures our performance against the Global Reporting Index, and in 2012, 2013 and 2015, we were named to the Dow Jones Sustainability North America Index. Additionally, the American Water Charitable Foundation seeks to proactively engage with community partners and strategically invest its resources in order to empower American Water employees to make a positive difference in the communities where they live and work.