

ESG DATA SUMMARY

Environmental

Data Disclosure Title	Units	2017	2018	2019	2020
Climate Variability					
Investments in Resiliency Capabilities ¹	Percent	8%	8%	8%	8%
Energy & Emissions					
Direct (Scope 1) GHG Emissions ²	Total: Metric Tons (CO ₂ e)	61,577	67,146	69,661	64,429
	Carbon Dioxide: Metric Tons (CO ₂ e)	61,507	67,070	67,857	63,020
	Methane: Metric Tons (CO ₂ e)	50	58	76	70
	Nitrous Oxide: Metric Tons (CO ₂ e) ³	20	18	528	439

¹We commit approximately \$1.6 billion annually to capital investment, 8% of which is dedicated to increasing the resiliency of our assets. This may include upgrades and renewals of treatment plants, distribution and transmission pipes, pumping stations and other essential facilities.

²Beginning in 2020, we have removed refrigerants from our calculation of our scope 1 GHG emissions.

³Prior to 2019, we calculated our emissions through a manual calculation using the U.S Environmental Protection Agency's (EPA's) Greenhouse Gas Equivalencies calculator. In 2019, we started using the Engie Energy/Carbon Management System for our calculation. We list both of these calculation tools in our GRI Content Index.

Data Disclosure Title	Units	2017	2018	2019	2020
Indirect (Scope 2) GHG Emissions	Total: Metric Tons (CO ₂ e)	530,091	542,576	508,688	480,682
	Carbon Dioxide: Metric Tons (CO ₂ e)	526,942	539,332	505,401	477,738
	Methane: Metric Tons (CO ₂ e)	787	812	1,061	951
	Nitrous Oxide: Metric Tons (CO ₂ e)	2,362	2,432	2,226	1,993
Emissions Intensity	Metric Tons (CO ₂ e)/ Total Billed Water Sale	1.70	1.77	1.72	1.61
Emissions Reductions ⁴	Percent	31%	29%	32%	36%
Energy Consumption within the Organization	Joules	4,724,265,600	4,907,638,800	4,865,998,212	4,803,656,400
	Megawatt-Hour (MWh)	1,313,457	1,363,233	1,351,666	1,334,349
	Metric Tons (CO ₂ e)	590,859	608,484	578,349	545,111
Total Fuel Consumption from Non-Renewable Sources	Joules	1,021,489,200	1,128,560,400	1,155,960,612	1,078,826,400
	Megawatt-Hour (MWh)	284,908	313,489	321,100	299,674
	Metric Tons (CO ₂ e)	60,340	65,908	68,461	63,529
Renewable Energy Consumption ⁵	Joules	4,460,400	0	0	0
	Megawatt-Hour (MWh)	1,239	0	0	0
	Metric Tons (Avoided CO ₂ e)	428	0	0	0

⁴ Emissions Reductions are based on American Water's Energy and Emissions goal to reduce absolute scope 1 and scope 2 greenhouse gas emissions by more than 40% by 2025 from a 2007 baseline.

⁵ Although American Water's renewable energy generation does not directly reduce our GHG emissions, the consumption of renewable energy by other parties helps contribute to global GHG emission reduction efforts.

Data Disclosure Title	Units	2017	2018	2019	2020
Electricity Consumption	Joules	3,698,316,000	3,779,078,400	3,710,037,600	3,724,830,000
	Megawatt-Hour (MWh)	1,027,310	1,049,744	1,030,566	1,034,675
	Metric Tons (CO ₂ e)	530,091	542,576	508,688	480,682
Total Renewable Energy Generated	Joules	11,714,400	12,384,000	12,261,600	10,123,200
	Megawatt-Hour (MWh)	3,254	3,440	3,406	2,812
Non-Renewable Electricity Purchased	Megawatt-Hour (MWh)	1,027,310	1,049,744	1,030,566	1,034,675
Energy Intensity ⁶	Megawatt-Hour (MWh)/Total Billed Water Sale	3.78	3.96	4.02	3.94
Water Infrastructure					
Water Main Replacement Rate	Years	167	169	133	135
	Percent	0.60%	0.59%	0.75%	0.74%

⁶ Beginning with the 2019-2020 Sustainability Report, we refined our energy intensity calculations to include both Scope 1 and Scope 2 energy data. This new calculation provides a more accurate measurement of Energy Intensity. The data we reported in our 2017-2018 Sustainability Report have been updated to reflect this new measurement method.

Data Disclosure Title	Units	2017	2018	2019	2020
Water Supply Resilience					
Total Water Withdrawal from All Areas	Mega liters	1,643,519	1,660,574	1,631,832	1,632,985
	Kilo gallons	434,172,026	438,677,434	431,084,620	431,389,218
	Cubic Meters (m ³)	1,643,519,904	1,660,574,728	1,631,832,800	1,632,985,829
Water Sourced from Water Stressed Regions ⁷	Percent	7.2%	7.1%	6.9%	6.8%
Water Use & Efficiency					
Total Reduction in Water Delivered per Customer Since Baseline ⁸	Percent	-	-	4.3%	5.3%
Non-Revenue Water Losses ⁹	Percent	20%	20%	22%	21%
	Thousand Cubic Meters (m ³)	86,886,671	94,324,654	94,520,777	92,558,420
Residential Customer Water Savings	Total Gallons Saved (Billions)	3.2	3.3	3.3	3.5
	Gallons Saved per Customer	1,100	1,100	1,100	1,200

⁷System Delivery (by point of entry) is being used for “withdrawals”. Water stressed areas include: New Jersey American Water system points of entry within Critical Areas 1 and 2; Monterey, California (active conservation program in accordance with California best management practices); Long Island, New York (New York State Department of Environmental Conservation has set a goal for all Long Island water suppliers to reduce their peak demand water use by 15% by 2021); and Joplin, Missouri (reservoir supply needed for drought).

⁸Baseline is the 2014/2015 average delivery per customer. New York American Water was excluded from baseline and tracking anticipating divestiture.

⁹The Non-Revenue Water rates represent leakage (real losses) and “apparent losses” (meter inaccuracies, theft, etc.) and “unbilled authorized consumption” (water main flushing, firefighting, etc.).

Social

Data Disclosure Title	Units	2017	2018	2019	2020
Customer Experience					
Customer Satisfaction Survey Rating ¹⁰	Rating (Quartile)	First Quartile	First Quartile	First Quartile	Top Half
Local Communities					
AWCF Matched Funds for Employee Volunteer Hours	Dollar	\$96,000	\$91,110	\$115,000	\$90,000
AWCF Matched Funds for Employee Monetary Donations	Dollar	\$76,000	\$100,952	\$110,000	\$195,000
Corporate Giving Campaign Donations ¹¹	Dollar	\$700,610	\$550,000	\$663,202	\$573,000
Occupational Health & Safety					
Employees					
Fatalities	Number	0	0	0	0
	Rate	0.00	0.00	0.00	0.00

¹⁰We measure performance on Customer Experience through our performance on the J.D. Power U.S. Water Utility Residential Customer Satisfaction Study. The study measures the satisfaction of residential water customers of the 90 largest water utilities in the U.S, and considers six factors to score companies on a 1,000-point scale: quality and reliability; price; conservation; billing and payment; communications; and customer service. In 2020, American Water changed the target and calculation to utilize J.D. Power syndicated Customer Satisfaction Quarterly Survey of regulated water and wastewater customers, and the results are aggregated and weighted for each individual state. Our current target includes achieving "first quartile" in overall satisfaction.

¹¹ Includes United Way and Water for People.

Data Disclosure Title	Units	2017	2018	2019	2020
Number of Fatalities as a Result of Work-Related Ill-Health	Number	0	0	0	0
Days Away, Restricted, and Transfer (DART) Rate	Rate	1.39	1.13	0.57	0.63
OSHA Recordable Incident Rate (ORIR)	Rate	1.82	1.63	1.13	0.99
Total Number of Hours Worked	Hours	11,951,970	12,919,717	13,065,950	12,716,326
Main Types of Work-Related Injury	Description	Strain/sprain	Strain/sprain	Strain/sprain	Strain/sprain
Cases of Work-Related Ill-Health	Number	1	0	0	1
Total Safety Training Hours	Hours	60,000	80,000	96,000	100,000
Non-Employees					
Fatalities	Number	0	0	0	0
	Rate	0.00	0.00	0.00	0.00
Number of Fatalities as a Result of Work-Related Ill-Health	Number	0	0	0	0
Days Away, Restricted, and Transfer (DART) Rate	Rate	-	-	0.45	0.34
OSHA Recordable Incident Rate (ORIR)	Rate	-	-	0.60	0.69

Data Disclosure Title	Units	2017	2018	2019	2020
Talent Attraction, Engagement & Retention					
Number of Employees	Number	6,800	7,129	6,828	7,042
Workforce Gender Diversity	Percent Female	25%	26%	27%	26%
	Percent Male	71%	74%	73%	74%
Workforce Racial/ Ethnic Diversity ¹²	Percent Racial/ Ethnic Minority	-	-	-	21%
	Percent Non-Racial/ Ethnic Minority	-	-	-	79%
Regular Employees by Gender	Number Female	1704	1,880	1,808	1,823
	Number Male	4800	5,227	5,002	5,199
Temporary Employees by Gender	Number Female	12	10	9	11
	Number Male	20	12	9	9
Full-Time Employees by Gender	Number Female	-	1,871	1,801	1,822
	Number Male	-	5,216	4,990	5,193
Part-Time Employees by Gender	Number Female	-	19	16	12
	Number Male	-	23	21	15
Total Employee Hires ¹³	Number	700	1260	754	720
	Rate	0.10	0.18	0.11	0.10

¹² Workforce Racial/Ethnic Diversity metrics are based on voluntary self-identification data.

¹³ We calculate our employee hire rates, including our age and gender breakdowns, using the following formula: Hire Rate = (# of hires during the reporting period)/(Total number of employees during the reporting period).

Data Disclosure Title	Units	2017	2018	2019	2020
Employee Hires by Age Group	Number Under 30	218	404	243	231
	Number 30–50	373	635	363	387
	Number 50+	109	221	148	102
	Rate Under 30	0.39	0.62	0.38	0.34
	Rate 30–50	0.12	0.19	0.11	0.11
	Rate 50+	0.04	0.08	0.05	0.04
Employee Hires by Gender	Number Female	213	493	221	181
	Number Male	487	767	533	539
	Rate Female	0.12	0.26	0.12	0.10
	Rate Male	0.10	0.15	0.11	0.10
Total Employee Turnover ¹⁴	Number	737	957	734	516
	Rate	0.11	0.13	0.11	0.07
Employee Turnover by Age Group	Number Under 30	134	206	132	77
	Number 30–50	268	358	252	192
	Number 50+	335	393	350	247
	Rate Under 30	0.24	0.32	0.21	0.11
	Rate 30–50	0.08	0.11	0.08	0.05
	Rate 50+	0.12	0.14	0.12	0.09

¹⁴ We calculate our employee turnover rates, including our age and gender breakdowns, using the following formula: Turnover Rate = (# of turnovers during the reporting period)/(Total number of employees during the reporting period).

Data Disclosure Title	Units	2017	2018	2019	2020
Employee Turnover by Gender	Number Female	501	325	458	160
	Number Male	236	632	276	356
	Rate Female	0.29	0.17	0.25	0.09
	Rate Male	0.05	0.12	0.06	0.07
Job Requisitions with Diverse Candidate Pool ¹⁵	Percent	86%	86%	86%	84%
YOY Transfers/Promotions filled by Minority, Female, Veteran or Disabled Candidates ¹⁶	Percent	50%	53%	57%	59%
Union Represented Employees	Percent	46%	49%	46%	45%
Disabled Employees	Percent	-	-	-	1.6%
Veteran Employees	Percent	-	-	-	6.1%
Military Spouse Employees	Percent	-	-	-	0.1%
LGBTQ+ Employees	Percent	-	-	-	0.7%
Overall Workforce Diversity ¹⁷	Percent	-	-	-	44%
Non-Union Employees Receiving Regular Performance and Career Development Reviews by Gender	Percent Female	100%	100%	100%	100%
	Percent Male	100%	100%	100%	100%

¹⁵ We have restated our 2017 data point from the 2017-2018 Sustainability Report. The current data point aligns with our 2017 annual report.

¹⁶ Minority, female, veteran or disabled status is based on voluntary self-identification data.

¹⁷ All workforce diversity metrics (racial, ethnicity, disabled, veteran, military spouse and LGBTQ+) are based on voluntary self-identification data.

Data Disclosure Title	Units	2017	2018	2019	2020
Non-Union Employees Receiving Regular Performance and Career Development Reviews by Management Level	Percent Executive Management	100%	100%	100%	100%
	Percent Non-Executive Management	100%	100%	100%	100%
	Percent Other	100%	100%	100%	100%
Water Access & Affordability					
Average Water Retail Rate for Residential Customers ¹⁸	Dollar	-	\$10.24	\$11.35	\$11.64
Average Water Retail Rate for Commercial Customers ¹⁸	Dollar	-	\$7.67	\$8.30	\$8.87
Average Water Retail Rate for Industrial Customers ¹⁸	Dollar	-	\$3.76	\$3.83	\$3.94
Typical Combined Monthly Water and Wastewater Bill for Residential Customers	Dollar	-	\$95.00	\$99.50	\$103.90
Number of States with Low Income Programs	Number	-	12	12	12
American Water Systems with Drinking Water Notice of Violations (NOVs) ¹⁹	Times better than Industry Standard	5x	11x	20x	14x

¹⁸ The average water rate calculations exclude the states where we operate with Revenue Stabilization Mechanisms (RSMs: CA, IL and NY).

¹⁹ This environmental leadership metric is determined by comparing our overall number of drinking water notices of violation as reported in an EPA database, to the national drinking water industry average, and assessing how many times better we perform. Drinking Water NOVs include: acute health based; non-acute health based; and non-health based violations. Metrics provided exclude new systems acquired in the same year and third-party violations. NOVs are counted in accordance with established practices.

Governance

Data Disclosure Title	Units	As of March 27, 2018	As of March 26, 2019	As of March 31, 2020	As of March 30, 2021
Number of Board Directors	Number	8	8	11	11
Number of Independent Directors	Number	7	7	10	10
Number of Executive/ Non-Executive Directors	Number Executive	1	1	1	1
	Number Non-Executive	7	7	10	10
Number of Female Directors	Number	4	4	6	5
Number of Directors of Racial/Ethnic Minority ²⁰	Number	1	1	2	2
Average Director Tenure	Years	7.0	7.0	5.5	6.5
Average Board Meeting Attendance	Percent	-	-	93.4%	92.6%

²⁰ Racial/Ethnic Director metrics are based on voluntary self-identification data.