

MAKING A SPLASH!

INFRASTRUCTURE INVESTMENT: CREATING JOBS AND STRONGER COMMUNITIES.

WE ARE AMERICAN WATER

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly-traded water and wastewater utility company. The company employs more than **6,800 dedicated professionals** who provide regulated and market-based drinking water, wastewater and other related services to an estimated **15 million people in 47 states and Ontario, Canada.**

SERVING COMMUNITIES

Maryland American Water Breaks Ground on \$15 Million Reservoir

Recently, Maryland American Water held a groundbreaking ceremony to mark the beginning of construction of a raw water reservoir and new intake for **Bel Air**.

The reservoir will be filled with water from Winters Run when stream flows are high, and will provide an essential backup water supply for the Bel Air community. Once placed into service in early 2019, the 11.5 acre impoundment will provide approximately 1 million gallons per day of additional water supply during severe droughts. It offers a reliable, safe and environmentally sound solution for Bel Air's water supply challenges.

"Maryland American Water has served the Bel Air community since the 1930s, and we remain committed to delivering safe, reliable water service," said Barry Suits, Maryland American Water president. "This

impoundment secures a life-sustaining resource for 20,000 people in the town of Bel Air and parts of Harford County, and we are honored to serve here."

The reservoir will be located on the historic Mount Soma property, land that Maryland American Water purchased from Harford County. "For the public's benefit, we plan to work with the county to return portions of the land not used," said Suits.

Horacio Tablada, deputy secretary of the Maryland Department of the Environment, cited Maryland American Water as an example of public-private partnerships that are needed in the future to resolve issues such as water supply. "This company has been invested in the town for many years, and this is the next logical step, to create for future generations the sustainable water resources that are needed for everyone to grow and for the quality of life that we all maintain," he said.



INNOVATIVE SOLUTIONS



AWWA ACE CONFERENCE

This year's **American Water Works Association (AWWA) Annual Conference (ACE17)** was held in Philadelphia, Pa., and American Water had a strong presence throughout the conference with 14 expert presenters participating in 22 sessions.

"As a leader in the water industry, American Water was excited to participate in ACE and share our advanced technology and innovations while also learning from our peers," said Walter Lynch, chief operating officer of American Water. "We all have the same goal of satisfying customers' needs. This conference is a great forum for industry leaders to come together and share ideas and best practices, and create connections."

During the conference, American Water was recognized with 18 Partnership for Safe Water awards. The awards honor efforts in continuously optimizing treatment plant and distribution system operation and performance.

"We are extremely proud that American Water accounts for about 20 percent of the participating plants, and has received more Partnership for Safe Water awards than any other utility nationwide," said Susan Story, president and CEO of American Water. "Our team of more than 6,800 professionals works hard to deliver clean water for life that is also safe, reliable and affordable, because our customers deserve nothing less."

SERVING OUR CUSTOMERS

MAPPING OUR INFRASTRUCTURE INVESTMENTS

One of the biggest challenges facing the U.S. is the repair and replacement of aging water and wastewater infrastructure. American Water works closely with local communities to identify problem areas, which helps plan where and when to proactively replace and upgrade infrastructure. For customers, it means improved water quality, service reliability and fire protection.

Now, American Water customers can view details about infrastructure projects and other capital investments thanks to new interactive maps recently launched by American Water subsidiaries in [New Jersey](#), [Pennsylvania](#) and [West Virginia](#).

“Often, our customers do not necessarily see their water bills at work because we may not be upgrading infrastructure in

front of their home, or we may not make it obvious that nearby construction work is a water system improvement rather than a sewer, natural gas or even road improvement,” said Brian Bruce, president of West Virginia American Water.

With this innovative, user-friendly map, customers can view details about the company’s water and wastewater pipe renewal or replacement projects across its service areas in each state. The maps feature summaries of pipe upgrades, total dollars invested and length of pipe being installed. By clicking on individual projects, viewers can see specific project details and “zoom in” to view the street-level details of projects in their town or county.

“While we try to communicate major infrastructure investments to our customers through mailings and press releases, this map goes the extra step to provide details about all of our current projects statewide and is accessible from any computer or smartphone,” said Bruce.



FOCUSED ON SAFETY

Reducing Lead, Improving Quality

American Water has a strong record of surpassing drinking water standards and ensuring it remains focused on investing in its systems to deliver safe, clean, affordable and reliable water to customers.

Recent events have shown water quality is critical to customers. **The company has increased communications around lead** to its customers and taken progressive steps to help on the customer-owned side of service lines.



- **Pennsylvania American Water** filed a request with the Public Utility Commission seeking authorization to replace customer-owned lead service lines when removing company-owned lead service lines. This proposal will allocate \$6 million annually to replace such lines, and if approved, eliminates the financial burden placed on customers to do the work. “Lead service lines largely remain in older neighborhoods where

prohibitive costs often prevent homeowners from replacing them,” said Pennsylvania American Water President Jeffrey McIntyre. “With this filing, we are taking an important first step toward eliminating the lead service lines that exist within our communities.”

- **New Jersey American Water** conducted a Lead Service Line Replacement pilot project in a financially distressed community and replaced customer service lines when found. Working with the NJ Board of Public Utilities on recovery of these investments, American Water will continue to replace customer-owned lead service lines during main renewal and replacement programs.
- **Missouri American Water** filed a plan with the Missouri Public Service Commission for a pilot project that has already replaced approximately 60 customer service lines.
- **Indiana American Water** is working with the Indiana Utility Regulatory Commission for approval of a plan that would include projects in financially distressed communities with higher lead line concentrations.
- **Virginia American Water** was awarded funding for lead service line replacements by the Virginia Department of Health through a grant program using a state revolving fund.

These efforts are driven by the company’s commitment to the safety of its customers and the communities it serves.