

American Water Sustainability Data Summary

Disclosure for 2023-2025

July 2026



AMERICAN WATER

WE KEEP LIFE FLOWING®



Introduction

American Water's Sustainability Data Summary supplements our annual sustainability report by providing key data we believe is most relevant to our stakeholders. This summary emphasizes data transparency, year-over-year comparability, and alignment with our sustainability principles.

[Reporting Library](#)

Our Sustainability Principles

Financial Sustainability

We drive financial sustainability through disciplined capital investment and regulatory execution, supporting business growth and long-term shareholder value. Our capital program is funded by operating cash flow and a balanced mix of debt and equity issuances structured to maintain a healthy balance sheet.

Operational Sustainability

We focus on delivering safe, clean, reliable, and affordable water and wastewater services through efficient, compliant operations. Our commitment to safety, performance, and environmental standards aligns with the values of our regulators, customers and other stakeholders.

Cultural Sustainability

We foster a high-performing workforce by attracting and retaining employees who share our purpose and values. Investing in our people drives innovation, operational improvement, and quality service for customers and communities.

[Learn More](#)

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Goals

Water Quality ¹	2025 Target	2025 Performance
Drinking Water Program Compliance		
This metric is determined by counting the overall number of drinking water notices of violation, or NOV, received by the Company in accordance with internally established procedures, which may exclude NOV for newly acquired systems and third-party violations, among others.	6	5
Drinking Water Quality		
This metric is determined by counting the overall number of drinking water NOV for maximum contaminant level exceedances received by the Company in accordance with internally established procedures, which may exclude NOV related to newly acquired systems and associated with third-party violations, among others.	2	0
Water System Resilience	Base Year	2025 Performance
By 2030, increase water system resiliency to respond to more extreme events by increasing Utility Resilience Index (URI) weighted average by 10% from 2020 baseline.	65.6 <i>URI Score</i>	Goal Achieved 14% increase 74.8 <i>URI Score</i>
Water Use & Efficiency	Base Year	2025 Performance
By 2035, save 15% in water delivered per customer compared to a 2014/2015 average baseline ² <i>Gal/Customer/Year</i>	141,394	6.7% Reduction 131,961
Emissions ^{3, 5}	Base Year	2025 Performance
Medium-term Reduce absolute scope 1 and 2 emissions by 50% by 2035 from a 2020 baseline <i>Science-based and Paris Agreement Aligned Metric Tons CO2e</i>	546,630	8.8% Reduction 498,532 ⁴
Long-term Achieve net zero absolute scope 1 and 2 emissions by 2050 <i>Science-based and Paris Agreement Aligned Metric Tons CO2e</i>	<i>Not Applicable</i>	498,532 ⁴

¹ American Water was in compliance with drinking water quality permits, standards and regulation on 99.8% of days in 2025.

² Total Water delivered per customer per year. Baseline is the 2014/2015 average delivery per customer. New York American Water was divested in 2022 and is excluded from baseline and tracking. This metric was developed to capture the trend and progress in supply side (water loss management) and demand side (customer conservation) water efficiency in the entire regulated American Water footprint. This metric may fluctuate from year to year based upon weather impacts to consumption and main breaks or even economic drivers.

³ American Water tracks and reports greenhouse gas (GHG) emissions and set its emissions reduction targets for its regulated business segment. Emissions are calculated and reported using GHG Protocol guidance and the Financial Control consolidation approach.

⁴ 2025 Scope 1 emissions were calculated using The Climate Registry (February 2025) default emission factors. Given the delay in Emissions & Generation Resource Integrated Database (eGRID) data from the United States EPA, 2025 Scope 2 emissions were calculated using emissions factors made available by the Cornerstone Sustainability Data Initiative. For more information on their methodology, please visit their website: <https://cornerstonedata.org>.

⁵ Please note that we exclude the following items from our emissions calculations: refrigerant losses at operations from HVAC units and fugitive emissions from wastewater operations. We do not track or disclose market-based emissions.

Environmental Stewardship

Disclosure	2023	2024	2025
Infrastructure			
Surface Water Treatment Plants <i>Approximate Number</i>	80	80	80
Ground Water Treatment Plants ¹ <i>Approximate Number</i>	513	514	520
Wastewater Treatment Plants <i>Approximate Number</i>	175	190 ¹	170 ²
Transmission, Distribution and Collection Mains <i>Approximate Miles, Rounded</i>	53,700	54,500	55,000
Length of water mains <i>Kilometers, Rounded</i>	78,600	79,300	82,000
Length of wastewater pipe <i>Kilometers, Rounded</i>	6,700	7,200	7,200
Water Main Replacement Rate ³ <i>Years</i>	146	125	166
Rolling 3-Year Average ³ <i>Years</i>	147	136	146
Water Main Replacement Rate ³ <i>Percent</i>	0.68%	0.80%	0.60%
Rolling 3-Year Average ³ <i>Percent</i>	0.68%	0.73%	0.69%
Water Main Replacement ³ <i>Miles</i>	339	401	304
Lead & Galvanized Service Lines Replaced <i>Number, Rounded</i>	16,900	16,800	14,600
Non-Revenue Water ⁴ <i>Thousand Gallons</i>	91,174,423	91,412,284	93,182,751
Non-Revenue Water ⁴ <i>Thousand Cubic Meters</i>	345,132	346,033	352,735
Non-Revenue Water ⁴ <i>Percent, Rounded</i>	22%	21%	22%

¹ The system of record for American Water's properties was updated, which drove a change in the number of groundwater and wastewater plants.

² The decrease in wastewater treatment plants in 2025 is primarily due to a divestiture of approximately 20 plants in Missouri.

³ Our Water Main Replacement can fluctuate annually based on a number of factors including timing of installation and allocation of spend based on overall capital priorities. Main replacement projects may also span across reporting years, with spend allocated in one year and project completion in the next year.

⁴ Non-Revenue Water is an industry term developed by the American Water Works Association that represents leakage (real losses) and "apparent losses" (meter inaccuracies, theft, etc.) as well as "unbilled authorized consumption" (intentional water main flushing to maintain water quality standards, firefighting, etc.). American Water has rate structures in place to recover the overwhelming majority of these volumes.

Disclosure	2023	2024	2025
Water			
Total Water Delivered, by Type <i>Thousand Cubic Meters</i>	1,249,053	1,271,460	1,261,458
Residential <i>Thousand Cubic Meters</i>	609,152	619,228	610,473
Commercial <i>Thousand Cubic Meters</i>	296,791	304,290	306,104
Industrial <i>Thousand Cubic Meters</i>	137,804	140,880	138,936
All Other Customers <i>Thousand Cubic Meters</i>	205,306	207,062	205,945
Average Volume of Water Treated Per Day <i>Cubic Meters Per Day, Rounded</i>	4,368,000	4,437,000	4,422,000
Water Conservation Regulatory Mechanisms			
Percentage of water utility revenue from rate structures that are designed to promote conservation and revenue resilience ¹	17%	17%	18% ²

¹ This disclosure is calculated using revenue from inclining block states (CA), combined with Revenue Stabilization states (CA and IL). Reporting methodology was updated in 2025 for accuracy and alignment with the system of record used for other financial reporting. Historical results for 2023 and 2024 have been revised for comparability.

² The increase in 2025 resulted from the approval of Illinois American Water's base rates which were effective as of January 1, 2025.

Disclosure	2023	2024	2025
Resilience			
Total Water Withdrawal from All Areas ¹ <i>Megaliters</i>	1,594,000	1,620,000	1,614,000
Total Water Withdrawal from All Areas ¹ <i>Cubic meters</i>	1,594,000,000	1,620,000,000	1,614,000,000
Total Water Withdrawal from All Areas ¹ <i>Gallons in Millions</i>	421,139	427,958	426,425
Groundwater <i>Estimated Percent, Rounded</i>	22%	23%	23%
Surface Water <i>Estimated Percent, Rounded</i>	71%	70%	70%
Ocean Water <i>Estimated Percent, Rounded</i>	0%	0%	0%
Recycled Water <i>Estimated Percent, Rounded</i>	< 1%	< 1%	<1%
Water Purchased from 3rd Party <i>Estimated Percent, Rounded</i>	7%	7%	7%
Other Sources <i>Estimated Percent, Rounded</i>	0%	0%	0%
Percentage of Water Sourced from Water Stressed Areas ² <i>Rounded</i>	7%	7%	7%
Volume of Water Sourced from Water Stressed Areas ² <i>Thousand Cubic Meters</i>	115,593	117,778	118,940

¹ System Delivery by point of entry is being used for “withdrawals.”

² Beginning in 2025, American Water updated its methodology for identifying water stressed systems to better reflect its operational definition of water stress. Under the new methodology, systems are flagged when demands exceed 90% of available supply or when they fall within areas with known source water limitations (e.g., New Jersey Critical Areas). Historical results for 2023 and 2024 have been revised for comparability.

Disclosure	2023	2024	2025
Energy			
Total Energy Consumption Within the Organization ¹ <i>Gigajoules, Rounded</i>	5,084,070	5,102,787	5,279,212
Consumption from Purchased Grid Electricity <i>Gigajoules, Rounded</i>	3,784,783	3,718,244	3,785,391
Fuel Consumption from Non-Renewable Sources <i>Gigajoules, Rounded</i>	1,222,794	1,128,691	1,242,268
Consumption from Purchased Renewable Sources ² <i>Gigajoules, Rounded</i>	66,323	242,118 ³	241,197
Consumption from Self-Generated Renewable Energy ² <i>Gigajoules, Rounded</i>	10,170	13,734	10,356
Energy Consumption Supplied from Purchased Grid Electricity <i>Percentage</i>	74.4%	72.9%	71.7%
Energy Consumption Supplied from Fuel <i>Percentage</i>	24.1%	22.1%	23.5%
Energy Consumption Supplied from Renewable Energy ² <i>Percentage</i>	1.5%	5.0% ³	4.8%
Energy Intensity <i>Megawatt-Hour/Total Billed Water Sale, Rounded</i>	4	4	4

¹ Total Energy Consumption data for 2023, 2024 and 2025 has been independently assured by ERM Certification and Verification Services Incorporated (ERM CVS) in accordance with the International Standard for Assurance Engagements ISAE 3000 (Revised). Please see their assurance reports for more details.

² While American Water has consumed renewable energy, the company has not retained the Solar Renewable Energy Certificates (SRECS) necessary for the solar consumption to count towards American Water's GHG emissions reductions.

³ Increase is driven by Pennsylvania American Water 15-year solar Power Purchase Agreement.

Disclosure	2023	2024	2025
Emissions ¹			
Scope 1 GHG Emissions (Independently Assured ²) <i>Metric Tons CO2e</i>	74,877 ³	69,363	73,358 ⁶
Carbon Dioxide <i>Metric Tons CO2e</i>	72,921	67,526	71,291 ⁶
Methane <i>Metric Tons CO2e</i>	113	114	109 ⁶
Nitrous Oxide <i>Metric Tons CO2e</i>	425	223	217 ⁶
Scope 2 GHG Emissions (Independently Assured ²) ⁴ <i>Location-Based Metric Tons CO2e</i>	459,896 ²	430,362 ²	425,174 ⁶
Carbon Dioxide <i>Metric Tons CO2e</i>	457,170	427,971	422,832 ⁶
Methane <i>Metric Tons CO2e</i>	1,166	1,023	959 ⁶
Nitrous Oxide <i>Metric Tons CO2e</i>	1,561	1,368	1,384 ⁶
Scope 1 and Scope 2 Emissions Total <i>Metric Tons CO2e</i>	534,773	499,725	498,532 ⁶
Scope 1 and Scope 2 Emissions Intensity ⁵ <i>Metric Tons CO2e/Total Billed Water Sale (Mgal)</i>	1.62	1.49	1.50 ⁶

¹ American Water tracks and reports greenhouse gas (GHG) emissions and set its emissions reduction targets for its regulated business segment. Emissions are calculated and reported using GHG Protocol guidance and the Financial Control consolidation approach.

² The 2023, 2024 and 2025 Scope 1 and Scope 2 GHG emissions data has been independently assured by ERM Certification and Verification Services Incorporated (ERM CVS) in accordance with the International Standard for Assurance Engagements ISAE 3000 (Revised). Please see their assurance reports for more details.

³ The change in Scope 1 greenhouse gas emissions in 2023 was driven by an increase in natural gas usage within our Pennsylvania and New Jersey operations.

⁴ Please note that we exclude the following items from our emissions calculations: refrigerant losses at operations from HVAC units and fugitive emissions from wastewater operations. We do not track or disclose market-based emissions.

⁵ Emissions Intensity Ratio is calculated based on MT CO2e/Total Billed Water Sale (Mgal). The ratio includes Scope 1 and Scope 2 emissions within American Water's regulated operations.

⁶ 2025 Scope 1 emissions were calculated using The Climate Registry (February 2025) default emission factors. Given the delay in Emissions & Generation Resource Integrated Database (eGRID) data from the United States EPA, 2025 Scope 2 emissions were calculated using emissions factors made available by the Cornerstone Sustainability Data Initiative. For more information on their methodology, please visit their website: <https://cornerstonedata.org>.

Disclosure	2023	2024	2025
Emissions			
Scope 3 GHG Emissions ¹ <i>Metric Tons CO2e, Rounded</i>	649,000	758,000 ²	806,000 ⁴
Category 1: Purchased goods & services <i>Metric Tons CO2e, Rounded</i>	113,000	131,000 ²	129,000 ⁴
Category 2: Capital goods <i>Metric Tons CO2e, Rounded</i>	370,000	469,000 ³	516,000 ^{4,5}
Category 3: Fuel & energy-related activities <i>Metric Tons CO2e, Rounded</i>	159,000	158,000	161,000 ⁴
Category 6: Business Travel <i>Metric Tons CO2e, Rounded</i>	<1%	<1%	<1% ⁴

¹ We procure from roughly 4,500 companies, in which the majority of suppliers are private construction, chemical, and material companies. As our spend increases to address the critical investment needed for our country's aging infrastructure and to meet water and wastewater quality requirements, Scope 3 emissions attributable to purchased and capital goods and services will also rise. Scope 3 emissions will also increase as we continue to execute upon our robust acquisition program and to achieve our existing Scope 1 and Scope 2 reduction goals.

² Emissions increase is attributed to 10% overall increase in spend in 2024 from 2023, the use of updated emission factors based on the 2022 vs 2018 USD resulting in an increase in the inflation rate used from 82% to 94%.

³ Increase in emissions is primarily attributed to increased spend of construction materials and services.

⁴ Given the delay in Emissions & Generation Resource Integrated Database (eGRID) data from the United States EPA, 2025 emissions were calculated using emissions factors made available by the Cornerstone Sustainability Data Initiative. For more information on their methodology, please visit their website: <https://cornerstonedata.org>.

⁵ Increase in emissions is primarily driven by higher spending in higher-emitting categories, including commercial and industrial machinery and equipment repair and maintenance, fabricated pipe and pipe fittings, and water, sewage, and related systems.

Related Resources

[Biodiversity](#)

[CDP Corporate Questionnaire](#)

[Environmental Policy](#)

[GHG Emissions Goals & Profile](#)

[Utility Resiliency Index One Pager](#)

[Water Use & Efficiency One Pager](#)

Independent Limited Assurance Statement – Greenhouse Gas Emissions (2023-2024)



Independent Limited Assurance Report

ERM Certification & Verification Services Incorporated ("ERM CVS") was engaged by American Water Works Company Inc. ("American Water") to provide limited assurance in relation to the Selected Information set out below and presented in American Water 2024 Sustainability Report (the "Report").

ENGAGEMENT SUMMARY

Scope of our assurance engagement	Whether the following Selected Information for 2023 and 2024, is fairly presented in the Report, in all material respects, in accordance with the reporting criteria. Our assurance engagement does not extend to information in respect of earlier periods or to any other information included in the Report.
Selected Information	• Total Energy [Gigajoules] • Total Scope 1 GHG emissions [metric tons CO₂e] • Total Scope 2 GHG emissions (location-based) [metric tons CO₂e]
Reporting period	• 1 January 2023 – 31 December 2023 • 1 January 2024 – 31 December 2024
Reporting criteria	• American Water’s Basis of Reporting (available on page 86 of the Report) • The GHG Protocol Corporate Accounting and Reporting Standard (WBCSD/WRI Revised Edition 2015) for Scope 1 and Scope 2 GHG emissions • GHG Protocol Scope 2 Guidance (An amendment to the GHG Protocol Corporate Standard (WRI 2015) for Scope 2 GHG emissions
Assurance standard and level of assurance	We performed a limited assurance engagement, in accordance with the International Standard on Assurance Engagements ISAE 3000 (Revised) 'Assurance Engagements other than Audits or Reviews of Historical Financial issued by the International Auditing and Assurance Standards Board. The procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement and consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.
Respective responsibilities	American Water is responsible for preparing the Report and for the collection and presentation of the information within it, and for the designing, implementing and maintaining of internal controls relevant to the preparation and presentation of the Report. ERM CVS’ responsibility is to provide a conclusion to American Water on the agreed assurance scope based on our engagement terms with American Water, the assurance activities performed and exercising our professional judgement.

OUR CONCLUSION

Based on our activities, as described on the next page, nothing has come to our attention to indicate that the Selected Information for 2023 and 2024 is not fairly presented in the Report, in all material respects, in accordance with the reporting criteria.

Independent Limited Assurance Statement – Greenhouse Gas Emissions (2023-2024)

OUR ASSURANCE ACTIVITIES

Considering the level of assurance and our assessment of the risk of material misstatement of the Selected Information a multi-disciplinary team of sustainability and assurance specialists performed a range of procedures that included, but was not restricted to, the following:

- Evaluating the appropriateness of the reporting criteria for the Selected Information;
- Performing an analysis of the external environment, including a media search, to identify sustainability risks and issues in the reporting period that may be relevant to the assurance scope;
- Interviewing management representatives responsible for managing the Selected Information;
- Interviewing relevant staff to understand and evaluate the management systems and processes (including internal review and control processes) used for collecting and reporting the Selected Information;
- Reviewing of a sample of qualitative and quantitative evidence supporting the Selected Information at a corporate level;
- Performing an analytical review of the year-end data submitted by all locations included in the consolidated 2023 and 2024 group data for the Selected Information which included testing the completeness and mathematical accuracy of conversions and calculations, and consolidation in line with the stated reporting boundary;
- Conducting virtual visits to three American Water facilities in USA to review source data and local reporting systems and controls;
- Evaluating the conversion factors, emission factors and assumptions used; and
- Reviewing the presentation of information relevant to the assurance scope in the Report to ensure consistency with our findings.



July 28, 2025

Malvern, PA

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THE LIMITATIONS OF OUR ENGAGEMENT

The reliability of the Selected Information is subject to inherent uncertainties, given the available methods for determining, calculating or estimating the underlying information. It is important to understand our assurance conclusions in this context.

OUR INDEPENDENCE, INTEGRITY AND QUALITY CONTROL

ERM CVS is an independent certification and verification body accredited by UKAS to ISO 17021:2015. Accordingly, we maintain a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. Our quality management system is at least as demanding as the relevant sections of ISQM-1 and ISQM-2 (2022).

ERM CVS applies a Code of Conduct and related policies to ensure that its employees maintain integrity, objectivity, professional competence and high ethical standards in their work. Our processes are designed and implemented to ensure that the work we undertake is objective, impartial and free from bias and conflict of interest. Our certified management system covers independence and ethical requirements that are at least as demanding as the relevant sections of the IESBA Code relating to assurance engagements.

ERM CVS has extensive experience in conducting assurance on environmental, social, ethical and health and safety information, systems and processes, and provides no consultancy related services to American Water in any respect.

Independent Limited Assurance Statement – Greenhouse Gas Emissions (2025)



Independent Limited Assurance Report

ERM Certification & Verification Services Incorporated ("ERM CVS") was engaged by American Water Works Company Inc. ("American Water") to provide limited assurance in relation to the Selected Information set out below and presented in American Water's 2025 Sustainability Report (the "Report").

ENGAGEMENT SUMMARY

Scope of our assurance engagement	Whether the following Selected Information for 2025, as indicated on Page 77 and within the 2025 Sustainability Data Summary is fairly presented in the Report, in all material respects, in accordance with the reporting criteria. Our assurance engagement does not extend to information in respect of earlier periods or to any other information included in the Report.
Selected Information	• Total Energy [Gigajoules] • Total Scope 1 GHG emissions [metric tons CO₂e] • Total Scope 2 GHG emissions (location-based) [metric tons CO₂e]
Reporting period	1 January 2025 - 31 December 2025
Reporting criteria	• American Water's Basis of Reporting (available on page 75 and within footnotes of the Report) • The GHG Protocol Corporate Accounting and Reporting Standard (WBCSD/WRI Revised Edition 2015) for Scope 1 and Scope 2 GHG emissions • GHG Protocol Scope 2 Guidance (An amendment to the GHG Protocol Corporate Standard (WRI 2015) for Scope 2 GHG emissions
Assurance standard and level of assurance	We performed a limited assurance engagement, in accordance with the International Standard on Assurance Engagements ISAE 3000 (Revised) 'Assurance Engagements other than Audits or Reviews of Historical Financial Information' issued by the International Auditing and Assurance Standards Board. The procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement and consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.
Respective responsibilities	American Water is responsible for preparing the Report and for the collection and presentation of the information within it, and for the designing, implementing and maintaining of internal controls relevant to the preparation and presentation of the Report ERM CVS' responsibility is to provide a conclusion to American Water on the agreed assurance scope based on our engagement terms with American Water, the assurance activities performed and exercising our professional judgement.

OUR CONCLUSION

Based on our activities, as described on the next page, nothing has come to our attention to indicate that the Selected Information for 2025 is not fairly presented in the Report, in all material respects, in accordance with the reporting criteria.

Independent Limited Assurance Statement – Greenhouse Gas Emissions (2025)

OUR ASSURANCE ACTIVITIES

Considering the level of assurance and our assessment of the risk of material misstatement of the Selected Information a multi-disciplinary team of sustainability and assurance specialists performed a range of procedures that included, but was not restricted to, the following:

- Evaluating the appropriateness of the reporting criteria for the Selected Information;
- Performing an analysis of the external environment, including a media search, to identify sustainability risks and issues in the reporting period that may be relevant to the assurance scope;
- Interviewing management representatives responsible for managing the Selected Information;
- Interviewing relevant staff to understand and evaluate the management systems and processes (including internal review and control processes) used for collecting and reporting the Selected Information;
- Reviewing of a sample of qualitative and quantitative evidence supporting the Selected Information at a corporate level;
- Performing an analytical review of the year-end data submitted by all locations included in the consolidated 2025 group data for the Selected Information which included testing the completeness and mathematical accuracy of conversions and calculations, and consolidation in line with the stated reporting boundary;
- Evaluating the conversion factors, emission factors and assumptions used; and
- Reviewing the presentation of information relevant to the assurance scope in the Report to ensure consistency with our findings.



July 27, 2026
Malvern, PA

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THE LIMITATIONS OF OUR ENGAGEMENT

The reliability of the Selected Information is subject to inherent uncertainties, given the available methods for determining, calculating or estimating the underlying information. It is important to understand our assurance conclusions in this context. Our work was undertaken at American Water's head office in Camden, NJ. We did not undertake source data verification at any operated facilities.

OUR INDEPENDENCE, INTEGRITY AND QUALITY CONTROL

ERM CVS is an independent certification and verification body accredited by UKAS to ISO 17021:2015. Accordingly, we maintain a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. Our quality management system is at least as demanding as the relevant sections of ISQM-1 and ISQM-2 (2022).

ERM CVS applies a Code of Conduct and related policies to ensure that its employees maintain integrity, objectivity, professional competence and high ethical standards in their work. Our processes are designed and implemented to ensure that the work we undertake is objective, impartial and free from bias and conflict of interest. Our certified management system covers independence and ethical requirements that are at least as demanding as the relevant sections of the IESBA Code relating to assurance engagements.

ERM CVS has extensive experience in conducting assurance on environmental, social, ethical and health and safety information, systems and processes, and provides no consultancy related services to American Water in any respect.

Goals

Customer	2025 Target	2025 Performance
Customer Satisfaction		
A quarterly survey is conducted by a third-party firm of random regulated water and wastewater customers of the Company's qualified utility subsidiaries, and the results are based on the number of states in the top quartile among the surveyed utilities.	4 ¹	3
Safety	2025 Target	2025 Performance
Serious Injury Incidence Rate (SIIR)		
A measure used to calculate the frequency and severity of workplace injuries and illnesses by taking the number of incidents during the calendar year multiplied by 200,000 and divided by total hours worked. ¹	0.04	0.00
Days Away, Restricted, or Transferred (DART) Severity Rate		
A metric used by OSHA to measure the impact of workplace injuries and illnesses as recordable injuries that resulted in days away from work, work restrictions, or job duty/position transfer in the calendar year per 100 employees. ²	0.39	0.19
People	2025 Target	2025 Performance
Women Representation		
This people metric is determined by dividing the number of employees who self-identify as female by the total employee headcount.	25.0%	24.7%
Racial/Ethnic Diversity Representation		
This people metric is determined by dividing the number of employees who self-identify as a member of a diverse racial or ethnic group by the total employee headcount.	21.0%	20.9%

¹ J.D. Power's syndicated national survey requires that utilities serve at least 400,000 customers in a state or geographic area to be eligible to participate.

² This goal would not have been earned in the event of a preventable employee fatality during the year. The Company experienced an employee fatality in 2025, which was determined by the Executive Development and Compensation Committee of the Company's Board of Directors to have not been preventable for the purpose of certifying the actual performance rate and percentage earned for this goal.

Customers & Workforce

Disclosure	2023	2024	2025
Customers ¹			
Total Customers Served <i>Number, Rounded</i>	3,486,000	3,546,000	3,572,000
Residential Customers Served <i>Number, Rounded</i>	3,172,000	3,226,000	3,249,000
Water Services <i>Number, Rounded</i>	2,893,000	2,920,000	2,942,000
Wastewater Services <i>Number, Rounded</i>	279,000	306,000	307,000
Commercial Customers Served <i>Number, Rounded</i>	239,000	243,000	245,000
Water Services <i>Number, Rounded</i>	221,000	222,000	224,000
Wastewater Services <i>Number, Rounded</i>	18,000	21,000	21,000
Industrial Customers Served <i>Number, Rounded</i>	4,000	4,000	4,000
Water Services <i>Number, Rounded</i>	4,000	4,000	4,000
Wastewater Services <i>Number, Rounded</i>	-	-	-
All Other Customers Served ² <i>Number, Rounded</i>	71,000	73,000	74,000
Water Services <i>Number, Rounded</i>	70,000	72,000	72,000
Wastewater Services <i>Number, Rounded</i>	1,000	1,000	2,000

¹ A customer is defined as a person, business, municipality or any other entity that purchases the American Water's water or wastewater services as of the last business day of a reporting period. One single customer may purchase the Company's services for use by multiple individuals or businesses. Examples of these customers are homes, apartment complexes, businesses and governmental entities.

² Includes fire service, public authorities and other utilities and community water and wastewater systems under bulk contracts. Bulk contracts, which are accounted for as a single customer in the figures above, generally result in service to multiple customers.

Disclosure	2023	2024	2025
Affordability ¹			
Average Monthly Water Bill for Residential Customers <i>Dollar</i>	\$61.98	\$67.32	\$72.66
Average Monthly Water Bill for Residential Customers as Percentage of Median Household Income (MHI) <i>Percent</i>	0.78%	0.80%	0.83%
Average Retail Water Rate for Residential Customers <i>Dollar Per Thousand Gallons</i>	\$15.11	\$16.39	\$18.11
Average Retail Water Rate for Commercial Customers <i>Dollar Per Thousand Gallons</i>	\$11.27	\$12.14	\$13.50
Average Retail Water Rate for Industrial Customers <i>Dollar Per Thousand Gallons</i>	\$4.83	\$5.21	\$5.62
Average Monthly Wastewater Bill for Residential Customers <i>Dollar</i>	\$69.55	\$71.70	\$78.10
Average Monthly Wastewater Bill for Residential Customers as Percentage of MHI <i>Percent</i>	0.86%	0.84%	0.93%
States with Low Income Programs <i>Number</i>	12	12	12

¹ Increases to customer bills are approved by state regulators, driven by completed capital and infrastructure investments in treatment system and distribution improvements.

Disclosure	2023	2024	2025
American Water Charitable Foundation			
Total Giving <i>Dollar, Rounded</i>	\$4,013,000	\$5,853,000	\$6,186,000
American Water Charitable Foundation Grants ¹ <i>Dollar, Rounded</i>	\$3,065,000	\$4,693,000	\$4,804,000
American Water Charitable Foundation Employee Volunteer & Matching Gift Program ² <i>Dollar, Rounded</i>	\$517,000	\$764,000	\$945,000
American Water Employee Donations <i>Dollar, Rounded</i>	\$431,000	\$396,000	\$437,000
Supply Chain Management			
Total Supply Chain Spend <i>Dollars in Billions, Rounded</i>	\$3.0	\$3.3	\$3.5
Supplier Count <i>Number</i>	4,589	4,548	4,501
United States Based Suppliers <i>Percent</i>	> 99%	> 99%	> 99%

¹ Includes all grants awarded to communities served by American Water.

² Includes donations reported by employees in order to obtain match.

Disclosure	2023	2024	2025
Occupational Health & Safety - Employees			
Fatalities <i>Number</i>	0	1 ²	1 ²
Fatalities <i>Rate</i>	0	0.016 ²	0.016 ²
Fatalities as a Result of Work-Related Ill-Health <i>Number</i>	0	0	0
DART ¹ <i>Rate</i>	0.52	0.14	0.19
ORIR ³ <i>Rate</i>	0.86	0.40	0.36
SIIR ⁴ <i>Rate</i>	-	-	0
Total Time Worked <i>Hours</i>	12,387,836	12,534,128	12,668,271
Main Types of Work-Related Injury <i>Description</i>	Strain/sprain/tear	Puncture/ Laceration/ Abrasion	Strain/sprain/tear
Cases of Work-Related Ill-Health <i>Number</i>	0	0	0
Main Types of Work-Related Ill-Health <i>Description</i>	No Ill Health	No Ill Health	No Ill Health
Health & Safety Training Completed ⁵ <i>Hours</i>	157,381	126,860	134,160

¹ DART injury rate measures the number of OSHA defined recordable injuries that resulted in days away from work, work restrictions, or job duty/position transfers in the calendar year per 100 employees.

² The Company experienced a non-preventable employee fatality in 2024 and 2025.

³ ORIR is a measure of injuries and illnesses requiring treatment beyond first aid for every 200,000 hours worked.

⁴ SIIR is a measure used to calculate the frequency and severity of workplace injuries and illnesses by taking the number of incidents during the calendar year multiplied by 200,000 and divided by total hours worked. This new measure, added in 2025, allows us to continue our momentum toward becoming an industry leader with respect to safety by providing focus on preventing severe injuries in the workplace.

⁵ Reporting methodology for Health & Safety Training hours was updated in 2025 to align with the reporting process used by our Human Resources team. Historical results for 2023 and 2024 have been revised for comparability.

Disclosure	2023	2024	2025
Occupational Health & Safety – Non-Employees			
Fatalities <i>Number</i>	0	0	0
Fatalities <i>Rate</i>	0	0	0
Fatalities as a Result of Work-Related Ill-Health <i>Number</i>	0	0	0
DART ¹ <i>Rate</i>	0.37	0.27	0.13
ORIR ² <i>Rate</i>	0.77	0.60	0.33
Occupational Health & Safety (OHS) Management System			
Workers Covered by the OHS Management system <i>Percent</i>	100%	100%	100%
Employees <i>Percent</i>	100%	100%	100%
Non-Employees <i>Percent</i>	100%	100%	100%

¹ DART injury rate measures the number of OSHA defined recordable injuries that resulted in days away from work, work restrictions, or job duty/position transfers in the calendar year per 100 employees.

² ORIR is a measure of injuries and illnesses requiring treatment beyond first aid for every 200,000 hours worked.

Disclosure	2023	2024	2025
Talent Attraction, Engagement & Retention			
Employees <i>Number as of December 31</i>	6,485	6,702	6,959
Union-represented <i>Percent, Rounded</i>	47%	46%	44%
Non-Union represented <i>Percent, Rounded</i>	53%	54%	56%
Full Time Employees <i>Number</i>	6,454	6,657	6,923
Part Time Employees <i>Number</i>	31	45	36
Temporary Employees <i>Number</i>	5	11	8
Total Employee Hires <i>Number</i>	720	832	1,005
Female ¹ <i>Number</i>	241	265	258
Male ¹ <i>Number</i>	479	567	747
Total Employee Hires ² <i>Percent, Rounded</i>	11%	12%	14%
Female ¹ <i>Percent, Rounded</i>	34%	32%	26%
Male ¹ <i>Percent, Rounded</i>	66%	68%	74%
Open Positions Filled by Internal Candidates <i>Percent, Rounded</i>	34%	33%	34%
Total Employee Turnover <i>Percent, Rounded</i>	12%	11%	11%
Voluntary: Non-Retirement <i>Percent, Rounded</i>	54%	52%	49%
Voluntary: Retirement <i>Percent, Rounded</i>	19%	21%	21%
Involuntary <i>Number</i>	27%	27%	30%

¹ All diversity metrics are based on voluntary self-identification data.

² We calculate our employee hire percentage, including our gender breakdowns, using the following formula: Hire Percentage = (# of hires during the reporting period)/(Total number of employees during the reporting period).

Disclosure	2023	2024	2025
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Our Workforce ¹

Overall Employee Diversity <i>Percent, Rounded</i>	44%	44%	45%
Female <i>Percent</i>	24.1%	24.5%	24.7%
Male <i>Percent, Rounded</i>	76%	75%	75%
Ethnic/Racially Diverse <i>Percent</i>	20.2%	20.4%	20.9%
Under 30 <i>Percent, Rounded</i>	10%	11%	12%
30-50 <i>Percent, Rounded</i>	52%	51%	51%
50+ <i>Percent, Rounded</i>	38%	38%	37%

Executive Diversity ^{1, 2}

Female <i>Percent, Rounded</i>	63%	67%	67%
Male <i>Percent, Rounded</i>	37%	33%	33%
Ethnic/Racially Diverse <i>Percent, Rounded</i>	25%	11%	17%

¹ All diversity metrics are based on voluntary self-identification data.

² We define Executive as the Chief Executive Officer, President, and one level of direct reports.

Disclosure	2023	2024	2025
Talent Attraction, Engagement & Retention			
Non-Union Employees Receiving Regular Performance and Career Development Reviews: Overall	100%	100%	100%
Talent Attraction, Engagement & Retention			
Average Hours of Training Undertaken by Employees <i>Number, Rounded</i>	48	43	44
Executive ¹ <i>Number, Rounded</i>	32	17	19
Leader ¹ <i>Number, Rounded</i>	54	49	48
Other ¹ <i>Number, Rounded</i>	47	42	43

¹ We define Executive as the Chief Executive Officer, President, and one level of direct reports, Leader to reflect any employee with a direct report, and Other as the remaining employee population.

EEO-1 Data

JOB CATEGORIES	HISPANIC OR LATINO		NOT HISPANIC OR LATINO												Row Total
	Male	Female	MALE						FEMALE						
			White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	American Indian or Alaskan Native	Two or More Races	White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	American Indian or Alaskan Native	Two or More Races	
Executive/Senior Level Officials & Managers	0	1	11	1	0	0	0	0	6	1	0	0	0	0	20
First/Mid-Level Officials & Managers	49	20	808	50	24	1	2	12	299	32	13	1	2	4	1317
Professionals	38	25	412	45	61	1	3	4	314	57	30	0	0	11	1001
Technicians	11	3	115	9	1	2	2	1	34	5	3	0	0	0	186
Sales Workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Administrative Support Workers	28	49	144	34	2	0	0	1	388	198	7	0	4	12	867
Craft Workers	167	8	1820	153	26	9	11	19	75	9	2	0	0	1	2300
Operatives	69	2	719	92	5	4	1	11	24	4	1	0	0	2	934
Laborers & Helpers	3	0	68	16	0	0	0	2	2	0	0	0	0	0	91
Service Workers	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	365	108	4097	400	119	17	19	50	1142	307	56	1	6	30	6717
2023 Report Totals	327	87	4009	399	108	14	18	49	1096	293	53	1	5	26	6485

EEO-1 Data

JOB CATEGORIES	HISPANIC OR LATINO		NON-HISPANIC OR LATINO												Overall Totals
	Male	Female	MALE						FEMALE						
			White	Black or African American	Native Hawaiian or Pacific Islander	Asian	American Indian or Alaskan Native	Two or More Races	White	Black or African American	Native Hawaiian or Pacific Islander	Asian	American Indian or Alaskan Native	Two or More Races	
Executive/Senior Level Officials and Managers	1	0	12	1	0	0	0	0	7	1	0	0	0	0	22
First/Mid Level Officials and Managers	40	18	799	44	1	20	1	11	277	31	1	10	2	3	1258
Professionals	32	18	374	42	1	62	3	2	296	51	0	32	0	5	918
Technicians	10	3	108	12	1	1	2	1	30	7	0	4	0	1	180
Sales Workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Administrative Support Workers	27	40	157	33	0	2	0	2	381	192	0	6	3	14	857
Craft Workers	155	6	1811	150	8	21	8	21	76	5	0	1	0	1	2263
Operatives	57	2	682	102	3	1	4	10	26	5	0	0	0	2	894
Laborers and Helpers	5	0	66	15	0	1	0	2	3	0	0	0	0	0	92
Service Workers	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	327	87	4009	399	14	108	18	49	1096	293	1	53	5	26	6485
2022 Report Totals	318	81	4039	416	14	98	13	52	1116	288	2	54	5	23	6519

Related Resources

[American Water Benefits](#)

[American Water Charitable Foundation Overview](#)

[Equal Employment Opportunity Statement](#)

Disclosure	2023	2024	2025
American Water Board of Directors			
Board Directors ¹ <i>Number</i>	10	10	10
Average Director Tenure <i>Number of Years, Rounded</i>	7	6	5
Average Board Meeting Attendance ² <i>Percent</i>	96.1%	98.0%	95.0%
Overall Diversity: Board ³ <i>Percent, Rounded</i>	70%	60%	50%
Female <i>Percent, Rounded</i>	60%	60%	40%
Male <i>Percent, Rounded</i>	40%	40%	60%
Ethnic/Racially Diverse <i>Percent, Rounded</i>	10%	10%	20%

¹ The number of directors and average director tenure are determined as of December 31 for each year indicated. In accordance with our Restated Certificate of Incorporation and Amended and Restated Bylaws, the number of directors is fixed from time to time by the Board.

² Average attendance during the calendar year for all Board members at the combined number of Board meetings and meetings of the Board committees on which such director served.

³ All diversity metrics are based on voluntary self-identification data and are determined as of December 31 for each year indicated.

Board of Directors Nominee Qualifications, Experience & Representation Matrix ¹

	Jeffrey N. Edwards	John C. Griffith	Lisa A. Grow	Laurie P. Havanec	Julia L. Johnson	Patricia L. Kampling	Karl F. Kurz (Board Chair)	Michael L. Marberry	Stuart M. McGuigan	Raffiq Nathoo
American Water Strategic Priorities										
Customer Experience	Technical Expertise	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge	Managerial Knowledge	Managerial Knowledge
Customer Growth and Acquisitions	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge	Managerial Knowledge
Safety	Working Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge	Working Knowledge
Human Capital Management	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge
Investors/Financial	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge
Regulators/Policy makers	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge	Managerial Knowledge	Managerial Knowledge
Operational Execution	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge
Additional Key Skills										
C-Suite	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge
Governance/Risk Management	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge
Legal	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge	Working Knowledge	Managerial Knowledge	Managerial Knowledge
Sustainability	Working Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge	Managerial Knowledge	Working Knowledge	Managerial Knowledge	Working Knowledge	Working Knowledge
Technology and Cybersecurity	Working Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge	Managerial Knowledge	Working Knowledge	Managerial Knowledge	Managerial Knowledge	Managerial Knowledge	Working Knowledge
Representation										
Female			Representation	Representation	Representation	Representation				
Ethnically/Racially Diverse					Representation					Representation

 Technical Expertise
  Managerial Knowledge
  Working Knowledge
  Representation

¹ This matrix highlights the key skills, qualifications, backgrounds and experiences, as well as director representation characteristics, of our director nominees. All information is based upon voluntary self-identification.

Disclosure	2023	2024	2025
Political Contributions			
Direct political contributions by American Water or a subsidiary (comprised only of corporate contributions to a subsidiary PAC) <i>Dollars, Rounded</i>	\$63,500	\$68,500	\$48,900
Political contributions by the Employee Federal PAC or a state subsidiary or line of business PAC <i>Dollars, Rounded</i>	\$588,800	\$705,400	\$716,900
Payments to trade associations and tax-exempt organizations over \$50,000, where the entity has stated that a portion of the payment was used for a non-deductible political or lobbying purpose <i>Dollars, Rounded</i>	\$2,943,000	\$2,795,800	\$207,100
Lobbying Expenditures <i>Dollars, Rounded</i>	\$2,300,000	\$2,300,000	\$2,500,000

Related Resources

[Anti-Corruption and Anti-Bribery Policy](#)

[Audit, Finance and Risk Committee Charter](#)

[Code of Ethics](#)

[Executive Development and Compensation Committee Charter](#)

[Human Rights](#)

[Nominating/Corporate Governance Committee Charter](#)

[Political Contribution Policy](#)

[Safety, Environmental, Technology and Operations Committee Charter](#)

[Supplier Code of Conduct](#)