

FACTS AT A GLANCE



AMERICAN WATER

- WHO WE ARE:** American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company.
- HERITAGE:** 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 Index.
- CUSTOMERS:** American Water serves an estimated 15 million people in 47 states and Ontario, Canada. We provide services to residential homes, business and municipalities through our regulated and market based businesses.
- EMPLOYEES:** We employ more than 6,700 professionals, who are committed to customer service, operational excellence and delivering high-quality, reliable drinking water and other water-related management services.
- OUR BUSINESS:** Our primary business involves the ownership of water and wastewater utilities that provide water and wastewater services to residential, commercial and industrial customers, treating and delivering more than 1 billion gallons of water per day.

REGULATED BUSINESSES

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

- 81 surface water treatment plants
- 500 groundwater treatment plants
- 1,100 groundwater wells
- 100 wastewater treatment facilities
- 1,200 treated water storage facilities
- 1,400 pumping stations
- 81 dams and approximately 49,000 miles of mains and collection pipes

MARKET-BASED BUSINESSES

We also provide services that are not subject to economic regulation by state PUCs through our market-based businesses. Our market-based segment includes four lines of business:

- Military Services Group, which enters into 50-year contracts with the Department of Defense for the operation and maintenance of the water and wastewater systems on certain military bases;
- Contract Services Group, which enters into contracts to operate and maintain water and wastewater facilities and other related services mainly for municipalities and the food and beverage industry;

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- Homeowner Services Group, which provides services to homeowners and smaller commercial establishments, either directly or through utility partnerships, to protect against the cost of repairing broken or leaking water pipes, clogged or blocked sewer pipes inside and outside their accommodations and interior electric line repairs; and
- Keystone Clearwater Solutions, headquartered in Hershey, Pa., is a water logistics service provider offering a range of water-related services to the oil and gas industry primarily in the Appalachian region of Pennsylvania, Ohio and West Virginia. For more information, visit the website at www.keystoneclear.com.

INFRASTRUCTURE

INVESTMENT: We annually invest approximately \$1 billion into our systems to enable us to continue to provide essential services to our regulated water and wastewater customers. Our investments include replacing aging infrastructure, constructing new facilities to serve a growing customer base, and complying with the latest water quality standards.

WATER QUALITY/

ENVIRONMENTAL COMPLIANCE: We are experts in water quality testing, compliance and treatment and have established and own industry-leading water testing facilities. Our technologically advanced water quality control and testing laboratory in Belleville, Ill. is certified in 17 states and Puerto Rico. Our laboratories and other facilities perform more than 1 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

COMMUNITY

INVOLVEMENT: We establish an active presence in the local communities we serve, supported by strong community investment programs. We work closely with these communities to help create detailed water development plans, collaborative growth initiatives and implement various water infrastructure and conservation projects. We are involved in local charities, schools and community organizations. In 2012, we established the American Water Charitable Foundation to proactively engage with community partners and strategically invest resources in order to empower American Water employees to make a positive difference in the communities where they live and work.

“GREEN”

COMMITMENT: Being a steward of the environment is a fundamental part of what American Water does. In 2010, as part of our continued commitment to sustainable practices, we set a goal and began implementing operational strategies to reduce our carbon footprint by annual volume of water produced by 16 percent by 2017. The company issued its first Corporate Responsibility Report in 2011, becoming the first large water services company to measure its performance against the Global Reporting Index. In an effort to reduce paper consumption and greenhouse gas emissions, in 2009, we began providing a virtual annual report to stockholders; in 2010, we began hosting virtual stockholder meetings. Additionally, in 2012, 2013 and 2015, we were named to the Dow Jones Sustainability North America Index.

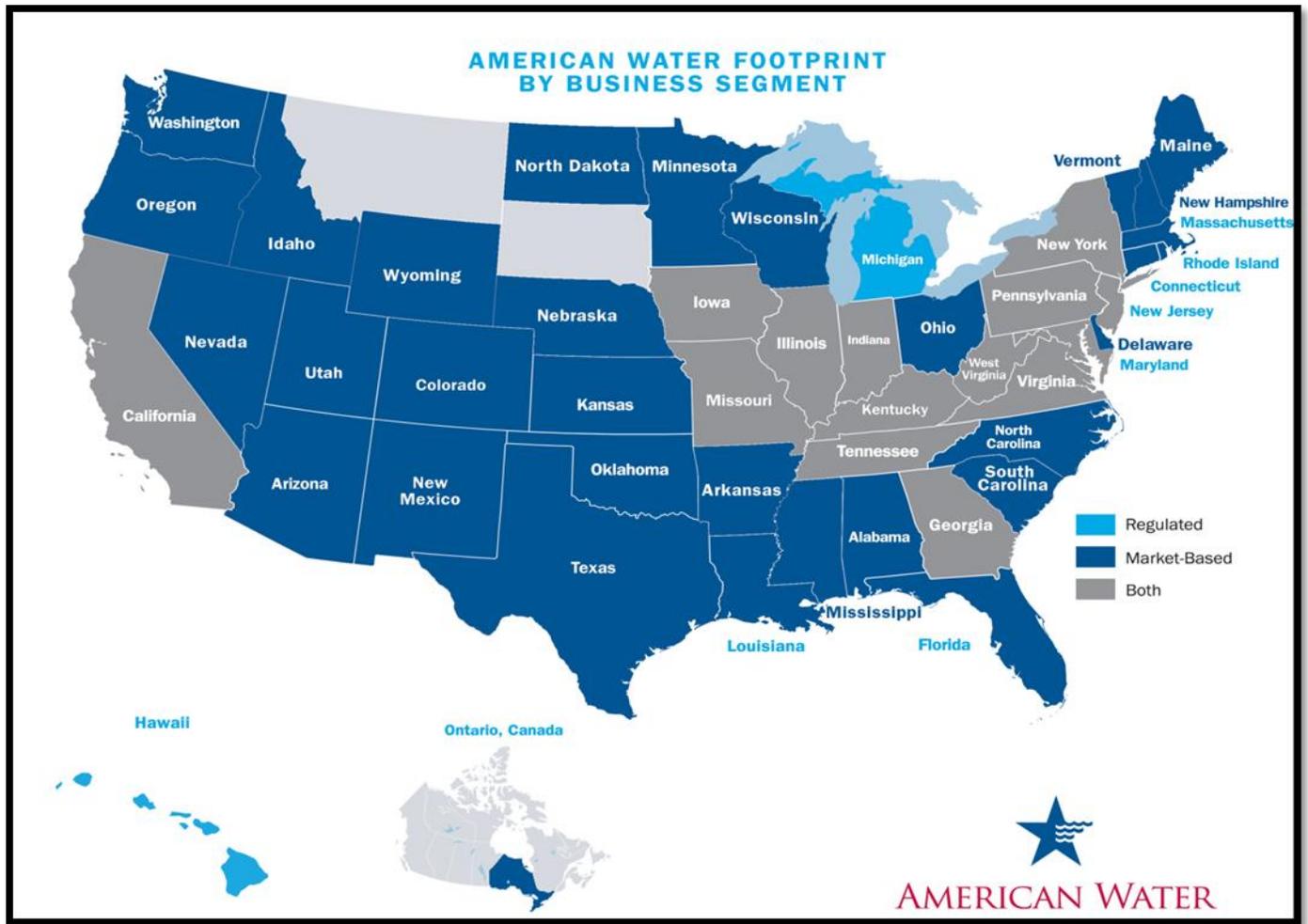
MANAGEMENT

TEAM: 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

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of 26 years of experience. Our state presidents collectively have an average of 28 years of experience in the utilities industry.

OUR LOCATIONS: Our headquarters are in Voorhees, N.J., with operations in more than 30 states (and services in 47 states) and Ontario, Canada.



CONTACT: To learn more about American Water visit www.amwater.com