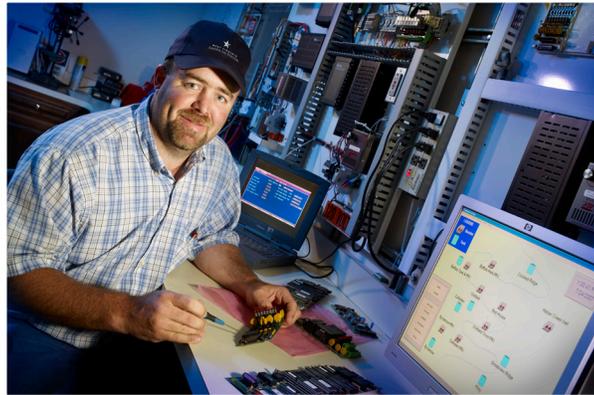


EXPERTISE AND INNOVATION AT WORK FOR YOU



**WE CARE ABOUT WATER.
IT'S WHAT WE DO.**

Proudly serving Canada for 20 years

WHO WE ARE

American Water Canada Corp., an Ontario corporation headquartered in Hamilton, has been providing operation and maintenance services in Ontario for 20 years. The company helped introduce the concept of public-private partnerships to Canada when it entered into an innovative ten-year contract in 1995 for the operation of the City of Hamilton's water and wastewater systems, among the largest in Canada at the time.



The company's team of professionals has experience and expertise in water and wastewater systems of various sizes and technical complexity and holds the necessary licenses and permits required to provide the scope of services needed to operate water and wastewater facilities. These licenses and permits include certification as an Accredited Operating Authority and all necessary operating licenses for our personnel required by the Ontario Ministry of the Environment.



American Water Canada Corp. is part of American Water, one of the largest investor-owned water services companies in North America. Established more than 125 years ago, American Water brings the extensive expertise that comes with that lengthy history to the partnerships it enters for the operation of water and wastewater systems. As the owner of a wide range of water and wastewater assets and the operator of systems for others, we fully understand the needs and challenges utilities face today. That dual perspective of both owner and operator gives us a long-term view when it comes to maintenance management, life-cycle costs and efficiency in operations. Our experience includes serving as the project lead for award-winning design-build-operate (DBO) procurements for water and wastewater systems.

For our Ontario clients, this means American Water Canada Corp. brings not only its local resources, but a wide array of corporate resources—engineers, planners, scientists and managers, as well as experts in health and safety, compliance, operations, maintenance—that are available to our projects.

Our goal is to become your trusted partner and help you address all of your water and wastewater needs.

WHAT WE DO

Across North America, American Water partners with governmental and private sector clients who are looking for professional operators to run their water and wastewater systems. We are recognized as an industry leader in providing reliable, sustainable and cutting-edge solutions for the problems confronting today's water and wastewater systems.

With a long-established and well-funded research and development program that has advanced the science of water for more than 30 years, our Innovation & Environmental Stewardship team leverages its expertise to test new ideas and validate new technologies—about 400 since 2009—for wider industry use, creating greater efficiencies in the areas of water reuse, energy usage, desalination, wastewater operations and bio-energy.

We have helped our clients in the following ways:

Operations Optimization

Operating facilities to achieve a high degree of efficiency, carefully evaluating alternatives for reduced O&M costs, and using our Operations Support Center (OSC) to gather, monitor and analyze data to predict trends and to drive targeted performance. We work closely with technology manufacturers or develop our own—like the recently patented, energy-saving NPXpress for improved phosphorous removal.

System Improvement

Improving and optimizing operations by introducing best management practices to every project, by encouraging innovation and creativity in our employees through training, and by seeking ways to enhance performance through the adoption of new technologies where appropriate.

Environmental Stewardship

Protecting the environment and the health and safety of the community by meeting or exceeding all regulatory standards. Using the OSC's environmental compliance leadership program's multiple levels of review, we can ensure all regulatory requirements are fully met.

Maintenance and Asset Preservation

Working diligently to preserve, maintain and improve utility assets, and helping define current and future needs for clients with recommendations for prioritized infrastructure improvements based on life-cycle costs.

Risk Sharing

Accepting responsibility for those operating risks appropriately borne by American Water Canada Corp. and mitigating these and other system risks borne by our clients through the use of best management and operating practices.

Quality Management

Implementing for clients the Drinking Water Quality Management System required by the Ministry of the Environment as part of the Municipal Drinking Water Licence Program. American Water Canada has been accredited as the operating authority for municipalities. For other clients' operations, we have assisted in achieving ISO 14001 certification.

OUR CANADIAN EXPERIENCE

Our goal is to become your trusted partner and help address all of your water and wastewater needs. We currently operate in many areas within North America, including the management of multiple projects in Ontario, Canada. Here are a few examples:

Middlesex Centre Water and Wastewater

We operate and maintain three water and three wastewater systems for Middlesex Centre, servicing a population of 8,800 in southwestern Ontario. This contract originally began in 2008 and was renewed in December 2012 for another 5.5 years. In addition to its operational responsibilities, American Water Canada also undertakes all repairs and maintenance to the treatment facilities and distribution and collection systems, along with minor capital improvement projects.

The wastewater system includes three treatment plants in Ilderton, Kilworth and Komoka with a combined capacity of 4.5 million litres per day (MLD) plus the collection systems, including eight pump stations for four communities. Two treatment plants are conventional extended-aeration plants supplemented with sand filters, ultraviolet disinfection and aerobic sludge holding tanks. The third is a membrane plant including UV disinfection and aerobic sludge holding tanks.

Project Accomplishments:

In Middlesex Centre, American Water Canada Corp. has worked with the community to identify water and wastewater capital needs. This effort has included our management of approximately \$1.25 million in client-approved repairs and capital improvements, including repairs or replacements of pumps, motors, electrical equipment and instrumentation; upgrades to sewage pumping stations, filter equipment, SCADA systems and chemical feed systems; and installation of a new diesel generator.

At the same time, we coordinated facility operations with other client-managed capital projects, ensuring operations were not affected. These projects included the introduction of membrane technology at the Kilworth wastewater treatment plant, the doubling in size of the Komoka wastewater treatment plant and the building of the new Komoka water reservoir and booster pumping station.

In late 2010, American Water Canada installed the company's new data management tools--the JOB Cal CMMS and Water Information Management Solution (WIMS)TM data management tools. These tools give management and operations personnel a consolidated platform for operations systems, provide real-time diagnostic and alert capability for connected processes and enhance reporting capabilities.



We encourage you to contact us to discuss any current or future needs you may have.

Chalk River Water and Wastewater

One of the earliest of American Water Canada's contracts, we have operated the water and wastewater systems for the community of Chalk River since 1995 with the contract renewed three times. Located 180 km from Ottawa in eastern Ontario, the Village's 800 residents live in an area that is environmentally pristine with extensive forests.

Corry Lake is the source of the community's water supply. A low lift pump station draws raw water from the lake and delivers it to the Chalk River WTP. The treatment process includes alum flocculation, re-activator clarifier, high rate gravity filter, chlorine disinfection, clearwell and high lift pumping to an elevated water tank.

The wastewater treatment plant is an extended aeration facility with activated sludge and aerobic digestion. The treatment facility can be operated in either an extended aeration mode or a contact stabilization mode. For the extended aeration mode, the plant capacity is 363 cubic meters per day (m^3/d) and for the contact stabilization mode is 545 m^3/d . Wastewater is treated in a series of three aeration cells in which the incoming flow can be diverted depending on the mode of operation. Aeration is provided by positive displacement blowers to the aeration cells and aerobic digester. To enhance the plant performance, phosphorus removal is achieved by the addition of alum. Final treatment of the wastewater is by clarification in the final tank and disinfection by the addition of sodium hypochlorite. Treated wastewater effluent is discharged to a tributary of the Ottawa River.

Project Accomplishments:

Chalk River, a small community in western Ontario, began experiencing heavy flows to its wastewater treatment plant. As operators of both water and wastewater plants, American Water Canada notified the Village that daily flows to the wastewater plant were spiking when the company backwashed the water treatment plant's filters during periods of snowmelt and rainfall events. To immediately deal with the issue while a resolution was found, American Water Canada varied the frequency of the backwashes and manually operated the pump station that fed the wastewater treatment plant to prevent washing out the plant. As the operating authority for Chalk River, American Water Canada met with the town-hired engineer and contractor to plan for the installation of variable speed pumps that will better control flows.



OUR CANADIAN EXPERIENCE CONTINUED

West Grey Water and Wastewater

American Water Canada has been operating the water and wastewater treatment systems in Durham and Neustadt since 2005. The Durham Wastewater Treatment Plant receives wastewater from residential, commercial, and industrial users. It was constructed in 1980 as a 2.1 MLD extended aeration sewage treatment plant, and typically treats an average daily flow of 1.1 MLD but is subject to peak inflows greater than 1.9 MLD. The plant process consists of an extended aeration cell, two final clarifiers, chemical addition of alum and chlorine, and a contact chamber for disinfection. There is one pump station. Solids handling consists of two on-site, aerated sludge holding tanks and land disposal.

Neustadt's wastewater system is comprised of a two-cell waste stabilization lagoon which receives its waste from one sewage pumping station. The collection system has approximately 5,200 meters of sanitary sewers, including 60 manholes and approximately 228 sewer connections. Raw sewage flows via gravity to one sewage pumping station which removes large debris from the inflow. Alum is added to the pumping station effluent for phosphorus removal when the sewage pumps are activated.

Both drinking water systems are classified as groundwater under direct influence of surface water and use both chlorination and ultraviolet disinfection.



Moosonee Water and Wastewater

A challenging project due both to its remoteness in Northern Ontario, its climatic conditions, American Water Canada has operated the municipality's water and wastewater systems since 2007 under an eight-year contract.

Located on the Moose River 19 kilometers south of James Bay, Moosonee is called "the gateway to the Arctic." To handle the extended severe cold and freezing, the utility's infrastructure had to be built with a number of special features to eliminate operational issues and take into account staff safety. Because Moosonee can only be accessed from southern Ontario by plane or train, greater quantities of supplies than normal for a project of this size need to be ordered at one time to reduce shipping costs. The remoteness of the facilities can make recruitment challenging, but American Water Canada has been successful in maintaining adequate staffing throughout the contract term.

The wastewater plant is a two-celled, seasonally discharging, facultative lagoon with a rated flow of 1.5 MLD and a useable volume of approximately 165,640 cubic meters (m³) per cell. It is equipped with inlet and outlet control structures, interconnecting pipework and an overflow pipe between cells. It includes an outfall pumping station located at the lagoon with two submersible pumps and a collection system consisting of ten sewage pumping stations throughout the town.

The water treatment plant draws its supply from the Moose River and is rated at 3 MLD. It consists of a dual train package unit with in-line flash mixing, two-stage flocculation, upflow solids contact clarifier with automatic sludge withdrawal, and dual media filters with air scour/water backwash. Sludge is gravity settled in the clarifier then thickened and dewatered in a sludge bagging system for disposal at the local landfill. There is a 2140m³ reservoir for treated water storage.

OPERATIONS SUPPORT CENTER

American Water Canada Corp. offers clients a state-of-the-art Operations Support Center (OSC) which connects to all our facilities via a web-based interface. Staffed around the clock by operators, engineers, scientists, and analysts, the OSC provides operational oversight and support that supplements our on-site personnel. The OSC platform allows us to offer the latest in system monitoring techniques and is key to our long-term track of successful operations. After we develop site-specific Key Performance Indicators (KPIs) for each of our sites, the OSC offers an added tier of monitoring to support local staff during normal conditions and enhanced capabilities during emergency or unexpected situations. In some of our facilities, American Water can support local operations with remote operating capabilities. The foundation of our operating model, the OSC is one of the tools that enable us to deliver consistent and reliable services wherever we operate in the province – from Lake Ontario to James Bay.



Computerized monitoring allows for the efficient management of wastewater systems. Changes can be made quickly to optimize performance.

DON'T JUST TAKE OUR WORD FOR IT. HERE'S WHAT OUR CLIENTS HAVE TO SAY:

“Since 2008, American Water Canada has provided an excellent service to the Municipality of Middlesex Centre. We have worked together to address any unexpected situations minimizing the impact to the Municipality and the end users.”

Maureen A. Looby, M. Eng., P. Eng.,
Retired Director, Public Works and Engineering,
Middlesex Centre

“For over 8 years, American Water Canada has been a trusted partner to the Municipality of West Grey. They always take pride in operating our systems and in the service they provide. They operate our system the way we, as owners would. We are glad to have them as a partner.”

Ken Gould, CRSS,
Director of Infrastructure & Public Works,
Municipality of West Grey

**For more information, call our Ontario office at 905-521-1988,
or visit amwater.com/productsandservices.**



AMERICAN WATER

CANADA

OUR PARENT COMPANY

Founded in 1886 as the American Water Works & Guarantee Company, American Water has been serving customers and communities for more than 125 years in the U.S. and for 18 years in Canada. American Water serves an estimated 14 million people. We have an experienced leadership team, with our three most senior executives together have an average of 28 years of experience. We employ approximately 6,600 professionals who are committed to customer service and operational excellence in delivering high-quality, reliable drinking water and other water-related management services. Our Canadian Operations are handled at the local level with the backing of a strong corporate parent company who can provide strong operational support and cost efficiencies. American Water is a publicly traded company listed on the New York Stock Exchange under the ticker symbol, AWK.

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