American Water Announces State Leadership Changes and New Customer Strategy Role

CAMDEN, N.J., Dec. 12, 2024–American Water (NYSE: AWK), the largest regulated water and wastewater utility company in the U.S., announced today a number of state leadership changes and the development of a key customer strategy role.

Lynnae Wilson will join American Water as Senior Vice President, Customer Strategy, a new role that will focus on the effective strategic coordination of customer service and technology. In today's world of virtual interaction and communication, the effective utilization of technology in all aspects of providing a superior customer experience is vital. American Water's Customer Service and Information Technology (IT) organizations will be led by Wilson, as Matt Prine, currently President of Indiana American Water, has been named Chief Customer Officer, and Deb Degillio, has been named Chief Technology and Information Officer.

Wilson has more than 20 years of extensive operations experience in the utility space. Most recently responsible for all aspects of electric operations at CenterPoint Energy, her proven expertise includes leading an integrated technical and operational team serving millions of customers in multiple states.

Prine has led Indiana American Water since 2019, and his state operational experience will enhance the connection between customer service and operations. Degillio has been working with American Water's IT team to implement many technology-supported customer service systems. She will bring her deep knowledge of customer service processes to IT.

Barry Suits, currently President of Maryland and Virginia American Water, will replace Prine as President of Indiana American Water. Laura Runkle, currently serving as Vice President of Operations for Iowa American Water, will replace Suits as President of Maryland and Virginia American Water.

Suits has led Maryland and Virginia operations since 2015 and has been with American Water since 1999, starting out with Illinois American Water. Runkle has been with American Water since 2010 in various roles with increasing responsibility in West Virginia, Pennsylvania and Iowa.

To allow for adequate transition of the various roles, particularly in state leadership, all of the changes will be effective January 13, 2025.

"This is an exciting day for our company to be able to promote highly experienced, long-time American Water employees as well as bring on someone like Lynnae, who has deep utility and operations knowledge," said Cheryl Norton, Executive Vice President and Chief Operating Officer of American Water. "All are fully committed to our purpose of delivering safe, clean, reliable and affordable water and wastewater services. They know how to build teams effectively and they understand the importance of putting our customers first while making the communities we serve stronger."

About American Water
American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

For more information, visit amwater.com and join American Water on LinkedIn, Facebook, X and Instagram.

Media Contacts

Alicia Barbieri

Director, Communications & External Affairs

(856) 676-8103

Alicia.Barbieri@amwater.com

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