2 Iowa American Water Employees Share Industry Expertise at Iowa AWWA Annual Conference

DAVENPORT, Iowa – [November 13, 2026] Iowa American Water is proud to recognize two employees who recently presented at the Iowa Section of the American Water Works Association (Iowa AWWA) Annual Conference, sharing expertise and best practices with water professionals from across the state.

Chris Avis presented on **"Manual Treatment Plant SOPs and Exercises and Their Value Today in the Age of Automation,"** highlighting the continued importance of standard operating procedures, hands-on training and preparedness within modern water treatment facilities. As utilities increasingly incorporate advanced technologies and automation, Avis emphasized the critical role knowledgeable operators and well-developed procedures play in ensuring safe, reliable service.

Monica DeLaPaz presented on **"How Data Can Drive Operational Performance,"** showcasing how utilities can leverage data and analytics to improve efficiency, strengthen decision making and enhance overall operational effectiveness. Her presentation demonstrated how data-driven insights can help utilities better serve customers while continuously improving performance.

"The expertise of our employees is one of the reasons Iowa American Water continues to provide high-quality, reliable water service to our customers," said **Tony Loete**, vice president of operations at Iowa American Water. "Chris and Monica are respected leaders in their fields, and we're proud to see them sharing their knowledge with peers across the state. Their willingness to contribute to industry learning and innovation reflects our culture of excellence and our commitment to advancing the water profession."

The Iowa AWWA Annual Conference brings together water professionals, utility leaders, engineers, operators and industry experts to share knowledge, discuss emerging trends and collaborate on solutions that support safe, reliable drinking water service throughout Iowa.

By participating as conference presenters, Avis and DeLaPaz contributed to industry-wide discussions focused on continuous improvement, workforce development, operational excellence and the delivery of high-quality water service to communities across the state.

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 and celebrating 140 years in 2026, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to approximately 14 million people with regulated operations in 14 states and on 19 military installations. American Water's approximately 7,000 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.

About Iowa American Water
Iowa American Water, a subsidiary of American Water, is the largest regulated water utility in the state with approximately 90 dedicated employees working to provide safe, clean, reliable and affordable water and wastewater services to approximately 225,000 people. For more information, visit iowaamwater.com and join Iowa American Water on Facebook.

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