



**WE ARE
AMERICAN
WATER**

OUR STRENGTH AS A LEADER COMES FROM OUR EMPLOYEES, OUR EXPERIENCE AND OUR PROUD TRADITION OF SERVICE. ON THE AMERICAN WATER TEAM, YOU'LL FIND THE TOP SOLUTIONS PROVIDERS IN THE WATER INDUSTRY. SCIENTISTS, ENGINEERS AND TECHNICIANS ALL COMING TOGETHER FOR ONE PURPOSE—TO PROVIDE HIGH-QUALITY WATER AND WASTEWATER SERVICE ACROSS THE COUNTRY.



AMERICAN WATER

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Left: An American Water professional works on a pipeline upgrade project in West Virginia. We are continually investing in our infrastructure to help ensure high-quality and reliable water service to the approximately 1,600 communities we serve across the country.



Delivering value to our communities and our partners is an *American Tradition* that dates back to 1886. We are focused on our customers and driven to provide exceptional service and innovative solutions.

WE ARE THE WATER SOLUTIONS PROVIDER

We are experts at delivering high-quality water and wastewater service to our customers. We are scientists, environmentalists, innovators and protectors. We also live and work in the communities we serve. We understand how important, how precious and how critical water is to daily life.

WHAT WE ARE KNOWN FOR

Customer Service

Our customers are our number one priority. And our customers will tell you that we are responsive, reliable and reputable.

The Highest Standards

When it comes to complying with strict federal regulations for delivering clean, quality drinking water, we've consistently scored among the highest of all water companies.

In 2010, we scored 99.9% for compliance with drinking water standards, monitoring and reporting. That is significantly higher than the industry average.

In the past several years, across the American Water system, we've received more than 150 awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies, including more than 60 five-year director's awards from the Partnership for Safe Water.

Customized Solutions

We work with cities and communities of all sizes to help them solve their unique water and wastewater needs and challenges. A solution can be as simple as installing a system for 39 homes, or as complex as finding a way to deliver water to 400,000 homes in the middle of a desert.

Our expertise has been tapped to develop self-contained wastewater recycling systems in high-rise apartment buildings in New York City, rescue a troubled treatment plant that converts seawater to drinking water, and create a system built to help a football stadium handle the halftime flush by recycling and reusing its own water.

Environmental Stewardship

The special projects we have developed in our communities over the years have brought us awards but, more importantly, they show our commitment to the environment and this precious resource we protect.

We work to enhance habitats, reduce erosion and teach children and young adults to respect, appreciate and conserve our natural resources. The American Water team is committed to protecting the environment, and to finding ways to use our most precious resource wisely.

Innovative Technologies

As demand for energy and water increases, finding alternative solutions to help ensure their availability becomes critical. American Water is committed to working with innovative technologies to create sustainable sources of energy and bolster the supply of reliable drinking water. Two examples of technology we've already implemented are desalination and water reuse.

Desalination:

As the operator of the largest desalination plant in the country in Tampa, Florida, American Water is helping to ensure the environmentally sound conversion of seawater to drinking water that will establish a reliable drinking water supply for years to come.

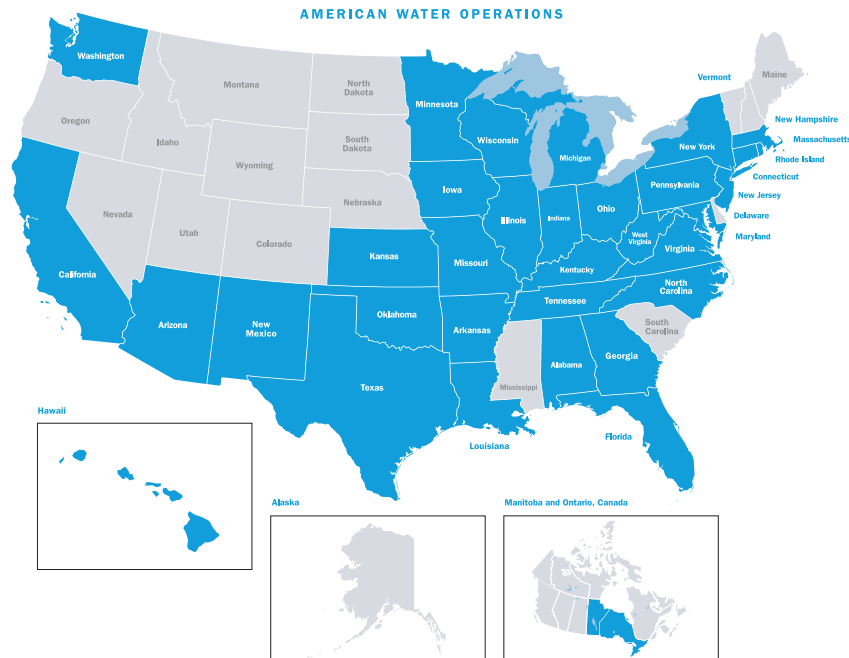
Water Reuse:

In areas where demand for water outweighs supply, we offer solutions in the form of reclamation and reuse of treated wastewater that benefit both our customers and the environment. Recycled water can be used for several purposes, including irrigation, toilet flushing, facilities cooling, and industrial applications. It can also be released to recharge groundwater or streams. Water reuse helps to protect existing supplies of water while reducing wastewater discharge. In 2010, we produced 4.2 billion gallons of reclaimed water from 89 facilities around the country.

Groundbreaking Research

Belleville, Illinois, is home to our state-of-the-art, world-renowned water quality control laboratory. Each year, at our Central Laboratory in Belleville, IL, and at our local utility labs, we conduct nearly one million tests and quality measurements using the most advanced technology and equipment available.

This highly technical facility routinely interacts with prominent researchers, universities and organizations, including the U.S. Environmental Protection Agency.



WHERE WE ARE

With operations in more than 30 states and parts of Canada, we are large enough to pool tremendous expertise and financial strength. From New Jersey to Hawaii, Florida to Canada, American Water, through its subsidiaries, serves approximately 15 million people.

American Water is one of the largest and most experienced water service providers in the United States. Our more than 7,000 employees are committed to treating, delivering and protecting Earth's most precious resource.

