

MAKING A SPLASH!

INFRASTRUCTURE INVESTMENT: CREATING JOBS AND STRONGER COMMUNITIES

WE ARE 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. The company employs more than **6,800 dedicated professionals** who provide regulated and market-based drinking water, wastewater and other related services to an estimated **15 million people in 47 states and Ontario, Canada.**

COMMUNITY

American Water Corporate Responsibility

American Water has always been committed to being a responsible corporate citizen and supporter of the customers and communities it serves. The recent publication of its fourth biennial **Corporate Responsibility Report** highlights this commitment and American Water's industry-leading performance in 2015 and 2016.

"We believe that engaged employees, working safely and efficiently, coupled with smart investments in customer service, innovation and infrastructure replacement, lead to highly satisfied customers," said Susan Story, president and CEO of American Water.

Another way it demonstrates this commitment is through the **American Water Charitable Foundation**, which

recently celebrated five years of partnering with local communities and organizations throughout the country. The foundation has provided more than \$3 million in funding through grants and matching gifts since 2012.

"Since its establishment, the foundation has always strived to help the communities we serve become stronger through these unique partnerships," said Laura Martin, president of the American Water Charitable Foundation. "In just five years, the foundation has become a leader in the industry and will donate close to \$1 million to worthy causes this year."

In 2012, American Water established the foundation with the primary goals to support employees in their charitable

endeavors, provide support for disaster relief efforts and provide funding for initiatives related to clean water, conservation, education and community sustainability.

The full report can be found in the Corporate Responsibility section of [the company's website](#).



SOLUTIONS

GOING SOLAR IN INDIANA

American Water has always been at the forefront of developing innovations to reduce its own carbon footprint, and this commitment was recently on display in Newburgh, Ind. Indiana American Water broke ground for a new \$1.4 million solar energy project at its operations and treatment center. When it is completed later this year, the solar array will provide enough power to meet the energy needs of the facility and will also abate nearly 500 tons of CO2 emissions annually.



"The water industry is one of the largest users of electric power," Indiana American Water President Deborah Dewey said. "This project, which will cut our cost for electricity by approximately \$65,000 annually, it is also great for our customers and the environment."

The project is Indiana American Water's first solar effort in the state.

SOLUTIONS

AMERICAN WATER AWARDED NEW CONTRACT FOR WRIGHT-PATTERSON AIR FORCE BASE IN OHIO



American Water's Military Services Group was recently awarded a contract for ownership, operation and maintenance of the water and wastewater systems at Wright-Patterson Air Force Base in Ohio. The award revenue is estimated at approximately \$490 million over a 50-year period.

The Military Services Group provides water and wastewater services to military installations across the country as part of the federal government's Utilities Privatization Program. Wright-Patterson will be its 13th installation.

"We are fully committed to providing military installations with industry-leading water and wastewater services," said Todd Duerr, president of Military Services Group. "We also look forward to applying our company's research & development efforts and technology innovation to the military's critical efforts of reducing energy use and ensuring the highest standards of water quality. We strive to become an integrated support unit of the installation — the water and sewer department — and to offer solutions that best meet the needs of its mission."

Wright-Patterson Air Force Base is located northeast of Dayton, Ohio. With over 27,000 employees, including military, civilian and contractors, it is the largest single-site employer in the state with an economic impact of \$4.2 billion per year. The base covers more than 8,000 acres of land and provides operational support for more than 100 associate units located on the base. There are two runways, supporting an average of 47,000 aircraft operations every year.

SERVICE

Resiliency in Operations

Over the past few months, American Water has experienced several natural disasters in its service areas. With each of these events, safety came first. American Water prepared, leveraged resources and looked to help impacted communities.

Whether its hurricanes, tornadoes, flooding, ice storms or wild fires, American Water's response to all of these events highlight the company's commitment to the importance of resiliency efforts for customers. The company routinely use a systematic approach to assess the vulnerability of all of its assets, and constantly prioritizes critical infrastructure investments along with normal infrastructure replacement efforts.

Engineering and operations teams examine every facility and regional water supply to develop a capital plan to determine how much and what kind of investment is needed to ensure on-going safe and reliable service to American Water customers during and after these disasters. The company conducts sensitivity analyses of historic conditions combined with future predictions and consider other factors like a 100-year flood occurring every 20 years or a 500-year flood occurring with increasing frequency. These engineering planning studies drive capital needs assessments, business planning, and financial forecasting.

And just last month, American Water's team in California responded to the tragic fires in Sonoma County, restoring service quickly and supporting local communities.

"These fires destroyed about a quarter of our service district in Larkfield," said California American Water President Richard Svindland. "Our employees, many of whom themselves had been evacuated, worked around the clock amidst this destruction. While I am proud of their work in having successfully restored service to most of the remaining homes and businesses there, we have many customers who will be displaced for years."

AMERICAN WATER
CHARITABLE
FOUNDATION

In addition to a **\$100,000 grant provided to recovery efforts in California**, the American Water Charitable Foundation and its Employee Matching Gift Program **provided a grant of \$70,000 in hurricane relief** to help those impacted by the hurricanes in Texas, Louisiana, Florida and Puerto Rico.

Even during severe weather events, American Water is committed to protecting public health and ensuring service continuity. Service reliability has been and will always be a key parameter in the planning and design of all American Water drinking water and wastewater systems. The bottom line is, the better prepared you are, the better the outcome.