

American Water Supplier Registration Guidelines

I. About American Water

Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs nearly 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15.6 million people in 32 states and Ontario, Canada. More information can be found by visiting www.amwater.com.

II. Purpose

This document is meant to provide instructions to potential suppliers seeking to provide products or services to American Water. Should American Water find an interest or expressed need for a particular product or service, an American Water Buyer will contact the potential supplier and provide more detailed instructions and information requests.

III. How to Become an American Water Supplier

Please complete and submit the “American Water Supplier Contact Form” located on the “[Vendors and Suppliers](#)” page. After the form is submitted, you will view a message thanking you for submitting the form. If American Water is able to utilize the products or services that you provide, a Supply Chain Buyer or American Water employee will contact you to discuss the possibility of our companies working together.

A. Products and Services Sourced by American Water

American Water is diligent in pursuing national, regional, and/or local agreements for many different categories of products and services. Our needs cover products and services specific to the water industry as well as general products and services needed to operate a medium-sized business. Additionally, American Water may have a need for services and products that will not be needed on a continual basis. (See Section VIII to view a list of typical products and services purchased by American Water.)

IV. Due Diligence

A. Company Information

A potential supplier may be instructed to provide some or all of the following types of information for American Water’s evaluation:

- Audited Financial Statements/Records (Balance Sheet, Income Statement, and 10K)
- Dunn & Bradstreet Number (if applicable)
- Insurance Coverage
- Warrantees
- Experience
- Description of your company
- Key contacts
- Safety Experience

B. Capability and Quality Assessment

American Water may require pertinent information from a potential supplier to evaluate their capability. This may include items such as:

- List of Facility/Major Equipment
- Production Capability by Product Line and Facility
- Percent Utilization
- Lead Time
- Technical Expertise
- Number of Employees
- Major Customers
- Geographical Coverage

Additionally, American Water is very interested in how a supplier guarantees products/services quality and continuous improvement. American Water may send the potential supplier a “Self Evaluation Questionnaire” which will address a supplier’s quality assurance program. The supplier is expected to complete the questionnaire.

American Water representatives will evaluate the response to this questionnaire and may require an on-site evaluation. On-site supplier evaluations are performed to established checklists and/or specific agendas developed by the American Water Supply Chain. The results (completed checklists, trip reports) are documented and maintained in the supplier file.

Upon completion of the due diligence evaluation, the potential supplier will either added to the Approved Supplier List or eliminated from further consideration.

V. Communication/Information Transfer

A. Contacts

If American Water is able to utilize the products or services that you provide, a Supply Chain Buyer or American Water employee will contact you to discuss the possibility of our companies working together.

B. Proprietary Information

During the course of doing business, information and data will be exchanged; some of which will be considered proprietary. Information relative to the Suppliers technology, processes and other pertinent company data will be considered proprietary. As such, American Water personnel will not divulge any such information to other parties.

A non-disclosure form will need to be signed by the potential Supplier at the request of American Water.

VI. Diversity

American Water is dedicated to providing equal opportunity to all potential business partners. It is the policy of American Water to encourage and afford opportunities to diverse suppliers (including but not limited to Women Business Enterprises (WBE's), Minority Business Enterprises (MBE's), and Disabled Veteran Business Enterprises (DVBE's), while at the same time ensuring that the best combination of quality, service and price is provided in accordance with the highest ethical and professional standards.

American Water recognizes the value of Supplier Diversity as a strategic business decision, and is committed to seek and identify diverse suppliers and offer them an equal opportunity to compete for contracts to supply materials and services with all other suppliers and contractors in the competitive marketplace. American Water recognizes that an effective Supplier Diversity Policy broadens the supplier base, increases competition, and ensures that American Water receives the finest materials and services at the best available cost. This policy is established on the principles of fair, equitable and ethical business practices.

VII. Ethics

Business will be conducted within generally accepted professional codes of conduct. The aim of the American Water-Supplier relationship is that of a mutually beneficial partnership based on integrity and consistent with the agreed upon terms. During the sourcing process, American Water employees will not offer to or accept from suppliers; entertainment, gifts, or other gratuities.

VIII. Products and Services Purchased by American Water

This table lists the typical products and services purchased by American Water.

Advertising and Marketing	Instrumentation & Process Control
Benefits	IT Hardware and Services
Beverages	Janitorial Services
Bill Printing	Laboratory Services & Supplies
Building materials	Landscaping
Business Entertainment	Maintenance
Butterfly Valves	Measuring Equipment
Cast Iron Tapping Sleeves	Medical/hospital supplies
Chemical Feed Systems	Meter Box Frames and Lids, and Meter Pits
Chemical products	Meters, Meter Reading, and Installation Services
Civil engineering, road construction	Meter Setting Equipment
Cleaning works	Meter Testing
Commercial Printing and Finishing	MRO
Communication technology	Network Installation & Repair
Construction and special supplies	Office Equipment, Furniture, and Supplies
Construction Equipment	Outside Legal Services
Construction, demolition and installation services	Package Pump
Consulting	Paving
Control room technology	Plastic Pipe and Fittings
Copper	Raw materials, primary energy
Courier Services	Renting, leasing, supply and training of personnel
Credit and Collections	Repair Clamps and Couplings
Debris Removal Services	Residuals
Ductile Iron Pipe and Fittings	Sanitation systems
Disposal of waste, transformation, and disassembly works	Security & Monitoring
Ductile Iron Pipe	Semi-finished products, conductive material, steel, and plastics
Electrical Services	Service Awards
Electronic systems/modular	Service Line Brass
Energy generation/distribution	Signage
Engineering	Snow Removal

Fabricated Tapping Sleeves	Sports articles/equipment
Facility Plumbing Supplies	Tank Inspection & Rehabilitation
Field Operating Equipment	Telecommunications
Fire Extinguishers	Telephone Directories
Fire Hydrants	Temporary Labor
Fittings	Textiles
Flanges	Tires
Fleet	Travel
Food	Uniforms
Freight	Utility Line Location
Fuel	Valve and Curb Boxes
Gate Valves	Water Treatment Chemicals and Filter Media
Generator Maintenance	Welding
Heating, Ventilation, and Air Conditioning	Well Rehabilitation
Information processing technology	Workshop services and quality tests