



AMERICAN WATER

WE KEEP LIFE FLOWING®

SERVING CUSTOMERS FOR MORE THAN A CENTURY.

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 approximately \$30 billion and employs more than 6,400 dedicated professionals who provide regulated and regulated-like water and wastewater services to an estimated 14 million people in 24 states.

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NYSE



WE KEEP LIFE FLOWING

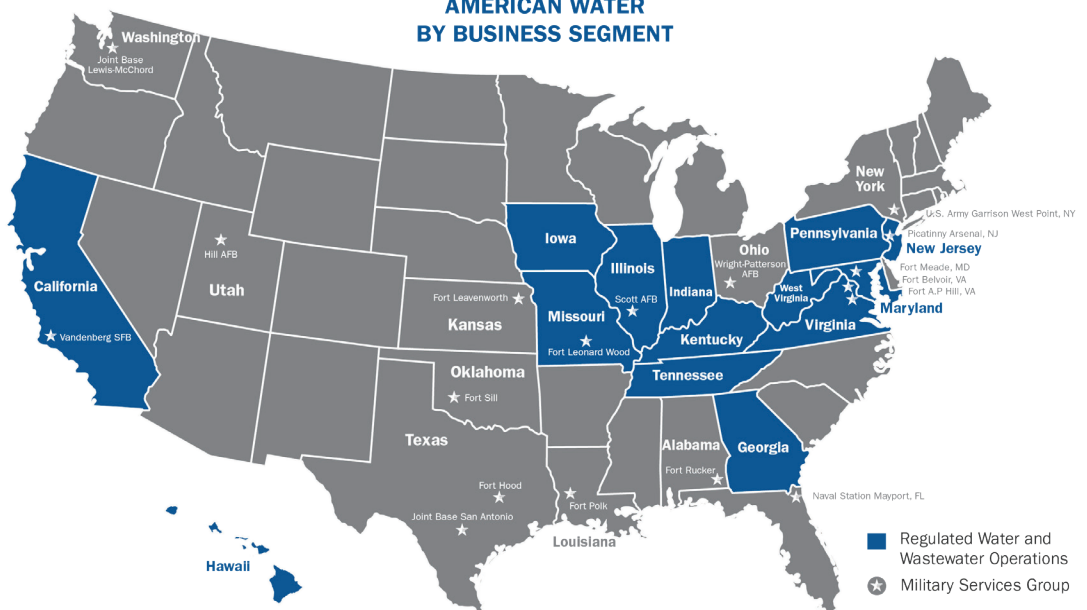
PROVIDING SOLUTIONS

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.

AMERICAN WATER BY BUSINESS SEGMENT





SUSAN HARDWICK
President and
Chief Executive
Officer



CHERYL NORTON
Executive Vice
President and
Chief Operating
Officer



JOHN GRIFFITH
Executive Vice
President and
Chief Financial
Officer

AWARDS & RECOGNITION



Ranked #19 on Barron's 100 Most Sustainable Companies



S&P Global Ratings ESG Evaluation (87 out of 100), the highest evaluation score given by S&P in the U.S. and the 2nd highest globally



Awarded 2020 Secretary of Defense Employer Support Freedom Award From Department of Defense



Recognized among the top 100 Best for Vets employers by Military Times



Earned 2022 Military Friendly® Top 10 Gold Employer designation



Earned 2022 Military Friendly® Top 10 Gold Supplier Diversity Program designation



Designated as a Vets Indexes 3 Star Employer



Ranked #6 on Corporate Knights Global 100 list of the World's Most Sustainable Corporations



Awarded LEED Platinum Certification for new Corporate Headquarters in Camden, NJ



Recognized in the Bloomberg 2022 Gender-Equality Index

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. In 2020, we launched a new mobile-friendly website that is easier to use, more visually engaging and simpler for customers to find the information they need. In 2021, the company launched 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 \$28 – \$32 billion into our systems over the next 10 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.
- 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

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

- American Water's dedicated employees have provided over 32,000 volunteer hours, participating in local projects and events from park clean-ups to tutoring and mentoring.
- In 2020, American Water and its subsidiaries, along with the American Water Charitable Foundation, contributed more than \$7 million nationwide to support local organizations and communities.

ENVIRONMENTAL STEWARDSHIP

American Water has a deep commitment to protecting the environment.

- American Water has committed to reducing our 2025 scope 1 and scope 2 greenhouse gas emissions by 40%, as compared to a 2007 baseline. As of 2020, we were 80% of the way to our target.
- In 2021, American Water was named one of the most 100 Sustainable Companies by Barron's Magazine for the fifth consecutive year.

INCLUSION, DIVERSITY & EQUITY

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

- American Water's two most senior executives (CEO & COO) are women.
- In 2020, 59% of job transfers and promotions were filled by minorities, females, veterans or disabled individuals.
- American Water's Board of Directors is 63.6% racially and gender diverse, and with the inclusion of military veteran status, the Board's overall diversity is 72.7%.
- American Water was recognized in the Bloomberg 2022 Gender-Equality Index.