



AMERICAN WATER

2020 Inclusion & Diversity Report



Beautifully Different



We are Beautifully Different

At American Water, we regularly reflect on our values and our culture. We're all different, and having that diversity across our organization is what makes us a great company. We're stronger because we have different ideas, viewpoints, experiences and backgrounds. Most importantly, we embrace and expect one another to respect and value those differences.

We believe that inclusion and diversity are vital elements to our success. Creating an environment where everyone can bring their whole selves to work is essential for the emotional safety of our employees. We are more successful when our workforce reflects the communities that we serve. We have come a long way, and we know there is more work to do.

Building open and respectful dialogue, listening to different perspectives and learning from one another is not always easy to do. We are committed to using our collective voices to continue to get better at building a truly inclusive work environment. That is what an inclusive organization looks like — one that is constantly striving to be better for the benefit of everyone.

Our future is shaped by effective leadership creating a safe, healthy and inclusive organization with a highly skilled and diverse workforce. Every employee is empowered to contribute to a workplace where we feel safe, included, and treated with respect and dignity.

Thank you for taking the time to learn about how we are Beautifully Different.



Walter Lynch
President and CEO

A handwritten signature in black ink, appearing to read 'Walter Lynch'.



Melanie Kennedy
SVP, Chief Human
Resources Officer

A handwritten signature in black ink, appearing to read 'Melanie Kennedy'.



Valoria Armstrong
Chief Inclusion Officer
and VP, External Affairs

A handwritten signature in black ink, appearing to read 'Valoria Armstrong'.



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About American Water

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. We employ more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states.

American Water has worked hard to embed Inclusion and Diversity (I&D) into the fabric of our culture, and we have been recognized for the progress we have made. We are proud that 2020 marked the second consecutive year that American Water has been included in the annual Bloomberg Gender-Equality Index; one of 325 companies across 50 industries, representing 42 countries and regions. In 2020, we were honored as one of America's Top Corporations by the Women's Business Enterprise National Council for our supplier diversity program that reduced barriers and drove growth for women-owned businesses. We were also named Noteworthy Company by DiversityInc's Top 50 Companies for our commitment to diversity, equity and inclusion.

Additionally, American Water was the recipient of the 2020 Secretary of Defense Employer Support Freedom Award. It is the highest recognition given to employers by the U.S. government for their support of employees serving in the National Guard and Reserve. American Water was also recognized among the top 100 Best for Vets Employers by Military Times for a third year in a row.

American Water provides safe, clean, affordable and reliable water services to our customers to help keep their lives flowing. Thank you for taking time to learn more about who we are and why we are so passionate about building a diverse and inclusive culture that reflects the communities we serve.



*President and CEO Walter Lynch signs CEO
Action for Diversity & Inclusion Pledge*

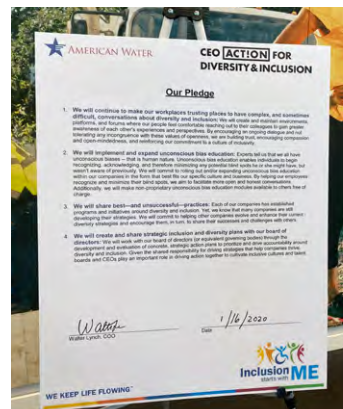
Our Pledge

American Water demonstrates its commitment to inclusion and diversity by hosting an annual Inclusion Day every January. This day provides conversations and activities exploring how we foster open, fair, inclusive and respectful ways of working together.

Across the business, employees join in by taking part in podcasts, events and in-depth conversations on the power and impact of inclusion and allyship.

During the company's inaugural Inclusion Day in January 2020, President and CEO Walter Lynch signed the CEO Action for Diversity & Inclusion Pledge, committing American Water to continuing to advance inclusion and diversity in the workplace. Employees around the country also signed American Water's Inclusion & Diversity Statement.

Beautifully Different



Where We Are Today



Our Workforce

We are a diverse organization with a commitment for continuous improvement

- Our total workforce population is more than 7,000 employees, with our overall diversity at 44.0%.
- We define overall diversity as female, minority, military veteran, military spouse, individual with disability and LGBTQ+ who self-identify.

Employee Culture Survey: what our employees shared

- “American Water is a place that is proven to care about me and its employees and back it up with actions, not just words. Their proven commitment to diversity and inclusion is second to none.”
- “AW cares about their employees and ensures the employees are working safely on a daily basis.”
- “While no organization is perfect, AW has the right intent behind its focus on creating/maintaining a healthy, positive and inclusive workplace culture.”
- “We are committed to continuing to cultivate a culture of inclusion.”

Where We Are Today

Our Suppliers

We are committed to partnerships with diverse business enterprises

- Our diverse business spend during 2020 was greater than \$214M.
 - 2020 goal was 23%; actual = 24%
- Women-owned businesses represent 5.3% of our total spend.
- We encourage prime suppliers to actively engage the diverse supplier business community and submit quarterly reports related to subcontracting with diverse businesses.

Our Communities

Investments and involvement to build stronger communities

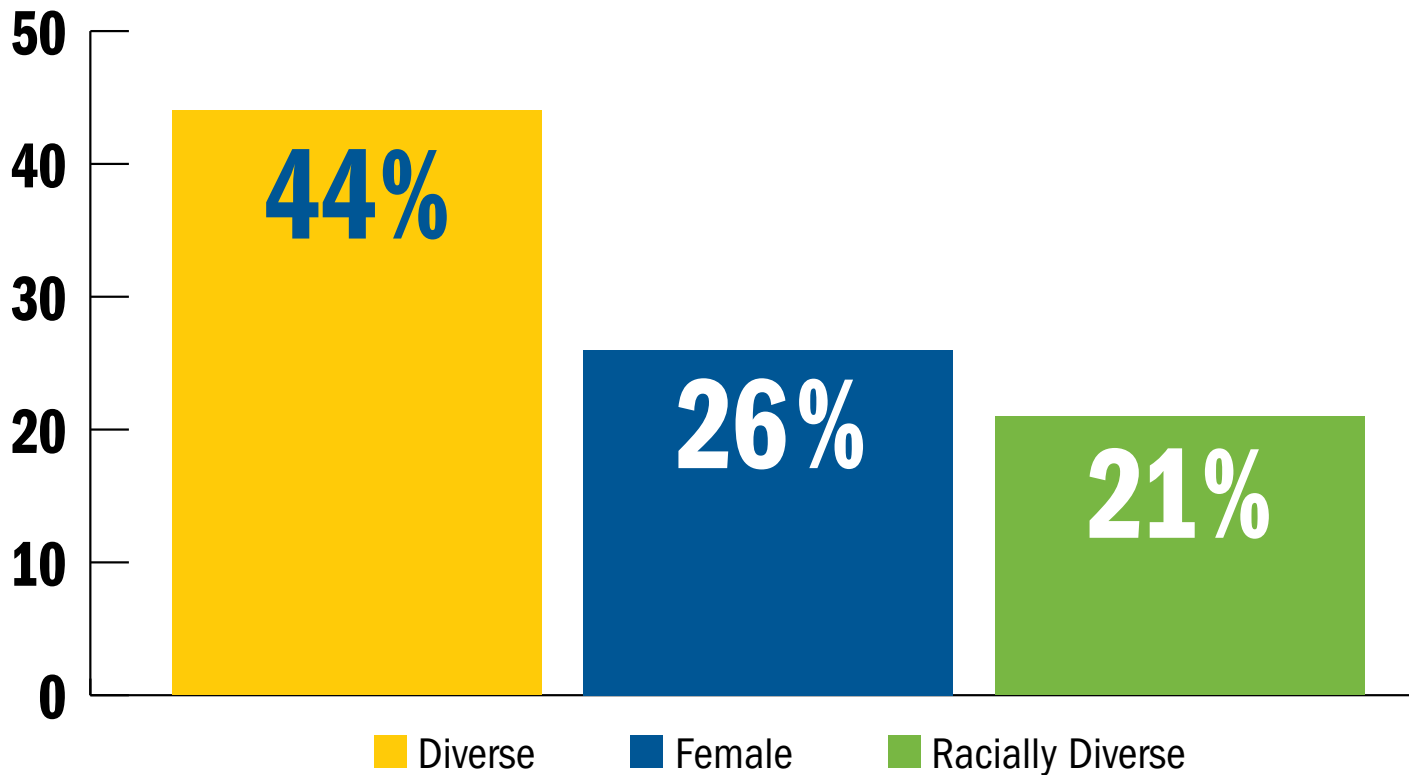
- The primary focus of the American Water Charitable Foundation is to support employees in their own charitable endeavors, provide stronger support for disaster relief efforts and provide funding for initiatives related to clean water, conservation, education and community sustainability.
- Since its inception, the foundation has donated more than \$7.2 million to support programs and organizations that are important to our employees and our communities.
 - 2020 matched funds for employee volunteer hours = \$90,000
 - 2020 matched funds for employee monetary donations = \$195,000
- The American Water Charitable Foundation established the “Giving Back is Beautifully Different” campaign and provided a \$10,000 donation to the Equal Justice Initiative. Additionally, the foundation provided every employee’s myGiving account with \$10 in foundation funds and \$1,000 to 10 random employees to in turn, donate to an eligible charity of choice. Over 2,100 employees participated, reminding us all of how beautiful it is to be different.
- American Water and the American Water Charitable Foundation provided \$100,000 to Feeding America to help food banks across the country support individuals and families impacted by COVID-19.
- American Water sponsors workplace giving campaigns for two organizations focused on helping communities around the world — United Way and Water For People. Together, American Water and employees raised:
 - 2020 United Way = \$359,000
 - 2020 Water for People = \$214,800



Overall American Water Diversity

American Water has a strong commitment to employee inclusion and diversity so that we reflect the communities we serve. The data below represents the diversity of our workforce through employee self-identification. We strive to create an environment where employees are comfortable with voluntarily self-identifying. The strength of our company is reflected in a workforce that reflects the communities we serve.

Workforce Population: 7,042



As of 12/31/2020

Beautifully Different



By Self-ID

Disability
1.6%

Military Veterans
6.1%

Military Spouse
0.1%

LGBTQ+
0.7%

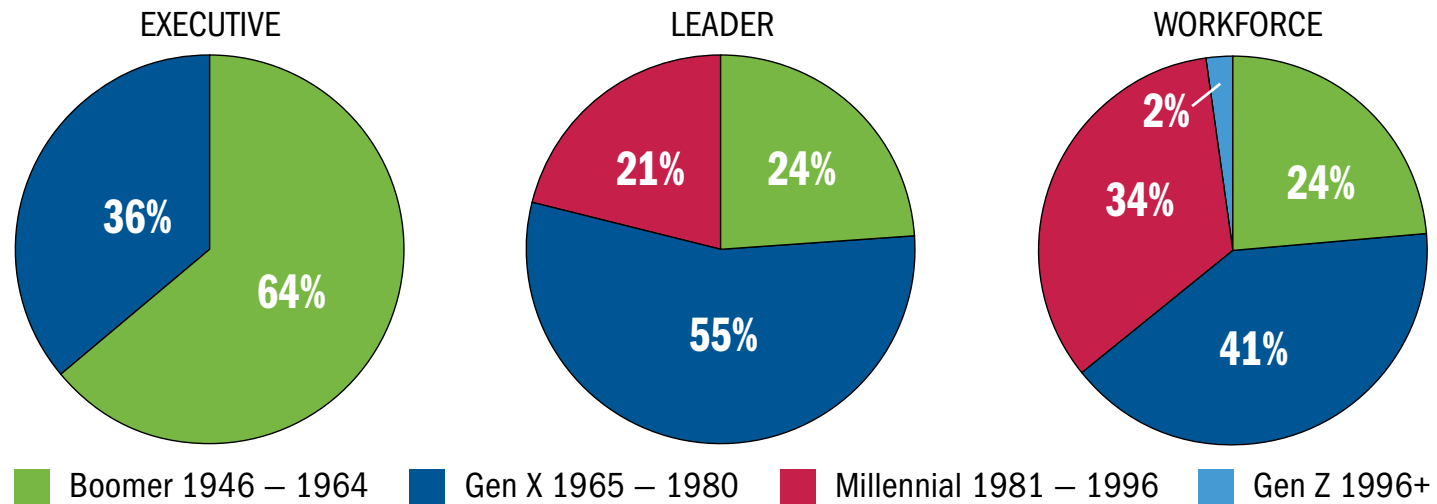
Women
26%

Racially Diverse
21%

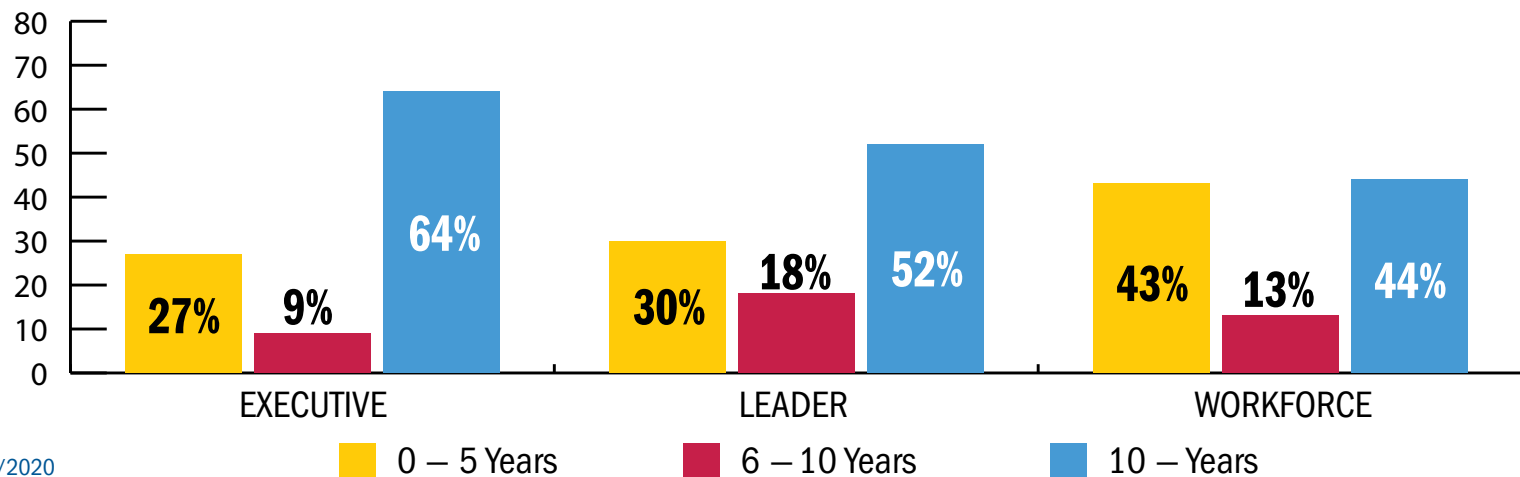
A Diverse Workforce from Different Perspectives

Diversity of our workforce is important as we evaluate generations and tenure.

By Generation



By Tenure

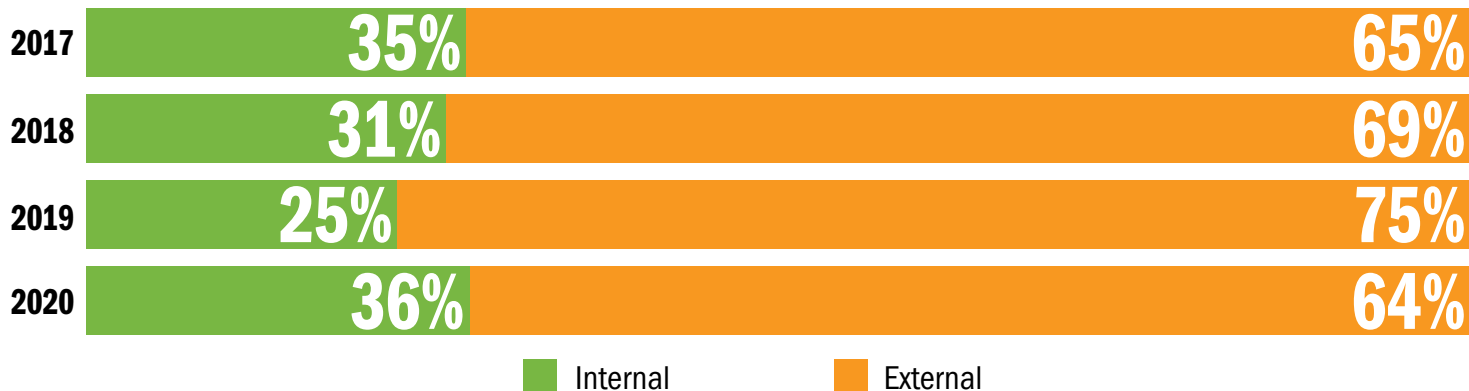


As of 12/31/2020

A Diverse Workforce from Different Perspectives

American Water partners with various organizations for insights to best practices and opportunities to increase our diverse candidate pools. Examples of partnerships include American Corporate Partners (ACP), Disability:IN, Getting Hired, Military Spouse Employment Partnership (MSEP), Out & Equal Workplace Advocates Paradigm for Parity® coalition, and more.

By Hiring Source (Internal transfers and promotions vs. external hiring)



Overall Company Diversity 44.0%

This graph depicts the diversity – based on employee self-identification – of our transfers and promotions and our new hires and rehires.

New Hire/Rehire 51.5%

Transfer/Promotion 58.9%

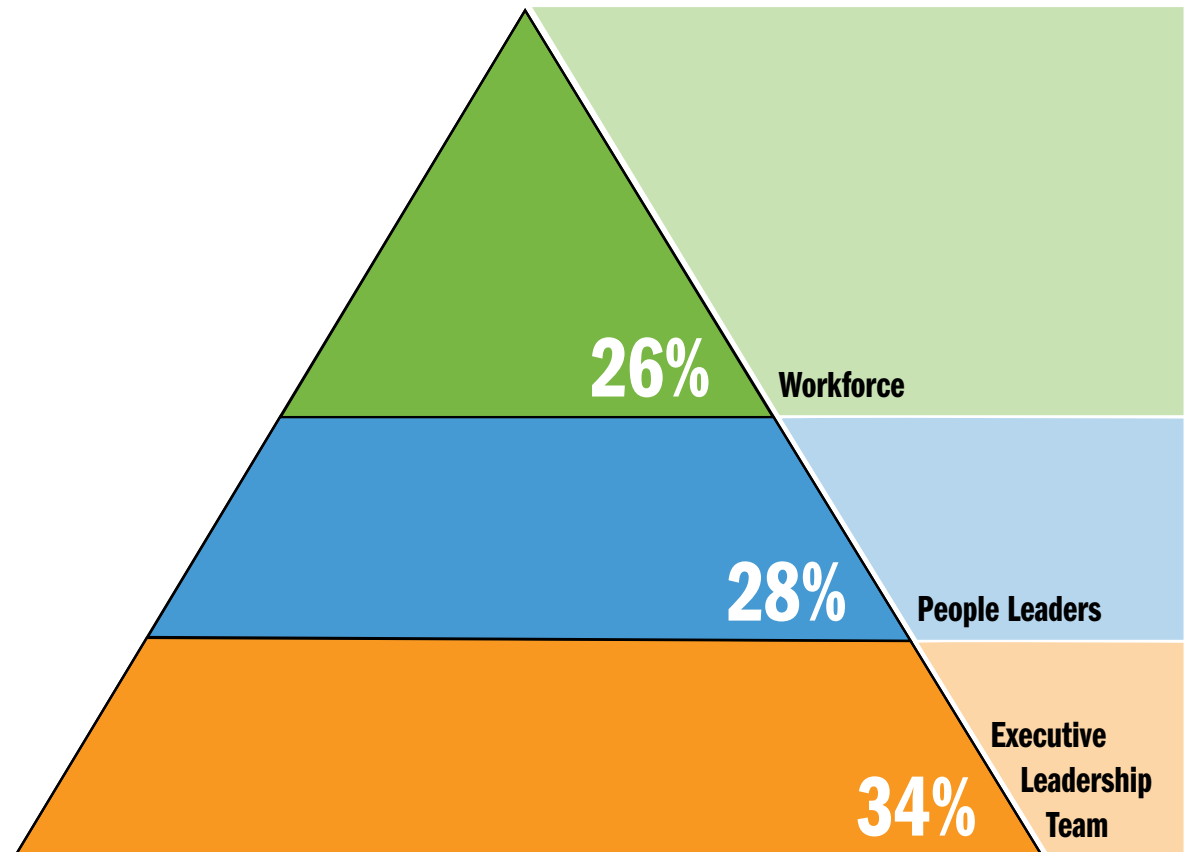
As of 12/31/2020

Diversity Metrics – Women

We recognize the benefits of increasing our female representation in the workforce and are committed to bridging the gender gap. Our recruitment and retention strategies include a holistic view of the areas that can have the greatest impact: evaluating the employee value proposition (EVP), auditing internal processes for inclusion, updating our job descriptions to be gender neutral and supporting authentic leadership to improve women's representation in leadership roles. We partner with the Paradigm for Parity,[®] a coalition of business leaders dedicated to addressing the corporate leadership gender gap. The coalition is made up of CEOs, senior executives, founders, board members and business academics who are committed to achieving a new norm in the corporate world: one in which all employees, regardless of gender, have equal power, status and opportunity.

Women at American Water

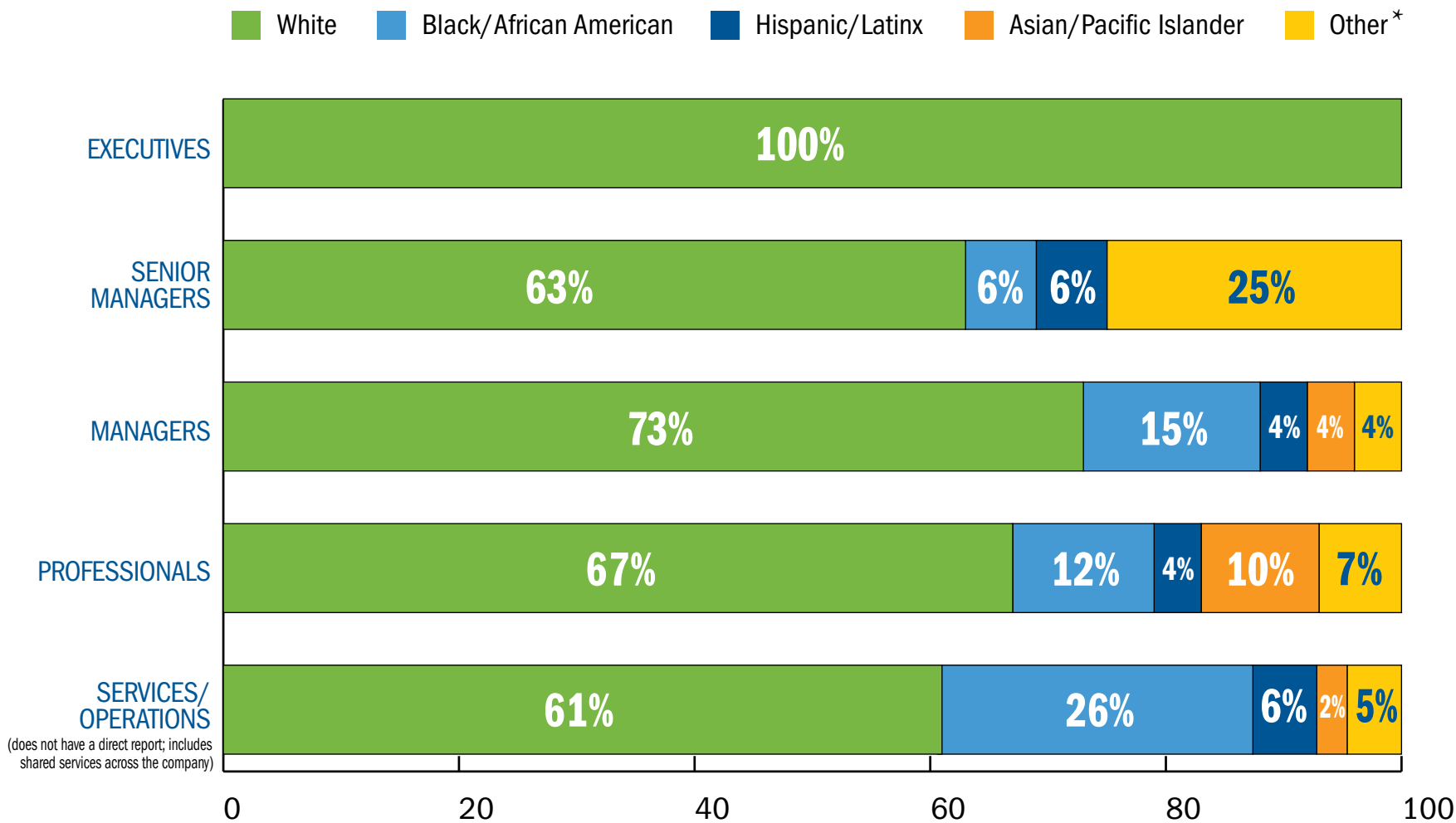
26% of AW's overall workforce is female.



As of 12/31/2020

Diversity Metrics – Women

DISTRIBUTION OF AMERICAN WATER FEMALE EMPLOYEES BY RACE, ETHNICITY AND CAREER LEVEL



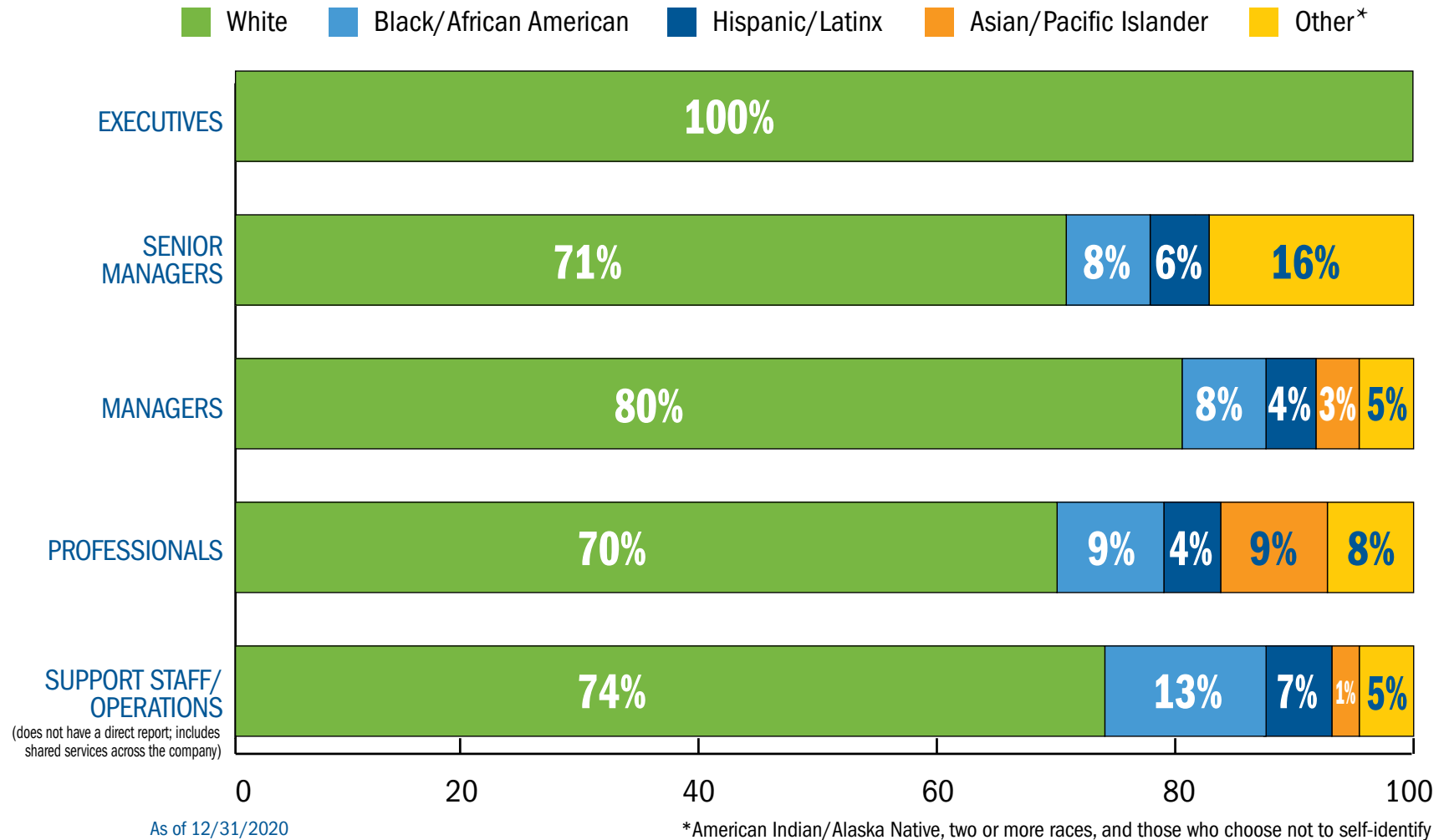
As of 12/31/2020

*American Indian/Alaska Native, two or more races, and those who choose not to self-identify

Diversity Metrics – Race and Ethnicity

DISTRIBUTION OF ALL EMPLOYEES BY RACE, ETHNICITY AND CAREER LEVEL

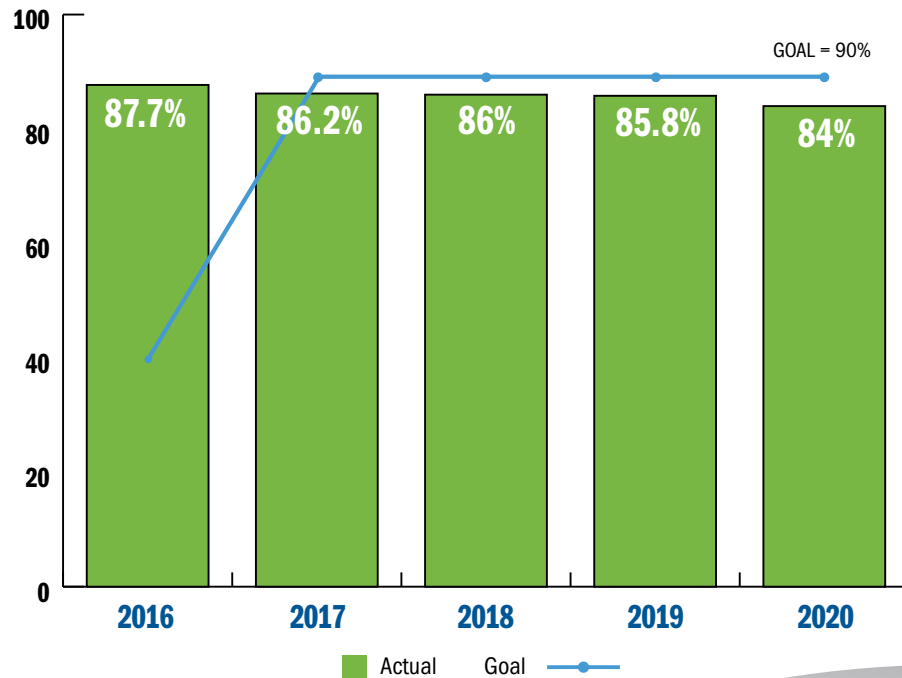
American Water is committed to building a workforce that reflects the communities we serve. We know that diversity across our company will create stronger teams, better ideas, innovative ways of doing our work, long-term sustainability and ultimately an organization that provides the best service to our customers. We recognize we're not where we need to be. That is why our goal for 2021 is to increase minority and female representation at all levels of the company.



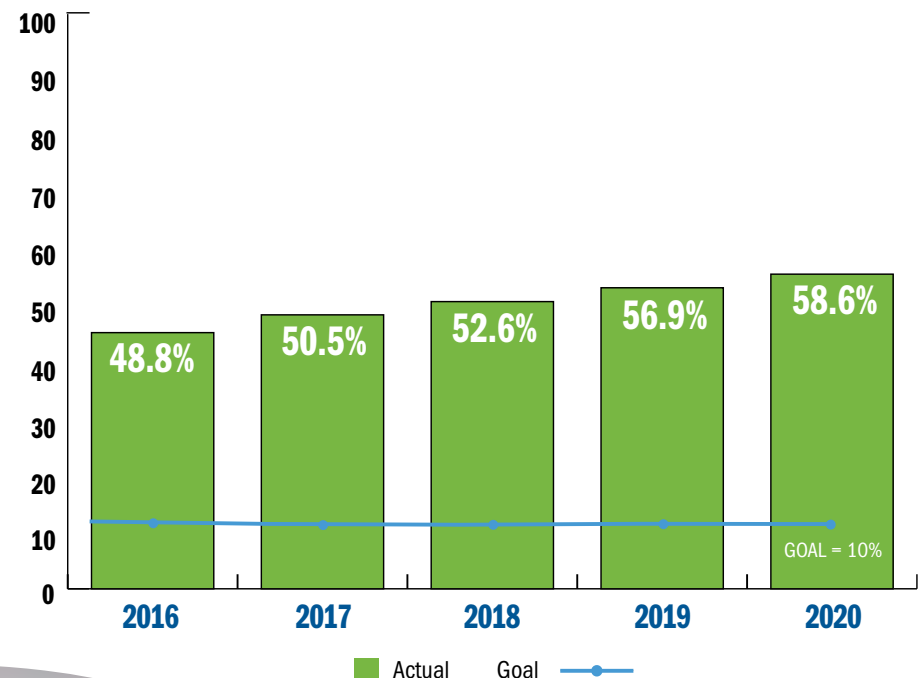
Recruitment Metrics

A core focus of ours is diversity in recruitment and retention of employees. Diversity is a focus on every job requisition and candidate pool. We have partnered with several organizations (Hiring Our Heroes, Getting Hired, Hispanic/Latinx Professionals Association, Hirepurpose) to increase our diversity and pay specific focus to job opportunities that are non-traditional for diverse candidates.

Percentage of Requisitions with Diverse Candidate Pool



Percentage of Diverse Transfers/Promotions

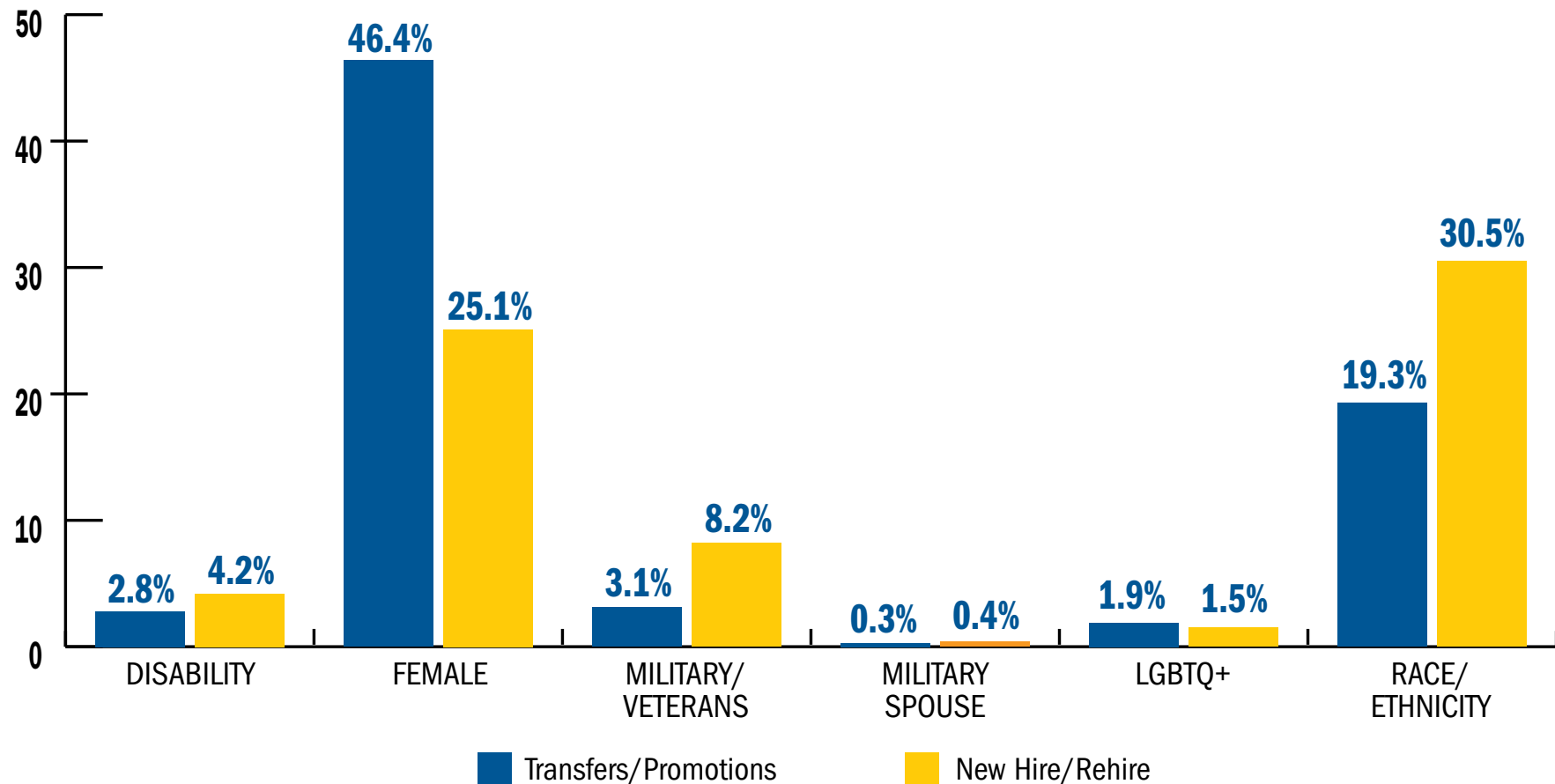


As of 12/31/2020



Staffing Diversity

This graph depicts the diversity – based on employee self-identification -- of our transfers and promotions and our new hires and rehires. The blue columns represent the elements of diversity in our 2020 transfers and promotions. The yellow columns represent the elements of diversity in our 2020 new hires and rehires. Each element of diversity is not exclusive, so an individual that is disabled and female may be reflected in both categories.



As of 12/31/2020

American Water is Committed to Fair Pay

Pay Gap

Definition Compares the median pay of one group of employees to another group of employees, such as men to women. An unadjusted pay gap does not account for differences in job, level, experience, performance, etc.

Example Company A conducted a pay gap analysis and determined women in their organization made \$.82 for every \$1.00 for men. Through additional analysis, it was determined that a contributing factor to the pay gap is Company A has fewer women in management-level roles. Company A is committed to remediation efforts and closing this gap.

Why do we measure? In the U.S. for 2020, women made 81 cents for every dollar a man made. This is called the gender pay gap. Our goal is to ensure that everyone is paid equitably. *Source: PayScale - the State of the Gender Pay Gap 2020*

Pay Equity

Compares the pay of employees doing work of similar value to the company and ensures impartiality and unbiased practices in pay decisions. Valid reasons for pay differences are accounted for — such as years of experience, individual performance and specialized skillset.

Frank and Alex have the same qualifications and were hired into the same job on the same day, but Frank makes \$2/hour more than Alex. This is a pay inequity.

To ensure that we provide equal pay for equal work.

American Water is committed to fair pay. In accordance with best practices, American Water audits both pay gaps and pay equity on an annual basis. We use the information from these audits to correct inequalities and update processes to allow for equal pay, development and advancement opportunities for all employees. The findings of these audits are reviewed annually with our Board of Directors and Executive Leadership Team, along with a plan of action to close identified gaps.

Pay gaps could be caused by pay inequities or other issues, such as promoting one group of people at higher rates than another, or promoting one group of people into higher-level roles than another.

2020 Employee Net Promoter Score

The employee Net Promoter Score (eNPS) allows employers to measure and get a snapshot of employees' willingness to be ambassadors for the company by advocating employment at the company. This score is determined from our annual employee survey. During 2020, 4,984 employees completed our myVoice Culture Survey.

Based on responses to the question "On a scale of 0-10, how likely are you to recommend American Water as a place to work?" employees are segmented into **Promoters**, **Passives** and **Detractors**.

eNPS equals % **promoters** minus % **detractors**

Scores range from -100 to 100



Promoters

Employees who are enthusiastic about their work and the company, and are likely to refer others



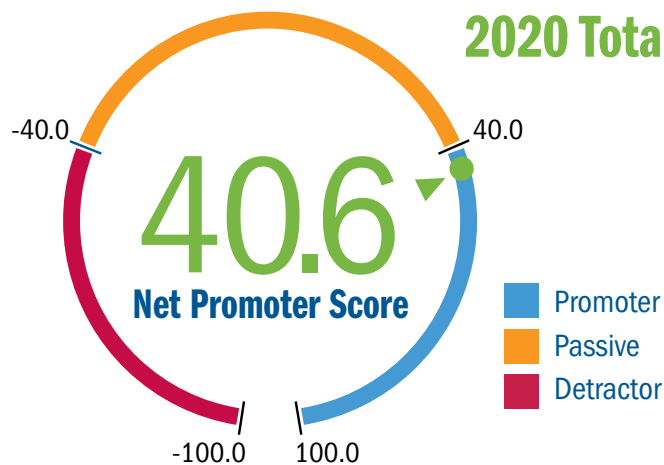
Passives

Satisfied but unenthusiastic employees who are vulnerable to accepting other offers



Detractors

Unhappy employees who may impede growth through negative word of mouth



2020 Total Company Employee Net Promoter Score

2019 Total Company Employee Net Promoter Score was 26.0 (5,111 responses).

2020 Total Company Employee Net Promoter Score is 40.6 (4,984 responses).

2020 myVoice Culture Survey Results

The 2020 myVoice Culture Survey gives employees another way to share feedback and further engage in our work. The goal is to make year-over-year improvements to enhance the overall culture and employee engagement at American Water.

What is Employee Engagement?

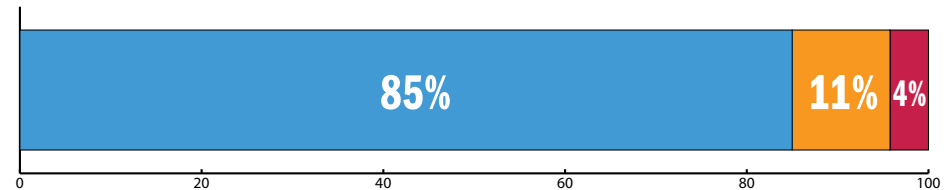
Employee engagement is about how emotionally committed an employee is to American Water and our strategy, vision and values.

Studies of hundreds of organizations have found that five key factors work together to drive employee engagement:

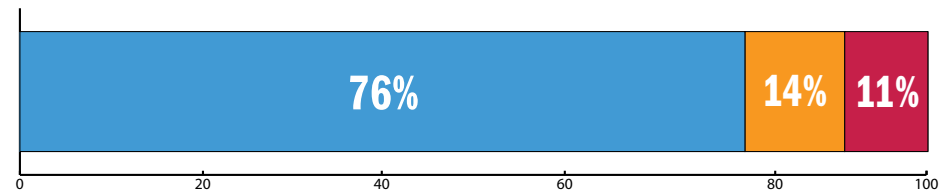
1. **Meaningful Work**
2. **Supportive Managers**
3. **Development Opportunities**
4. **Positive Work Environment**
5. **Trust in Leadership**

Source: Deloitte

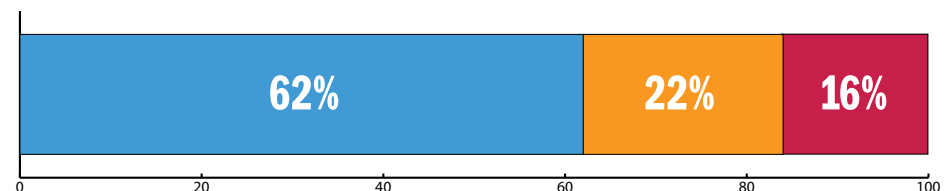
American Water supports a culture of inclusion and diversity.



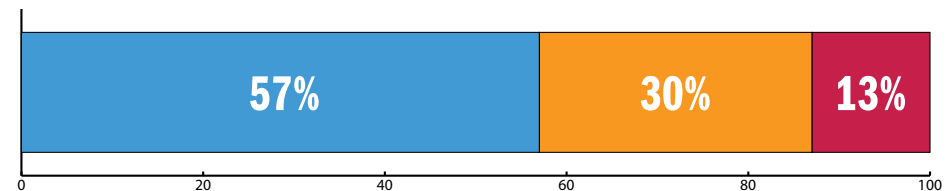
I feel safe expressing my thoughts and ideas within my work group.



People at all levels care about each other at American Water.



American Water celebrates people who try new and better ways of doing things, regardless of the outcome.



Promoter

Passive

Detractor

Foundations of Inclusion and Diversity

“At American Water, we are all different, and that’s a beautiful thing. Our diversity is our strength and woven into everything we do at our company. We are committed to listening, learning and doing our part to contribute to a more just, inclusive and beautifully different society.”

- Walter Lynch,
President and CEO



Benefits and Wellbeing

Our employees are our greatest assets and their overall wellbeing is as important as their physical safety. American Water's health and wellbeing programs aim for employees to go home in the same or better condition than when they came to work. We approach our programs holistically by offering a full spectrum of medical, prescription, dental and vision coverage, plus disability, life insurance, voluntary benefits, health and wellness programs, and much more.

Benefits

Here are some of our 2020 offerings within our comprehensive benefits plan:

- Medical plans (PPO & CDHP) w/prescription drug coverage, dental, vision
- Holiday, vacation and sick time
- Health savings account (HSA)
- Health care flexible spending account (FSA)
- Dependent care flexible spending account (FSA)
- Voluntary benefits
- Critical illness insurance
- Accident insurance
- Hospital indemnity insurance
- Pet insurance
- Employee assistance program (Carebridge)
- Wellness program
- Commuter benefits
- Life insurance
- Tuition reimbursement program
- 401(k) savings plan with Roth option
- WINFertility -Family Building - Discount & support program
- Employee stock purchase plan

American Water provided temporary medical and emotional health benefits, including paid time-off and emergency leave. The company also supported employees and their families during the uncertainty of the COVID-19 pandemic, providing additional resources such as enhanced well-being support, workplace flexibility, back-up child/elder care, sitter database discounts and academic support.

myWellness

Our wellbeing program is designed to empower employees (and covered spouses) to improve and/or maintain health by focusing on five pillars of wellbeing (physical, emotional, financial, community and safety). To engage employees in our health and wellness program, 168 employees from across the business are designated as wellness champions. They actively inform their networks of employees on the latest offerings within the program.

Emotional & Mental Support

The Carebridge employee assistance program (EAP) provides all employees and eligible dependents with up to six free sessions each calendar year for evaluation, short-term counseling and/or referral for behavioral health care issues. In addition, the EAP provides a hub of wellness information and tools to make life more manageable.

Horizon Behavioral Health provides 24/7 care navigation and support for more serious behavioral health needs (including crisis intervention, mental health treatment and substance abuse/recovery support).

Communications

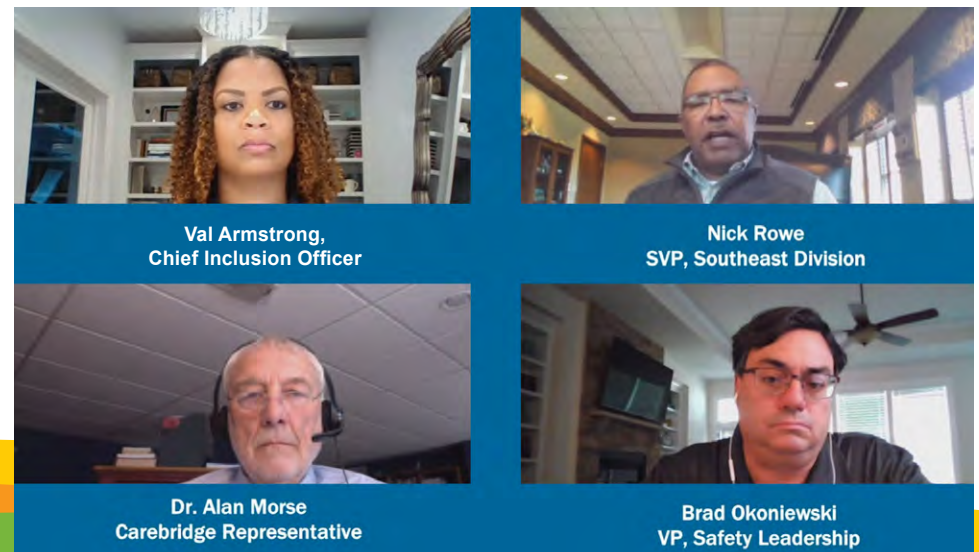


Our communications strategy invites every employee to participate in open and respectful conversations where feelings, thoughts, concerns and questions can be shared. With the racial injustices that occurred in 2020, we challenged our workforce to share ideas on how we can create a work environment that respects the worth and dignity of every employee.

- Executive Leadership Team Town Halls
- Podcast series addressing psychological safety, emotional health, PRIDE/LGBTQ+, and social/racial injustice
- Inclusion and Diversity Advisory Council and Local Champion Network
- Inclusion Day for all employees
- Toolkit addressing Employee Talking Tips: Racial Inequality and the Black Community
- Dedicated Inclusion and Diversity page on our corporate website
- I&D performance highlights included on our Environmental, Social and Governance website and investor materials including American Water's proxy, 10-K, and annual report
- Inclusion and Diversity performance is recognized through receipt of awards and positive media

- Beautifully Different video (click <https://youtu.be/BOokzISJAQc>) in which employees and leadership share why diversity is important to our workforce and our business

Through our employees' engagement in open discussions on inclusion and diversity, we have made great progress in building an environment where differences are celebrated. Included in this report are some examples of how communicating about our journey to become an even more inclusive workplace is making us stronger.



Community

- The American Water Charitable Foundation (AWCF) provided every employee's myGiving account with foundation funds. Employees could then redirect dollars to an eligible charity of choice (Giving Back is Beautifully Different).
- American Water and the AWCF formed a \$1,000,000 partnership with the Jackie Joyner-Kersey Foundation, in collaboration with the Susan Story Foundation, to expand Ms. Joyner-Kersey's Winning in Life® program. This program focuses on bringing leadership skills to at-risk youth in underserved communities by teaching personal and social responsibilities through physical activity.
- Martin Luther King Jr. Day is a company holiday, but for employees, it's a day on instead of a day off. Employees are encouraged to lead or join a meaningful service opportunity.



"American Water is honored to celebrate Dr. Martin Luther King Jr.'s legacy by providing our employees with a paid day off from work in order to volunteer their personal time to participate in service activities that promote and recognize diversity and inclusion in their local communities."

Valoria Armstrong,
Chief Inclusion Officer
and VP, External Affairs



Supplier Diversity

- American Water is committed to promoting diversity and economic development in the communities we serve. One way of demonstrating this is by doing business with women, minority, service-disabled veteran and LGBTQ+-owned vendors. Our inclusive procurement process aims to be accessible and fair to all suppliers based on their ability to meet the company's performance, price and quality requirements.
- Every employee is empowered to identify, qualify, select and manage the procurement process for goods and services to ensure that qualified diverse suppliers are appropriately included. We also strongly encourage our prime contractors and major suppliers to support supplier diversity.
- Our first annual National Supplier Diversity Summit was hosted in May 2019 to offer attendees the opportunity to educate themselves on the benefits of supplier diversity. The event also provided an opportunity for diverse businesses to build relationships with key stakeholders from across the company.

Awards and Recognition:

- Nominated in 2020 for “Corporation of the Year” by The Eastern Minority Supplier Development Council (EMSDC)
- Selected in 2020 as Bronze winner “America's Top Corporation” for Women Business Enterprises by The Women's Business Enterprise National Council (WBENC)
- Featured in MBN USA salute to 2019 All-Stars of Supplier Diversity



Senior Diversity Program Lead Sharon Manker (left) was recognized by The Women's Business Enterprise Center East as a 2020 Minority Enterprise Development Champion. Lawrence Wooten (right) is senior manager of Supplier Diversity at American Water.

Training

In 2020, our employees completed over 23,000 hours of training focused on Inclusion and Diversity. Learning & Development was focused in the following areas:

- Inclusion & Diversity 101
- Respect & Dignity in the Workplace
- Promoting a Harassment-Free Workplace
- Unconscious Bias & Mutual Respect
- Affirmative Action training for all people leaders

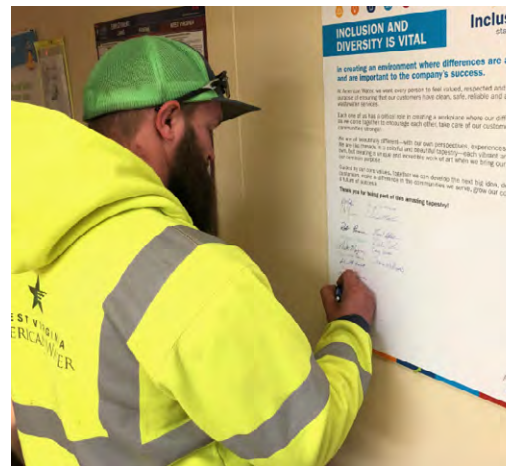
We are excited to continue this journey and take it to another level. In 2021, our areas of Learning & Development will be focused in the following areas:

- American Water People Goal 101
- Building Bridges to LGBTQ+ Inclusion
- Allyship in the Workplace
- Four (4) mini learning sessions focused on allyship
- Inclusive Leadership



Workforce

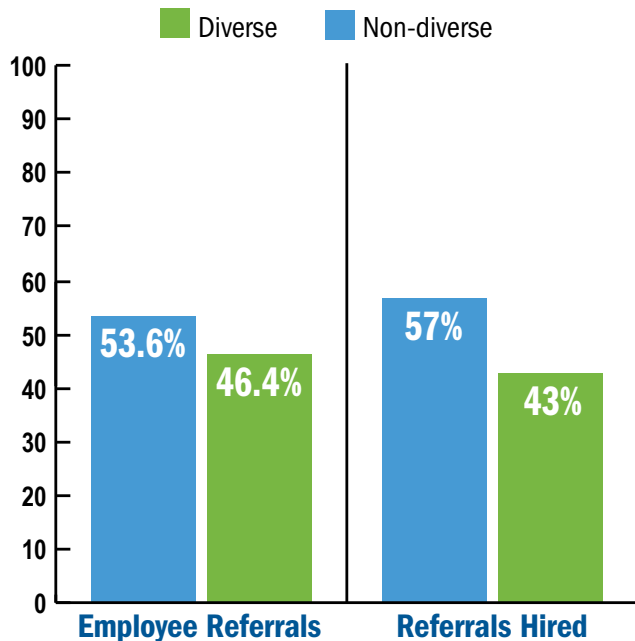
- Public signing of CEO Action Pledge, a commitment to advance diversity and inclusion in the workplace
- Dedicated I&D resources: Chief Inclusion Officer and Director, Inclusion and Diversity
- Inclusion & Diversity Moment added to meeting agendas
- People goal focusing on Diversity
- Strategic partnerships with diversity-focused organizations (e.g., Paradigm for Parity,[®] Disability:IN, Hispanic/Latinx Professionals Association, American Corporate Partners, Hiring Our Heroes, Out & Equal Workplace Advocates, Getting Hired, and Military Spouse Employment Partnership)
- Diverse candidate slates and diverse interview panels
- Inclusion Starts with ME Self ID Campaign to attract and retain diverse talent.
- I&D shirts for employee purchase (Inclusion Starts with ME and Beautifully Different)
- Employee Business Resource Groups to attract and retain diverse talent



Employee Referral Program

MyReferral is the company's employee referral program, providing employees the ability to share career opportunities with friends and family. We are dedicated to hiring qualified candidates that will help provide safe, clean, reliable and affordable water and wastewater services to the millions of people who depend on us every day for essential services.

In 2020, 46.4% of our employee referrals were diverse. Of the employee referrals that were hired, 43% were diverse.



“I was so grateful to be referred to American Water by a friend. Every person here is valued for their unique perspectives and contributions, and I am doing something I enjoy at an amazing company.”

– Blake Clancy, Internal Communications Manager



Inclusion and Diversity Advisory Council

Council Leadership



Melanie Kennedy
Chief Human
Resources Officer



Valoria Armstrong
Chief Inclusion Officer
and VP, External Affairs



Rich Svindland
President, California
American Water
President, Hawaii
American Water



Nicole Boyd
Director, Inclusion
and Diversity



Megan Rowe
Manager, Internal
Communications



Marianne Taylor
Director, Talent Acquisition
and Employee Experience

The I&D Advisory Council of American Water serves as a recommending body and liaises with other business functions to promote inclusion, diversity and equity. Every employee of the company is respected for who they are as an individual and for our collective differences as a team.

The council supports, advises and advocates inclusion and diversity across the company. Based on internal and external research and best practices, the council makes recommendations to the Executive Leadership Team for consideration and approval.

Once approved, council members collaborate with appropriate groups (e.g., human resources, I&D champions, business leaders, internal communications, etc.) to implement and/or execute.

Council Members



Marei Burnfield
Distribution Sys.
Records Clerk
(Pennsylvania American Water)



Learl (Jay) Jordan
Field Operations
Supervisor
(West Virginia American Water)



Steven Lauer
Divisional CFO
(Market Based Business)



Demetrio Marquez
Paralegal
(California American Water)



Vicki McGuire Miller
Team Supv. Billing
(Customer Service Organization)



Padma Paan
Engineering Mgr.
(Illinois American Water)



Takisha Walker
Principal Program Mgr.
(T&I - Customer)



Larry Wooten
Sr. Manager, National
Supplier Diversity
(Supply Chain)

THROUGH 12/31/2020

Inclusion and Diversity Champion Network

I&D Champions are motivated to continue to foster an inclusive and diverse work environment at American Water. Champions want to increase I&D awareness at American Water and are enthusiastic about highlighting and celebrating successes with others in our company.

- Diversity of ideas, thoughts and experiences are vital to our culture and the way we do business.
- I&D Champions will encourage and engage employees to be champions for inclusion and diversity at American Water.
- I&D Champions will help relay company inclusion and diversity values to employees within their teams and segments of the business and promote awareness of local themes, celebrations and events.
- Teams of three or more, consisting of members from different states and across different business units, will work together monthly and as needed

I&D Champions Leads

CORPORATE:

Charisse Cephas

Sr. Manager, Regulatory Services

Kelly Bhoombla

Principal Technologist

EASTERN:

Chris Caligiuri

Senior Manager, Finance

Derek Bizzell

Senior Specialist, Health & Safety

Donna Slack

Operations Supervisor

Melissa Hazelton

Engineering Specialist

Nicolle Bradford

Community Relations Specialist

Veronica (Ronni) Alloway

Operations Specialist

CSG & CSO:

Ashleigh Rhodes

Analyst Scheduling CSC

Dana Mitchell

CSO Supervisor

Denise Couch

CSO Supervisor

Ryan Overend

Manager, Environmental

HOS:

Antoinette Evans

Manager, Training

Development PHS

Marqueita Robinson

Senior Specialist, Call Center (HOS)

SOUTHEAST:

Daphne Kirksey

Manager, External Affairs

Roderick Sherman

Senior Supervisor, Operations

MSG:

Benjamin Leckner

General Maint. Worker (SCA)

Ely Nunez

Manager, Operational Excellence

Kristen Spencer

Senior Analyst, Business Performance

Teresa Perez

SCA Secretary II NR

MID ATLANTIC:

Alexander Sliwecki

GIS Analyst

Bradley Harris

Specialist, External Affairs

Erica Young

Paralegal

Ky'Ron Oberlton

Relief Utility Person

Yanesi Martinez

Coordinator FRCC

MIDWEST:

Justin Mount

Major Accounts Manager

Rhonda Adams

Program Manager, Supplier Diversity

Nora Cobb

WQ & Env Compliance Specialist

Monica DeLaPaz

Senior Supervisor, Operations

Yacine Anane

Engineering Project Manager

Bethany Jenkins

Senior Supervisor, Operations

CALIFORNIA/HAWAII:

Edward Simon

Director, Business Performance

As of 12/31/2020

Inclusion and Diversity Champion Network

CORPORATE

I&D CHAMPIONS:

Ryan Ural

Director, Ops. Excellence
Executive Project Coordinator
Diana Mendoza

Learning Specialist, Designer
Pamela Richardson

VP Chief Labor Employment &
Commercial Counsel

Madelaine Cornell-d'Echert
HR Compliance Specialist

Bogdan Muresan
Principal Product Manager

James Holden
Sr. Technologist, Product Mgr.

Jeanine Del Sordo
Financial Analyst

Franco Boffice
Sr. Director Budget, Internal Rpt.

Aaron McGarvey
Project Mgr., Enterprise Env.
Water Quality

Terrence Elie
Insurance Claims Rep.

Mariame Savane
Legal Support Coordinator

EASTERN DIVISION

I&D CHAMPIONS:

Tabatha Stephens

Mgr., Business Development
Bridgette McCauley

GIS Analyst/Project Mgr.
Lee Mueller

Mgr. External Affairs
Cristen Hoagland-Easton

Sr. Supervisor Operations
Chelsea Kupl

Mgr. External Affairs
CSG & CSO

I&D CHAMPIONS:

Carla McKenzie

Executive Assistant
Jason Hogg

Sr. Supervisor, Operations
Nick Shutes

Sr. Lead Operator
Craig Swanson

Maintenance Coordinator

Michael Spaetzel

General Manager

Tim Leahey

CSO Team Lead

Cierra Dupree

Customer Service Rep.

Geoffrey Moehn

Customer Service Rep.

Tremoria Gardner

CSO Supervisor

Vanessa Conrad

Customer Service Rep.

April Staggs

Clerk, General Service

Diana Patterson

Customer Service Rep.

Gwendolyn Dean

CSO Supervisor

Ken Evans

Sr. Prog. Mgr.,
Customer Experience

Mara Beckmeyer

CSO Group Supervisor

Chelsy Craft

Customer Service Rep.

Felicia Abrams

Sr. CSO Liaison

Kristina Remelius

Financial Analyst

Latanya Armstrong

Call Handling Rep.

Zola Willis

CSO Supervisor

Ashleigh Rhodes

Analyst, Scheduling

Christina Witherspoon

CSO Team Lead

Cindy Schneider

Office Manager

Lanna Hurd

Customer Service Rep.

Qunita Burnett

CSO Team Lead

Cynthia Billings

CSO Group Supervisor

Emily Brackins

CSO Quality Analyst

Rebecca Joshu

CSO Liaison

Samantha Tibbitts

Customer Relations Spec.

Cheryl Edwards-Jemison

CSO Control Specialist

Irene Jordan

FRCC Coordinator

Joanna Lewis

Sr. Analyst, Performance

Julia Sutton

Analyst, Forecasting

Patty O'Dell

Customer Relations Spec.

Steven Warden

CSO Supervisor

Charles Anderson

CSO Supervisor

Tony Patterson

CSO Liaison

Heather Germann

CSO Supervisor

Amber Clark

CSO Supervisor

Marevic Clark

CSO Team Lead

Jennifer Acoba

CSO Supervisor

Jennifer Pelletier

CSO Quality Analyst

Michelle Cummings

CSO Team Lead

Alicia Chardon

Trainer

Jennifer Brunst

CSO Team Lead

Nathan Markham

Customer Service Rep.

Justin Harrison

Analyst, Forecasting

Stacy Thomas

Customer Service Rep.

Tinisha McNeil

CSR Billing Specialist

HOS I&D CHAMPIONS:

Carmen Cadell

Specialist, Call Center Claims

Carla Campbell-Jackson

Sr. Mgr., Customer Care Center

Jeff Taylor

Business Integration Analyst

Althea Burdick

Specialist, Call Center Claims

Thomas Benavidez

Clerk, Intermediate Office

Bertha Salgado

Mgr. Customer Service

Marguerite Hillock

Sr. Mgr., Customer Service

Margaret Lasota

Supervisor Contract Network

Darcy Martin

Mgr. Customer Service

Tamika Armstrong

Supervisor Billing/Collections

Jennifer Probst

Dir. Client Relations

SOUTHEAST DIVISION

I&D CHAMPIONS:

Abigayle Dylag

GIS Analyst

Eileen Burk

Specialist, WQ & Env. Compliance

MSG

I&D CHAMPIONS:

Bobby McLaughlin

Maintenance Electrical

Julee Womack

SCA Secretary

Jose Castillo

Sr. Supervisor, Operations

Matthew Mays

Sr. Supervisor, Operations

Joshua Duncan

General Manager

Amy Chadwick

SCA Secretary

Alycia Wynn

SCA Secretary

Bob Dohoney

General Manager

DeAnna Dear

GIS Technician

Matt Clarkson

GIS Technician

Aaron Williams

General Manager

Pamela Bright

SCA Secretary

MID ATLANTIC DIVISION

I&D CHAMPIONS:

Jeff Ferrell

Sr. Mgr., Operations

Brittany Manassero

Specialist, Health & Safety

Keion Wright

Equipment Operator

Lenoria Burks

Field Service Rep.

Jannai Napier

Supervisor, WQ & Env. Comp.

Eden Vanater

Sr. Operations Support Rep.

James Barnette

Operator, Utilityman

LaChina Lane

Operations Specialist

Jonathan Walters

Principle Utilityman

Jace Harper

Financial Analyst

Marcus Smith

Water Operator

Susan Turner

Operations Specialist

Carrie Durkin

Operations Specialist, Wastewater

Joanann Wilson

Admin. Assistant

Kimberly Good

Admin. Assistant

Pamela Riley

Field Service Representative

Matthew Wiedlich

Utility Person

Jeffrey Zeigler

Operations Specialist

Toni Colavecchia

Senior Manager

Patrick Keen

Utility Person

MIDWEST DIVISION

I&D CHAMPIONS:

Scott Campbell

Sr. Supervisor Operations

Dan Monahan

Lead Client Technology

DeAndre Lewis

Specialist, Physical Security

Amy Angle

Finance Manager

Richard Sebold

Sr. Prog. Mgr., Safety & Health

Veronica Gerdes

Service Person

Eric Larson

Sr. Mgr. Operations

Mark Faison

Field Maintenance Tech.

Thomas Harrell

Sr. Supervisor, Operations

Dierdre Rodgers

Sr. Operations Support Rep.

Amrit Singh

Engineering Project Mgr.

April Aldridge

Paralegal

Carrie Lowe

Supr. WQ & Env. Compliance

Cheri Reis

Operations Specialist

Jonathan Thomas

Sr. Buyer

Kimberly Brown

Sr. Superintendent, Prod.

Linda Newman

Field Services Rep.

Patricia McNiece

Operations Specialist

Sarah Gordon

Engineer

Silpa Varanasi

Supr. WQ & Env. Compliance

Yvette Baker

Plant Operator

Amanda Duncan

Sr. Specialist Business Svcs.

Timothy Grady

Operations Helper

Cecelia Garceau

Lead Operations Rep

Kelly Tudor

Lead Operations Supt. Rep.

Patrice Bryant

Customer Service Rep.

Leslie Roark

Administrative Assistant

Andrea Bland

Lead Operations Supt. Rep.

Brian Billups

Sr. Supervisor, Operations

Gina Bayes

Prog. Mgr. Customer Experience

Christopher Hayes

Supervisor, Operations

Anthony Richards

Director, Health & Safety

CALIFORNIA/HAWAII

I&D CHAMPIONS:

Alberto Rivera

Cross Connect Specialist

Alexus Russell

Transactional Buyer

Alicia Kispersky

Project Engineer

Cherelle Yoza

Operations Specialist

Eric Bennett

Sr. Supervisor, Operations

Jackie Andrade

Meter Reader

Kevin Flint

Sr. Supervisor, Operations

Laura Gonzales

Operations Specialist

Leana Ramirez

Operations Specialist

Luis Corrales

Specialist Health & Safety

Mario Garcia

Operations Specialist

Richard Valdez

Utility Person

Robert Moss

Sr Supervisor Operations

Stacey Fulter

Financial Analyst III

Tena Hanford

Operations Specialist

Vanessa Cunningham

Employee Business Resource Groups (EBRGs)

EBRGs are voluntary, employee-led business resource groups designed to serve identified employee groups with a goal of creating a more inclusive and diverse workplace, as well as giving us a better understanding of our diverse communities that we serve.

- Are inclusive and all employees are able to join
- Cultivate a culture where every employee is respected
- Will impact the business in three focus areas: community, culture and careers
- Act as a “voice” for a particular group in the organization
- Create a powerful network of members focused on areas of common interest
- Build high-trust relationships that help the company and individuals flourish
- Foster a sense of belonging and inspire conversation
- Bring new ways to identify and resolve issues
- Play an integral role in the execution of our I&D strategy

Women's EBRG



Takisha Walker
(Co-chair) Principal
Program Manager



Sarita Malakar
(Co-chair) Director,
Corporate Counsel



David Bowler
(Executive Sponsor)
SVP, Corporate Tax,
Accounting Technology &
Regulatory Services



Tiffanie Duncan
(Co-chair)
Labor Relations Analyst



Anthony Solomon
(Co-chair)
Indirect Tax Supervisor



Pamela Richardson
(Executive Sponsor)
VP, Chief Labor Employment
& Commercial Counsel

Black/African-American EBRG

Strategic Partnerships

American Water partners with diverse organizations to share information and promote I&D best practices. These organizations provide guidance on diversity hiring strategies and fostering an inclusive culture. It is vital for us to maintain these strong partnerships so that we continue to improve our culture.

Organization



Description/Services

A nonprofit organization engaged in national corporate career counseling for our returning veterans and active-duty military spouses



The largest CEO-driven business commitment to advance diversity and inclusion in the workplace



The leading nonprofit resource for business disability inclusion worldwide



The leading research and advisory company; provide senior leaders across the enterprise with the indispensable business insights, advice and tools they need to achieve their mission-critical priorities and build the organizations of tomorrow

Organization



Description/Services

A recruitment solution dedicated to helping inclusive employers hire professional individuals and veterans with disabilities



Sponsor of an innovative 12-week program that provides transitioning service members with professional training and hands-on experience in the civilian workforce



An organization that provides companies with diversity-based recruiting resources, as well as job and career information for individuals and job seekers



The premier organization working exclusively on LGBTQ+ workplace equality. Helps LGBTQ+ people thrive and create a culture of belonging for all



A coalition comprised of business leaders, board members and academics committed to addressing the corporate leadership gender gap

Awards and Recognition (2020)

January: American Water signs CEO Action Pledge for Diversity and Inclusion.

May: American Water is named a 2020 DiversityInc Noteworthy Company by DiversityInc, the gold standard in the U.S. for ranking companies for diversity, equity and inclusion.

July: Top Scorer on the Disability Equality Index for Disability Friendly.

August: U.S. Veterans Magazine recognized American Water as a veteran-friendly company and for having a veteran-friendly supplier diversity program.

August: Military Times awards American Water with Best for Vets Employer for 2020.

August: U.S. Department of Defense awards American Water the 2020 Freedom Award.

September: GI Jobs/VIQTORY award.

CEO **ACT!ON** FOR
DIVERSITY & INCLUSION

DEI BEST PLACE TO WORK FOR
DISABILITY INCLUSION 2020SM
100% DISABILITY EQUALITY INDEX



Awards and Recognition (2019)

May: Military Times awards American Water with Best for Vets Employer for 2019.

July: Top Scorer on the Disability Equality Index for Disability Friendly.

August: VIQTORY announced Military Friendly® employers. American Water achieves Gold-level status which means our results were within 10% of the 10th ranked organization.

October: VIQTORY announced Military Spouse Friendly® employers. American Water is one of 106 organizations awarded with this recognition.

November: 2020 Bloomberg Gender-Equality Index (GEI)



Awards and Recognition (2018)

May: Military Times awards American Water with Best for Vets Employer for 2018.

June: American Water is ranked as one of the leading companies for diversity, governance and transparency in the Philadelphia region.

July: American Water named to the NAACP Equity, Inclusion & Empowerment Index.

August: Victory Media announced Military Friendly® employers. American Water achieves Bronze-level status which means our results were within 40% of the 10th ranked organization.

August: U.S. Veterans Magazine recognized American Water as a veteran-friendly company and for having a veteran-friendly supplier diversity program.

August: American Water was approved for Military Spouse Employment Partnership (MSEP) partnership.

October: American Water was honored by The Forum of Executive Women as a Champion of Board Diversity for 2018.

November: American Water is recognized as a 2019 member of the Bloomberg Gender Equity Index.

November: American Water partnered with the Paradigm for Parity® coalition and announced its commitment to further support inclusion and diversity efforts across its corporate leadership structure by 2030 as well as show support for the same actions in corporations across the United States.



AMERICAN WATER