



AMERICAN WATER

WE KEEP LIFE FLOWING®

# ADVANCING SYSTEM RESILIENCE

**Achieves Utility Resilience Goal Five Years Early**

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.**

### People

We attract and retain a well-trained and diverse employee network. This provides an immediate impact on system resilience.

### Assets

We regularly reinvest in infrastructure and maintain emergency response plans to help reduce operational risk.

### Communities

The American Water Works Association—a leading trade association for the water industry—linked community and utility resilience. While high unemployment rates and lower median income make a community more vulnerable to the effects of a disaster, a resilient water utility can help reduce these social vulnerability factors. Ongoing improvements to our systems strengthen both service reliability and the resilience of the communities we serve.

## OUR COMMITMENT

Emergency Plans



Targeted Capital Investment



Employee Training



Enhanced Resiliency



## 2020–2030 GOAL ACHIEVED IN 2025

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

*“Reaching this goal ahead of schedule shows our deep commitment to resilience and preparedness. It means our people are ready, our systems are strong, and our communities are better protected when extreme weather events occur. Every investment we make helps ensure safe, clean, reliable, and affordable service for our customers and communities.”*

— Cheryl Norton, EVP and Chief Operating Officer, American Water

## UTILITY RESILIENCE INDEX

AWWA’s Utility Resilience Index (URI) helps water and wastewater systems track progress in improving system resiliency levels, in an evolving landscape. URI is a relative measure that represents the ability of the utility and the community it serves to absorb and recover from the impact of incidents. It considers operational and financial capabilities.

Source: J-100 standard: ANSI/AWWA J100-21 **Risk and Resilience Management of Water and Wastewater Systems**. May 1, 2021. Section 4.6.

Utility Resilience Index Indicators	
Operational	Emergency Response Plan
	National Incident Management System
	Mutual Aid & Assistance
	Emergency Power for Critical Operations
	Ability to Meet Minimum Daily Demand (water) or Treatment (wastewater)
	Critical Parts and Equipment
	Critical Staff Resilience
Financial	Business Continuity Plan
	Utility Bond Rating
	Governmental Accounting Standards Board Assessment
	Unemployment
	Median Household Income