

WE'RE COMMITTED TO CAMDEN

Annual Community Investment 2020 Report



AMERICAN WATER

WE KEEP LIFE FLOWING™

American Water is pleased to present our 2020 efforts to the Camden community. This report marks American Water's second year in our home along the Camden Waterfront. Throughout the past two years, we have cultivated meaningful relationships with Camden residents, elected officials and non-profit organizations. As we continue to make a positive impact on the community and support local revitalization efforts, we welcome new partnerships and work to strengthen existing relationships. Camden's vibrancy, resilience and promise are evident and we are pleased to do our part in partnership with the city and its residents.

TABLE OF CONTENTS

Kicking Off 2020	2
Job Creation	3
Workforce Development Event Participation ...	3
Our Response to COVID	3
Community Support Highlights	4
Engagement Efforts	5
Inclusion & Diversity Efforts	6
Commitment to Camden Students	7
Awards & Recognition	7
Learn More	7



KICKING OFF 2020

Our employees were excited to kick-off 2020 with a volunteer event on Martin Luther King Jr. Day that directly benefited military veterans and others experiencing homelessness in Camden City. More than 200 employees and their families volunteered at American Water's headquarters and prepared 600 care kits for individuals residing at the Volunteers of America's Aletha R. Wright "Vision of Hope" Center located along Atlantic Avenue and for others staying in homeless encampments throughout the City.

We continued to partner with local organizations during 2020 through American Water and New Jersey American Water's participation in the Camden Water Equity Team, spearheaded by the U.S. Water Alliance, which worked to increase the understanding of challenges, opportunities and promising interventions to promote equitable water management. With seven participating cities, the Taskforce accelerated the development and adoption of equitable water policies and practices by utilities, community-based organizations and other stakeholders across the country.



In January, American Water was honored to host 75 Taskforce members at our headquarters in Camden. The Camden Water Equity Team provided the group with tours of New Jersey American Water's Delaware River Regional Water Treatment Plant located in Delran along with the Camden County Municipal Utilities Authority to highlight the local water treatment process – from source water to wastewater treatment.

Upon the Camden Water Equity Team's 2019 completion of "An Equitable Water Future Roadmap", the Team spent 2020 identifying opportunities to integrate priorities identified within the Roadmap into the Camden Collaborative Initiative's (CCI) existing focus areas. The CCI is a solutions-oriented partnership between governmental, non-profit, private and community-based agencies that formed to plan and implement innovative strategies to improve the environment and quality of life of Camden's residents. American Water is an active participating member of the CCI and continues to provide environmental education to support the Initiative's ongoing efforts.



Our catering vendor, Sodexo, also embodies American Water's commitment to supporting communities as demonstrated through an innovative partnership with the Camden City School District. Through a collaborative effort, American Water and Sodexo

paired five District students with disabilities to professional mentors within the companies to learn meal preparation skills, mailroom experience and maintenance services two days a week, through March 2020, at American Water's headquarters. This effort provided participating students with an opportunity to leave their classroom and gain hands-on employability skills in a workplace setting.

JOB CREATION

Business/Department	# of Camden Resident Employees	No. Hired in 2020
American Water	28	6
SOS Security	3	3
Contractors	16	5
Hopeworks Students	10	4
TOTAL EMPLOYED	57	18

WORKFORCE DEVELOPMENT EVENT PARTICIPATION

Event Type	# of Events
Job Fairs	7
Workforce Development Efforts	8

OUR RESPONSE TO COVID-19

Everyone has been personally impacted by the COVID-19 public health emergency, including our customers, communities and employees. Since March 2020, American Water, New Jersey American Water and more than 600 of our employees, headquartered in Camden, continued to support the local community during the pandemic through more than \$115,000 in donations to non-profit organizations.

In March, American Water and the American Water Charitable Foundation donated \$100,000 to Feeding America to support food banks across the country. Understanding that hunger insecurity is a stark reality for many customers during this difficult time, we are doing our best to support communities. In addition, the American Water Charitable Foundation made a \$25,000 donation in December to Cathedral Kitchen to support local hunger alleviation efforts. Cathedral Kitchen, the largest emergency support organization in Camden, provides more than 100,000 hot meals to local residents every year.



Through the American Water Charitable Foundation, the company's COVID-19 Response Fund was established which provided over \$300,000 in grants to 84 communities served by American Water to support COVID-19 relief and recovery efforts with many focused on hunger, youth and social services. Locally, the Community Foundation of New Jersey received \$25,000 from the Fund to support relief and recovery efforts statewide. Additionally, New Jersey American Water contributed \$15,000 to the Cooper Foundation's COVID-19 Response Fund to support efforts in Camden.

American Water also worked to support customers with their water bills by suspending billing-related service shutoffs, turning water service back on for residential customers who were previously shutoff for non-payment and suspending late fees. The company also has provided information on customer assistance programs. We understand how difficult this time is for many of our customers and we are doing our part to support the community.

We remain committed to keeping our customers and communities informed as American Water continues to deliver clean, safe and reliable water and wastewater services throughout the Camden community during the COVID-19 public health emergency. As a company, we activated our business continuity plans to strengthen our ability to continue to provide essential, high-quality water and wastewater service.

COVID-19 RELIEF & RECOVERY FUND





COMMUNITY SUPPORT HIGHLIGHTS

Neighborhood Revitalization Tax Credits

New Jersey American Water awarded \$448,000 in Neighborhood Revitalization Tax Credit (NRTC) funding to the Cooper Health System of Camden. The funding will be used to support housing and community improvement projects, working with the Camden Special Services District, Cooper's Ferry Partnership, Camden County Habitat for Humanity and St. Joseph's Carpenter Society. These activities will focus on reducing the number of vacant properties, improving conditions of occupied homes, reducing the number of properties with maintenance code violations, increasing the number of homes participating in home improvement programs and improving neighborhood conditions and parks.

LUCY Outreach Support

In November, American Water and New Jersey American Water donated \$20,000 to LUCY Outreach in an effort to help the Camden-based non-profit organization bounce back after a late October robbery of their bicycle program equipment. The donation will support replacing stolen items such as bikes and helmets, as well as meeting requests for items on LUCY's wish list – rider safety gear and security improvements – to further enhance the organization's outdoor bicycle program.

Board Memberships

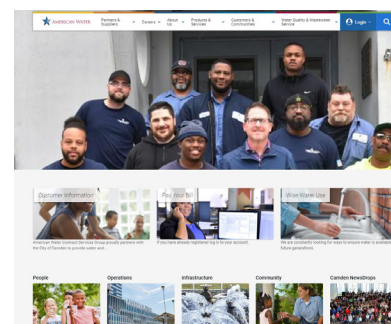
American Water and New Jersey American Water's employees based out of the company's Camden headquarters have joined the Board of 14 Camden-based non-profit organizations to lend their personal expertise and to support organization's overall efforts. Organizations include the Camden Charter School Network, HopeWorks, LEAP Academy University Charter School, The Salvation Army Kroc Center and Women of the Dream among others.

Website Upgrades

American Water's Contract Services Group and New Jersey American Water launched new and improved websites for customers. The new mobile-friendly website is easier to use, more visually engaging and simpler for our customers

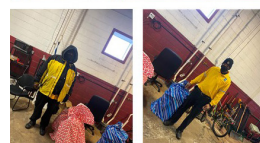
to find the information they need faster. Please visit your respective service provider's website at either of the following URLs:

- **City of Camden Water Customers:** amwater.com/Camden
- **New Jersey American Water Customers:** newjerseyamwater.com



Holiday Efforts

Both American Water and New Jersey American Water are proud to have supported this year's turkey drive efforts facilitated by the City of Camden. The companies collectively donated 250 turkeys to local, disadvantaged residents in need during the Thanksgiving season. Additionally, New Jersey American Water supported the Kroc Center's rescue Christmas Express event that supported over 1,500 City residents in bringing holiday cheer and joy to children and families. Furthermore, American Water supported the Camden Special Services District by providing each of the District's employees with a frozen turkey and gifts for their children during this holiday season.



ENGAGEMENT EFFORTS

2020 was a challenging year as we worked to transition to virtual platforms. During these uncertain times, American Water continued to support local non-profit organizations by providing sponsorship dollars to assist with the transition to virtual engagement.

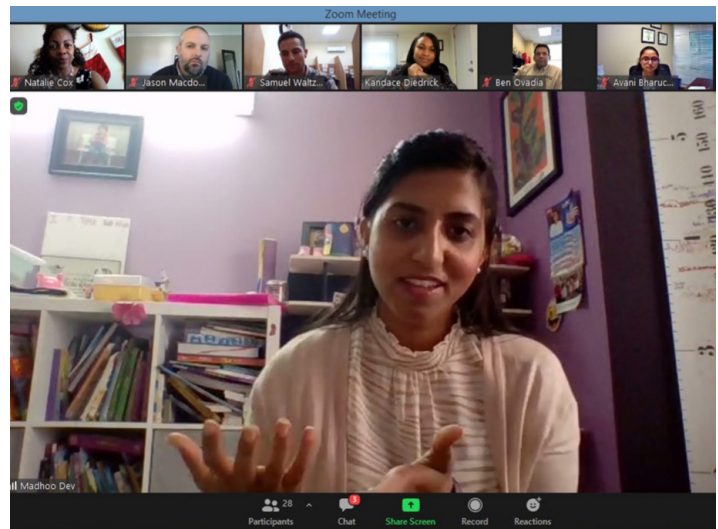
Through a \$40,000 donation from American Water and the American Water Charitable Foundation, the Center for Aquatic Sciences facilitated a virtual 5-week educational summer camp program that introduced the community to marine biology including specific lessons about the Delaware River, water testing, deep-sea ocean creature, myths and legends. More than 120 children and families participated in the free virtual series that was prepared and executed by 19 Camden teens engaged in the Center's flagship Community and Urban Science Enrichment (CAUSE) program.

We also sponsored the Joseph's House of Camden's Taking Steps to End Homelessness Virtual 5K event that raised over \$13,000 and spread awareness for the work Joseph's House of Camden does to end homelessness in South Jersey.

Our contributions to support virtual efforts continued with a \$2,500 donation to Cathedral Kitchen for the organization's annual Harvest for Hunger fundraising event which was virtually hosted this year for safety precautions.

Additionally, the company contributed \$5,000 to the Ronald McDonald House's House Bound Hustle Virtual 5K & Family Walk. American Water also catered meals for the families residing in the Camden Ronald McDonald House whose children are receiving medical care and resources throughout the region for chronic and life-threatening illnesses.

Our employees regularly volunteered their personal time to support organizations that resonate with them. This past year, our employees participated in a variety of virtual engagement opportunities through the company's partnerships with Rutgers School of Business – Camden, Women of the Dream and Mighty Writers Camden. American Water's employees provided career-focused discussions, facilitated conversations around emotional-intelligence which highlighted personal coping strategies and mentored students as they worked to improve and enhance their written communication skills.





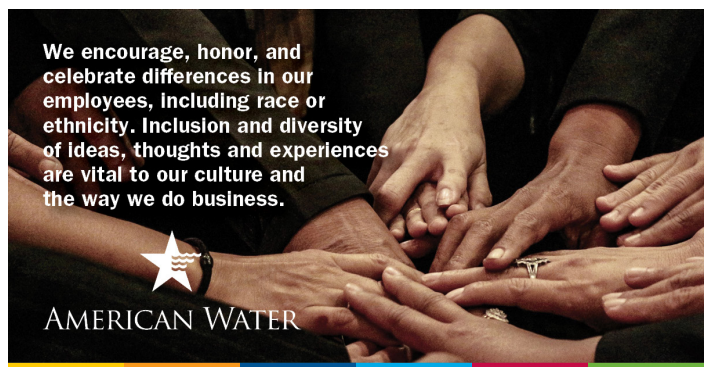
INCLUSION & DIVERSITY EFFORTS

As a company, we have been deeply moved by recent events that are a reminder of the racial disparity that exists in our country. American Water sees diversity as a vital element in creating an environment where differences are accepted and are important to the company's success. American Water values and promotes diversity in its workforce and aims to reflect the local communities it serves through the people it employs, wherever possible.

Diversity of backgrounds, ideas, thoughts, and experiences is vital to our culture and the way we do business. Creating an environment where differences are embraced and where every person feels engaged and included makes us safer, stronger and more successful.

We encourage, honor, and celebrate differences in our employees, including race or ethnicity, gender or gender identity and expression, spiritual practice, age, nationality, military or veteran status, sexual orientation, physical, mental, intellectual, or learning abilities, education, and personal style to name just a few.

Furthering the company's commitment to fostering an inclusive and diverse workforce, American Water recently promoted Valoria Armstrong to vice president of External Affairs and Chief Inclusion Officer. The newly created role allows Valoria to continue to guide the company's Inclusion & Diversity Advisory Council, founded in 2017, and implement additional inclusion efforts that work to foster a diverse and inclusive workforce. Valoria is joined by Nicole Boyd, Inclusion & Diversity director, who will serve as a dedicated resource to drive a culture that recognizes and maximizes our different ideas, viewpoints, experiences and backgrounds. Additionally, Nicole will lead the company's



employee business resource groups and create initiatives that deliver on our vision to be an organization that values and respects our differences.



To inspire and support American Water employees who want to give back to organizations focused on racial injustice, inclusion and diversity, the American Water Charitable Foundation established the "Giving Back is Beautifully Different"

campaign, where the Foundation provided every employee with \$10 to donate to an organization meaningful to them. To kick-start the campaign and celebrate the American Water Charitable Foundation's 10-year anniversary, the Foundation also announced a \$10,000 donation to the Equal Justice Initiative.



COMMITMENT TO CAMDEN STUDENTS

The American Water Charitable Foundation and the Camden City School District are looking forward to the grand opening of a newly constructed STEM (Science, Technology, Engineering and Mathematics) lab in 2021. Through a \$200,000 donation to the District made in 2018, the American Water Charitable Foundation is proud to fund Woodrow Wilson's first STEM lab that will be utilized by all students attending the high school. The purpose of the Lab is to expose students to STEM-related education fields and career opportunities. After the lab's construction, American Water will continue to partner with the District through career days and project-specific mentoring.



LEARN MORE

For more information about how American Water and the American Water Charitable Foundation invests in the local community and our various outreach programs, please contact:

Caroline Gray
External Affairs Specialist
856-955-4394
Caroline.Gray@amwater.com

Joseph Szafran
External Affairs Manager
856-955-4304
joseph.szafran@amwater.com

AWARD RECOGNITION

American Water's local community outreach efforts were recognized by the Boys and Girls Club of Camden County during their 2020 Be Great Extravaganza.



New Jersey American Water received the Youth Employer of the Year Award for the company's partnership with Hopeworks which provides computer-based workforce development opportunities for local youth through a paid-Geographical Information System program.

New Jersey American Water was named the recipient of the Governor's 2020 Environmental Excellence Award for the company's proactive leadership in designing and testing new ways to effectively treat emerging compounds including Per and Polyfluoroalkyl Substances (PFAS). The Governors Environmental Excellence Awards recognizes individuals, organizations and companies leading outstanding environmental initiatives, programs and projects throughout the state.



American Water and New Jersey American Water were recognized by the Commerce and Industry Association of New Jersey as Champions of Good Work for our Project WET (Water Education for Teachers) workshops which engages educators around the importance of water and for the American Water Charitable Foundation's \$200,000 donation to the Camden City School District for the Woodrow Wilson STEM lab.