AMERICAN WATER

WE KEEP LIFE FLOWING™

IMPROVING SYSTEM RESILIENCE

American Water has built its business on the values of safety, trust, environmental leadership, teamwork, and high performance.

We work with communities to provide solutions to water and wastewater challenges.

Expanding emergency management strategies and business continuity plans will improve system resiliency against natural and/or malevolent threats such as extreme weather, cyber attacks, supply chain disruptions and more.

Source
J-100 standard: ANSI/AWWA J100-10 (R13). Risk and Resilience Management of Water and Wastewater Systems. 2013. Appendix H.

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At American Water, resilience is a measure of our ability to respond during an emergency situation. It is comprised of three components: **our people, our assets and the communities we serve.**

OUR PEOPLE: We attract and retain a well-trained and diverse employee network. This provides an immediate impact to system resilience.

OUR ASSETS: We regularly reinvest in our infrastructure and maintain emergency response plans to mitigate risks to our operations.

OUR COMMUNITIES: The American Water Works Association (AWWA), a leading trade association for the water industry, published a guidance manual, titled "Risk and Resilience Management of Water and Wastewater Systems (AWWA J-100)," which outlines the direct connection between community and utility resilience. While high unemployment rate and lower median income make a community more vulnerable to the effects of a disaster event, the resiliency of the local water utility can help mitigate these social vulnerability factors. Continuous improvement of American Water's system resilience positively impacts the communities we serve.

GOAL BY 2030

Increase our water system resiliency to respond to more extreme events by increasing URI weighted average by 10% from 2020 baseline.

UTILITY RESILIENCE INDEX

AWWA's Utility Resilience Index (URI) will help track our progress in improving system resiliency levels, in an evolving landscape. URI is a relative measure that represents the ability of the water utility and the community it serves to absorb and recover from the impact of a natural disaster.

- Considers operational and financial capabilities
- Outlines robust, emergency response and business continuity plans
- Provides recommendations for investing in systems with 72-hour available capacity
- Considers social vulnerability factors in the local community

Utility Resilience Index Indicators	Weight
Emergency Response Plan	13.9%
National Incident Management System	15.6%
Mutual Aid & Assistance	18.7%
Emergency Power for Critical Operations	6.0%
Ability to Meet Minimum Daily Demand (water) or Treatment (wastewater)	9.7%
Critical Parts and Equipment	8.8%
Critical Staff Resilience	6.1%
Business Continuity Plan	4.6%
Utility Bond Rating	6.4%
Governmental Accounting Standards Board Assessment	1.8%
Unemployment	4.6%
Median Household Income	4.0%