



AMERICAN WATER

WE KEEP LIFE FLOWING™

THE RIGHT EXPERTISE FOR A GROWING NUMBER OF CONTAMINANTS

Providing safe, clean, affordable, and reliable water is American Water's primary goal. Our company employs a team of top-notch scientists, engineers, and public health professionals to identify new threats to source water quality, act on evolving regulations and new health advisories, and research the influx of advanced treatment technologies.

CASE STUDY IN WATER QUALITY

Ransom, Illinois is a village in LaSalle County, Illinois

CHALLENGE: The wells in Ransom were supplying poor quality drinking water and could not be utilized without mitigation to eliminate high radium levels exceeding U.S. EPA standards. The EPA issued a consent decree for the Village to comply with radium removal.

SOLUTION: Following a sale to Illinois American Water, the company committed to provide a new water source to the village through the construction of a transmission main from its Streator District bringing high-quality drinking water to residents. Within the first year of ownership, Illinois American Water was able to eliminate the consent decree.



PROVIDING QUALITY IN EVERY DROP

FROM TOXIC LEAD-TAINTED WATER IN FLINT, MICHIGAN TO ALGAE BLOOMS IN LAKE ERIE AND THE OHIO RIVER - WATER QUALITY EXPERTISE MATTERS

With recent tragedies affecting drinking water, we continue to see a heightened awareness of water quality issues. And it's no wonder. More than 130 million chemicals have been registered and that number continues to grow. Every 2.6 seconds a new substance is being produced, and the potential effects of these compounds on the environment and human health are still being understood.

We are committed to keeping our customers safe

There are multiple challenges the water industry faces when it comes to water quality. This is why American Water remains steadfast in its commitment to be a leader in the U.S. water and wastewater industry and a provider of solutions to these challenges.

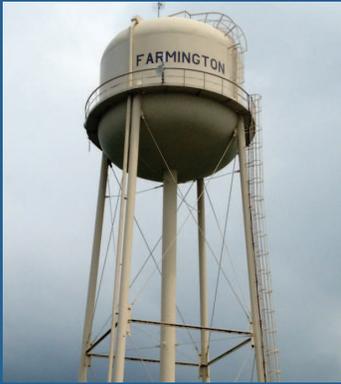
To follow through on our promise of safe, clean, affordable and reliable water, we are continuously looking at a growing list of contaminants that may affect source water. American Water has more than 10 PhDs on our Research and Development team focused on identifying new contaminants, and developing a plan to mitigate and treat any potential threats to water quality.

We maintain state-of-the-art water quality testing equipment, so that our dedicated team of water quality experts is better equipped to detect and respond to chemical and biological contaminants.

Over the next five years, American Water will invest more than \$8 billion in our pipes, plants, and pumps to deliver high-quality drinking water and ensure our customers have the best service possible. We commit to this level of investment because it has consistently led to exceptional water quality results for the communities we serve. Our customers deserve exceptional water quality, and American Water is committed to delivering on that promise.



CASE STUDY IN WATER QUALITY



Farmington, Illinois is located 30 miles west of Peoria in Fulton County.

CHALLENGE: Farmington received numerous complaints from residents regarding water quality due to the complex reverse-osmosis process, hardness and undersized mains inhibiting adequate flow throughout the distribution system.

SOLUTION: After selling to Illinois American Water, the company committed to investing approximately \$5 million in to Farmington's water system within the first five years of ownership to improve both production and distribution systems which will improve overall water quality.



QUESTIONS?

Visit us at amwater.com



AMERICAN WATER

OUR TREATMENT STRATEGIES ARE DESIGNED TO STAY AHEAD OF EMERGING CONTAMINANTS

American Water uses cutting-edge research to optimize our treatment strategies. Our Water Quality Research and Development team is developing and implementing solutions today for water utilities of the future. We work with our peers to advance knowledge for the entire water industry as well as our water quality professionals and our customers. We are working with new and emerging technologies to predict, manage, and optimize potential source water issues. Examples of our work include:

- Leveraging the latest technology, our Research and Development team is testing the benefits of using aerial drones to detect harmful algae blooms.
- We are testing how ultrasonic technology can stop blooms, prevent taste and odor events and eliminate cyanotoxins before they get to the water treatment plant.
- Implementation of WaterSuite, a risk management tool, to evaluate and track chemical storage and transport through watersheds, and detect source water contamination events.
- Evaluating and implementing activated carbon and biofiltration to control new contaminants.
- Use of ultra-violet drone technology to disinfect new pipe.
- Sensors for flows, pumps, collection system levels to control overflows.

INDUSTRY RECOGNITION

150+ water quality awards

from state and federal regulators, industry organizations for compliance with drinking water quality standards

Global Awards

- Global Water Intelligence's Technology Company of the Year Award

National Awards

- American Water Intelligence's Technology Project of the Year Award
- U.S. Water Alliance's U.S. Water Prose
- Environmental Business Journal's Achievement Award (4)
- Climate Change Business Journal's Achievement Award (2)
- Water Research Foundation
 - Research Innovation Award
 - Outstanding Subscriber Award
- U.S. Environmental Protection Agency
 - 68 Partnership for Safe Water Directors Awards
 - Source Water Protection Award
 - WaterSense Excellence Award
 - Region III (Mid-Atlantic) Source Water Protection Award
- National Association of Water Companies' Management Innovation Awards
- Associated General Contractors of American's Special Recognition

68

EPA Partnership for Safe Water awards

for voluntarily surpassing drinking water standards



State and Local Awards

- Illinois Water Environment Association's Lab Award
- Minnesota Pollution Control Agency's Certificate of Commendation
- Green Technology Magazine's Green California Leadership Awards
- Missouri Water Environment Federation's Biosolids Management Award - Large Facilities
- Arizona Water Association's Water Treatment Plan of the Year - Large System
- Kansas Water Environment Association's Gold Award
- PA Rural Water Association's Source Water System of the Year
- Ventura County CA Chapter, American Public Works Association's Project of the Year, Water/Wastewater category
- Minnesota Pollution Control Agency's Certificate of Commendation



QUALITY. ONE MORE WAY WE KEEP LIFE FLOWING.