Investing in the Future: American Water Speaks on Workforce and Water Quality at 2025 NARUC Summer Summit

CAMDEN, N.J. – JULY 31, 2025 – American Water (NYSE: AWK), the largest regulated water and wastewater utility company in the U.S., participated in the 2025 National Association of Regulatory Utility Commissioners (NARUC) Summer Policy Summit, July 27 through July 30, 2025, in Boston, Massachusetts. The Summit brought together state regulators, utility industry leaders and stakeholders to explore pressing issues facing the utility sector, from workforce development to environmental innovation. Presenters from the company included:

- Lori Sutton, Senior Vice President and Chief Human Resources Officer, American Water, was part of the panel discussion *Workforce Development: Building the Talent Pipeline for a Modern Utility Sector*, moderated by Hon. Kathryn Zerfuss, Pennsylvania Public Utility Commission. Sutton discussed the importance of attracting, developing and retaining new talent to meet the evolving demands of the water and energy industries.

- Michael Wolan, Director of Engineering, New Jersey American Water, presented during the session *The PFAS Solution*, moderated by Hon. Michael Bange, New Jersey Board of Public Utilities. Wolan highlighted American Water's approach to managing per- and polyfluoroalkyl substances (PFAS), including treatment strategies, regulatory coordination and communication with customers.

"Providing safe, clean, reliable and affordable water and wastewater service to customers requires talented experts doing the work and capital investments," said John Griffith, President and Chief Executive Officer, American Water. "Whether it's building a stronger workforce or advancing PFAS treatment, I'm proud to see our team leading these critical conversations at NARUC."

"The future of our industry depends on investing in people," said Sutton. "Whether it's through our Flow Forward high school student education program, our Future Wavemakers internship program for college students, or our Water UP! hands-on utility training for adults, we're focused on building pathways to opportunity while ensuring our workforce remains equipped to deliver the essential services communities need."

The Workforce panel discussion also included Dan Rhoton, CEO of Hopeworks, which has partnered with American Water through an innovative and collaborative workforce program. The program directly engages, trains, and employs young adults on Geographic Information System (GIS) projects. Ninety percent of the GIS-trained young adults graduate from the program, complete college and secure permanent careers in the utility industry.

American Water also has extensive experience and expertise in designing and installing treatment for groundwater and surface water, including treatment for PFAS that allows the company to meet federal and state drinking water standards.

"PFAS presents a complex challenge, and we are meeting that challenge with science, transparency and action," added Wolan. "I'm proud to share how American Water is advancing solutions to help protect public health and maintain trust in the water we deliver."

With regulated operations across 14 states, American Water plays a critical role in addressing infrastructure needs, protecting water quality and supporting workforce development. Through leadership participation in conferences and summits like NARUC, the company continues to engage with regulators and industry partners to advance the water utility industry with customer and community focused solutions.

For more information about the 2025 NARUC Summer Policy Summit, visit https://www.naruc.org/summer-summit/.

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 6,700 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.

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